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The Miller Express

Fall 2015

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Industry Links

IICRC	Institute of Inspection, Cleaning & Restoration Certification www.iicrc.org
RIA	Restoration Industry Association (formerly ASCR) www.restorationindustry.org
DKI	Disaster Kleenup International www.dki.ca
OIAA	Ontario Insurance Adjusters Association www.oiaa.com



Miller Restoration DKI Announcements

20 years Strong!

We are pleased to announce that Miller Restoration DKI just recently celebrated 20 years in business. Thank you to all that attended our Open House in September. It was a busy, fantastic night catching up with a lot of faces from the past and present. A big thanks to the staff for helping out, from bartending, cooking and demonstrating our Fireline system.



People on the move:

We are happy to announce a new addition to Miller Restoration. We welcome Adam Warnock. Adam has show a great deal of enthusiasm and professionalism on the job. Welcome aboard!

Around The Community

2015 Fall fashion Show



Thanks to all that attended our second annual 2015 Fall Fashion Show at Peninsula Lakes Sept 27. This sell out event raised \$5000 for Pelham Cares. We look forward to keeping this an annual. It is a great afternoon out, for a great cause.

Ice Dogs!



Miller Restoration is proud to be involved in the sponsorship of the Niagara Ice Dogs for 2015. We have purchased some advertising space that will be well seen in front of the Ice dogs Bench , See you at the Game! Go Dogs Go!

Up Coming Events.....

Save the date!!!

September 27th 2015 is the Second Annual **Fall Fashion Show** at Peninsula Lakes, presented by Miller Restoration DKI In Support of Pelham Cares Home for Good Campaign. More details to follow!



GOLF!

The Golf season is upon us and Miller Restoration will be attending many industry and Charity Tournaments.

Duliban Insurance Brokers 2nd Annual Benefit for Community Care of West Niagara on June 4th at Sawmill Golf Course

30th Annual Dave McLauchlan Memorial on May 29th at Twenty Valley Golf and Country Club.

17th Annual tee up for Autism Niagara will be held Friday May 29th at Rolling Meadows in Niagara Falls

OMFPOA (Ontario Municipal Fire Prevention Officers Association) is holding their **59th Annual Training and Educational Symposium** in Niagara on the Lake this year at White Oaks Conference Centre. Both Miller Restoration and DKI Head Office will be attending and Sponsoring this event.

Miller Restoration will also be attending the **OIAA 2015 Provincial Claims Conference** In Muskoka May 7th-9th. We are looking forward to the "**Hockey night in Muskoka**" event.

Word of the Day:

Mollify: verb (mul-uf-fahy)

To soften in feeling or temper, as a person; pacify; appease.

Equipment Update: Tools and Products Used in Restoration Services

Thermography:



A valuable time saving instrument used frequently is the Thermal imaging gun. There are many different makes and models for specific uses. In Property restoration it is a vital tool in seeking out damage that may not be readily detected using other methods.

Since a thermal imager measures temperature, how does it detect the presence of moisture? The simple answer is, "It doesn't." However, in many cases, when wallboard or other structural elements of buildings are wet, there is evaporative cooling. As a result, wet building components appear cooler than dry components of the same material and produce telltale cool areas on thermal images.

Rod Hoff, a thermography instructor and thermal imager specialist with Restoration Consultants (Sacramento, CA), describes the process a restoration contractor typically uses: "When a customer has a flood situation, for example, or broken pipe, the remediator will extract the standing water. Then the walls, ceiling, and floors can be returned to an acceptable moisture condition. Removing moisture from these areas requires evaporation which results in surface moisture evaporating into the air. Due to evaporative cooling, there's generally going to be a lower temperature of about two to five degrees in the wet areas."



Hoff explains that when using the thermal imager, a contractor can see where walls, ceilings and floors are cooler. That may be a place where evaporative cooling is taking place. He refers to such spots as areas for investigation. "We're careful not to define the problem using only the thermal imager," Hoff emphasizes. We do not look through a thermal imager and say, 'That's moisture,' because moisture and missing insulation may look the same on a cold day."

The primary tool for confirming that cool spots are the result of evaporative cooling is a noninvasive moisture meter. Then, if necessary, they use an invasive process using a borescope or penetrating moisture meter. According to Hoff, moisture meter readings are generally based on the resistance and conductivity of a material. It is effective because water conducts electricity well. "In fact," Hoff warns, "one has to be careful to use a moisture meter properly. Metal corner beads and nails also conduct well and can set off a moisture meter."

(Article from Fluke Corporation taken from construction links Media)

Millers Top 10!: Top 10 tips for Getting your home ready for Winter!

Exterior Maintenance

1. Do a roof check. You should be able to do at least a visual inspection of the roof from the ground. Grab some binoculars to get a closer look or if you're able and can do so safely, climb on up for a better view. Look for missing, damaged, or loose shingles. If your roof is flat, you may need to remove leaves and debris.
2. Check the chimney and fireplace. If you have a wood fireplace and use it often, have your chimney cleaned and inspected by a professional.
3. Stock up on firewood. Order enough firewood for the season. If you gather your own firewood, make sure it's dry and ready. It's best to cover firewood and store away from the house for safety reasons.
4. Inspect siding. Check home exterior for cracks or holes. Repair them yourself or hire a professional.
5. Clean the gutters. Hire a service to clear your gutters or do it yourself. Remove leaves, nests, and debris from gutters and check for leaks.
6. Check water drainage. Rainwater downspouts need to be clear of obstructions and direct water away from foundations, walkways, and driveways. Add extensions to downspouts if necessary.
7. Reinforce windows and doors. Remove screens and install storm windows and doors if you use them. Check caulk and seals around all doors and windows.
8. Turn off faucets and store hoses. Drain garden hoses and disconnect from the outside spigots. Shut off exterior faucets, and if you have an

older home, you may need to turn off the valve inside your home. Store hoses in a dry place so any residual water won't freeze.

9. Service sprinklers and irrigation system. Depending on your climate, your irrigation system may need to be drained and checked. Have a professional perform any necessary repairs and mark sprinkler heads near snow removal areas.
10. Inspect trees. Check for damaged limbs that may break or that are too close to power lines or the roof.

For more tips and information please visit www.miller-restoration.com

Education

RIBO (Registered Insurance Brokers of Ontario) Seminars:

The Miller Training Team has been busy with some recent back to back RIBO Seminars **Hope and Harder Insurance** In St Catharines. We always enjoy these informative sessions and meeting up with the staff.

The Miller Restoration "Road Show" continues to make the rounds to our brokers presenting RIBO Education seminars for their accreditations. We have 6 seminars ready and waiting for your staff. We can arrange it as a breakfast or lunch seminar, and the best part is NO CHARGE! Contact Curt Wilkens at 905-688-9224 to book your in house seminars today. cwilkens@miller-restoration.com

Contact Us:

**104 Dunkirk Road
St. Catharines Ontario L2P 3H5
Phone 905 688-9224/ Watts 1-800-267-9195
Fax 905 688-9290
<http://www.miller-restoration.com>**

Watch for us on:

