

DRIEAZ® Gazette

WWW.DRI-EAZ.COM

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RESTORATION NEWS

FALL 2003

THE CORNER OFFICE

BY JOHN ORMSBY

A FLOOD HITS CLOSE TO HOME

We recently had a near-flood experience in Burlington, Wash., where Dri-Eaz headquarters are located. Unfortunately, many of our neighbors slightly upriver in Skagit County weren't as lucky to avert major water damage. Many residents are still displaced, and others are working to clean up and restore their homes after damage from the flooded Skagit River.

The day the river was expected to crest, Dri-Eaz associates scrambled to prepare for the worst. Our general manager, Bill Bruders, called an emergency meeting in the manufacturing area, and we all huddled to discuss what needed to be done.

We quickly formed teams to help associates move valuables out of their homes in the flood-warning zone, and into the Dri-Eaz warehouse for safekeeping. People with pickup trucks assembled in the lobby, and then swiftly paired off with employees needing assistance.



Other associates left to help sandbagging efforts, and to help answer phones at the local fire department. We made arrangements to assist with a flood relief center that was being set up at the school across the street. Back in the office, our Customer Relations team worked the phones to ensure that local restoration companies had the equipment they needed in order to serve their customers.

The associates here at Dri-Eaz displayed an inspiring community spirit—for the Skagit County community as a whole, for our community here at Dri-Eaz, and for the customers we serve. You're out there on the frontlines in your own community every day, and we're proud to be a part of what you do. We look forward to doing even more in the future to assist you

locally with disasters like we recently experienced so close to home.

RESCUE MAT SYSTEM: SPECIAL OFFER!

Place one of the **first 500 orders** for the new Rescue Mat System for drying hardwoods, and get a free nylon mesh carrying bag. Make the ultimate addition to your hardwood drying team, and travel in style!

The Rescue Mat System is quick and easy to set up, includes two different sized mats, and is ideal for spot drying jobs.

Contact your local Dri-Eaz distributor to order the Rescue Mat System. Fill out and fax in a brief survey from the product box, and receive your free mesh bag!

DID YOU KNOW?

You can begin the hardwood drying process by hooking up the Rescue Mat System to your truck-mount. Extract standing water first using the truck-mount, then hook up the Rescue Mat System to your DriForce to release hard-to-reach water vapor. Learn more at www.dri-eaz.com/vtc/

The Dri-Eaz Dragon: IDEAL FOR COLD-WEATHER DRYING SYSTEMS

From Mike Bonwell with Advantage Marketing in Indianapolis, IN:



Mike Bonwell has sold about a dozen Dri-Eaz Dragon K85 Mobile Furnaces to restoration companies, and all have reported great success. "In cooler temperatures, you'll run into problems when there is a crawlspace and the subfloor is wood, because the temperature of the subfloor can be colder than the dew point of the affected area," Bonwell said. "The wood subfloor won't release moisture unless you add heat. The Dragon is the most economical and fastest way to bring temperature above dew point and release that moisture."

THE MMS PLUS - 3 METERS IN 1!

Dri-Eaz is excited to offer the MMS Plus moisture detection meter, as part of our new partnership with GE Protimeter. The Protimeter MMS Plus is the ultimate moisture detection system, combining 3 different measurement functions into one easy-to-use instrument.

It includes pin, pinless and hygrometer measurement modes, along with a data storage function for easy tracking of readings.



PIN MEASURE:

Use the pin probes to measure moisture content in wood and Wood Moisture Equivalent (WME) in other building materials. Use standard insulated Deep Wall probes for measurement up to 5" below the surface.

HYGROMETER:

Use the science of hygrometry to determine when a structure has returned to a dry standard or when you need to adjust equipment. The MMS Plus measures relative humidity, temperature, dew point, grains per pound, surface temperature and surface proximity to condensation point.

PINLESS MEASURE:

The non-invasive, pinless radio frequency function can locate moisture up to 3/4" below the surface. Use to search for moisture behind floor and wall coverings like tile and vinyl. The meter is not adversely affected by surface moisture.

For more details about how to use the MMS Plus to measure moisture in walls and floors, to judge equipment performance and detect atmospheric conditions, visit www.dri-eaz.com/vtc

RESTORATION NEWS

HOW BETTER CONTRACTS CAN PROTECT YOU

Media coverage that began several years ago has created a public sensitivity to indoor environmental issues that continues today. While the sensitivity and awareness may result in higher demand for restorative drying services, it also creates more potential liability exposure.

