



of Weymouth-Hingham,
Quincy & Brockton



The Restoration Report

THE OFFICIAL NEWSLETTER FOR SERVPRO OF WEYMOUTH, HINGHAM, QUINCY AND BROCKTON.

Case Study in Disaster Response

Imagine...an office building experiences a loss of putrid proportion. A call had come into the emergency center at SERVPRO's corporate headquarters, and due to the gravity of the situation, an emergency response team with extensive experience and expertise was required. SERVPRO of Weymouth general manager George Bailey received the call about this major sewage backup and was on the phone with the customer within minutes. He had a crew on-scene within the hour, and they spent the rest of the day extracting the sewage backup, treating the affected area, setting up drying equipment, and moving affected items for treatment and/or disposal.



Three days after the incident occurred, SERVPRO of Weymouth's monitoring report revealed that the entire site was dry and drying equipment was removed. And even though the damage was in the basement, Servpro also cleaned the upstairs carpet in order to do a thorough job.

While a receptionist relayed the positive feedback of the entire office staff, special validation came in the form of a report from SERVPRO's corporate office, which stated, "Great care by SERVPRO!" ■

Newest Equipment Improves Efficiency and Helps Control Costs

To improve efficiency and ultimately lower costs for our insurance partners, TEAM MATTOS has made significant investments in the newest and most innovative technology and equipment.



TEAM MATTOS recently procured a **TES thermal energy system**, a unique water-damage restoration system designed to dramatically improve the drying process by combining controlled heat and air flow to produce high-speed evaporation. TES uses its uniquely designed exchanger boxes to contain water in ceilings, walls, and floors. This new drying process enables property owners to have their structure restored in less time, with less hassle,

and less damage; insurance companies also can see considerable savings.

To optimize drying efficiency, TEAM MATTOS also has purchased new **Phoenix Arctic Max portable air conditioners** that are designed specifically for the restoration industry. The Phoenix Arctic Max boasts one ton of cooling capacity and in a single pass can provide a 15 degree temperature decrease, which greatly enhances the comfort level of occupants. By pre-treating the air, the system also improves the performance of our desiccants and LGR dehumidifiers.



To efficiently power the new equipment while conserving energy, **Portable Power Distribution Centers** have been purchased. These systems are designed to stand up to the toughest conditions and have been engineered utilizing the latest in GFCI technology, which stops current flow in a circuit when it detects current leakage.

In addition to the latest technology, TEAM MATTOS has added to its arsenal of reliable drying equipment by purchasing new **extreme extractors**. These ride-on suction devices have been proven as the best machines for water removal when compared against all other extractors in an independently conducted test.

To continuously improve indoor air quality, TEAM MATTOS has added additional **portable ozone air purifiers**, which are designed to reduce indoor bacteria, allergens, mold and pollutants. ■



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TEAM MATTOS Responds to Veterans

With the assistance of many of our insurance agency partners, TEAM MATTOS responded to the needs of many of our area veterans who had requested books for their library. During the Veterans book drive in July, area insurance agents helped collect over 12 moving boxes of books for the Veterans Hospital in Brockton.

TEAM MATTOS would like to say a special 'Thank You' to those agents who participated in the Veterans Book Drive:

Starkweather & Shepley – East Providence
James J. Sullivan Insurance – Quincy
Agnitti Insurance – Quincy
Morris and Yalowchuk – Quincy
Burgin Planter Hurley – Quincy

Dailey Insurance – Quincy
Congress Insurance – Quincy
Foy Insurance – Quincy
Cushman Insurance – Brockton
Harrington Insurance- Brockton

MITIGATING MOLD

Molds are simple, microscopic organisms that are virtually everywhere, indoors and outdoors. Constant moisture from water damage, excessive humidity, water leaks, condensation, water infiltration, and flooding is most often responsible for mold's growth. Mold releases innumerable lightweight spores that can become airborne and travel, resulting in mold infestation that is sometimes toxic.

If you can see or smell mold inside your home, office or school, TEAM MATTOS recommends that you eliminate excess moisture and safely clean and remove the mold. You may also suspect mold contamination if mold-allergic individuals express mold health problem

symptoms, even if mold is not visible. You need to be aware that mold infestation may be hiding underneath or behind water-damaged surfaces or behind walls and ceilings.

When excessive mold contaminates a home or building, SERVPRO's professional remediators follow five principles in dealing with the mold:

Principle 1: Provide for health and safety of workers and occupants and prevent mold from spreading to occupied areas of the building.

Principle 2: Document conditions and processes including the extent of the

contamination and the amount of moisture saturation.

Principle 3: Control the mold contaminant at its source to prevent mold contamination from becoming airborne and spreading.

Principle 4: Remove contamination by physically removing materials damaged by growing mold by vacuuming excessive mold spores into HEPA filters and by damp wiping soiled surfaces with detergent cleaning products.

Principle 5: Correct the moisture problem by uncovering and fixing the source of moisture that initially contributed to mold growth. ■