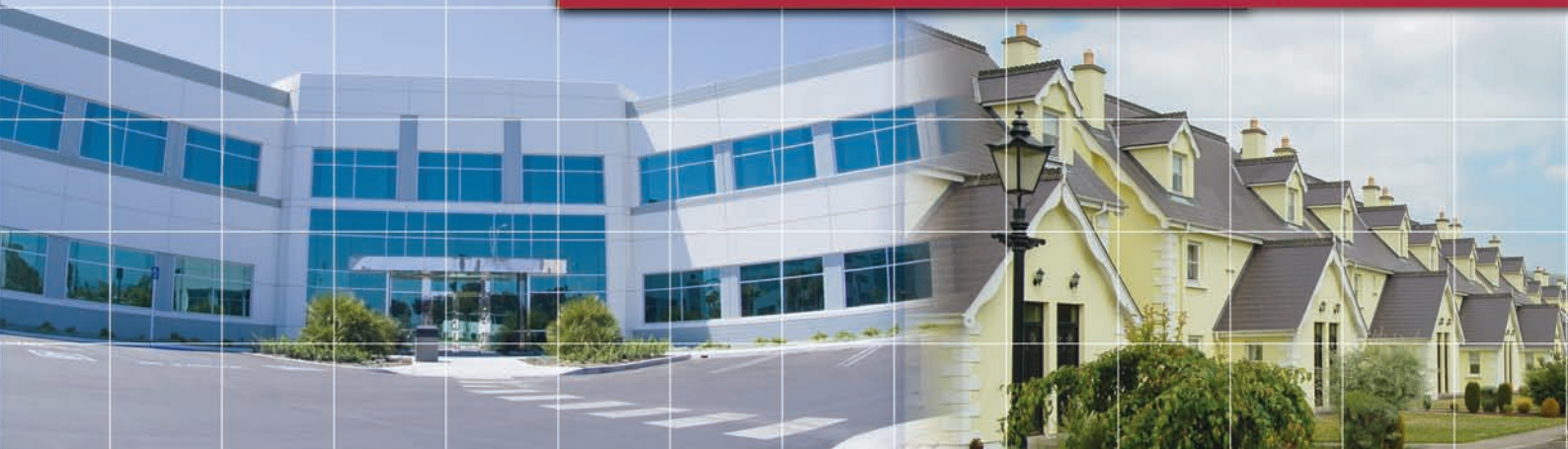




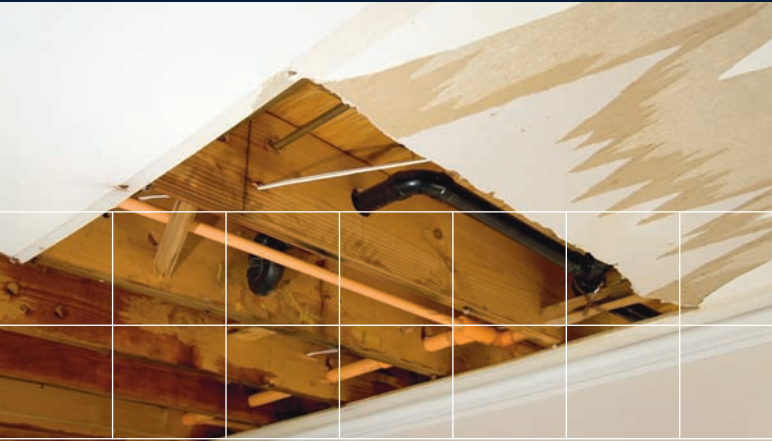
*Fire Damage Water Damage  
Smoke Damage*



*Disaster Restoration Experts*



*We Restore you Recover...*



## OUR COMPANY

Rainbow International is the industry leader in disaster recovery, dedicated to providing restoration and cleaning solutions for fire, smoke and water damage situations. Rainbow International works with insurance companies on behalf of commercial and domestic customers. Rainbow International started franchising in 1981 and has over 391 franchised units across America, Canada, Ireland, Germany and the UK. Rainbow International is part of the multi-billion dollar Dwyer Corporation and investor group TZP Partners.

Rainbow International is structured to provide highly effective restoration services for fire, flood and accidental damage situations **24** hours a day, **7** days a week, **365** days a year.

## RESIDENTIAL

Following a water or fire incident in your home our priority is to return the property to its pre incident condition as quickly as possible, minimising secondary damage and overall disruption for you and your family.