Although there is no foolproof way to prevent a lawsuit—and everyone's business is unique—there are some steps you can take to protect yourself. Thorough documentation and updated customized contract forms are critical. Hire a qualified attorney to learn about your business and prepare documents that comply with the laws of your state. Do not use generic forms. The intent of good paperwork is more about "managing" potential claims than preventing lawsuits entirely. Claims can be managed by minimizing the strength of claimant's case. If a customer does file a lawsuit, these steps may help you win in court.

— **Scope of work.** As soon as you have access and can assess the job, prepare a detailed written scope of work wherever possible. Explain it to the customer, and have them sign it. Mold lawsuits, like other restoration-related lawsuits, often involve some sort of dispute regarding the scope of work. On emergency service projects, consider a general description of the work at the outset, and then supplement it as soon as the situation is stabilized and the customer has calmed down.

— **Price.** Contractors who don't give estimates often get in trouble when they try to collect. Customers will say they were unaware of how much the work was going to cost, and were shocked when they received the bill. Always give a clear estimate upfront. Again, be sure to get the customer's signature.

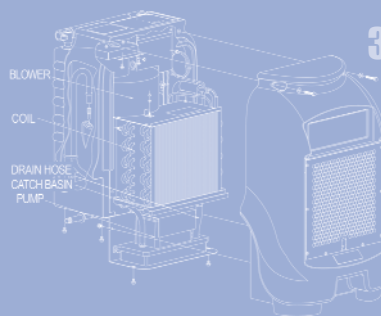
— **Disclosures.** Gently explain all potential risks, including health effects of exposure to microbial contamination, and any chemicals you're using. Some restorers don't do this because they do not want to alarm the customer. But if something goes wrong, customers can claim they didn't know about the dangers of mold or the dangers of the chemicals used. A calm, rational explanation can be offered without creating hysteria. If the customer becomes hysterical in reaction to a rational explanation, you don't want them as a customer anyway.

Contributed by Edward H. Cross, Esq., CIAQP, WRT

~ SERVICE TIPS ~ DEHU PUMP MAINTENANCE

How often should you clean your DrizAir dehu pumps, and what other regular maintenance needs to take place? Because everyone uses equipment in diverse and often ingenious ways, there's no single answer. However, there are a few guidelines everyone can follow to ensure safe use of your dehus.

1. If you're dealing primarily with clean water damage jobs, we recommend cleaning a DrizAir dehumidifier pump at least twice a year.
2. If you often use equipment in an environment abundant with dust and other airborne particulates, you should consider cleaning your dehu pumps more often.



3. Be sure to inspect your dehus thoroughly when they return from each job. Carefully examine tubing for cracks or kinks, and replace any dirty filters.

We encourage you to inspect your Dri-Eaz equipment whenever business is slow. This way your equipment is always ready and performing properly for that next disaster.

If you have any further questions, please feel free to call our Service Department at 888-867-3235. Our professional staff is ready to assist you with any problems or questions you may have.

COMING SOON!

EVOLUTION LGR

Dri-Eaz recognizes that you need more than just the same dehumidifier technology in a smaller box. How about the most advanced drying technology and functional design features—all in a smaller box?

Look for the new Dri-Eaz Evolution LGR dehumidifier in January 2004:

Contact your local Dri-Eaz distributor in January to find out more details about the latest Evolution in Dri-Eaz dehus!

DRI-EAZ CALENDAR

ADVERTISEMENT	November	Cleaning & Restoration Rescue Mat System for hardwood floors
		Cleanfax Ace TurboDryer® promotion
		Installation Cleaning Specialist (ICS) Ace TurboDryer® promotion
ADVERTISEMENT	December	Claims Education Classes
		Cleaning & Restoration New Evolution LGR Dehu
		Cleanfax New Evolution LGR Dehu
ADVERTISEMENT	January	Installation Cleaning Specialist (ICS) New Evolution LGR Dehu
		Cleaning & Restoration New Evolution LGR Dehu
		Cleanfax New Evolution LGR Dehu
		Installation Cleaning Specialist New Evolution LGR Dehu