

J & M Inc.

"It Just Takes One Call ... And We Do It All"

480-706-0737

CERTIFIED

- ✓ **Air Duct Cleaning**
- ✓ **Mold Remediation**
- ✓ **Complete Water Damage Drying & Restoration**
- ✓ **Complete Carpet and Floor Care**



*"We Go A Step Beyond ...
To End A Step Ahead"*
James D. Moran, Founder

**J & M
S.T.E.P.
Ahead
Systems**

"Originator of the Guaranteed Satisfaction...

S.T.E.P. - Ahead Customer Care Systems"

Speed / **A**dvanced **T**echnology / **E**thics / and **P**rofessional Practices

Water Damage & Restoration

J & M Inc, Water Restoration Specialists / Credentials

“We are a licensed **FULL SERVICE** restoration company. We can handle the entire job from top to bottom including remediation, structural repair, personal content restoration, deodorizing and final cleanup.”

We have extensive **TECHNICAL TRAINING** including :

- An IICRC Certified Restoration Firm in Water Restoration, Mold Remediation, and Carpet Cleaning.
- An IAQA (Indoor Air Quality Association) Certified Firm in Mold Remediation
- We hold multiple Structural Drying School Certifications

We have years of **EXPERIENCE** in water restoration and a successful proven track record.

For Example: Between 2001-2007 we successfully restored over 1200 flooded homes, and 1 million square feet of flooded commercial business space.

We have the **CAPACITY** to get your job done quickly, and to get it done right the first time. With over **\$2,000,000 invested** in state-of-the art remediation equipment we have the capacity, and experience to easily handle over 200 water restoration jobs in any 30 day period.



“In restoration no two jobs will ever be the same - so we tailor our services to meet your specific needs.”

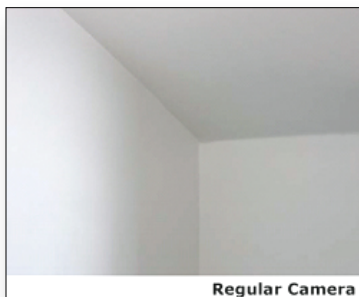
“**Our goal is to get your home or business back to normal ASAP, AND to make sure we have done everything possible to lower the risk of additional damages and save on restoration costs.**”

Below are some of the steps you'll see our technicians completing on your job.

The Basic Steps of Structural Drying & Water Damage Restoration

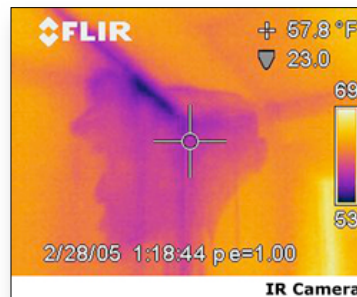
Step 1 - Initial Inspection & Documentation

- A thorough inspection of the property includes determining the exact cause of the loss and verifies that repairs have been made to eliminate the source of water. This inspection includes photo documentation AND a **Thermographic** investigation to find “**HIDDEN MOISTURE**” sources.
- We then define the affected areas with the use of **moisture detection equipment**. Our technicians record initial moisture readings that will be monitored on subsequent visits. This helps track the progress of our drying efforts. **Your job's drying progress is managed and monitored everyday.**
- This inspection includes categorizing the water loss as: Clear, Grey or Black water, AND then after extraction, determining the classification of the water loss to choose the right drying procedures.



Regular Camera

The visual inspection on the left shows nothing. The thermal image inspection on the right shows **hidden moisture** from an upstairs shower leak.



IR Camera



Moisture Meter Inspection

Step 2 - Remove (Extract) the Excess Water

- Water damage can ONLY be removed in 3 ways: Extraction, Dehumidification, and Evaporation.
- It is 500 times easier to physically remove the water than to rely on fans and dehumidifiers alone. Water extraction is performed with our powerful direct drive truck-mounted extraction units.

Step 3 - Isolate the Water Damaged Area and Create a "Drying Chamber"

Triage the contents - block and pad furniture to raise it off the floor.

By isolating the affected area we can focus our efforts on a single controlled environment. This can be achieved by closing a door or using plastic sheeting to create a partition; thereby increasing the efficiency of our equipment and reducing drying time.

