

**FIRE**



**WATER**

**STORM**



# THE QUALITY RESTORATION DIFFERENCE

## QUALITY RESTORATION, DKI IS A PRIVATELY OWNED BUSINESS

Service area coverage that includes Massachusetts, Connecticut, New Hampshire, Vermont and upstate New York. Quality Restoration, DKI provides a broad range of quality restoration services to commercial and residential clients including water damage, fire, mold, sewage and storm damage cleanup and mitigation. Our emergency response services are available 24/7/365. Quality Restoration, DKI restores damaged property to its pre-loss condition effectively and efficiently.

Quality Restoration, DKI is a member company of DKI (Disaster Kleenup International), the largest disaster restoration company in North America. We are also an

IICRC (Institute of Inspection Cleaning and Restoration Certification) certified company, upholding quality standards for water damage, fire damage restoration, and mold remediation.

We are dedicated to providing a full range of quality restoration services to our customers. We have extensive professional experience and use the most current high-tech equipment available on the market. We are the experts in the industry and we ensure that our work is done to your satisfaction.

**24 HR EMERGENCY  
RESPONSE**  
**800-380-8343**

www.QualityRestoration.com

## QUALITY CLEANING AND RESTORATION CORE VALUES

### DEDICATED

Dedication radiates a visible, almost infectious passion for work. A dedicated person has a strong work ethic, demonstrates initiative, and has a reputation of getting things done. A positive attitude is projected in personal interactions with other team members, clients, and customers. Dedicated people are purpose driven, feel energized by what they do, and know that their work makes a difference in the company and community.

### DEPENDABLE

Dependability is the cornerstone of our relationships. Dependable people can be counted on to do what they say, when they say it will be done. They are undaunted in the face of obstacles and persevere to complete their commitments. They are a rock for those around them.

### CONFIDENT

We show confidence through our actions and the way we treat each other. Confident people do not have to have all the answers. They listen to others and they stand back and let others shine. Confident people ask for help, they don't put others down, and they own their mistakes. Confident people earn the trust of those they work with by the way they work and live.

# READY FOR THE STORM?



The **DKI Member Network** is North America's largest disaster restoration contracting organization. With over 550 locations throughout the United States and Canada, DKI has the highest service standards in the industry. When a disaster strikes, DKI can execute emergency services quickly and professionally.

**Quality Restoration** is dedicated to ensuring a smooth and comprehensive recovery of your property throughout the entire mitigation and restoration process. Our years of experience give us the ability to complete the most extensive large loss recovery projects. Anytime, day or night, all calls are answered by a dedicated team member. Immediately **Quality Restoration** can dispatch a work crew that has experience in dealing with commercial properties of all sizes.

**Quality Restoration** provides local recovery and restoration solutions with the strength and expertise of national resources to help get you back into business quickly. **DKI Network** is available to each and every client through our 24 hours a day dedicated emergency response support center, staffed by our certified & trained **DKI Solutions Team**.

**Quality Restoration** has the expertise to allocate the manpower, equipment and all the necessary resources for any size loss. Our Emergency Response Teams are available 24 HOURS A DAY, 7 DAYS A WEEK -- with fleets of vehicles and equipment, including but not limited to, service trucks, semi-tractor/trailers and mobile command centers. Vehicles are fully stocked and ready for immediate dispatch.

## DKI NETWORK RESPONSE LOCATIONS



## DKI NETWORK BENEFITS:

- Available 24 hours a day, 365 days a year
- Response time of 2 hours or less for emergency services
- Proprietary claims processing platform
- Over \$2.3 billion in restoration work annually
- Largest inventory of equipment in North America
- Unparalleled coverage with over 550 service locations

