



# Fire & Smoke Restoration

## What you need to know



Few events parallel the destruction caused by fire, smoke and soot. When it does however, many different services, processes and techniques need to occur to restore a property back to pre-loss condition. Fire and smoke damage can be devastating, and requires more service and expertise than an ordinary contractor or house cleaner can provide. RMC's years of experience include commercial, residential, and industrial fire and smoke damage restoration.

### Had smoke/fire damage? Here are the actions to take:

1. Report and file a claim
2. Authorize emergency services to protect property from further damage
3. Arrange temporary residence and immediate service needs
4. Work with the insurance representative and reputable contractors to develop work specifications (scope of services)
5. Review and authorize work agreements and contracts, payment authorizations for
  - a. Structural repairs or reconstruction
  - b. Personal property cleaning and restoration
  - c. Inspect personal property items following cleaning and restoration
  - d. Non-salvageable personal property lists are provided by the restoration contractor
  - e. The Insured is required to provide a list to Total Loss personal property to the insurance representative
6. Track, maintain and submit additional living expense to the insurance representative
7. Work with the insurance representative for agreement on a settlement for the loss
8. Sign and submit a Proof of Loss
9. Receive payment(s) and authorize payment to contractors
10. Replace personal property items and submit invoices for replacement cost payments, if applicable

### Consequences of not taking action:

- **Secondary damage to the building**
- **Potentially cancer causing carcinogens**

The National Fire Protection Association (NFPA) has identified over 1200 toxic gasses associated with structure fires. Fire debris and residues from burning plastic, synthetic and natural materials may be as easy to remove with a feather duster as household dust, or as difficult to remove as aged tobacco smoke film – it all depends on the fuel and the available oxygen at the time of the fire.

**Within the restoration process removing and treating the damage is paramount. RMC will work on a combination of strategies to restore the property including:**

1. Removing the source
2. Cleaning the affected area(s)
3. Recreating the penetration of the odoriferous molecule (malodor)
4. Sealing/encapsulating the space

Restoring a property back to occupiable condition following fire or smoke damage requires expertise in removing debris, shoring and bracing, board-up, and tarping for safety. Following securing a site, the team at RMC will assist in any needed demolition, water removal and additional cleaning-up.

Our certified experts will work to return your property to pre-loss condition by cleaning, deodorizing, refinishing and restoring hard furnishings. If not charred; carpet, furniture, draperies and other building contents can be restored as well.

\*Contingent on the actual damage done and the type of structure and materials we are working to clean

**When you have had fire and smoke damage dangerous odors can linger.**

**You can detect these in 2 ways:**

1. The human nose (real odor)
2. Psychological odor or heightened awareness

**How is odor transmitted?**

1. Humidity
2. Temperature

When humidity and temperature is low odor detection is low and when humidity and temperature is high odor detection is higher

**Facts about deodorizing the air space following smoke damage:**

1. The area MUST be clear of all unprotected personnel
2. Types of Oxidizers used for Deodorization:
  - a. Hydroxyl: Created by using water and ultraviolet lights
  - b. Ozone Generator: Creates Ozone (O<sub>3</sub>) gas pulling in air through an electrically charged tube. The two atoms of oxygen are separated (O<sub>2</sub>) these combine with other molecules of air to create (O<sub>3</sub>). When it contacts an odor or gas an extra molecule is imparted and oxidation takes place.

**The Facts**

Ozone particles are  
**.0001 microns**

Smoke or tobacco smoke particle  
range from **.01–4 microns**

Human hair  
**50 microns**





## The Facts

40 microns is the smallest particle visible to the human eye

Hydroxyl particles are up to 20 microns

- Soot is a byproduct of incomplete combustion
- Soot containing Polycyclic Aromatic Hydrocarbons (PAH), is a product of incomplete combustion and maybe considered carcinogenic
- When soot combines with water it creates an acidic residue
- Soot webs form when ionized soot particles stick together in chains. They gather along portions of walls and ceilings because in cooler areas
- Soot webs are not cobwebs or dirt if removed improperly wet they will have an acidic residue, if dry removal is used without proper PPE they maybe carcinogenic And carry a malodor

### RMC's Restoration Process:

Fire and smoke damage requires more service expertise than an ordinary contractor or house cleaner can provide to safely and completely restore a property back to livable condition. RMC's extensive experience includes residential, commercial and industrial fire and smoke damage restoration.

Our highly trained project managers are the best in the industry and have the capability to restore commercial, residential or industrial properties following a fire or smoke related incident.

The service provided by RMC goes far beyond a standard janitorial cleaning for good reason. A light coating of soot might be removed easily by the correct specialized technique, yet the soot could be permanently embedded by improper cleaning. Our highly trained project managers are the best in the industry and have the experience and capability to serve any residential and large industrial project — the right way.



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