

Winter Wonderland

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Ice Dams

What is an ice dam?

An ice dam is a ridge of ice that forms at the edge of a roof and prevents melting snow (water) from draining off the roof. The water that backs up behind the dam can leak into a home and cause damage to walls, ceilings, insulation, and other areas. **Figure 1** shows a cross section of a home with an ice dam.

Dealing with ice dams

Immediate action:

- Remove snow from the roof. This eliminates one of the ingredients necessary for the formation of an ice dam. A "roof rake" and push broom can be used to remove snow, but may damage the roofing materials.
- In an emergency situation where water is flowing into the house structure, making channels through the ice dam allows the water behind the dam to drain off the roof. Hosing with tap water on a warm day will do this job. Work upward from the lower edge of the dam. The channel will become ineffective within days and is only a temporary solution to ice dam damage.

Long-term solution:

- Insulation of R38 or greater in between the floor joists of the attic.
- Adequate soffit or fascia vents
- Adequate roof ventilation

Who you Gonna Call????

X-Cel Restoration provides the emergency water extractions & temporary services from damage caused by ice dams. We also have the ability to handle the project's reconstruction and ensuing mitigation to insure the situation does not occur again. **24 hours, 7 days** a week our staff is on call for your convenience for emergency situations. In addition to reconstruction & emergency repairs, we also offer complete "contents restoration."

Call us Toll-Free at, **1-877-414-3200**.

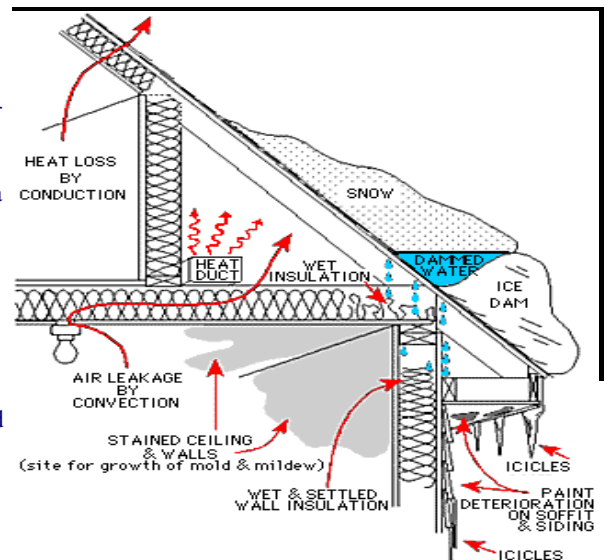


Figure 1. Cross section of a one-and-a-half story house

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EMERGENCY SERVICE**



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Putting right what went
wrong.

Whether water, smoke, or fire damage, our goal is to restore the premises to a safe and healthy environment effectively and efficiently.

You can rely on **X-Cel Restoration** to provide emergency response and quick professional service 24 hours a day for home and commercial restoration because we understand how important it is to react quickly in the unfortunate event of water, smoke, or fire damage. With our 90 minute guarantee of being on-site of an emergency claim, our team of professionals can immediately begin to minimize loss with state of the art equipment and the utilization of the latest technologies.

Whether you need fire damage restoration, water restoration, or smoke restoration, **X-Cel Restoration** can coordinate and handle all aspects of an emergency claim including contents; making **X-Cel Restoration** a one stop shop for you and your insured. Whether you are a residential or commercial customer, all of X-Cel's professional restoration resources work together to ensure quality results as well as totally satisfied customers.

Pipe Freezes, Backups, & Floods, Oh My!!

Water damage is progressive and items that could be restored or dealt with within the first 48 hours of the water damage may not be restored if emergency response is delayed. Although you might be tempted to use a shop vacuum or call a company that only has



Burst Frozen Pipes.

equipment to dry carpet, you should consider that water will wick up walls and travel under base molding and sill plates. It will penetrate through floor coverings into sub-floors, even causing water damage in rooms below.

X-Cel Restoration guarantees to be on-site within 90 minutes of an emergency call in order to help minimize loss and disruption to you, in an already stressful situation. X-Cel Restoration Service Professionals are trained on current procedures, such as Rapid Structural Drying, and using state-of-the-art equipment and technology to dry your entire structure as quickly as possible.

In the event of water damage, do the following:

- Stay calm! **Call X-Cel Restoration 1-877-414-3200** Make sure the water source is turned off. This will help contain the damage.
- Turn off the breaker in the damaged area before you unplug or remove any electrical devices located on the wet carpet.
- Place aluminum foil under the legs of any furniture which is in contact with wet carpet. This might help prevent furniture stains on your carpet.
- Lift draperies away from wet carpet.
- Pin up upholstered furniture skirts which may get wet.
- Remove books, shoes, paper goods, fabrics, potted plants, and other items which may stain wet carpet.