## 24-HOUR EMERGENCY SERVICES

**Quality Restoration is on call to respond with emergency restoration services.**

- Water Extraction and Structural Drying
- Fire and Smoke Damage Restoration
- Mold Remediation and Decontamination
- Storm and Wind Damage Restoration
- Structural Cleaning and Deodorization
- Restoration of Electronics, Equipment & Machinery
- Biohazard Clean Up
- Document Freeze Drying and Record Recovery
- Board Up, and Damage Repair
- Contents Restoration

All of these services combine to provide our clients with the fastest possible response including our Rapid Response guarantee, when you need us the most. **DKI Network's** proven track record has made it North America's leading restoration contractor for retail stores, malls, universities, worship centers, hotels, multi-family housing properties, financial institutions, manufacturing & industrial plants, healthcare facilities, government buildings, hospitality & resort facilities.

# WATER

## WATER DAMAGE RESTORATION

**WATER DAMAGE IS GENERALLY CAUSED BY A VARIETY OF FACTORS, FROM ICE DAMS THAT CAUSE LEAKS, TO BURST PIPES, TO BROKEN SPRINKLERS, OR FROM NATURAL DISASTERS LIKE FLOODS.**

Depending on the severity of the damage, wooden floorboards can warp. Drywall and cabinets could be destroyed, while carpets and electronics could be damaged beyond repair. Your property's susceptibility to mold growth and air contamination increases too, with the buildup of excessive moisture in your home. It is necessary to deal with water damages right away to prevent further loss.

Our mission at Quality Restoration, DKI is to provide only the highest quality services to you. This means that we go beyond simply 'doing the job' by keeping your home's best interests in mind over the long run. We provide a thorough examination of potential problems under the surface and provide the most effective solutions.

### IN-PLACE DRYING

In-place drying is exactly what it sounds like—a drying technique that doesn't require the removal of materials. It's used for drying carpeted floors and involves the use of powerful fans, dehumidifiers, and other high-tech equipment.

The benefits of in-place drying are numerous, including lower costs, less disruption around the damaged

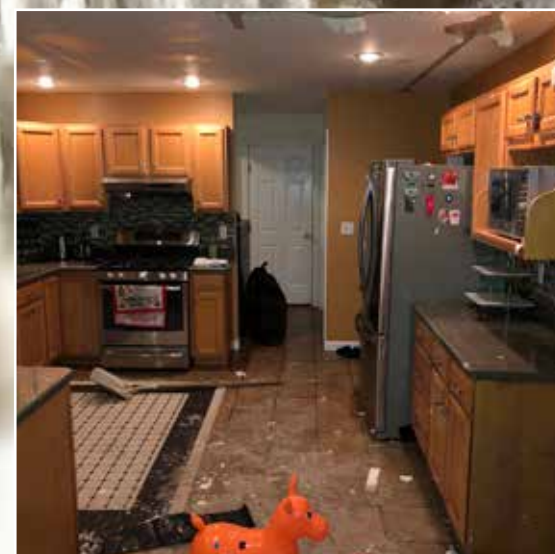
property, and a quicker return to normalcy for the owner. When done correctly, in-place drying can stop or slow the growth of mold. However, it can only be attempted within a short window after the damage occurs, as water that's allowed to sit will quickly become a biohazard and affected materials will need to be replaced.

By utilizing the DriZone process, we can effectively analyze any affected area, both visually and structurally, and keep a record of moisture levels throughout the drying process. In restoring the damages caused by water, we begin by drying up the accumulated water, salvaging any parts of your property that have not been irreversibly damaged. Once the drying process is complete, we then proceed to restore or rebuild severely damaged parts of your property, at a schedule that is convenient for you.

Quality Restoration, DKI responds quickly to emergency situations, to lower your repair costs and limit the damage to your home's contents.

