

DRIEAZ® Gazette

WWW.DRI-EAZ.COM

VOLUME 3 ISSUE 2

RESTORATION NEWS

SPRING 2004

THE CORNER OFFICE

BY JOHN ORMSBY



Evolution fits every job

The Evolution LGR dehumidifier's premier performance and compact design make it an industry first. Its versatility makes it incredibly unique and pertinent to your day-to-day business operation.

One Evolution can often handle a small, residential water damage situation where a pipe has burst in a kitchen or laundry room. If the water intrusion is more serious and you're dealing with multiple rooms, spread out several Evolutions to customize your drying system to best fit the floor plan. You'll dry fast and efficiently,



and you won't have to keep moving equipment. Plus,

you can plug in more equipment on the job—the Evolution draws only 5 amps!

With several Evolutions in your truck, you'll be ready to handle virtually any configuration on any water damage job. Because it's compact, it won't take up much space and can be handled easily. The Evolution is a highly versatile piece of equipment that can help you make the most of your drying fleet.

DRI-EAZ DEHUS

WATCH FOR CHANGE IN MAX WATER REMOVAL SPEC

Have you ever wondered how the *max water removal* rate on dehumidifiers is measured? For years, the restoration industry has used this phrase to describe maximum performance. But it has never been clearly defined. There is no set standard for the conditions under which max water removal is tested and measured, making it difficult to determine its relevancy—and impossible to compare performance across manufacturers. Dri-Eaz is changing the way we report this specification in order to help clarify our dehus' performance.

INFORMATION YOU CAN USE

Dri-Eaz now specifies the air temperature and humidity under which we tested our dehumidifiers to yield the max water removal results. To ensure you're not comparing apples to oranges, know the specific conditions under which any dehu has been tested before making a judgment.

Water removal performance can vary greatly depending on room conditions. Performance at AHAM conditions—80 F°/60% Relative Humidity (RH)—is so useful because it's a benchmark. The parameters of the test are clear, and it gives you a baseline for comparing performance.

AHAM → 80 F°/60% RH

MAX → 90 F°/90% RH

NUMBERS YOU CAN COUNT ON

To provide a number that is relevant and has the same integrity of the AHAM rating, Dri-Eaz now publishes maximum water removal at 90 F° and 90% RH. Our engineering department has tested and rated all of our refrigerant dehumidifiers under these parameters. Check the website for complete results.

WHY 90/90?

We chose 90F°/90% RH for two reasons. First, it is the maximum drying temperature encountered under *most* drying scenarios. Second, it is a test condition attainable by *most* environmental chambers. It's imperative that our test results not only be useful, but also repeatable.

MILGO ANTIMICROBIAL FROM DRI-EAZ & MICROBAN

Dri-Eaz and Microban have joined forces to offer a new and improved Milgo antimicrobial, designed specifically for the needs of water damage restoration. New Milgo QGC is manufactured exclusively for Dri-Eaz by Microban. It offers safe, effective antimicrobial protection with improved disinfecting and cleaning power. Milgo QGC is now available in all U.S. states including California!

Milgo QGC is highly effective against a broad spectrum of bacteria, viruses, and fungi. It inhibits the growth of

mold and mildew and handles tough odors like urine, sewage, and perspiration. It's a safe, one-step concentrated hospital-level disinfectant cleaner that replaces Milgo Plus in the Dri-Eaz product line—with the same active ingredients plus additional cleaning strength.

Using an antimicrobial like Milgo QGC during the water damage restoration process can help ensure the job is complete and reduce potential for mold, fungi, and bacteria growth. Bacteria can exist in a structure

before a water damage situation occurs. When moisture is introduced, potential for the presence and growth of bacteria and mold increases. Although mold is often visible, bacteria may not be.

Microban will manufacture both Milgo QGC and Milgo SR (deodorizer concentrate in the Dri-Eaz product line) for Dri-Eaz at its plant in Coraopolis, Penn.

Call Dri-Eaz at 1-800-932-3030 or visit www.dri-eaz.com for more information!

NEW & IMPROVED!



CONGRATULATIONS TO EVOLUTION WINNERS!

Congratulations to the winners of two recent drawings for brand new Evolution LGR dehumidifiers!



ServPro of Biloxi, Miss. won a drawing from our first quarter customer satisfaction survey responses, and



Kerry LeVan from Ward-Tek Inc. in Belmont, Calif. won a drawing at the ASCR show in Colorado.

We hope they're both enjoying the premier performance and compact, user-friendly design of the Evolution!

EVOLUTION DRIES FAST, GETS RAVE REVIEWS!



The Evolution LGR is getting great reviews in the field! Bob Zandell, custodial supervisor at the University Washington in Seattle, recently put his two Evolutions to work at a flooded residence hall. When a sprinkler head burst in one dorm room, water flooded throughout that room plus two adjacent rooms. Zandell started the job with his older dehus, then purchased and added the Evolutions on the second day. The room was dry within 36 hours—even with residents turning off airmovers because of noise.

Tell us what you think about the Evolution at www.dri-eaz.com and get a free gift!

"The Evolution is a great machine if you're dealing with any kind of water damage control issues," Zandell said. "It works very well—a nice system that's easy to use and understand. In the room with the worst flooding, it dried fastest. I really like what you've done with features like the collapsible handle, and I like being able to purge the pump when you want."

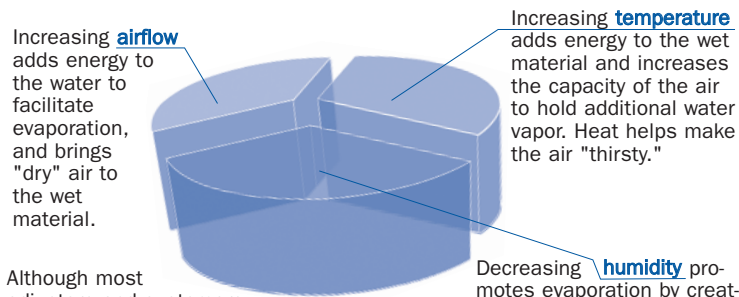
Bob Zandell
Custodial Supervisor

RESTORATION NEWS

TEMPERATURE - A KEY PIECE OF THE DRYING PIE

If you've taken a Dri-Eaz ASD class, you learned that the Drying Pie is an easy way to illustrate the basic science of drying. It's a great tool to use in communicating with new technicians, insurance adjusters, or homeowners.


Simply put, the goal of drying is to create rapid evaporation. Evaporation is the separation of water molecules created by the addition of energy to the water, and the absence of moisture in the existing air. There are three aspects to any drying environment that you can control and which make evaporation occur: humidity, airflow, and temperature. The most effective and thorough drying systems are those where all three elements of the drying pie are controlled.





Although most adjusters and customers readily accept the importance of humidity and airflow—and the use of dehumidifiers and airmovers—the role of temperature can be more challenging to explain. Use the Drying Pie to illustrate how all three pieces must be used to build a fast, thorough drying system.


DRI-EAZ UNIVERSITY WELCOMES 5 NEW INSTRUCTORS!


With the addition of 5 new instructors, Dri-Eaz University adds even more restoration and business management expertise to its program. The Dri-Eaz University team collectively brings more than 100 years of experience in restoration, business, and education - making it the most highly trained education team in the industry!

 New Water Damage Restoration (WRT) instructor **Cara Agerbeck** has 10 years of restoration experience, holds an MBA, and serves as business manager for a restoration company.

 Before joining Dri-Eaz Nashville, **Kevin Fisher** was lead cleaning and restoration instructor with another organization, where he taught hundreds of classes and completed dozens of restoration jobs.

 **Nigel Hewitt** will help lead the education effort for Dri-Eaz in the UK. Hewitt successfully grew his family janitorial business by adding restoration services and forging relationships with insurance adjusters.