Fire damage to your home can be a very traumatic experience. Similarly when your home has been damaged by flood or burst pipes the effects can be devastating. Fire or flood damage can pose serious risks to your health. Soot and smoke residue from fire and pathogens from flood water will remain even after conventional cleaning has taken place. Rainbow International deal with copious types of complex fire and water restoration claims on behalf of property owners worldwide.

Rainbow International will work alongside your insurance company on your behalf. Rainbow International has provided disaster restoration and specialist cleaning services for more than 30 years and we genuinely understand how important it is to get you back into your home. With Rainbow International you can be confident of a professional local service supported by a strong international organisation.

### **Residential Customer Testimonial**

#### **HOUSE FIRE**

*"An arson attack on an elderly neighbour's home caused widespread damage to the property. An adjuster from the insurance company recommended Rainbow International due to their extensive experience in fire restoration. Rainbow International drew upon their expert knowledge and specialist resources in assessing the damage and going about the restoration. The Rainbow team went the extra mile to ensure client satisfaction and were a pleasure to deal with. Over the seven weeks they demonstrated their ability to work seamlessly with the family to bring not only a house but a home back to life.*

*I would like to take this opportunity to thank the team at Rainbow International for their hard work and genuine client support throughout the renovation." Thank you.*

**Noel Connellan & Associates**  
ON BEHALF OF RAINBOW INTERNATIONAL CUSTOMER



## Disaster restoration experts...

### COMMERCIAL

Following a water or fire incident at your business premises our priority is to return the property to its pre incident condition as quickly as possible, minimising secondary damage and overall disruption to your business. Rainbow International will work alongside your insurance company on your behalf.

At Rainbow International we understand you will want to know how soon your premises can be restored, what content can be saved and how quickly you can get back in business. Fire damage to your business premises can be a very distressing experience. Similarly when your business premises have been damaged by flood or burst pipes the effects can be devastating. Soot and smoke residue from fire and pathogens from flood water will remain even after conventional cleaning has taken place. This can pose serious health risks to employees and customers. Rainbow International deal with copious types of complex fire and water restoration claims on behalf of business owners worldwide.

Rainbow International has provided disaster restoration and specialist cleaning services for more than 30 years. We are true experts in the field of disaster recovery. Our damage restoration services are suitable for all types of commercial operations including offices, schools, retail outlets, hotels, restaurants, leisure facilities etc. We also work with a wide variety of organisations such as housing associations and local authorities to provide property restoration services on their behalf.

### Commercial Customer Testimonial's

#### WATER DAMAGE

"A burst pipe in the attic of our office on Christmas Day caused severe water damage on all three floors of our South Mall building including our newly refurbished reception area on the ground floor. Rainbow International was on site within four hours of my call, despite the large number of calls on their service having regard to the icy weather conditions. The emergency extraction process, the drying and the restoration of the premises was managed with the highest efficiency. I was impressed by the process of water removal and by the structural drying equipment that was used throughout the building. Patrick Cox was on site every few days monitoring the moisture removal and managing the re-instatement process. Despite what appeared to be severe damage, we were able to re-open our offices on time after the Christmas holidays. Rainbow International were professional and courteous in their approach and I would have no hesitation in recommending them to prospective clients."

**Patrick Dorgan, Coakley Moloney Solicitors**  
RAINBOW INTERNATIONAL CUSTOMER

#### WATER DAMAGE

"Severe weather conditions in November caused flood water damage to our office in Ballingearry, Cork. The Loss Adjuster with our Insurance company recommended the services of Rainbow International who were contracted to complete the structural drying of the premises. Despite the demands on their services over the period, Patrick and his team managed to completely dry out the premises in 2 1/2 weeks. Patrick was a pleasure to work with and had our best interests in mind from word go. The emergency water extraction and structural drying was managed with commitment and efficiency. Patrick visited the premises every few days to monitor and document the moisture removal process. I am amazed still by the materials and items that were saved due to both the rapid response and specialist equipment that was brought in. It is refreshing knowing that developments in equipment and technology are allowing for less wastage in disaster situations as many items and materials, once discarded, can now be dried and restored. Being in IT, I appreciate it when a company challenges the status quo.

