



**FIRE • SMOKE • WATER • MOLD**  
Residential • Commercial • Industrial  
Restoration • Remediation • Repair

**WHAT DOES A RESTORATION COMPANY DO?**

When faced with unexpected property damage the first priority is to limit the damage, disruption and dollar amount of the loss. The critical first steps taken following a disaster are the key to ensuring a quick and successful recovery.

The role of a Restoration Company is to provide specialized emergency services to mitigate, remediate and repair property damages that have been sustained as a result of fire, smoke, water, mold and/or other disasters.

**WHO IS MAXONS?**

MAXONS has been the leading property damage restoration company in the Northeast for more than a half century. MAXONS disaster recovery experts specialize in the emergency restoration, remediation and repair of unexpected property damage.

MAXONS is an award-winning service organization, and we provide the specialized knowledge, expertise and resources to help residential, commercial and industrial clients recover from disasters large or small. MAXONS' 100% customer satisfaction guaranteed provides you with the assurance that one disaster doesn't lead to another.

MAXONS is not an insurance broker, insurance company, claims adjuster or property manager but we work closely with these professionals to help you navigate and expedite the resolution of your damage claim.

**WHAT HAPPENS NOW?**

Once contact has been made with one of our offices, an experienced Project Manager will be assigned to your restoration project from start to finish. Your assigned Project Manager will inspect the loss with you to determine the areas affected by damage and to identify the scope of services needed for the restoration of your property. Any questions or feedback that you may have about your property, the damages or the proposed solutions should be discussed directly with your Project Manager.

MAXONS' Project Manager will determine the specific services required to address your loss and then coordinate the necessary resources to begin the restoration and recovery process. The Project Manager will also document your loss and provide a detailed, written report and invoice when the project is completed. Any questions you may have at any point throughout your restoration project should be directed to your Project Manager.

You will also be assigned an in-office Project Coordinator who works with your Project Manager as part of your disaster recovery team. You can rest assured that you will always have a point of contact to obtain any information you may need throughout the completion of your project.

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### EQUIPMENT & MATERIALS

Maxons often utilizes specialized restoration equipment at the project site for a period of time to help mitigate the damages. While this equipment can often be noisy, it is important to leave the machines running to ensure your damage is dealt with in the most effective way possible. Your Project Manager can address any questions you may have about the operation of the equipment utilized on your project.



### VALUABLES

Before the work commences, you are responsible to remove (or move to a secure location) any cash, expensive jewelry, small electronics and/or any other valuable personal effects from the areas where work is to be performed. It is your responsibility to secure such items to avoid any damage or loss.



### WEAPONS & EXPLOSIVES

Before the work commences, you are responsible to remove (or move to a secure location) any dangerous items such as weapons, ammunition, fireworks, explosives and/or any other dangerous items from the premises. It is your responsibility to secure such items to avoid any injury or loss.



### MEDICAL SUPPLIES

Before the work commences, you are responsible to remove (or move to a secure location) any illegal drugs, prescription medication and/or medical supplies. It is your responsibility to secure such items to avoid any injury or loss.



### ANIMALS

Before the work commences, you are responsible to remove (or move to a secure location) any household pets or other animals loose on your property. It is your responsibility to supervise or secure any animals to avoid any injury or loss.



### RESTORABILITY

Items that are a "Total Loss" or which are unlikely to respond to restoration attempts will be separated for your inspection and/or review with your insurance representative to determine whether any attempt to restore such items may be advisable.



### HEALTH & SAFETY

The health and safety of our customers and personnel are of primary importance to us. If you or anyone else at the project site has any allergies, chemical sensitivities or respiratory issues, please make your Project Manager aware of any such issues before the work commences so we can review and select the materials and procedures most appropriate for your project.

*Note that Materials Safety Data Sheets (MSDS) for the most commonly used products are available for your review upon request.*

# RECOVERY GUIDE

## DOCUMENTS

It is required for customers to sign an "Advance Work Authorization and Agreement" prior to MAXONS commencing with any work. This document is the basic agreement that authorizes MAXONS to provide services on your behalf and delineates the terms of engagement of MAXONS' services and payment.

When work is completed, you will be asked to sign a "Certificate of Satisfaction" form. This form confirms that the specified work has been completed to your satisfaction, authorizes payment and allows you to provide any feedback about our service.

## SERVICE CREWS

Once we receive authorization to begin your project one or more service crews will be assigned to perform the necessary work at your property. All service crews are led by a Crew Chief who is your primary point of contact and supervisor of the performance of the work on-site. Any special requests, preferences or questions you may have about the actual service being provided can be directed directly to your Crew Chief(s).

Your Project Manager may employ specialists as needed to address items that require specific expertise, care and attention. If you have damaged property that has significant financial or sentimental value, please be sure to bring such items to your Project Manager's attention right away.

Examples of such items are:

- Valuable Artwork, Sculptures, Collectibles or other Objets d'Art
- Custom, Delicate or Antique Rugs, Upholstery or Furniture
- Delicate Porcelains, Ceramics, China, Glassware, Crystal, etc.
- Designer Apparel, Couture or Custom Fabric Items
- High-End Audio, Visual or other Electronics
- Personal Valuables, Jewelry or Heirlooms
- Important Keepsakes and Sentimental Items

As your project is approaching completion you should review the work area with your Project Manager and/or Crew Chief to identify any "punch-list" items so that any issues may be addressed as soon as possible.



## INSURANCE

MAXONS maintains several forms of insurance coverage including General Liability, Environmental Liability, Professional Liability, as well as Worker's Compensation, Property & Equipment and Employee Liability Insurance. A certificate evidencing MAXONS' full insurance coverage can be provided upon request.

## PAYMENT

If you are not filing an insurance claim we will require a deposit before the work commencement and payment of the final balance due upon completion of the work. If you are filing a claim with your insurance company, MAXONS can provide a copy of our report and invoice to them directly. If a claim is denied by your insurance company, you are responsible for payment on any and all work we have completed.

It is important to note that even if MAXONS elects to receive payment directly from your insurance company, most insurance policies have an applicable deductible, coinsurance or copayment for which the customer will be responsible.

## INSURANCE CLAIMS

If your loss is part of an insurance claim, MAXONS' team can interact directly with the insurance professionals involved with your loss to help expedite your claim. It is the responsibility of the adjuster assigned by your insurance company to interpret the coverage afforded by your policy and to review the scope and cost of the proposed work.

If you have any questions about your policy, you may contact the party that sold you the policy and/or the adjuster assigned to your loss. Note that if your insurance company ultimately determines that your claim is not covered for any reason, you will be responsible for payment of our services.

## INSURANCE PROCEEDS

In the case of an insurance claim, different insurance companies have different payment policies. As such, there are several ways insurance companies may issue payment, including:

- They may send a check directly to MAXONS for our services with your advance authorization.
- They may issue a two (or more) party check to MAXONS that you and/or any other named parties will need to endorse.
- They may issue payment directly to you and you must pay us directly for our services within five (5) days of receipt of such payment.

If you have any questions regarding the claim payment process, you may ask to review your specific insurance company's payment policy directly with the adjuster assigned to your loss.

MAXONS' web site offers a lot of good tips about what to do (and what not to do) following property damage. If you'd like to read more about various aspects of the mitigation and remediation process, please feel free to visit: [www.maxons.com/resources.php](http://www.maxons.com/resources.php)

We appreciate your confidence in MAXONS and look forward to working with you to help provide a successful recovery from your property damage experience.

### Corporate Headquarters

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