



FIRST 24 HOURS · EMERGENCY CHECKLIST

After a Fire: The First 24 Hours

Once the fire is out, soot keeps working. It turns acidic and begins etching metal, glass, and finishes within days.

- ☐ Enter only after the fire department clears the structure.
- ☐ Call us. The earlier soot treatment starts, the more of your home is saved as-is.
- ☐ Photograph every room before anything is moved or discarded.
- ☐ **Do not wipe soot from walls or ceilings.** The wrong method sets the stain permanently.
- ☐ **Do not run the HVAC system.** It carries soot into rooms the fire never touched.
- ☐ Walk affected rooms as little as possible; foot traffic grinds soot into carpet.
- ☐ If the fire department says it is safe, open windows and ventilate.
- ☐ Bag a few days of clothing and essentials, and wash them separately later.
- ☐ Start a call log: every carrier and adjuster call with the date, name, and a one-line summary.
- ☐ Keep damaged items until the adjuster has inspected or released them.

We clean soot with methods matched to each surface, neutralize odor at the source, and document the loss end to end.

CLAIM NOTES

Date of loss _____ Claim # _____
Adjuster _____ Phone _____
Notes _____

General guidance for typical residential losses, aligned with EPA mold guidance and IICRC S500/S520 standards. Every loss is different, so this is not a substitute for an on-site professional assessment. If anyone is in danger, call 911 first. · Rev 2026-07