### WATER DAMAGE RESTORATION SERVICES:

- Water Extraction
- Dehumidification
- Remodeling
- Painting
- Drying Wood Floors
- Cleaning Carpets
- Sewage Decontamination
- Deodorization
- Final Cleaning



# FIRE

## SMOKE & FIRE DAMAGE RESTORATION

**QUALITY RESTORATION, DKI CAN RESTORE A FIRE-DAMAGED PROPERTY TO ITS ORIGINAL PRE-LOSS CONDITION SO THAT YOU CAN REGAIN YOUR PEACE OF MIND, AND RETURN TO LIFE AS NORMAL.**

Few things bring devastation and chaos like fire. Unfortunately, they're all too common: each year, firefighters respond to an average of 489,000 structure fires, according to the National Fire Protection Association. Those fires cause \$9.8 billion of direct property damage annually.

For property owners and managers, fires present a special challenge—not only do they often require expensive repairs, owners of damaged properties can miss out on income while repairs are taking place. Timely restoration is therefore a priority.

But it's not a job just anyone can do. The odor of smoke can linger in fabrics, carpets, and other permeable materials throughout the property in question, and it can affect air quality within the entire structure. Likewise, soot can damage nearly every

surface in a building, permanently altering the color of walls and other painted surfaces. Finally, fires can also cause damage at the structural level, so repairs to framing and other construction services might be necessary. When people's homes or livelihoods are on the line, you need an expert.

Fortunately, owners, managers, and residents can count on us to quickly and professionally restore their properties to pre-loss conditions. Quality Restoration has developed effective techniques to clean and repair properties that have been damaged by fires. We offer comprehensive fire restoration services, and we get the job done fast.

### FIRE AND SMOKE DAMAGE RESTORATION SERVICES:

- Water extraction
- Debris removal
- Ash & Soot Removal
- Smoke odor removal
- Damage repair and reconstruction
- Content cleaning
- Carpet cleaning
- Painting



# MOLD

## MOLD DAMAGE RESTORATION

Every year, property owners across New England spend thousands of dollars treating and removing damage caused by mold. Under normal circumstances, the risk of mold growth can be mitigated by maintaining low levels of humidity and drying damp building materials within 48 hours. But after a storm or other water damage, mold becomes much more likely.

If mold damage does occur, or a property owner suspects that it has, they should act quickly: Left untreated, mold can cause health problems like asthma, allergies, pneumonia, and other respiratory issues. In extreme cases, it can also end up requiring property owners to make costly repairs.

### QUALITY RESTORATION PROVIDES FULL-SCALE AND TURNKEY EMERGENCY SERVICES, DISASTER RESTORATION, AND RECONSTRUCTION SERVICES.

Our ICRA trained and certified staff are uniquely qualified and equipped to perform ICRA Class III & IV containment and risk management. Quality Restoration can perform high-level disinfection (C.diff, Ebola, MRSA, VRE, etc.), terminal clean, and outbreak response. We work directly with the hospital's General Contractors removing the burden, liability and expense of ICRA barrier construction and negative air management from the "general contractor's tradesmen".

- Superior risk management, preventing Healthcare-Associated Infections (HAIs)
- Less operational disruption during containment installation and dismantle than current temporary containment materials
- Containment that is sound attenuating, attractive, clean, and reusable
- Installation of 100 linear feet of containment in only 1 hour
- Provides a better patient experience

### MOLD REMOVAL & RESTORATION SERVICES:

Quality Restoration comprehensively addresses mold issues—from moisture detection and property inspections to removal and waterproofing. Whether commercial or residential, we have the equipment and expertise to ensure the property is once again safe to inhabit.

- Moisture Detection
- Mold Inspection
- Sealing
- Mold Testing
- Mold Removal
- Waterproofing
- Restoring Mold-Damaged Property



**OPTIMAL INFECTION CONTROL**  
CONTAINMENT & DISINFECTION/ DECONTAMINATION



# STORM

## STORM DAMAGE CLEANUP AND REPAIR

**BLIZZARDS, HURRICANES, ICE STORMS AND POWERFUL THUNDERSTORMS BRING ALONG POUNDING RAINS, WIND, HAIL, AND SNOW, WHICH CAN LEAVE THOUSANDS OF DOLLARS WORTH OF STORM DAMAGE IN THEIR WAKE. STORM DAMAGE CAN BE A NIGHTMARE TO CLEAN UP.**

Our reliable professionals at Quality Restoration, DKI can assess the damage and put forth the best action plan to restore your property to pre-loss condition. Starting with temporary tarping and board-up, we will clean up the debris from storm and water damage efficiently to prevent further property loss. Once we complete our initial work and property assessment, we proceed to restore and repair the rest of your property. We take all necessary precautions to mitigate further health risks to allow you to return to your home safely.

