

A MESSAGE FROM KEN ROBINSON

*Vice President of Marketing
and Field Operations*

In 1987 we started an educational mailing program geared to help front line adjusters. We had found that most insurance companies did not provide much in the



way of technical or construction training. We sent out our first mailing covering "Break & Enter - Door Repairs" and waited for a response. No one called and asked to be removed from the lists. We took that as encouragement

and carried on. Since then we have covered everything from overcooked carrots to overflowing toilets. But we knew we hit the mark with "Electricity Cost for Air Movers and Dehumidifiers." Calls poured in asking for copies. It was our most popular ever. For the first time we had given adjusters the answer to the insured's age-old question: "How much is all this equipment going to increase my hydro bill?" This calculation tool can now be found on our website www.pds.ca.

In May of 1995 we changed the look and name of our mailing to *The Leader* and changed the frequency to eight issues per year. With our new format we introduced some unique new products that we found in other industries. Vaportek was the first, giving us an alternative to the use of ozone in the deodorizing of buildings. Not only was it safe, it saved money. A few years later we introduced Benefect, an all-natural disinfectant invented here in Canada.

I am now pleased to introduce the third incarnation of our original and humble mailer. The new Leader is an expanded four-page format providing not just educational topics but case studies as well. We hope to keep you posted on changes within our company, new staff or locations and milestones.

THERMOGRAPHY

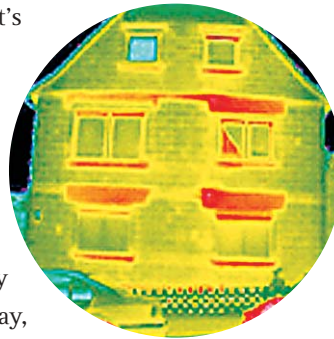
Infrared detection for building diagnostics

Why Use Infrared?

A picture says a thousand words; infrared thermography is the only diagnostic technology that lets you instantly visualize and verify thermal performance. Infrared cameras show you thermal problems, quantify them with precise non-contact temperature measurements, and document them automatically in seconds with professional easy-to-create IR reports.

Moisture in building materials can destroy structural integrity and nurture mould. The first step in moisture problem remediation is to quickly and accurately locate and remove all sources of moisture. Infrared cameras instantly show you what's wet and what's dry. IR cameras can dramatically improve your ability to find the ultimate source with little or no physical disassembly of the premises and minimal disturbance of inhabitants.

Nearly everything that uses or transmits power gets hot before it fails. Cost effective power management is critical to maintaining the reliability of your electrical and mechanical systems. And today, no one would argue that infrared thermography is the most effective proven predictive maintenance (PM) technology available to quickly, accurately and safely locate problems prior to failure.



About Infrared Thermography

Thermography is the use of infrared imaging and measurement camera to "see" and "measure" thermal energy emitted from an object. Thermal, or infrared energy, is light that is not visible because its wavelength is too long to be detected by the human eye; it's the part of the electromagnetic spectrum that we perceive as heat. PLEASE SEE PAGE 4



Success Through Service

Working with PDS Canada



Professional Standards

- Every franchisee has IICRC and Mould Remediation Certification
- Emergency Response Program
- 24-hour emergency service
- 24-hour response time

Consistent Job Costing

PDS Canada provides accurate and professional estimates within 48 hours of a claim utilizing Xactimate software.

Efficient Project Management

Projects are monitored and managed utilizing our Job Processing Program software to deliver high quality work on time and on budget.

Risk-Free Service

All PDS Canada work is guaranteed through our CSI Warranty Program.

Services

- Full General Contracting
- Full Cleaning Services, Building and Contents
- Emergency After Hour Services
- Secure Contents Storage
- Mould Remediation

It's the water dam

Early this winter a water pipe burst at 8:00 a.m. in the ceiling of a major city hospital and flooded the hospital's emergency room. The emergency room was shut down and by 10:00 a.m. Paul Davis Systems staff, the Hospital Infection Control Professional, the Hospital Chief Engineer and the Hospital Trustee were all at the scene to assess the damage.

Thermal hygrometers, penetrating and non-penetrating moisture meters and a thermal imaging camera were all used to assess the moisture damage. The Infection Control Professional was very specific and indicated that no moisture damage could be left in the room due to the concern surrounding bacterial infections and the development of mould.

