

Restoring **Confidence**

Thank you for calling on Lydale to assist with your water-damaged home. This is undoubtedly a stressful time for you. You are worried about your home and possessions. Your concerns are our concerns. Feel free to ask us anything.

Lydale is one of western Canada's most trusted restoration companies. We dry and restore many water-damaged homes and businesses each year, and we will put our full knowledge and equipment resources to work for you.

The people to call when

**you're
behind
here**



Full Satisfaction. 24-Hour Response.

We want you to be completely satisfied with our service.

If you have a concern about our workmanship or the materials and components we use, we will address that concern immediately. And, if at any time you have questions please call. Remember...Lydale is at your service 24 hours a day, 7 days a week.

SIX LOCATIONS SERVING SASKATCHEWAN AND ALBERTA.

Saskatoon

859 58th Street East
Saskatoon, SK S7K 6X5
Tel: (306) 934-6116
Fax: (306) 934-1119
Toll Free: 1-877-333-9444

Regina

#4 - 1731 Ross Avenue East
Regina, SK S4N 7K2
Tel: (306) 751-4868
Fax: (306) 751-4864
Toll Free: 1-877-333-9442

Prince Albert

Bay D, 305-38th Street East
Prince Albert, SK S6W 1A5
Tel: (306) 922-3355
Fax: (306) 922-3539
Toll Free: 1-877-959-3253

Edmonton

#101, 17839 - 106A Avenue
Edmonton, AB T5S 1V8
Tel: (780) 822-1200
Fax: (780) 443-3700
Toll Free: 1-866-457-1200

Lethbridge

Unit A, 2931 - 12th Avenue N.
Lethbridge, AB T1H 5K9
Tel: (403) 380-6222
Fax: (403) 380-6230
Toll Free: 1-877-380-6222

Calgary

#3, 1936 - 25th Avenue N.E.
Calgary, AB T2E 6Z4
Tel: (403) 571-1200
Fax: (403) 250-9225
Toll Free: 1-877-844-1200



LYDALE

www.lydale.com

Member of:



Now What?

A Homeowner's Guide to the Water Damage Restoration Process



LYDALE

Saskatoon • Regina • Prince Albert
Edmonton • Lethbridge • Calgary

Understanding *the* Restoration Process

Sometimes, knowing what lies ahead can help to ease your mind. This brochure outlines the standard procedures that Lydale may take to restore your home. We encourage you to review these procedures. However, please note that each water damage situation is different, so we may need to adjust our approach depending on the type of damage in your home.

Three Phases of Restoration.

Water damage restoration is normally divided into three phases:

1. Immediate action and hazard control.
2. Emergency damage containment, including emergency drying.
3. Carpet and structural restoration — including moving, drying and restoring contents if needed.

Immediate Action and Hazard Control Phase

This phase of the restoration includes shutting off the source of the water and preventing injury to the workers and occupants of the home. This can include puncturing small weep holes in ceilings to prevent them from collapsing, or shutting off electricity to a water-damaged basement to prevent electrical shock.

Emergency Damage Containment Phase

In this phase of the restoration, we prevent further damage to your structure and contents. We will usually perform the following procedures:

- Move contents to an unaffected area. If necessary, items will be dried on site, or returned to our shop for drying.
- Extract water from the carpet and floors.
- Remove water-soaked carpet underpad. It is usually more cost-effective to replace underpad than to dry it.
- Apply an anti-microbial to the carpet, sub-floor and other affected surfaces.

Carpet and Structural Restoration Phase

This phase doesn't usually begin until after the structure is completely dry, giving you time to meet with your insurance company to decide how you would like us to proceed.

We will be happy to assist you with technical advice, air quality monitoring, and other testing if required.

The restoration phase can be simple, or very detailed, depending on the nature of the damage. The goal is to return your home to its pre-damage condition. An estimator will evaluate the reconstruction cost and forward an estimate to your insurance company. Repairs will not proceed until the insurance company gives final approval.

General Information

Things to remember:

- The equipment is designed to run continuously. If you must shut off the equipment, it will have to be left on-site longer.
- Please stay off wet carpet if at all possible. Walking from wet carpet onto hard floors can pose a significant fall hazard.
- The optimal temperature for drying is 72 degrees (22° C). Please do not turn up the heat to help with the drying as this could cause excess humidity, secondary damage, and increased drying time.
- Electrical cords and other objects, such as carpet that has been loosened from the tackless strip, can be a trip hazard. Although we will exercise every conceivable precaution to minimize this risk, you will have to be careful when passing through these areas.
- The tackless strip along the walls is dangerous even when covered. Please keep small children out of the affected area and wear shoes to prevent injury.
- Our drying equipment utilizes your electrical system. Electrical problems, such as blown fuses and tripped breakers, should be reported to us immediately.