

EXCLUSIVELY CONTENTS

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

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Saving Wine, Vines and Precious Memories

Swiss Army Knives of Restoration

Provided By Your Contents Restoration Partner



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Quick and Easy Negotiations

SAVING WINE, VINES AND PRECIOUS MEMORIES

2000 firefighters managed to save a vineyard, but the winery and the adjacent home were coated with thick soot and had fire damage to the front porch of the house, the vats and processing area.

So the structural team headed to the winery, while the contents team went to work on the home.

The owners, a husband and wife, were Israeli and had artifacts from the Holocaust (including area rugs worth \$150,000) so they were pretty exacting and cautious about how the treasures were treated.

In fact, the contents pros were tasked with cleaning and restoring everything on site – it was a long drive back to the city and the owners didn't want to take any chances with such precious items, no matter how well and meticulously they were packed.

In such cases an exhaustive Digital Photo Inventory is kept so that every item that is moved (even rugs) is put back in the exact spot from which it was shifted. This time, the Holocaust artifacts were the rugs.

For smoke damage jobs, soot sponges are liberally used to clean everything from the walls and ceiling, to books, photos and vases (soot sponges are made from a special rubber, actually have no chemicals so they are safe to use on most fragile items, and have the remarkable ability to pull soot off surfaces like a magnet).

And, as tempting as it might be to run smaller objects through

an ultrasonics machine for the sake of expediency, there are those objects that are even too delicate for the bubbles generated by sound waves. In those cases, cotton swabs, natural bristle brushes and gentle solutions are used to clean them.

We have even seen an ancient Asian method of cleaning in which a figurine was placed in a bowl of water with a handful of rice, then "swished" and agitated to clean and pull the smoke particulates out, without scratching or degrading the tiny statue in any way.

But often cleaning is not enough, deodorizing must occur for every item and every part of every affected room.

In the case of the winery and the house, HEPA air scrubbers, and ozone machines were brought in. Time was a crucial element – a fresh crop of special grapes was on its way.

The winery structural team and the contents team grew to two round-the-clock crews that labored in tandem and had between 30 and 40 frontline workers (including some local talent as well).

The owner who, as it turned out, was the inventor of "Crunch Berries" (which allowed him to purchase the 209 acres for his vineyard). Was very pleased when the winery was up and running a full 24 hours before the grapes arrived for processing.

The contractor rented all available rooms in a local hotel for weeks thereafter. Why? Because his reputation spread out like ripples in a pond. He was "booked" for some time to come (we suspect that the winery owner had something to do with it).

SWISS ARMY KNIVES OF RESTORATION

Yes We
Can!

We have often referred to contents specialists as "The Swiss Army Knives" of restoration.

In the above article we mentioned that some of the team were assigned to clean the vats and wine-processing plant, getting fire retardant and smoke odors out so the state investigator could make sure there was no residue anywhere near the area where the wine was produced.

The fact is that contents pros clean and restore, but to keep a job moving, you might find them painting a sealant on walls they have just cleaned, or doing a quick repair on damaged furniture.

In the case of the winery and adjacent home, they were everywhere on the job – in both buildings, and working around the clock. Contents professionals are trained to solve problems on any assignment. That is why adjusters, agents and insureds prize them so highly and even spread the word about their remarkable abilities.

They help agents get policy renewals, they help adjusters look good to their bosses and they get stellar reviews from satisfied customers.

Once you find them, it is likely you will want them to represent you as often as they can.



One customer wanted the contents team to use baking soda and vinegar to get the smoke odors out of her kitchen (she had heard that “natural” cleaning products were way better than “manufactured” innovations).

Baking soda and vinegar are great for science class volcanos, and the grit in baking soda works with vinegar if you don’t get it too wet, but we have far superior odor removing solutions. And we have some splendid “botanicals” (made from herbs) that actually clean, deodorize and produce an antimicrobial action (one even appears on the FDA list for treating COVID-19 surfaces).

So when the Contents Manager explained that the botanical kills germs and viruses, but was more harmless than vinegar to humans (and showed her a few websites, including one that showed that the product was judged to be so safe -- by the FDA -- it required no warning labels at all), the owner liked the new family-friendly cleaner/sanitizer, embraced it as a “natural”

solution and the job was completed in a timely manner.

Sometimes a two minute education is worth an hour of disagreement.

For another customer we had used hydroxyls to deodorize the children’s room. The result? No odors and no fragrances at all. Then the owner came in and announced, “But it doesn’t smell fresh.”

The Contents Manager explained that most rooms are at their “freshest” when there is no smell. But the owner was adamant, “You know, ‘fresh’ like a recently cleaned hotel room.”

So the Manager went out to one of the trucks and found some old pine cleaning liquid that no one used anymore. Then she came back and “pine-cleaned” a small desk next to the kid’s bunkbed.

When the owner entered the room the next time she insisted that it was, “Much better.”

Occasionally, a little “evidence” is worth all the scientific “proof” we can present.

60,000 WET VOLUMES DELIBERATELY FROZEN

Sometimes even the contents pros need to call upon their contents specialty associates for some expert help.

You may have seen contents frontline workers carefully rinsing thoroughly saturated books, photo albums, and office files, then deliberately freezing them. They were already wet, so why get them wetter? After all, most water damage occurs when the water is in liquid form.

The reason for rinsing is to get any surface contaminants off the paper. The reason for freezing the books, photos or documents is that freezing stops any further degradation and preserves the manuscripts and certificates until a more sophisticated method of drying can be employed.

When slow, dry heat is applied to freeze-dried papers, the moisture evaporates before it can do any damage to the documents. But not every contents company has freeze-drying machines and that is why they may call in other specialists who do.

For example, after Hurricane Katrina, sixty thousand leather-bound volumes of records were treated by one such company and we’ll tell you more about that adventure in an upcoming volume of Contents Solutions. But for now, we are happy to say that not one page of the 60,000 volumes was lost. That is why we keep them and other specialists in our million dollar database!



The truth is, we like vinegar as a cleaning agent. White vinegar and its twin brother apple cider vinegar, are being used by cleaning crews throughout North America to clean glass, showers and tubs, toilets, appliances and a host of other surfaces.

But it is made from acetic acid and even mild acids can damage fragile materials.

We don’t recommend it for marble or polished stone – it can dull the finish.

As you know, it can dissolve minerals in showerheads. The problem is that it can also dissolve the finish on hardwood floors!

The pros won’t use it on computer screens or modern television screens (it can damage anti-glare coatings).

The bottom line is that vinegar (and many other natural cleansers) can be useful. But contents pros are in the business of restoration – we don’t take chances, so we opt for the very best solutions...every time. That is how we save time and money on virtually every job.



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RESTORE WHAT MATTERS

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**Specializing in
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WE EVEN KILL THE ROOTS**