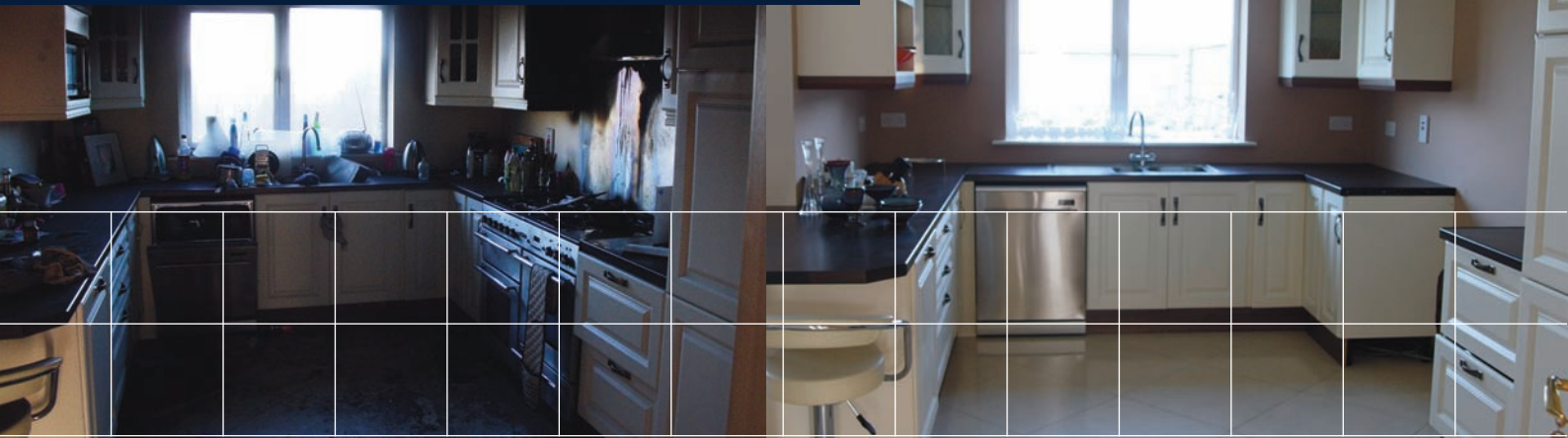
We were very satisfied with Rainbow International, so much so, that when a pipe burst last Christmas we hired Rainbow again to complete the works. Thank you for your efforts."

