

# The Complete News

## Complete Restoration

February, 2012

### Soot Damage

While soot may resemble smoke residues from a fire, the restoration of soot damage often requires different techniques. Incorrect action can make restoration more difficult and delay the return to normalcy.

Do...

- Change and save the old furnace filter.
- Blow off or brush-vacuum loose soot particles from upholstery, draperies and carpets.
- Cover upholstery with clean sheets before use.

Do Not...

Attempt to wash walls, ceilings or contents without professional assistance.

**Even areas in the home that were unaffected by the heat of the fire can be badly damaged by soot residue.**

### Hunger Games Movie Coming out March 23rd

Complete Restoration is very excited about Hunger Games coming out in theaters. We have rented a theater at Thanksgiving Point for Opening Day. We will be having trivia on our Facebook page every Tuesday until the movie release and giving away a pair of movie tickets

to the winner each week. Complete Restoration will be giving away several pairs of tickets every week leading up to the opening day. For a chance to win tickets, follow us on Facebook!!!

#### Special points of interest:

- FAILURE TO ACT APPROPRIATELY, YOU CAN HAVE ACCIDENTS
- TIPS AND ADVICE ON PREVENTING FIRES
- BEING SAFE FROM FIRES WITHIN IN YOUR HOME
- KNOW OUR COMMITMENT TO YOU!
- NEXT MONTH OUR TOPIC'S WILL BE ON SEWER AND ODER REMOVAL

HUNGER GAMES MOVIE	1
REMOVING SOOT FROM TEXTILES	2
BEING SAFE FROM FIRES	2
ADDITIONAL PHOTOS	2
MISSION STATEMENT AND OWNERS BIO	4
SUCCESS STORIES	4

## Removing Soot from Household Textiles

Soot is oily and easily stains carpets, draperies and other household textiles.

For this reason you must remove it before you attempt to clean or deodorize items.

If possible, hire a professional restorer to remove soot with a heavy-duty vacuum.

If you don't plan to hire a professional, you can remove some soot by holding a vacuum cleaner nozzle slightly off the surface of the item. Do not use vacuum attachments or an upright

vacuum because the brushes tend to force soot into fabrics.

Cover carpets after removing the soot to keep other soil from being tracked in during clean-up.

Caption describing picture or graphic.

**Kitchen accidents result from problems with the environment and/or the person. Kitchens are relatively safe places, but when you combine people with the operations of the kitchen and add failure to act appropriately, you have accidents.**

## Being Safe From Fire

Clothing and hair:

Wear appropriate clothing while around open-flame appliances or hot surfaces; loose-fitting long sleeved shirts or open jackets could come into contact with flames or hot surfaces.

Keep long hair up and confined. Avoid use of flammable hair spray.

Appliances:

Electrical- unplug portables when unattended. Keep cords away from hot surfaces, water, and near sinks. You should Report even the slightest shock received from an appliance (except static) to your electrician note conditions of cords: splices, missing grounding prongs, and

use of extension cords for temporary use only.

Hot Surfaces- Keep free from combustibles: Potholders, boxes, plastic utensils, etc. Turn off hot plates when not in use. Be alert to prevent personal burns. Pot handles should not extend out from oven tops.

## Safety is everybody's responsibility!

Microwave ovens- Know the dangers. No metal or plastic products; use only approved utensils and ware. Minimize Kitchen Fire Safety hazards —Before leaving at the end of the workday: Unplug equipment or deactivate circuit breaker.

Check pilot lights, cooking equipment heat, deep-fat pan fryers.

Check for and clean up accumulated grease.

Remove combustibles from near hot surfaces.

No cigarette smoking in hazardous areas.

Kitchen Vent-Hood Extinguishing System:

Know the system operation components Keep exhaust fan on while cooking, Know manual activation location and usage.

Clean up spills and practice good house-keeping. Frequently observe your extinguishers for tampering or damage.

Know how to use your extinguishers.

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## **Smoke and Soot Damage**

### **Heavy Soot Damage**

**Fires can start in many different ways and come in all sizes. Practice safety first and if you do experience a home fire call in a professional and limit additional damages to your contents.**

Complete Restoration... Perfect Again!!!

## Complete Restoration

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### Our Commitment

- Crews on-site within one hour.
- We guarantee our work. We have a five year workmanship guarantee.
- We will provide an estimate using Xactimate estimation program within one business day.
- We work with all insurance companies.

### Mission Statement

To satisfy our customers' needs beyond their expectations at a fair price.

### About our Owner Jerry Pennock

Jerry was born and raised in San Diego California has a B.S. from Brigham Young University in Communications. To pay his way through college he worked for a drywall company doing repairs for restoration companies. He was then hired by a restoration company as an estimator in 1995. In 1997 he started his own company - Complete Restoration which he owns and operates today. After seeing a need for software in the industry he founded ClientRunner (Job management software) in 2005, which has Clients across North America He has six kids and resides in Lindon Utah.

### We're on the Web!

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

**If you have any questions, or topics you would like information on Contact Jen at 801-224-2400**

**Or  
JEN@COMPLETERESTORATION.COM**

### Success Stories

*"Thank you so much for everything! Your company is top notch! At a very stressful time in our life you made what happened in our basement be as stress free as possible."*  
-Steve & Debbie

*"I have been doing business with Complete restoration for a number of years, and I have found the employees of Complete Restoration to be friendly with our insurers, and their bids have been fair and equitable, I appreciate their service."* -  
National Farmers Union

*"Thank you very much for your services at my home, I'm grateful to have such fine workmanship and I appreciate your time to oversee the project. I will be happy to recommend Complete Restoration to others."* -Helen

*"Thanks everybody for your quick response to my mini-tragedy and for all your help. What a learning experience for us—all of you made it so much easier on us. Thanks Again!"*  
-Deedre & Alphabet Station

*"Thank you, all, for the fine work and excellent service. We appreciate you going the "extra mile" in being so considerate and polite. You are a great team and we would refer your company to anyone."* -  
Wally and Carol