



FIRST 24 HOURS · EMERGENCY CHECKLIST

Water Damage: The First 24 Hours

Water spreads and soaks by the minute. Work down this list in order, and call us as early in it as you can.

- ☐ Stop the water at its source, or shut off the main (usually at the street-side meter box, or on the inside wall near the front hose bib in many local homes).
- ☐ If outlets, cords, or appliances are wet, cut power to those rooms at the breaker panel. Never step into standing water to reach the panel; if you would have to, stay clear and call us.
- ☐ Call us. Mitigation that starts within hours costs a fraction of mitigation that starts in days.
- ☐ Photograph everything before touching anything: wide shots of each room, then close-ups of the damage.
- ☐ Move electronics, documents, and valuables to a dry room.
- ☐ Put foil or blocks under furniture legs, and pull rugs off wet floors.
- ☐ **Do not use a household vacuum on standing water.**
- ☐ **Do not run ceiling fans under a wet or sagging ceiling.**
- ☐ **Do not wait for the adjuster to start mitigation.** Every policy requires preventing further damage.
- ☐ Save the receipt for anything you buy because of the loss, from fans to a hotel night.

We answer around the clock, extract and dry to IICRC S500 targets, and document every reading for your claim.

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