

FUNDAMENTALS

Unit 1.1: Extraction

- 1.1.1 The Value of Extracting Carpet and Pad
- 1.1.2 Extracting Carpet and Pad with a Stationary Tool
- 1.1.3 Extracting Carpet and Pad with Ride-on Extraction Tool (Hydrox)
- 1.1.4 Extracting Carpet and Pad with Ride-On Extraction Tool (Rover)

Unit 1.2: Air Movers

- 1.2.1 Air Movers Identification and Testing
- 1.2.2 Air Mover Best Application and Placement
- 1.2.3 Setting The Right Number of Air Movers

Unit 1.3: Moisture Meters

- 1.3.1 Moisture Meter Identification
- 1.3.2 Using Hygrometers and IR Thermometers
- 1.3.3 Invasive Moisture Meter Application
- 1.3.4 Non Invasive Moisture Meter Application

Unit 1.4: Dehumidifiers

- 1.4.1 Dehumidification's Role in Drying
- 1.4.2 Using LGR Dehumidifiers
- 1.4.3 Setting The Right Number of LGR Dehumidifiers
- 1.4.4 Using Portable Desiccant Dehumidifiers
- 1.4.5 Application of Portable desiccant Dehumidifiers

Unit 1.5: Electrical Power

- 1.5.1 Power Management on Water Losses
- 1.5.2 Electrical Basics and Safety on Water Losses-Part 1
- 1.5.2 Electrical Basics and Safety on Water Losses-Part 2
- 1.5.3 Applied Power Management

Unit 1.6: TES and ETES Equipment

- 1.6.1 Direct Heat Application Basics
- 1.6.2 TES Boiler System Start Up and Shut Down Process

Unit 1.7: Ventilation

- 1.7.1 Ventilation During Directed Heat Drying

Unit 1.8: Antimicrobials

- 1.8.1 Antimicrobial Application

Unit 1.9: Negative Pressure Floor Drying Systems

- 1.9.1 Floor Drying Principles
- 1.9.2 Application for Wood and ceramic Floors

Unit 1.10: Containment

- 1.10.1 Containment Principles
- 1.10.2 Containment Installation

Unit 1.11: Security

- 1.11.1 Securing Windows

Unit 1.12: Inspections

- 1.12.1 Safety and Environmental Inspection
- 1.12.2 Photographing A Loss
- 1.12.3 Residential Pre-Inspection
- 1.12.4 Inspection In A Commercial Building

Unit 1.13: Scoping

- 1.13.1 Scoping Basics
- 1.13.2 Diagramming a Loss
- 1.13.3 Using a Scope Sheet-Part 1
- 1.13.3 Using a Scope Sheet-Part 2
- 1.13.3 Using a Scope Sheet-Part 3
- 1.13.4 Creating A Pricing System
- 1.13.5 Instant Ways To Improve Your Scope

Unit 1.14: Contents

- 1.14.1 Handling Contents On a Water Loss

Unit 1.15: Personal Protective Equipment On a Water Loss

- 1.15.1 PPE On a Water Loss

Unit 1.16: Wall Injection Tools

- 1.16.1 Wall Air Injection Tools
- 1.16.2 Wall Air Injection Application

Unit 1.17: Air Filtration

- 1.17.1 Understanding Air Filtration Devices
- 1.17.2 Using Air Filtration Devices

SCIENCE

Unit 2.1: Psychrometry

- 2.1.1 Psychrometry 101 – Relative Humidity, Specific Humidity & the Psychrometric Chart
- 2.1.2 Psychrometry 102 – Specific Humidity Readings

Unit 2.2: Hot Dry Air Flow to the Water

- 2.2.1 Key To Understanding Drying

Unit 2.3: Evaporation Potential

- 2.3.1 Evaporation Potential 101 – Dalton's Law Of Evaporation
- 2.3.2 Evaporation Potential 102 – Calculating EP
- 2.3.3 Increase EP by Heating Wet Surfaces
- 2.3.4 Increase EP by Drying The Air
- 2.3.5 Drying With EP
- 2.3.6 5 Steps To Translating EP
- 2.3.7 Translate EP In Conventional Drying
- 2.3.8 Translating EP In Directed Heat Drying

Unit 2.4: Mold and Bacteria

- 2.4.1 Determining The Category Of Water
- 2.4.2 Time, Water, and Amplification of Micro-Organisms – Part 1 – Interview With Dr. Dan Bernazzani
- 2.4.3 ATP Testing And Category Of A Loss – Interview with Slade Smith
- 2.4.4 Initial Response To Mold Amplification On A Water Loss
- 2.4.5 ATP Sampling Procedures
- 2.4.6 Contamination On A Water Losses – Interview With Dr. Dan Bernazzani