**Owen Kelly, Technical Director Revolution IT**  
RAINBOW INTERNATIONAL CUSTOMER

Certified Members of



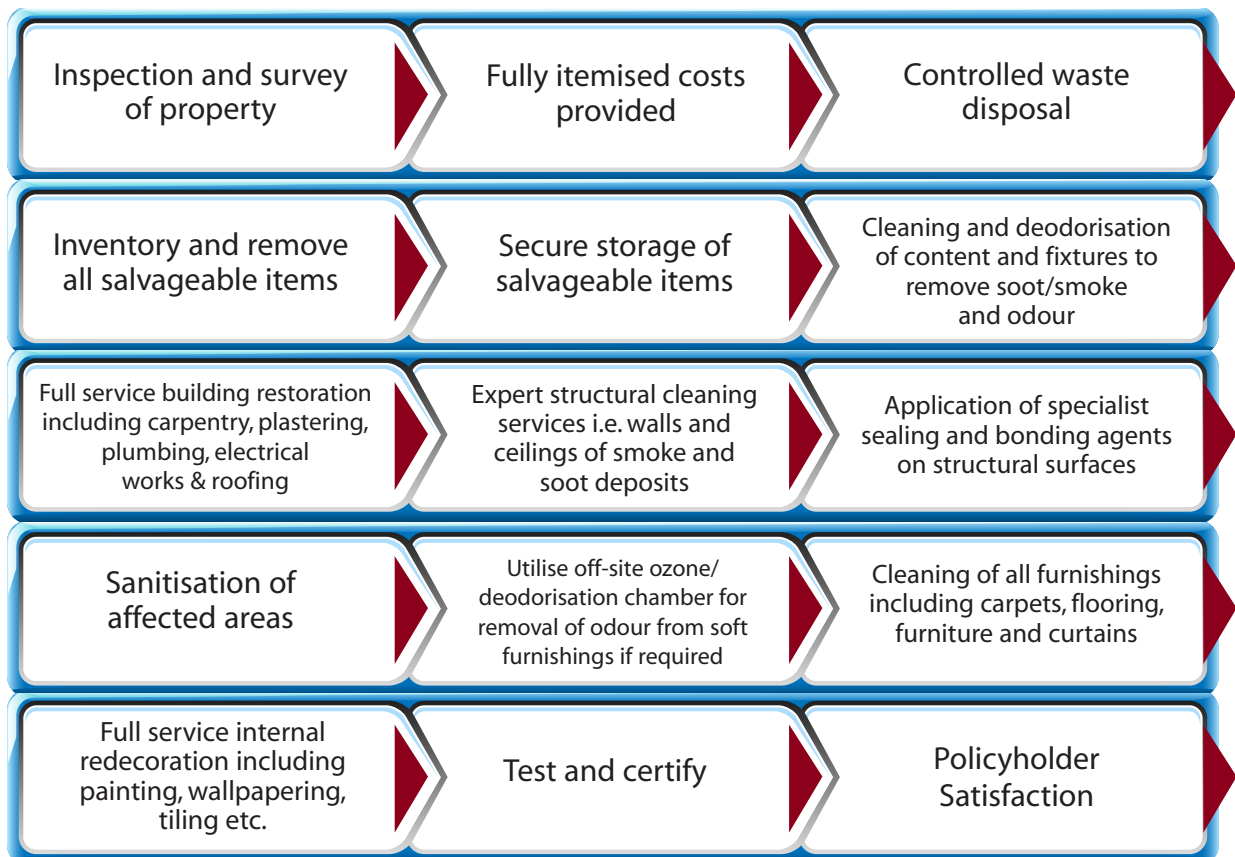
*We Restore you Recover...*

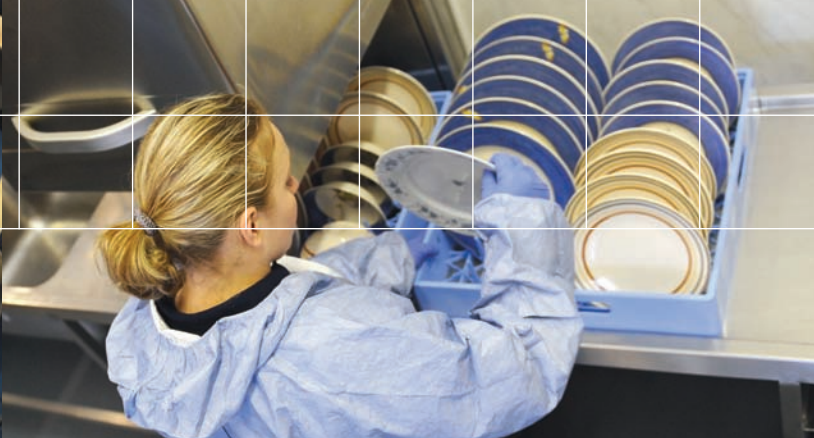


## FIRE & SMOKE DAMAGE

In the unfortunate event that you experience a fire in your home or business it is imperative that the clean-up begins as soon as possible. Due to the many types of surfaces that can burn, residues and odours are complex. Smoke residues are acidic in nature and with time they will cause surfaces to corrode and stain permanently. Smoke odours can be difficult to remove as they permeate into cracks and crevices of buildings. Rainbow International provides professional removal of smoke residue through the use of well-trained, certified technicians and specialist cleaning products and equipment. Rainbow International uses state-of-the-art techniques to eliminate the odours that result from smoke and fire damage. At Rainbow International it is our priority to return your property to its pre incident condition as quickly as possible.

### FIRE DAMAGE RESTORATION PROCESS





## Disaster restoration experts...

### SPECIALIST FIRE EQUIPMENT

- Ultrasonic Cleaning
- Thermal Foggers
- Ozone Chamber
- Floor & Tile Spinner/Extractor
- Dry Ice Blasting
- Air Scrubber
- Hepa Filtration Units
- Exhaust Fans

### SMOKE DAMAGE CATEGORIES

**Category 1 - Protein odours** result from burned meat or poultry. The residue is brown/yellow in colour and has a greasy texture. Protein odours are extremely pungent. Thorough cleaning is required for complete deodourisation.

**Category 2 - Natural substance odours** result from burned wood, paper, cotton, wool, jute, cork and feathers. The residue is grey/black in colour and of a dry powdery consistency.

**Category 3 - Synthetic substance odours** result from burned plastics, synthetic textiles, rubber and vinyl. The residue is black in colour and smudges easily. Smoke webs are often visible in upper corners of rooms and streamers are often found hanging from curtain rods.

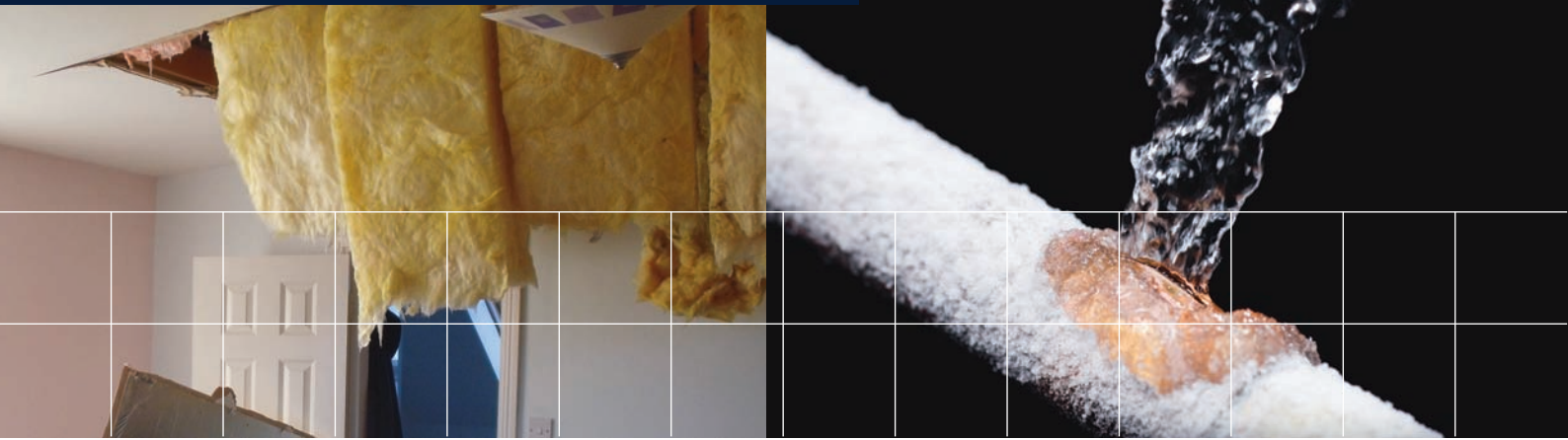
Smoke residues from fires of natural origin are generally easier to clean up than fires of synthetic or protein origin.

Fires which contain a mix of natural, synthetic or protein smoke require more complex, labour intensive methods and systems for clean-up and odour removal.

### POLICYHOLDER ADVICE IN THE EVENT OF FIRE OR SMOKE DAMAGE

- R**emove clothing from metal coat hangers.
- A**void disposal of items which are part of your claim until your insurance company has given authorisation. These items must be kept for inspection and valuation.
- I**f it is possible that any wiring may have been damaged by fire, heat or water, the electricity should be disconnected from the main supply.
- N**ever attempt to wipe or wash walls, ceilings, or other absorbent surfaces.
- B**eware of your rights. As the policyholder you have the right to choose the restoration company.
- O**pen as many doors and windows as possible to help remove smoke odours. Only do this if the weather is dry and sunny as moisture and soot mixed together can become corrosive.
- W**here soot is evident on electrical items these should not be used, nor should attempts be made to remove the soot. These items should not be plugged in or used until they have been checked by a qualified person.
- I**nventory contents.
- N**ever use exposed food goods or canned goods that have been subject to excessive heat or soot.
- T**iming is everything. A fast response is critical to minimising the damage caused by smoke contamination.
- E**mpy freezer and refrigerator completely if electricity is off and prop open doors.
- R**emove pets especially birds to a clean environment.
- N**ever attempt to wash clothing. Improper cleaning may set the smoke/odour into the fabric.
- A**void using upholstered furniture.
- T**rust the experts. The impact of a wrong approach to fire and smoke damage restoration can, in extreme cases render a return to pre-incident condition impossible.
- I**n times of disaster it is easy to forget some basic things that you need. Should you have to leave your home for a period, we suggest that you gather the following items: Jewellery, items of financial and sentimental value, passport, cheque book, credit cards, cash, bank account details, utility bills, insurance documents and at least two days' worth of clothing.
- O** odour from fires can be very complex and difficult to remove. Your chosen restoration company should understand this and have the technical expertise to successfully treat all types of odour.
- N**ever attempt to clean upholstery carpets or curtains yourself.
- A**lways wear gloves when handling soot contaminated items.
- L**ower the room temperature. Turn off central heating as room temperatures should be kept as low as possible.