 **David Loveridge** started a one-man, one-van cleaning and restoration franchise nearly 10 years ago, and today operates one of the largest operations in his region. He's located in Ottawa, Canada and will teach WRT.

 **Ken Miller** worked as a restoration technician for 6 years before joining Dri-Eaz as an internal trainer in 2003. He works with students at the Dri-Eaz University campus in Burlington.

Dri-Eaz University courses currently include WRT, Applied Structural Drying (ASD), advanced drying techniques, mold remediation, photo inventory pack-out, and understanding the IICRC mold guidelines (S-520).

Call 1-800-575-5152 or visit www.dri-eaz.com for more information and course schedules. Watch for more news throughout the year, as we continue to expand our education program to comprehensively meet your needs!

May 18-21, 2005 *Mark your calendar now!*

RESTORATIVE DRYING SYMPOSIUM
 Network with peers, attend seminars on key industry topics, and share best business practices in areas like marketing and management. All at the 2005 Restorative Drying Symposium!

Contact us at market@dri-eaz.com if you'd like to receive updates about the Symposium. Look for more details in the next few months!



DRI-EAZ SERVICE TIPS

USE A DRI-EAZ AUTHORIZED SERVICE CENTER

We know it's critical to your business to have all equipment running in top condition. We build equipment to withstand day-to-day use in the toughest conditions, and to provide return on your investment many times over. We've also established a network of Authorized Service Centers to support you if you run into any problems. Below are answers to a few commonly asked questions about Dri-Eaz Service Centers.

WHEN SHOULD I USE AN AUTHORIZED SERVICE CENTER?

In the event that you have a service issue with a piece of Dri-Eaz equipment, there are a couple of options. First, check www.dri-eaz.com for detailed parts lists, product manuals, do-it-yourself maintenance procedures, warranty and non-warranty repair policies, and frequently asked questions. You can often find an answer to your question right on the website. If you find you do need professional service assistance with your equipment, then you should always contact and use an Authorized Service Center.

WHY USE AN AUTHORIZED SERVICE CENTER?

Using a Dri-Eaz Authorized Service Center ensures that you're getting the best service and all the benefits to which you're entitled as a Dri-Eaz equipment owner. You'll make certain that:

- You're getting the proper warranty benefits.
- All issues are reported to Dri-Eaz & any damaged parts are returned.
- Your equipment is repaired to proper specifications and top operating condition.

HOW DOES A SERVICE CENTER BECOME "AUTHORIZED?"

All Authorized Service Centers must complete a qualification survey, and all must have a signed Service Center agreement in place with Dri-Eaz. Before a Center is authorized, Dri-Eaz closely reviews the business' service experience, average turnaround times, liability insurance, and methods of handling different types of repair (e.g., use of subcontractors).

HOW CAN I LOCATE AN AUTHORIZED SERVICE CENTER?

Many Dri-Eaz distributor locations are Authorized Service Centers themselves or can help coordinate service for you, so check with your distributor first. You can also contact Dri-Eaz Service at 1-888-867-3235 to find the Authorized Service Center nearest you. When you call your distributor or Dri-Eaz, have the equipment model, serial number, and proof of purchase handy.

DRI-EAZ CALENDAR

ADVERTISEMENT

April

- Cleaning & Restoration**
Evolution LGR
- Cleanfax**
Evolution LGR
- ICS Cleaning Specialist**
Evolution LGR

May

- Cleaning & Restoration**
Evolution LGR
- Cleanfax**
Evolution LGR and Dri-Eaz University
- ICS Cleaning Specialist**
Evolution LGR and Dri-Eaz University

June

- Cleaning & Restoration**
Milgo QGC and Dri-Eaz University
- Cleanfax**
Milgo QGC
- ICS Cleaning Specialist**
Milgo QGC

TRADESHOWS

- Disaster Restoration Contractors**
June 11-12, 2004
Las Vegas, NV
- Servpro**
June 30-July 2, 2004
Chicago, IL

Wyndham
Palace Resort
Orlando, Fla.

