

DRI-EAZ® Gazette

WWW.DRI-EAZ.COM

VOLUME 2 ISSUE 3

RESTORATION NEWS

SUMMER 2003

THE CORNER OFFICE

BY JOHN ORMSBY

HOW CAN WE HELP?

Our mission at Dri-Eaz is to deliver the best commercial products and solutions for building and restorative drying. Not only do we aim to lead in development of new products, but we also try to serve as a resource for all aspects of your business. We'd like to help you grow your business in any way we can.



As part of that goal, Dri-Eaz is committed to:

Researching and developing quality drying products that will bring you high ROI

Providing useful training opportunities in drying applications and techniques

Building relationships with the insurance industry to ensure that you are heard

Offering networking opportunities such as the Dri-Eaz Restorative Drying Symposium, where you can share best business practices in areas like marketing and financial management

For planning these activities, we rely heavily on feedback from you. Many of you have participated in our focus groups and surveys, and we often hear from you at trade shows or through your distributor. Your input is critical. We want to know as much we can about your business needs, so that we can meet our goal of offering the best overall solutions for your business. Please email us at market@dri-eaz.com with any suggestions. Thanks for your feedback, and please keep in touch.

GET TRAINED ON DRI-EAZ EQUIPMENT - FAST! New Virtual Training Center at www.dri-eaz.com

Have a question about the functions, specs, applications or features of one of our products? Whether you already own or are considering a new purchase, the Dri-Eaz Virtual Training Center (VTC) is now your convenient, online resource for information about our equipment.

The VTC offers a wealth of practical, easy-to-understand information about individual products. Each VTC session only takes about 10 minutes to review and you can access it at any time from any computer with an Internet connection.

The VTC provides you with a quick, useful overview of each product and includes a section with answers to your most frequently asked questions. Photos and animation illustrate how the products work. Go through the whole session or reference sections for quick answers.

The more you know about your equipment, the better customer service you can provide. Encourage your staff to visit the VTC too!



ONLINE NOW!



ACE TurboDryer® airmover

DefendAir™ EX air scrubber

DrizAir® LGR 2000 dehumidifier

Dragon™ K85 mobile furnace

Go to: www.dri-eaz.com/vtc

COMING SOON!

Rescue Mat hardwood floor drying system

AirWolf airmover & WolfPack attachment for hardwood floor drying

A BETTER SYSTEM FOR PACKOUT JOBS

You don't have to pass up restoration jobs requiring an inventory packout anymore. Dri-Eaz University now offers a one-day course that provides you with a system for establishing an efficient, easy-to-use photographic inventory system.

Anytime a client's treasured contents go off-site during a restoration job, there's risk involved. If you remove the contents, the client may try to hold you responsible for any damages they perceive happened while the contents were in your care. The old way of handling a packout - using written descriptions - is a daunting task and fraught with problems. Luckily, new digital camera technology makes the process much easier.

Dri-Eaz University Instructor Ken Larsen developed the Digital PhotoInventory System in cooperation with Steamatic of Sacramento. The PhotoInventory course will teach you how to:

- Use digital camera technology in order to make the packout process easy but thorough
- Accurately & efficiently record the description, condition and quantity of a client's property
- Customize your system according to specific needs of each job
- Catalog contents while wearing Personal Protective Equipment
- Control images within the office computer and while on the job
- Present large catalogs of images in a simple and clear fashion
- Minimize liability risks, build client confidence and increase profitability

The one-day PhotoInventory training program compares traditional inventory methods to digital records, and offers step-by-step instructions on establishing a meaningful digital inventory record. When considering the many challenges of a packout, Digital PhotoInventory provides a clear solution. Visit www.dri-eaz.com for a complete course description and schedule.



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MISS A PREVIOUS ISSUE? The Dri-Eaz Gazette is published once a quarter. If you missed an issue or lost a copy, you can find back issues online at www.dri-eaz.com under "Resources."

RESTORATION NEWS

NEW RESCUE MAT SYSTEM

- an easier way to dry hardwoods

Ready for an easier way to dry hardwood floors? New Rescue Mats from Dri-Eaz can help you save flooded hardwood floors quickly and easily. Available beginning in September, the clear Mats attach to the Dri-Eaz DriForce® airmover to literally vacuum water vapor out of wet hardwoods, tile, adobe and other hard surfaces. They're easy to set up and you don't have to tape them down.



Made of durable plastic, Rescue Mats are lightweight and stackable. They are ideal for spot drying jobs in a variety of water damage situations such as burst pipes in a kitchen or bathroom. Rescue Mats are compact and have only one hose connection per mat, so they don't get in the way of the homeowner's daily activity.

