



FLOOD/WATER DAMAGE EMERGENCY TIPS

Do's: Please take any of the following actions if safe to do so:

- If the outside temperature is moderate to hot, use dehumidifiers if available
- Use fans to circulate the air to assist drying
- Remove as much water as possible by mopping and blotting
- Wipe furniture dry
- Lift draperies off carpet, loop through a non-metal coat hanger and place hanger on the drapery rod
- Prop up wet furniture cushions for even drying
- Remove wet area rugs or other floor coverings
- Open furniture drawers, closet doors and luggage to enhance drying
- Move photos, paintings and art objects to a safe, dry location
- Remove wet fabrics and dry them as soon as possible. Hang furs and leather goods to dry separately at room temperature
- Remove damp books from shelves and spread out to dry
- If damage occurs during a cool season, leave heat on; if in summer, use an air conditioner if available

Don'ts

- Do not use an ordinary household vacuum to remove water
- Do not use electrical appliances while on wet carpet or wet floors
- Do not go into rooms with standing water if the electricity is on
- Do not lift tacked down carpet without professional help
- Do not wait to call for professional help



FACTORS TO BE CONSIDERED WHEN DRYING CARPET

- Age and condition of carpet: If a carpet is so old that it is a better value to replace than attempt restoration, determine exact value of carpeting
- Length of time carpet was exposed to water: Most carpets can withstand water for up to three days. Immediate response to your loss is critical
- Types of water: Basically, there are three types of water losses that affect the restoration process:

Black water — sewage back-up or run-off water. These losses are hazardous and should be handled with caution.

Clean water — water from a clean source; no debris.

Grey water — this is water that is not necessarily clean, but not hazardous (washing machine and dishwasher overflow, for example)

- Temperature of the water: Discharge from a hot water heater with very warm water will affect the glue used to hold the carpet fibers together

FACTORS TO BE CONSIDERED WHEN DRYING WOOD FLOORS

- Wood floors are very sensitive and naturally hold water
- Once wood floors cannot hold any additional water, it will expand, causing cupping or crowning. At this point it is very difficult to restore
- Emergency response is critical for any damage to wood floors

WHO SHOULD I CALL WITH ANY ADDITIONAL QUESTIONS?

- Contact your assigned handling Claim Representative or the toll-free number listed on the back of your proof of insurance.

To report fraud, call the AAA Fraud Hotline 24 hours a day at **888.FRAUD.83 (888.372.8383)**.

Insurance underwritten by one of the following companies: Auto Club Insurance Association, MemberSelect Insurance Company, Auto Club Group Insurance Company, Auto Club Property-Casualty Insurance Company, Auto Club South Insurance Company, Auto Club Insurance Company of Florida, or non-affiliated insurance companies.