

FAQ

Q. - Will you work with my insurance company?

Yes, with over 60 years experience we have worked with virtually all insurance companies.

Q. - Do I need to call my insurance company first?

No. As a matter of fact, your insurance company would prefer you call an emergency restoration company as soon as possible. This is because the faster water damage restoration crews can arrive the more damage they can prevent, thus decreasing restoration costs. You still want to call your insurance company to make a claim, but you should not wait for an adjuster to arrive before calling a professional water damage restoration company.

Q. - Why is there a bad odor?

What you are smelling is actually gasses released from mold or mildew. These can be harmful to breathe, so be careful because they can be hazardous to your health. Water can activate odors so if the water occurred before that 24 hour period it's likely just something that was already in your carpet such as pet urine, mold or mildew from previous water damages that were not properly fixed.

Q. If I use FireClean for my water, flood, fire/smoke, or mold damage, who should I call to do the repairs?

You don't have to call anyone else, Fireclean is a full service restoration company, we can handle your traumatic disaster from cleanup to reconstruction, restoring your property to pre-loss condition. In most cases, your property will be restored to better than pre-loss condition!