Rescue Mats come in two different sizes, making them extremely versatile. Contact your local distributor to order the complete system package, which includes four larger (46" x 30") and two smaller (23" x 30") mats, along with connecting hose cuffs and T-connectors. A package of additional mats (two of each size) is also available.

Rescue Mats provide the perfect solution for completing your hardwood drying system. For the ultimate effect, add the AirWolf/Wolf Pack from Dri-Eaz—the complete system can return flooded hardwoods to a dry standard in as little as 30 hours!

TAKE ADVANTAGE OF YOUR ASSETS:

CONSTRUCTION DRYING OFFERS NEW REVENUE STREAM

It makes business sense to look for new ways to make money from the knowledge and equipment that you already have. One area where you can easily transfer your skills and resources is construction drying. Why not take advantage? There are many profitable applications for drying in the building industry, including drying building materials during the construction process.

Drying building materials such as wet or "green" lumber, drywall, drywall compound and framed lumber can be to a builder's advantage for several reasons. Drying these materials can:

- Reduce the occurrence of cracks and potential need to repair after occupation
- Help prevent potential liability issues related to mold or indoor air quality (IAQ) issues
- Speed up construction process and increase control over building schedule
- Allow builders to assure customers that the building is dry and should have minimal construction-related IAQ issues - a great selling point

The building industry is currently seeking new strategies to minimize mold growth and improve indoor air quality over the life of a structure. New construction drying is a great service you can offer to help meet these goals. Consider reaching out to builders through an information session or mailing—tap into this new market!

~ SERVICE TIPS ~
COMMON QUESTIONS ABOUT DEHUS

Here are answers to some of our most frequently asked questions about service and maintenance for Dri-Eaz dehumidifiers.

Q. My dehumidifier keeps shutting off and displays an ER-9 Code. What's wrong?

a. ER-9 Code means that something is preventing the pump from evacuating the water from the reservoir. Typically this is caused by kinks in the 40-ft. drain tube. Be sure to unwrap the drain tube completely when setting up the unit on a jobsite.

Q. I'm getting some kind of readout code on my control panel. Where can I find a list of error codes?

a. Error codes are listed in the Owners Manual on page two. You may be able to solve the problem by looking at these codes. Visit www.dri-eaz.com/Manuals.cfm for manuals online.

Q. I live in the Midwest/East Coast. Do I have to ship my unit all the way to Washington State for repairs?

a. We have Regional Service Centers located throughout the country. Many of our Sales Partners are now providing service as well. Although we do not have a service center in every city in every state, we can provide you with the center nearest to you. Just call 888-867-3235.

Q. I want to store my dehumidifier during the winter months. Are there any precautions I should be aware of?

a. Before storing dehumidifiers for the winter in a non-heated facility, make sure all the water is drained from the unit. This can be accomplished by laying the unit on its front for 20 minutes then on its back for another 20 minutes. This will allow the water left over in the pump to drain, thus preventing the pump reservoir from cracking. Additionally, make sure the 40-ft. drain tube is drained out to prevent cracking.

Q. Can I buy parts directly from the factory?

a. As we are a distributor-based company, parts may only be purchased through your local distributor. We provide all our distributors with a drop-ship service to your location.

ADVERTISEMENT

August

Cleaning & Restoration
Summer Promotion

Cleanfax
Summer Promotion, GE Protimeter

Installation Cleaning Specialist (ICS)
GE Protimeter

Claims
Education Classes

September

Cleaning & Restoration
GE Protimeter

Cleanfax
GE Protimeter, Summer Promotion

Installation Cleaning Specialist (ICS)
Summer Promotion

October

Cleaning & Restoration
Rescue Mat Hardwood
Floor Drying System

Cleanfax
Rescue Mat

Installation Cleaning Specialist
Rescue Mat

DRI-EAZ CALENDAR

TRADESHOWS

National Institute of Disaster Restoration
September 18-20, 2003
Chicago, IL

Disaster Cleanup International
October 1-4, 2003
Las Vegas, NV

Connections
October 2-4, 2003
Las Vegas, NV

British Damage Management Association (EU)
October 9-11, 2003
Birmingham, UK

ACE-SCLA (Insurance)
October 26-28, 2003
Seattle, WA

ACT NOW TO GET A GIFT FROM DRI-EAZ!

DON'T MISS OUT

Many restorers have already taken advantage of this great opportunity to earn Lowe's gift cards from Dri-Eaz. From July 1 through September 30, earn \$10 in Lowe's cash for every \$300 in purchases of Dri-Eaz products. We're already sending out more than 1,200 gift cards! Don't miss out on this excellent chance to update your inventory and earn Lowe's cash at the same time.