Once you file your storm damage claim with your carrier, we will coordinate with you and your carrier to ensure that you transition back seamlessly into your home to resume your normal life as soon as possible.

We respond immediately to all emergency calls 24/7/365. Regardless of the time of day or night, we will dispatch our professional team immediately and begin restoring your property to its pre-storm condition.

### STORM DAMAGE CLEANUP SERVICES:

- Ice Dam Removal
- Tarping
- Board-Up
- Temporary Piers
- Temporary Shoring
- Temporary Heating
- Temporary Electric
- Dry Out



**24HR EMERGENCY  
RESPONSE  
800-380-8343**

www.QualityRestoration.com



# BIO HAZARD



## BIO HAZARD CLEANUP SERVICE

### TRAUMA AND BIOHAZARD SCENES ARE SOME OF THE MOST COMPLEX AND DANGEROUS SCENES TO DEAL WITH.

While expertise and proper equipment are required to handle any biohazard and its associated health risks, a caring approach is also crucial due to the nature of traumatic events or the potential loss of life.

Biohazard cleanup includes any situation that involves the cleanup of bodily fluid, tissue or blood. Biohazard waste can damage property as well as harm anyone exposed to it by putting them at risk for disease or infection.

Our professionals at Quality Restoration, DKI understand that these situations can be emotionally charged and difficult. We are thoroughly prepared to get the job done and are conscientious and aware of your emotional and physical well-being.

### REPAIR AND RESTORATION SERVICES FOLLOWING CLEANUP

When you contact Quality Restoration, DKI you can expect us to arrive on time and bring the necessary protective equipment, tools, and products to complete a thorough cleanup. While removing all the contaminated

materials from the site, we will also protect any uncontaminated materials and areas in an effort to restore your property back to its pre-loss condition.

After we complete the biohazard disposal you may need our services to restore indirect damage to the property. We can conduct the needed cleanup at a trauma scene or under circumstances where biohazard is present.

### BIOHAZARD DISPOSAL AND CLEANUP REGULATIONS

We adhere strictly to the rules at the federal, state, and local levels that control trauma scene clean up. In order to comply with OSHA's (Occupational Safety and Health Administration) requirements, personnel must go through Bloodborne Pathogen Training. Each of our biohazard professionals goes through rigorous training, to ensure that a high standard of service and care is taken in potentially hazardous situations. Regular cleaning companies do not use stringent biohazard protocols which are crucial to clean up biohazard properly.

### BIOHAZARD CLEANUP SERVICES:

- Crime Scenes
- Tear Gas Residue Removal
- Site Cleanup Due To Death
- Cleanup From Hoarding
- Animal Infestation
- Blood Cleanup
- Airborne Pathogens
- Infectious Disease, Virus, and Microbe Decontamination
- Bodily Fluids and Tissue

### ADDITIONAL CLEANUP SERVICES:

- Repair or Replace Structural Items (drywall, subfloor, and more)
- Refinish Damaged Walls
- Repair Flooring
- Clean Up Cabinet and Countertop Surfaces
- Repair Windows
- Inspect Plumbing, Electrical, Heating, Air Conditioning, and Ventilation Systems



**FIRE**

**WATER**



**STORM**

**24HR EMERGENCY  
RESPONSE**  
**800-380-8343**

[www.QualityRestoration.com](http://www.QualityRestoration.com)