*We Restore you Recover...*



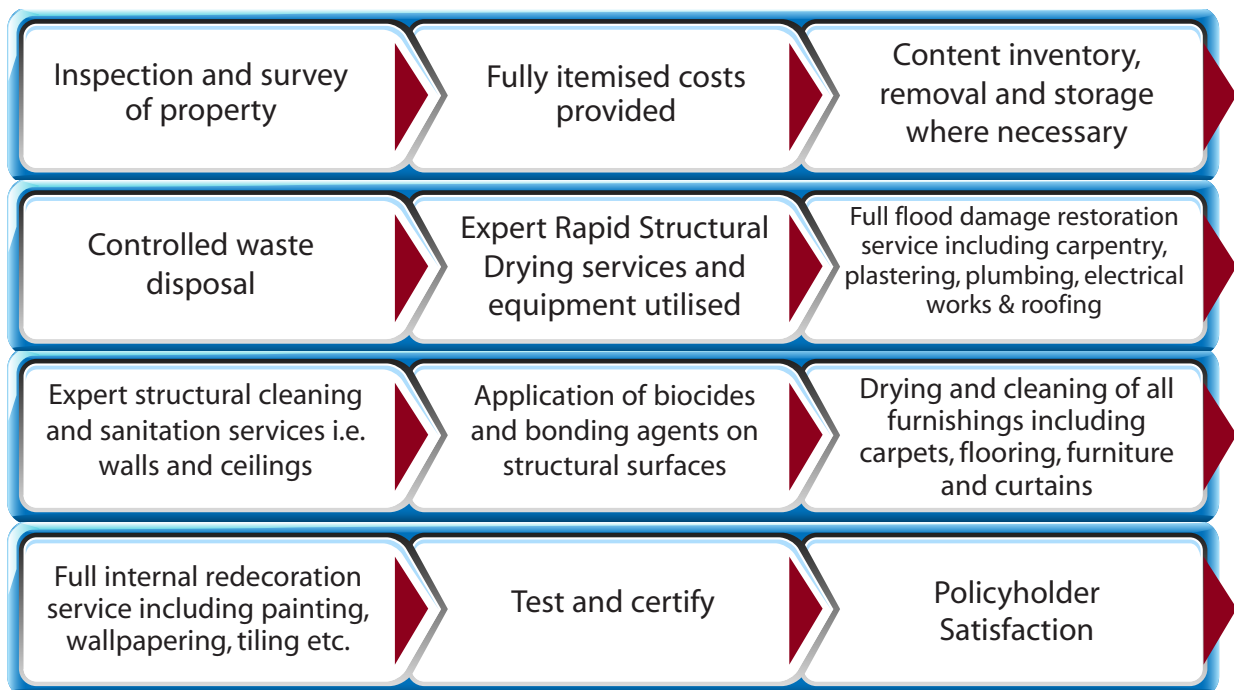
## WATER DAMAGE

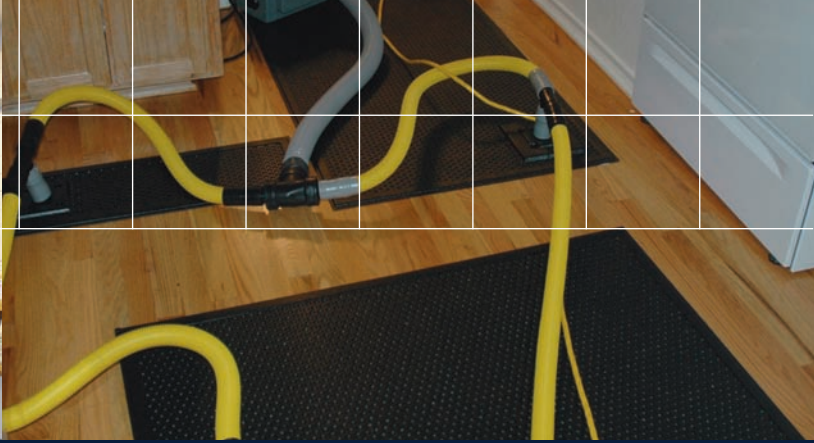
We have over 30 years' experience in all types of water damage restoration from:

- Burst pipes
- Flood damage
- Accidental damage

Rainbow International offer complete flood and water damage restoration of domestic and commercial buildings and contents. Water damage is progressive and items that could be restored within the first 48 hours of the water damage may not be restored if emergency response is delayed. Water will spread up walls, travel under skirting boards and sill plates and will penetrate through floor coverings into sub-floors. In addition, if humidity inside the structure is not controlled, items that were not damaged from the original water damage could be damaged as a result of absorbing moisture from the air. Structures that are not dried out quickly and properly can become a food source for mould growth.

