

EXCLUSIVELY CONTENTS

R E S T O R E W H A T M A T T E R S

Vol.20, Issue 10

CAN'T TOUCH THIS...

Contaminated makeup,
household chemicals, flammables
Costly Contents Don'ts

Robots Kill Germs
With Ultraviolet Lights

New Test Allows Anyone To Swab
for COVID-19 on Surfaces
at Home and in Public Places

Provided By Your Contents Restoration Partner



5640 Knott Ave.
Buena Park, CA 90621-1808

Phone: 1-800-589-2740

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CAN'T TOUCH THAT! PACK OUT DON'TS



There are certain items and substances which the pack out team have to disallow from their lists of things they will pack, transport and store.

Gasoline, paint, nail polish remover, and other flammables come to mind, as do guns, ammunition, insecticides and other volatile compounds.

Lotions can expand, or the bottle may split. Perfumes can evaporate, spill, or even ignite (and they can run about \$100 per ounce or more – way more). Lipstick can melt. A jar of Crème de la Mer (moisturizing cream) can cost more than \$2000 at Nordstroms. Still, some teams will pack out cosmetics for short term storage, and the Contents Manager will decide that sort of option on a case-by-case basis.

Industry spokesperson Barb Jackson CR, adds, “1. Cosmetics have an expiration date...so if we store them for 6 months, they are rancid when we return them – it’s a huge liability 2. They get contaminated. 3. They are an overlooked total loss item that NEEDS to be listed as such due to the sheer cost of replacement.”

Surprisingly, (depending on the condition of the collection), the contents pros will pack out fine wines -- and they will do a superb job of it, including the creation of a temperature controlled chamber to maintain a constant and proper chill for when it arrives in their facility. But depending on state and county laws, they may not move open containers of liquor.

They probably won’t move cleaning supplies. First of all, the

cost of packing out such powders and liquids would be more than replacing the substances themselves. Secondly, they would pose a risk to other items in the trucks and vaults at the storage facility.

Due to possible contamination and limited shelf life, frozen foods and other perishables won’t be found on the “transportable” list. Such items may be disposed of, but we don’t “restore” food.

Living things are also not on the list – everything from plants, to goldfish, to parakeets, dogs, cats, snakes, contents specialists restore inanimate objects – they aren’t set up to care for pets.

And we strongly recommend that you keep important papers with you (driver’s licenses, marriage certificate, tax records, property deeds, unpaid bills, car and house keys, medicine, expensive jewelry). If jewelry needs to be cleaned and decontaminated, special arrangements can be made.

Of course there are many other items that you may want to keep close to you, but which you may prefer the contents pros to take. For example, we have had cases in which legal documents needed to be cleaned and deodorized, or family photos have been damaged and needed to be restored (sometimes electronically). On these occasions the Contents Manager will spend time with the owner documenting the items and seeing to the transport, appropriate treatment and storage of your valuables personally.

A trained, experienced Contents Manager won’t waste your time, your money, and certainly won’t discard anything without expressed, written permission.

DISINFECTING DILEMMA

In this topsy-turvy world where an infectious disease is ravaging a major part of the country, some well-meaning homeowners have been known to make mistakes in their house cleaning regimen.

You already know about things like not mixing bleach with ammonia (even though many insureds have thought that to be a good idea). The gas produced by such an error has proven lethal to pets, children and even adults.

But there are far less deadly challenges you might not know about. For example, do you know what happens when you spray Lysol® on a marble countertop? In seconds the marble loses its “shine,” and becomes dull – for some it even seems to change color.

This process is called “etching.” And, there is more: vinegar, ammonia, and bleach can cause the same effect. Other stone vanities, window sills, and fireplace mantels, made from travertine, limestone and onyx can suffer the same fate.

All the wax polishes you own won’t be able to restore the marble, but luckily the contents specialists can. They have a substance and a process that can recondition the damaged stone to pre-loss condition.

When you need us, give us a call, it is likely we will have more good news for all your contents restoration challenges.

