



RESIDENTIAL NEWSLINE

When fire and water take control of your life, SERVPRO® helps you take it back.

WHY SERVPRO®? REAL QUOTES FROM REAL CUSTOMERS

First, I want to thank SERVPRO® for their assistance, patience, and kindness. It is much appreciated during this horrific time. It has been difficult caring for 96-year-old parents with health issues while also dealing with a major water damage. Time was truly of the essence, and the unbelievable job SERVPRO® performed was nothing short of a miracle!

If you ever have a customer needing such services, I highly recommend SERVPRO®. They are professional, thorough, and trustworthy—something you hardly see anymore. The production manager was a true gentleman where his word is his bond.

I hope if you ever experience a water damage, you will be treated with the same respect I was shown by SERVPRO®. I will never forget it.

Thank you again,

—Nancy F., New York



Independently Owned and Operated
servpro.com

CARBON MONOXIDE: A SILENT KILLER

You can't see or smell carbon monoxide, but at high levels it can kill a person in minutes. Often called the silent killer, carbon monoxide, or CO, is an invisible, odorless, colorless gas created when fuels, like gasoline, wood, coal, natural gas, and propane burn incompletely.

According to the Center for Disease Control and Prevention (CDC), each year more than 400 Americans die from unintentional CO poisoning. It is estimated another 20,000 visit the emergency room, and more than 4,000 are hospitalized due to CO poisoning. All people and animals are at risk for CO poisoning, with some groups including unborn babies, infants and people with chronic heart disease, anemia, or respiratory problems being more susceptible to the effects of carbon monoxide.

An excess of CO, leading to CO poisoning, can result from faulty furnaces or other heating appliances, portable generators, water heaters, clothes dryers, or idling cars left running in garages. Taking some basic, precautionary steps can help eliminate the risk of carbon monoxide poisoning. Protect yourself by reviewing the following tips provided by the United States Fire Administration.

- Have fuel-burning appliances, like oil and gas furnaces, gas or kerosene heaters, fireplaces, and wood stoves inspected by a trained professional every year.
- Open the damper for proper ventilation before using a fireplace. Never use your own oven or stovetop to heat your home.
- Make sure all fuel-burning equipment is vented to the outside to avoid CO poisoning. Keep the venting for exhaust clear and unblocked.
- If you need to warm a vehicle, remove it from the garage immediately after starting it. Never run a vehicle or other fueled engine or motor indoors, even if garage doors are open. Make sure the exhaust of a running vehicle is not blocked with snow, ice, or other materials.
- Make sure vents for the dryer, furnace, stove, and fireplace are clear of snow and other debris.
- Only use barbecue grills outside, away from all doors, windows, vents, and other building openings. Some grills can produce CO gas. Never use grills inside the home or the garage, even if the doors are open.
- Use portable generators outdoors in well-ventilated areas away from all doors, windows, vents, and other building openings to prevent exhaust fumes from entering the home. ■

Why take the risk? Call a SERVPRO® franchise professional.
Working to make it “Like it never even happened.”



As seen on CNN, Headline News, Fox News,
The History Channel, HGTV, DIY,
Food Network, NBC Sports, and CBS Sports.

WINTER WEATHER WORRIES

Winter weather can bring about more issues than just slippery roads and a sidewalk to shovel. If you live where temperatures sink below freezing, you are also at risk for frozen pipes, which can create a major disaster to your home or property.

Frozen pipes occur when exposed to cold weather, such as those outside your house, or in areas such as basements, attics, garages, or kitchen cabinets. A frozen pipe can burst at the point where the ice blockage inside the pipe is located, but typically the rupture is caused from the backflow of pressure between the water source and the blockage.

If winter weather causes water damage to your home or property, your local SERVPRO® franchise professionals are only a call away! ■



With more than 50 years of industry experience, SERVPRO® is a leader of fire, water, mold, and other specialty cleanup and restoration services. Our network of more than 1,700 franchises has responded to property damage emergencies ranging from multi-million-dollar large losses to those suffered by individual businesses and homes. Providing coverage in the United States and Canada, SERVPRO® has earned the trust of major insurance companies, commercial clients, and countless homeowners. Wherever there is a house full of water or an office full of smoke, there is also a green truck full of clean.



**SERVPRO® SYSTEM SERVICES
RESIDENTIAL & COMMERCIAL**

Restoration:

- Water Removal and Dehumidification
- Fire, Smoke, and Soot
- Mold Remediation
- Reconstruction
- Catastrophic Storm Response
- Document Drying

Cleaning:

- Bioremediation and Vandalism
- Ceilings, Walls, and Hard Floors
- Air Ducts and HVAC
- Deodorization

* Services vary by location

* 24 hour emergency water removal

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