



## **Drymaster Carpet Cleaning Pty Ltd**

Telephone 1300 662 188

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Website [www.carpetcleaning.com.au](http://www.carpetcleaning.com.au)

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### **Water Damage procedures and estimates**

**Stage 1/** Our technician will call out to your premises and extract the water from the carpet with a industrial extraction machine.

**Stage 2/** The technician will discuss with you the best method to complete the drying process and give you a estimate of cost to complete the restoration.

**Stage 3 /** The technician will install drying equipment such as air movers and/or dehumidifiers to dry not only the carpet but the carpet backing / underlay / floor.

**Stage 4/** The technician will call back to your premises if necessary to check progress of drying and monitor equipment as the drying process is proceeding.

**Stage 5/** On completion of drying process technician will clean carpet / furnishings.

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#### **Please note the following**

1/ Drymaster cannot quote water damage restoration over the telephone.

We suggest you proceed with stage 1 (water extraction) and when this is complete the technician can give you an estimate onsite to complete the job.

2/ Water damage restoration may include but not limited to the following procedures; water extraction, movement of furniture, lifting of carpets, drying of underlay, replacement of underlay, installation of drying equipment, carpet relaying, mould remediation, deodourising, microbial treatments, cleaning. All water damage restorations are different and not all services listed may be necessary. After the technician performs water extraction he will advise on what services are required to complete the restoration.

3/ Please be advised that if the carpet underlay and floor are left to dry naturally without the use of drying equipment this may lead to mould and health issues.

4/ Depending on the severity of the water damage the drying process can take between 24 – 72 hours for all carpets/ floor etc to be completely dry.

**5/ Drymaster will deal with you direct regarding payment at completion of job.**

**We do not send invoices to your insurance company or any other third party.**

**We will give you an itemized tax invoice for you to claim from your insurance company.**

The following price list is a guide to water damage restoration prices.

The technician will be able to give you a estimate at the completion of stage 1.

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### Water Damage Restoration

Call out fee for water extraction and /or equipment installation up to 30 mins (stage 1)	<b>\$135.00</b>
Additional out of hours call out fee (6.00pm to 6.00am)	<b>\$135.00</b>
Labour to move furniture/lifting of carpet and underlay/carpet disposal etc.	<b>\$95.00 per hour</b>
Labour to move furniture/lifting of carpet and underlay/carpet disposal etc. 2 man team.	<b>\$170.00 per hour</b>
Hire of carpet dryers / air movers.	<b>\$49.00 per day</b>
Hire of small dehumidifier.	<b>\$100.00 per day</b>
Hire of large dehumidifier.	<b>\$150.00 per day</b>
Deodourising \$2.50 per m2. Minimum charge is 10m2.	<b>\$2.50 per m2</b>
Browning treatment \$2.50 per m2. Minimum charge is 10m2	<b>\$2.50 per m2</b>
Call out to premises to monitor drying progress.	<b>\$55.00</b>
Call out to premises to collect drying equipment.	<b>\$55.00</b>
Carpet cleaning \$2.50 per m2. Minimum charge is \$105.00.	<b>2.50 per m2</b>
Carpet relaying / stretching / repairs.	<b>Carpet layers fees</b>

**Note; All of the above services may not be required at water damage restoration.**

**A more accurate assessment of what is required can be given on initial call out to premises and after water extraction (stage 1) is complete.**



## Helpful information regarding water damage

20% of homes have water damage to some degree each year. Some are from leaky windows or roofs during severe rainfall, some from flooding; however 92% come from appliance or plumbing failures.

Water damage is progressive; therefore if it isn't dealt within the first 48 hours, some items could be beyond saving. Our fully qualified technicians are well trained and experienced in water mitigation and use the most efficient equipment and methods to totally dry your entire structure, not just your carpets as quickly as possible.

You may think that every company that services carpet care will be suffice, however they may only have the equipment to dry carpet, not the subfloor, walls, and other parts of your structure.

Drying up the water isn't the only problem. If inside humidity isn't controlled, items that escaped initial damage could be damaged due to the extra moisture in the air. In the event your building isn't completely dried and undertaken quickly, your property will sustain further secondary damage over time. This hidden damage also promotes the growth of health-threatening mould and unpleasant odours.

Of course, when damage has occurred to your home or business, you may think to start cleaning it up right away, however it is best left to the professionals. The wrong action can make restoration more difficult and increase the time it takes to get your structure back to normal.

Items in your home or business that can contribute to water damage are:

- Hot water heaters
- Washing machines
- Refrigerators with icemakers and/or water units
- Dishwasher
- Stay calm!
- Turn off the water source if possible - if you don't know how, call a plumber
- Turn off the breaker in the wet areas before unplugging or removing electrical devices located on the wet carpet or other surface
  
- Place aluminium foil under the legs of any furniture resting on with wet carpet. This might prevent furniture stains on your carpet, and keep the moisture from wicking into the furniture legs. If the water is more than surface deep, stand the legs in plastic bowls or something similar till we arrive
- Lift curtains away from wet carpet
- Pin up upholstered furniture skirts if they are in danger of touching the wet area. They could wick up water and become stained or bleed colour into the carpet
- Remove books, shoes, paper goods, fabrics, potted plants, and other items which may stain wet carpet or wick up moisture
- Turn on the air conditioner (no lower than 22 degrees) to speed up drying in the summer or in high humidity areas. If the a/c unit is in a wet area, DO not turn it on
- NEVER turn on ceiling lights or fans if the ceiling is wet
- Remove area rugs from wet flooring or carpet

- Move clothing or other fabric items to a dry place - empty drawers of all items in order for the cupboard, dresser, etc so they can dry more easily
- If the walls are wet, remove any decorative items from them
- Don't use your home vacuum, since electrical shock may result, as well as certain damage to the equipment itself. You can mop or squeegee standing water however
- Don't place newspaper in traffic areas to walk on, since newspaper ink transfers easily to the wet carpet fibres and may result in permanent staining.



## **Drymaster Carpet Cleaning Water Damage Restoration.**

### **1300 662 188**

**Sydney.Melbourne.Brisbane.Adelaide.Perth.Gold Coast.Newcastle.Central Coast.Wollongong.Canberra.**