



## FROZEN PIPE DAMAGE

Frozen pipes are a leading source of property damage during severe winter weather. It can cause a devastating loss of time and money for your business. But rest assured, ServiceMaster DSI can help and do so while minimizing business interruption.

We have over 40 years of experience in dealing with flooding from frozen pipe damage. All of our technicians are certified by the IICRC, the regulatory body for water damage restoration. In addition, we are licensed, bonded and insured so you can rest easy knowing you are in highly trained and capable hands.

At ServiceMaster DSI, we will contact you within an hour and be on-site within two to four hours of your first call. We will use our extensive and proven frozen pipe damage process to return your business to pre-loss condition as quickly as possible.

### OUR FROZEN PIPE DAMAGE CLEANUP PROCESS

- Inspect and Assess Damage
- Create Customized Restoration Plan For Your Business
- Packout Business Contents
- Remove Water
- Dehumidification
- Moisture Monitoring
- Reconstruction
- Additional Services

**If you experience frozen water pipes, ServiceMaster DSI is here for you 24/7/365.  
Contact us at 800.954.9444 or visit SRMCat.com.**

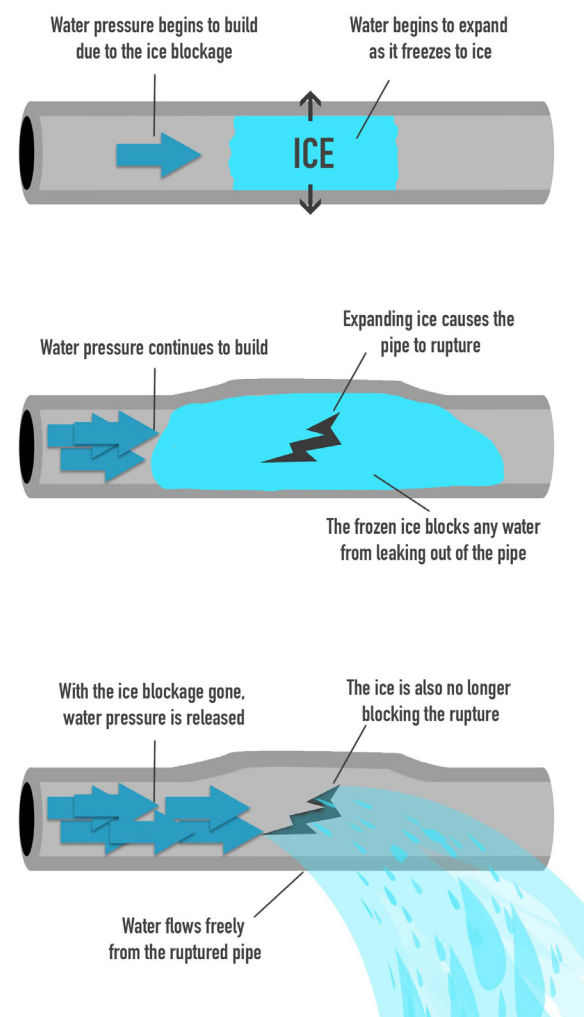


# STEPS TO TAKE IF A FROZEN PIPE BURSTS AT YOUR BUSINESS

In the event that your company experiences water damage from a frozen pipe, use the following checklist to help manage the situation and minimize business interruption.

1. **SHUT OFF WATER:** Send nonessential employees home for the day and shut off the water main. If there is concern water has reached the fuse box, shut off electricity as well.
2. **SHUT OFF WATER HEATER:** Shut off water heater after your water main. Water heaters aren't meant to run without water and can cause them to overheat.
3. **NOTIFY ESSENTIAL CONTACTS:** Contact any emergency contacts, a licensed plumber, any insurance carrier/broker and an Emergency Mitigation Contractor such as ServiceMaster DSI.
4. **MINIMIZE ADDITIONAL DAMAGE:** Included in the language of virtually all insurance policies is a disclaimer holding the "insured" accountable for taking steps to help reduce any further damage. ServiceMaster DSI can help ensure proper steps are taken to mitigate the situation and prevent additional damage.
5. **EXECUTE A COMMUNICATIONS PLAN:** In addition to those who are part of the recovery process, it will be necessary to inform staff members who will be in charge of internal/external communication to employees, suppliers, customers and other stakeholders as to what is going on and expected next steps.

## ANATOMY OF A FROZEN PIPE



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