MOVING COMPANY — VS. — THE CONTENTS PROS

You already know that moving companies pay about 60 cents a pound for things they damage. Thus a \$1000 television, weighing 30 pounds, will only get the owner about \$18.

On the other hand, no matter if the TV was damaged by fire, flood or in transport, the Contents Manager will try various calculations to make it easy for the owner to become ecstatic. For example she (he) might assign contents pros to repair the television.

Or she might discuss depreciation with the owner, then offer to replace the damaged set with a refurbished one from a reputable source.

Or she might offer a larger set that has a 12 month warranty but is used.

Or perhaps offer a service the homeowner wants, but is not covered

in the homeowner's policy.

The bottom line is that the homeowner has to be remarkably happy with the "deal" when the contents company more than fulfills its promise by negotiating instead of merely wasting money to achieve parity.

In a like manner, the Contents Manager is constantly looking for ways to save the insurance carrier significant sums. For example, if a single dinner plate from a 48 piece vintage set is broken in a fire or flood, the owner might demand that the entire set be replaced (because it is no longer a "set"), often a savvy contents professional knows just where to look in order to find a single piece manufactured by the same company that created the set in question, and she can find a single piece for less than 1/10th what the set would cost.

CONTENTS PROS GET HELP FROM ROBOTS

In a past issue of Contents Solutions, we told of "robots" that were being used in some hospitals to decontaminate rooms using ultraviolet light bursts. But they weren't the first use of ultraviolet light for disinfection. It turns out that scientists discovered its virus and bacterial killing abilities over 100 years ago.

Some UV lights are relatively safe for use by humans, some can burn skin, damage eyes and place users in jeopardy.

Jet Blue is using UV robots to disinfect passenger airliners between flights. Called "Germhawks." These machines glide down the plane's aisles and destroy viruses and bacteria with no chemicals.

We anticipate hearing a lot more about ultraviolet light (we will report about it in upcoming issues of Contents Solutions). For now we are intrigued with researchers' published works that point to "Far-UVC," which is a type of ultraviolet light that can destroy viruses and bacteria in the air – but is harmless to humans.

<https://www.genengnews.com/topics/translational-medicine/uv-light-that-is-safe-for-humans-but-bad-for-bacteria-and-viruses/>

But virtually every report that has been released insists that even with the incredible killing power of FDA-approved antimicrobials and futuristic machines with ultraviolet light – a thorough cleaning must be performed on all surfaces. COVID-19 can "hide" beneath dirt and in places the machines simply can't reach.

The contents pros are still the first line of defense against most contaminants, from smoke and soot, to sewage backup and mold – robots and futuristic lights are just tools of the trade.

New Test Allows People to Swab for COVID-19 on Surfaces in Public Places



NBC news recently released a story for the "Today" show with the headline, "New test allows people to swab for COVID-19 on surfaces in public places."

The news story continues with, "The makers of a new test say that you can use a simple swab to find out in 48 hours if any surface is contaminated with the virus that causes COVID-19."

Investigative writer NBC's Vicky Nguyen, got to try out a product that could "...help businesses and schools identify what surfaces may contain SARS-CoV-2, which causes COVID-19, and determine if someone may be shedding the virus in that area."

Similar to ATP tests used by industrial hygienists to discover whether there is bacteria before and after a deep cleaning, this new test uses swabs with which Ms. Nguyen took samples from frequently-touched surfaces like handrails, elevator buttons and door handles, as well as surfaces in high-traffic areas like a subway station, coffee shop, public restroom and grocery store.

Is there Covid-19 in a home, office, or school? This test has the potential to help the contents pros find out.

More to come in future issues of Contents Solutions!

<https://www.today.com/health/new-test-allows-people-swab-coronavirus-public-places-t188124>



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**PHOTO INVENTORY
SAVES MASSIVE SUMS**



**RESTORE OR
TOTAL LOSS?**



**SMOKE DAMAGE
CONTENTS PROS SPECIALTY**