### WATER DAMAGE RESTORATION PROCESS





## Disaster restoration experts...

### RAPID STRUCTURAL DRYING (RSD)

RSD is becoming the #1 choice for water damage remediation because it dries structures and contents faster. The policyholder can often remain in the property for the duration of the project depending on the extent of the damage. Our restoration process normally allows a buildings infrastructure and its contents to be saved rather than replaced, saving time, money and disruption for policyholders. RSD reduces the potential for long-term damage related to mould and mildew infestation.

### SPECIALIST WATER EQUIPMENT USED IN RSD

Low Grain Refrigerant (LGR) Dehumidifiers, Desiccant Dehumidifiers, High Velocity Positive Pressure Air Movers, Negative Pressure Air Movers, Injecti-dri Hardwood Flooring & Cavity Drying System, Truck Mounted Extraction Unit, Thermal Imaging Camera, Wall Cavity Drying Systems, Inspection Cameras, Moisture Detection Meters, Hydroxyl Generator, Mould Testing.

### WATER DAMAGE CATEGORIES

Understanding the three general categories of water damage is essential in determining proper procedures to safely restore structure, contents and materials:

**Category 1 - Clean Water** poses no substantial harm to humans if treated correctly. It originates from sources such as water supply lines and bath or sink overflows with no contaminants.

**Category 2 - Gray Water** has the potential to cause discomfort or sickness. It contains a significant level of contamination. Examples include discharge from dishwashers or washing machines and toilet overflows. Time and temperature aggravate category 2 contamination levels. Gray water remaining untreated for longer than 48 hours may change to Black water.

**Category 3 - Black Water** contains pathogenic agents and is grossly unsanitary. It includes sewage and contaminated water sources such as sewage backups, all forms of flooding from seawater, ground surface water and rising water from rivers or streams.

### POLICYHOLDER ADVICE IN THE EVENT OF WATER DAMAGE

- R**emove potted plants, books, shoes, paper goods, fabrics and other items which may stain wet carpet.
- A**void disposal of items which are part of your claim until your insurance company has given authorisation. These items must be kept for inspection and valuation.
- I**f it is possible that any wiring may have been damaged by water the electricity should be disconnected from the main supply.
- N**ever attempt to wipe or wash walls, ceilings, or other absorbent surfaces.
- B**eware of your rights. As the policyholder you have the right to choose the restoration company.
- O**rganise the placement of aluminium foil under legs of any furniture which is in contact with wet carpet. This might help prevent furniture stains on your carpet.
- W**ater from dishwashers, washing machines, toilet overflows or external flood sources has the potential to cause discomfort or sickness as it contains a significant level of contamination. Be health aware.
- I**nventory contents.
- N**ever place newspaper in traffic areas to walk on, since newspaper ink transfers easily to the wet carpet fibres and may result in permanent staining.
- T**iming is everything. A fast response is critical to minimising the damage caused by water.
- E**lectrical devices that are in contact with wet carpet should be unplugged and moved only if the electricity is disconnected from the main supply.
- R**emember to pin up upholstered furniture skirts which may get wet.
- N**ever use a vacuum cleaner, since electrical shock may result, as well as certain damage to the equipment itself.
- A**void using upholstered furniture and do not walk on carpets any more than necessary.
- T**rust the experts. The impact of a wrong approach to water damage restoration can be costly.
- I**f water is evident on electrical items these should not be used, nor should attempts be made to remove the water.
- O**rganisms such as bacteria, mould and viruses will flourish in wet and damp conditions. Correct action and timely intervention by a suitably qualified restoration company will prevent such growth.
- N**ever attempt to clean upholstery carpets or curtains yourself.
- A**lways wear gloves when handling contaminated items.
- L**ift curtains away from wet carpet.



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