

FREE GUIDE



24/7 EMERGENCY RESPONSE



LOCAL  
EXPERTS

# The Homeowner's EMERGENCY WATER DAMAGE PLAYBOOK

*What to do in the First Hours to Prevent  
Mold, Structural damage & Costly repairs*



**FIRST 24-  
HOUR  
CHECKLIST**



**STOP MOLD  
FAST**



**INSURANCE  
TIPS**

*24 Hour Flood Fighters-Serving Middle Tennessee*



# Safety First-

## *Protect Your Family & Your Home*

### DO THIS FIRST



**Turn off electricity** in affected areas if it's safe



**Avoid standing water** near outlets or appliances



**Shut off the water** source if possible



**Wear gloves** and protective footwear

### DO NOT



**Enter flooded areas** with active electricity



**Use household vacuums** on standing water



**Ignore sewage** or contaminated water



If the area is unsafe or water cannot be stopped, call a professional immediately.

CALL: 615-359-9406



# Water Damage Is Stressful- *This Guide Helps You Take Control.*

Water damage can happen without warning—from burst pipes and storms to appliance failures and hidden leaks. What you do in the first 24 hours can significantly impact the amount of damage, repair costs, and risk of mold.

This guide was created by experienced water damage professionals to help homeowners stay safe, avoid common mistakes, and know when it's time to call for professional help.



If you're dealing with active water damage right now, professional help is strongly recommended.



# The First 24 Hours After Water Damage-

0-2 Hours

- Stop the water source
- Document damage with photos and video
- Call a professional restoration company

2-12 Hours

- Remove excess water if it's safe
- Move furniture and valuables
- Increase airflow with fans and open doors if weather allows

12-24 Hours

- Watch for swelling, odors, or discoloration
- Avoid removing materials until inspected
- Begin insurance documentation



Delaying professional drying increases the risk of mold and hidden damage.

# WHY ACTING FAST MATTERS

In as little as **24-72 hours**, untreated water damage can lead to **serious** problems.

**24-72 HOURS**



**HIDDEN DAMAGE**



**MOLD GROWS QUICKLY**



**MOISTURE SPREADS RAPIDLY**

Water seeps under floors and behind walls

**HIDDEN DAMAGE**

Insulation and subfloors trap moisture

**MOLD GROWS QUICKLY**

Mold can start forming rapidly

**MITIGATING DAMAGE QUICKLY HELPS YOU AVOID COSTLY REPAIRS AND HEALTH HAZARDS**



# Common Causes of WATER DAMAGE in Middle Tennessee

Different seasons bring different water damage risks. These are the most common issues we respond to throughout Middle Tennessee



 **Frozen or burst pipes**

 **Heavy storms and roof leaks**

 **Sewage Backups**



 **Crawlspace & basement moisture**



 **Appliance failures**

## Be Prepared



Saving our number now can help you act faster when your damage strikes.



**SERVING MIDDLE TENNESSEE**

**615-359-9406**

**24hourfloodfighters.com**





# Insurance Basics-

## Water Damage & Insurance: What Homeowners Should Know

### DO THIS

**Document damage** with photos and videos

**Contact** your insurance company as soon as possible

**Call Professional Water Mitigation Company ASAP**

**Write down** claim numbers and adjuster details

### AVOID THIS

**Throwing away** damaged materials too quickly

**Waiting for approval** before stopping active damage

**Making permanent repairs** before insurance approval



**Most policies require action to prevent further damage. Do not wait to begin safe mitigation.**

CALL: 615-359-9406



# When to call a professional

## When DIY isn't enough

### Call a professional right away if:

- Water has reached walls, floors, or ceilings
- There's a musty smell or visible mold
- The water source is unknown or still leaking
- Sewage or stormwater is involved
- Damage occurred more than 24 hours ago



Calling early can reduce total repair costs and long-term damage

# WHY 24 HOUR FLOOD FIGHTERS

## Why Homeowners *Trust* 24 Hour Flood Fighters

### HONEST AND RELIABLE 24/7 EMERGENCY RESTORATION SERVICES

- 24/7 emergency response
- Certified water damage professionals
- Residential and commercial services
- Insurance-friendly documentation
- Locally owned and operated

WE RESPOND QUICKLY, WORK THOROUGHLY, AND HELP GUIDE YOU THROUGH THE RESTORATION PROCESS FROM START TO FINISH



# Need Help Right Now?

Different seasons bring different water damage risks. These are the most common issues we respond to throughout Middle Tennessee

## Call 24 Hour Flood Fighters

24/7 Emergency Water Damage Service for your home or business

Call: 615-359-9406



### Fast Response

Professional drying. Professional Mold mitigation. Peace of mind.



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