

Time Is A Precious Commodity.

When you need it done right and done fast, call your local SERVPRO® Franchise Professional for all your commercial cleaning needs. Did you know when you hire SERVPRO® Franchise Professionals for maintenance cleaning, you get around-the-clock restoration services built with you in mind? Quality cleaning and quick response – that's the SERVPRO® way.

Can't figure out how to get the job done? Call your local Franchise Professional for all your emergency restoration needs. Because when you experience a fire, water or mold damage in your facility, you need fast response and the expertise to get the job done right, ensuring your business can get back into operation as quickly as possible. Through it all, you expect the most reliable information and the very best service at a fair price.

SERVPRO® Franchise Professionals are committed to providing fire and water cleanup and restoration services to reduce business interruptions and recovery costs. SERVPRO® Franchise Professionals can provide:

- 40 years of experience as a leading fire and water cleanup and restoration provider.
- A SERVPRO® Franchise is nearby - more than 1,400 Franchises servicing 48 states.
- More locations for faster responses. A uniformed technician will arrive on-site usually within four hours of notification.
- Quick response time to help ensure the damage is contained and the restoration process begins promptly.
- Large loss capabilities - no fire or water damage is too big.

SERVPRO® SYSTEM SERVICES

Restoration:

- Fire, Smoke and Soot
- Water Removal and Dehumidification
- Mold Mitigation and Remediation
- Catastrophic Storm Response
- Move Outs and Contents Restoration
- Electronics and Equipment
- Document Drying
- Contents Claim Inventory Service

Cleaning:

- Air Ducts and HVAC
- Biohazard, Crime Scene and Vandalism
- Carpet, Upholstery, Drapes and Blinds
- Ceilings, Walls and Hard Floors
- Deodorization

** Services vary by location*



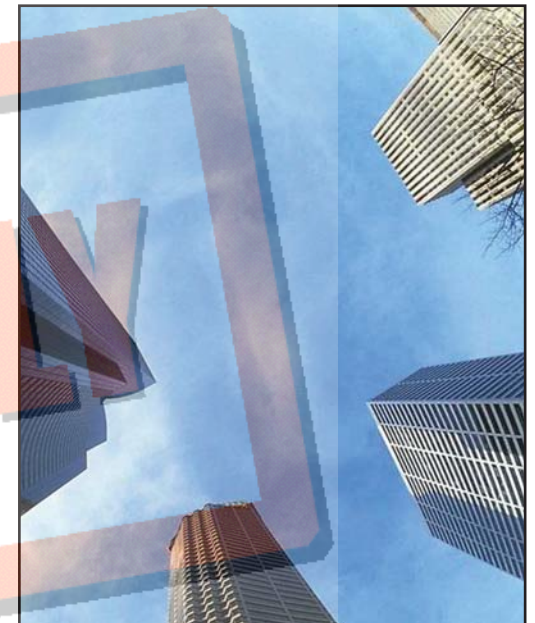
Commercial National Programs
Managed Exclusively by:



45517 02/09

Independently Owned and Operated

From CARPETS To CATASTROPHES



*For All Your Commercial
Cleaning Needs*



Like it never even happened.®

What SERVPRO® Franchise Professionals Can Do for You.*



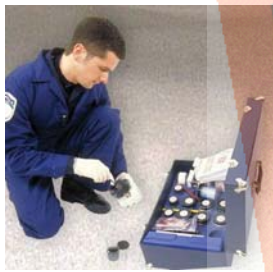
Fire, Smoke and Soot Cleanup and Restoration

Pretesting helps SERVPRO® Franchise Professionals determine what type of fire has taken place. Knowing the types of smoke and their behavior patterns are vital to proper restoration.



Water Removal and Dehumidification

Franchise Professionals identify the source and type of water, which determines the proper course of action. Drying equipment controls temperature and humidity, minimizing secondary damage.



Crime Scene, Biohazard and Vandalism Cleanup

Franchise Technicians are trained to safely and effectively clean biohazardous substances and prepare waste for proper disposal according to OSHA, EPA and state and local health regulations.



Mold Mitigation and Remediation

SERVPRO® Franchise Professionals work to control and remediate mold contaminants while protecting your health and safety.



Contents Claim Inventory Service

Accurate inventory helps keep costs low and reduces job completion time. Franchise Professionals can provide an itemized, area-by-area loss inventory.

Service Response Guidelines*

* Exceptions may apply under certain conditions, such as a local catastrophic event or storm situation.



Within one hour from notice of loss, a SERVPRO® Franchise Professional will contact you to arrange for service.



Within four hours of loss notification, a SERVPRO® Franchise Professional will be on-site to start mitigation services.

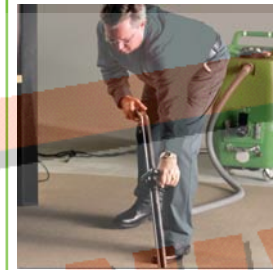


Within eight business hours of on-site arrival, a verbal briefing of the scope will be communicated to you by a SERVPRO® Franchise Professional.



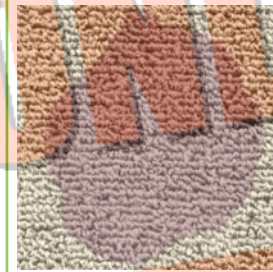
Air Duct and HVAC Cleaning

Franchise Professionals can inspect your HVAC system and ductwork. Cleaning services can be provided to help restore peak energy efficiency, eliminate offensive odors and improve indoor air quality.



Carpet and Hard Floor Cleaning and Care

Franchise Professionals use the latest IICRC** training as well as state-of-the-art equipment to remove entrapped soils from deep within your carpet's pile and backings.



Stain Removal, Stain Resistance Applications

Using IICRC standards for carpet as a guide, Franchise Professionals will show you what cleaning option would be best for your carpet's level of soiling and explain the benefits of soil protection.



Odor Identification and Deodorization

Franchise Professionals will find the source of the odor and determine the best methods to neutralize and eliminate it.



Upholstery and Drapes: Wet or Dry Cleaning Methods

Fabrics are inspected and tested to determine the safest and most effective cleaning method.