Unit 2.5: ERH – Equilibrium Relative Humidity

- 2.5.1 Managing Water In The Vapor Phase

Unit 2.6: Phases Of Water

- 2.6.1 Phases Of Water
- 2.6.2 Hydrogen Bonding and Cohesion
- 2.6.3 Cohesion, Adhesion, and Capillary Action
- 2.6.4 Free Water, Bound Water, and Water Vapor In Wood
- 2.6.5 The Effect Of Evaporative Cooling During Drying

PROCESS

Unit 3.1: Demolition

- 3.1.1 Removing Base and Cutting Drywall

Unit 3.2: Crawlspace Drying

- 3.2.1 Crawlspace Basics
- 3.2.2 Drying Crawlspace Structure
- 3.2.3 Drying Crawlspace Soil
- 3.2.4 Drying Low Height and Limited Access Crawlspace
- 3.2.5 Crawlspace Drying Process

Unit 3.3: Drying Hardwood Floors

- 3.3.1 Hardwood Technical Questions – Part 1
- 3.3.1 Hardwood Technical Questions- Part 2
- 3.3.2 Hardwood Drying Process
- 3.3.3 Hardwood Floor Moisture Reading

Unit 3.4: Drying Carpeted Areas

- 3.4.1 In Place Drying
- 3.4.2 Direct Heat Drying
- 3.4.3 Conventional Drying Process When Removing Padding and Drying Carpet
- 3.4.4 Cutting Carpet Seams

Unit 3.5: Drying Ceramic Tile

- 3.5.1 Ceramic Tile Drying Process – Part 1
- 3.5.1 Ceramic Tile Drying Process – Part 2

Unit 3.6: Drying Around Cabinets

- 3.6.1 Drying Around Cabinets

Unit 3.7: Drying Unfinished Areas

- 3.7.1 Drying Unfinished Areas

Unit 3.8: Drying Vinyl and Laminate Flooring

- 3.8.1 Drying Vinyl and Laminate Flooring

Unit 3.9: Drying Category 3 Water

- 3.9.1 Category 3 Water Loss Response Principles
- 3.9.2 Category 3 Water Loss- Contaminated Material Removal
- 3.9.3 Category 3 Water Loss- Decontamination

Unit 3.10: Drying Concrete

- 3.10.1 Drying Concrete
- 3.10.2 Taking Moisture Readings In Concrete

Unit 3.11: Drying Concrete

- 3.11.1a Conventional Drying In A Commercial Setting
- 3.11.1b Setting Equipment For Conventional Drying In A Commercial Setting
- 3.11.2a Direct Heat Drying In A Commercial Setting
- 3.11.2b Setting Equipment For Direct Heat Drying In A Commercial Setting

Unit 3.12: Documentation

- 3.12.1 Documenting Drying Conditions

CUSTOMER SERVICE

Unit 4.1: Customer Experience

- 4.1.1 The First Impression
- 4.1.2 Extracting Carpet and Pad with a Stationary Tool

Unit 4.2: Issue Resolution

- 4.2.1 Why Customers Get Upset and Why You're Likely The Problem
- 4.2.2 Be Solution Oriented Instead of Problem Oriented
- 4.2.3 Own The Solution

Unit 4.3: Customer Expectations

- 4.3.1 Customer Satisfaction Is Not Enough

Unit 4.4: Communication

- 4.4.1 Listening To Customers
- 4.4.2 Communication Plan

LATEST VIDEOS

2015 S500 - 1.2.2 Air Mover Best Application and Placement

2015 S500 - 1.17.2 Using Air Filtration Devices on Category 2 and 3 Environments

2015 S500 - 1.18.1 Using IR Cameras

2015 S500 - 2.1.2 Psychrometry 102 Humidity by Volume

2015 S500 - 3.4.1 In Place Drying

2015 S500 - 2.4.9 What really is a Category 1 Water Loss

2015 S500 3.1.1 Removing Baseboard and Cutting Drywall

2015 S500 1.2.3 Setting The Right Number of Air Movers

2015 S500 3.11.1b Setting Eq Conv Drying Commercial

2015 S500 2.1.1 Psychrometry 101

2015 S500 1.2.1 Air Mover Identification and Testing

2015 S500 1.4.3 Setting the Right Number of LGR Dehumidifiers

1.18.1 The 5 Principles of Water Restoration

2.4.7 Why Class of Loss is Important to Every Restorer?

2.4.8 Correctly Understand Category of Loss

2.4.10 What is a Category 2 Water Loss?

1.13.6 Scoping Sheet - Common Applications and Collecting Data

2.4.11 Category 3 Water Definition

1.4.6 Dehu Troubleshooting - Phoenix 200

1.4.7 Dehu Troubleshooting - Phoenix 200HT

1.4.8 Dehu Troubleshooting - Phoenix R200

4.1.2 Consider the Customers Needs When Planning Restoration