



ABN: 90 094 518 260

Contact Us:

PHONE: 02 66 45 53 45

MOBILE: 0418 877 336 or 0438 455 577

EMAIL: colin@eastcoastrestoration.com.au

MAIL: PO Box 53, Maclean NSW 2463

Client Guide to the WATER Restoration Process

Dear Client,

Our qualified technicians have inspected the water affected/damaged area at your premises and have started a program of salvage and restoration.

- Generally, on the initial inspection, excess water has been extracted, furnishings have been repositioned from the affected area/s, carpet may have been lifted and underlay may or may not have been removed.
- Drying equipment has been installed. (Air movers and or Dehumidifiers), moisture readings have been taken and will be monitored to reduce the possibility of damage to carpet, walls and sub-floor.
- Weather conditions will affect the speed of drying. Sometimes brown 'staining' occurs during the drying process, this is normal and in the majority of cases completely removable. Often damp or wet carpet has a noticeable odour until the carpet has been completely and correctly dried.
- Your assistance in keeping the equipment running would be greatly appreciated. This will ensure the shortest possible drying period is achieved.
- Your technician will advise you on the type of drying process he is using, Open or closed circuit drying. Keeping doors and windows open or closed as he has requested will ensure complete effective drying

East Coast Restorations gives your restoration work top priority. Please assist us to move the process along by:

- Contacting your Insurer if necessary and lodging a claim as soon as possible
- Provide your Insurance details to our office or Technician
- Stay in contact with our office or your Technician, with any queries or problems you may have with the work we are doing. It is our objective to restore your property to its pre-loss condition

Your Technicians name and contact number is.....