Step 4 - Identify What's Wet - Begin the Reporting Documentation Process

- First we identify all the wet structural materials and vapor barriers, establish "drying standards" and job specific protocols, and map the water damage areas.
- We use 2 types of advanced documentation systems, *Moisture Mapper* and *Xactimate*.

"All our documentation procedures meets or exceed IICRC / S-500 standards, and are accepted by all major insurance companies."

Step 5 - Install the Drying Equipment to Create a Structural Drying Vortex & Clean the Air

We use all our moisture meter readings and the science of *Psychrometry* to determine the optimum set of air drying conditions, and equipment needed to dry the structure ASAP.

Psychrometry is the science that takes into account the relationships of temperature, humidity, air movement, and time and their effect on various structural materials. (Different materials dry-out at different rates.)

Once the calculations are done we install *dehumidifiers* and or *desiccants* to remove evaporated moisture, promote further evaporation, and prevent secondary damage caused when excess moisture is absorbed by hydroscopic materials such as furniture, photos & books.

Represents a *Drying Vortex* inside an isolated *Drying Chamber*
The dehumidifier removes the moisture as the fans move the air.



Air Movers are installed to accelerate evaporation. (Air movers alone - just blow wet air around the job)
(The greater the amount of dry airflow (cfm) the greater the amount of evaporation.)

Air Scrubbers are installed to catch particulate matter that may be stirred from the air movement.

Step 6 - Chase the Moisture Until It's Eliminated

- We come to your job site every day recording *Psychrometric* readings into our structural drying software.
- These reading tell us what equipment to adjust and what equipment to remove to facilitate the most effective drying environment.

Step 7 - Remove the Equipment

- Complete a final *thermography* inspection.

Step 8 - Complete the Final Cleaning and / or Repairs.

Step 9 - Prepare and Deliver the Final Report Documenting Everything from the original pictures to the daily moisture logs.

The Miracle of Pad Down Drying or Extreme Water Extraction

"Lets us remove large quantities of water *without destroying or removing your carpet and pad!*"

"Using the *Hydro-X Xtreme XTractor* lets us get your job done faster, and because the water is gone in hours there's no chance for mold or mildew getting started."

This extractor is recognized by insurance companies as the best tool on the market, endorsed by Shaw Industries (the largest carpet mfg.in the world) and The Society for Cleaning Restoration Technicians to be the most effective and efficient extraction tool on the market today. It has received 'The Carpet and Rug Institute's' highest rating a (GOLD) seal of approval for effectiveness and performance.



“One Call Does It All”

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<http://www.jmrestoration.com>



J&M, Inc.

**Certifications, Affiliations
and Continuing Education**



The Better Business Bureau (BBB)®

Serving Central and Northern Arizona
4428 N. 12th Street
Phoenix, AZ 85014
(602) 264-1721
<http://www.arizonabbb.org/>



The Institute of Inspection, Cleaning and Restoration Certification (IICRC)

has served as the Industry Guardian for the cleaning, inspection and restoration service industries for more than 30 years. As a non-profit certification organization, the IICRC helps ensure that you have access to trusted and trained cleaning professionals by establishing and monitoring certification programs and standards for these industries.



Founded in 1946, the **Restoration Industry Association (RIA)**, formerly known as (ASCR) Association of Specialists in Cleaning and Restoration, is the oldest and largest trade association for the cleaning and restoration industry. RIA offers an array of benefits to its members and strives to keep them informed of the latest technology and industry trends.



The Indoor Air Quality Association (IAQA) was established in 1995 to promote uniform standards, procedures and protocols in the Indoor Air Quality industry.



**Chuck Dewald's
Structure Drying School**

The Chuck Dewald Structure Drying School has the distinction of being the original Structural Drying School of it's kind and the originator of the "Vortex Drying System".



Dri-Eaz University

Dri-Eaz education is solely focused on teaching the science of drying. Founded in 1980, Dri-Eaz has been the leading provider of high quality, innovative products and solutions for the restorative drying industry.



**Rescon Environmental
“Moisture View /
Thermography Training”**

Rescon has been an industry training leader for over 20 years, and now offers a unique program that concentrates on thermography as a moisture detection tool.