At first the Chief Engineer did not think the situation was that bad. However, through the use of the Infrared Camera the entire emergency room was quickly inspected. The extent of water damage was more

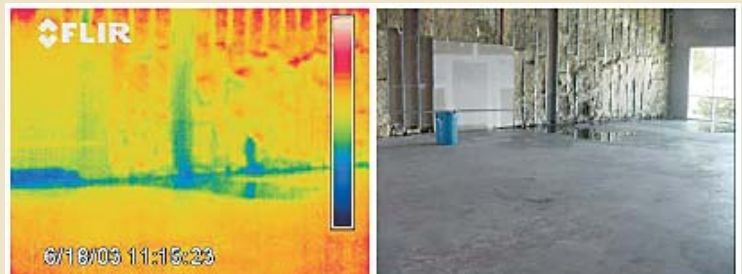
The cameras instantly capture and record high resolution thermographic images on board for subsequent downloading to a PC.

severe than originally suspected. Many of the silplates in the walls were wet, the concrete ceiling and the drop tile ceiling were also wet. All wet areas and surfaces were identified and all wet drywall had to be cut out and replaced, as per the hospital's internal guidelines.

Infection Control was also very concerned about air borne particles so air scrubbers were installed with HEPA filters. The hospital did a "Terminal Clean" before any drying equipment could be set up.

Using airmovers, dehumidifiers, desiccants and temporary ducting it took four days to completely dry the emergency room area. Everyday the situation was monitored and moisture readings were taken to compare to other environments in the hospital.

A WET WALL AFTER A FIRE



The thermogram on the left shows water and moisture remaining from sprinklers that were activated during a fire that was knocked down about 11 hours earlier, indicated by the blue. Note how the IR thermography clearly identifies the wet areas in the insulation and building structure and on the floor by their relatively cooler temperatures.

Image you can't see



By utilizing infrared thermography, moisture was detected in areas that may never have been discovered and this assessment was completed in a few hours. The same discovery process could have taken days of manually stripping off materials looking for hidden water damage.

Although the use of infrared cameras is relatively new in the insurance industry, they are now the inspection assets preferred by building experts for fast, reliable, accurate building diagnosis in the entire range of building problems, from post catastrophe fire and flood investigations to chronic leaks and moisture problems.

The cameras are lightweight and rugged for use in the field. They instantly capture and record high resolution thermographic images on board for subsequent downloading to a PC. They can also output full-motion infrared video recordings in real-time to a video recorder. Interchangeable lenses can be used to accommodate different situations that may be encountered.

In this case the infrared camera allowed Paul Davis Technicians to quickly scan and identify all materials that were wet in the Hospital Emergency Room, and in particular the camera was used to scan all high areas. This is very important as it allowed you to identify moisture in a ceiling 30 feet high. Without the use of the camera, technicians would have to build scaffolding in order to carefully investigate all the high areas. The process would have been long and arduous.

By utilizing the camera to quickly identify wet areas, the Paul Davis emergency crew were able to create a safe environment, do what was necessary right away and in just five days, have the emergency room ready for reconstruction.

Guaranteeing Integrity

CSI stands for Completion Services Inc. It is an independent corporation which has over \$3 million in cash and investments.

Operating like a performance bond on every job, PDS Canada's CSI program provides insurers with a one-year warranty on all work.

Backed by the CSI Guaranty, a standard customer survey is used along with signed work orders and Completion Certificates.

The CSI Warranty Guaranty is issued yearly to insurers on all jobs up to \$50,000.

This program guarantees job completion and payment and it also guarantees integrity with risk free service for the Insurer.

PACK-OUT SERVICES

At PDS we have integrated the Assured Software's Pack-Out Program into the PDS pack-out and cleaning procedures. The program uses bar codes that allow us to inventory insureds content at their home. It then integrates and manages the chain of custody of the contents throughout the content restoration process including the delivery of the contents back to the insured.

Infrared detection

FROM PAGE 1

Unlike visible light, in the infrared world, everything with a temperature above absolute zero emits heat. Even very cold objects, like ice cubes, emit infrared. The higher the object's temperature, the greater the IR radiation emitted. Infrared allows us to see what our eyes cannot.

How Do Infrared Cameras Work?

An infrared camera is a non-contact device that detects infrared energy (heat) and converts it into an electronic signal, which is then processed to produce a thermal image on a video monitor and perform temperature calculations. Heat sensed by an infrared camera can be very precisely quantified, or measured, allowing you to not only monitor thermal performance, but also identify and evaluate the relative severity of heat-related problems.



DID YOU KNOW?

The cloth used on you kitchen counter can contain ten times the number of germs found under the toilet seat. We have a product that can fix this – Benefect.

PDS CONTACT INFORMATION

www.pds.ca

National Call Centre 1-800-661-5975

Paul Davis Systems
Canada
Head Office
38 Crockford Boulevard
Toronto ON M1R 3C2
Ken Robinson
416-299-8890
PDS of Vancouver
Chuck Lucas
604-501-9992
PDS of Calgary
John Hill
403-293-2200
PDS of Edmonton
Sung Yoon
780-437-6051
PDS of Red Deer
Greg & Stacy Davey
403-342-4666
PDS of Saskatoon
Ken Spetz
306-374-7000

PDS of Winnipeg
Dale Dublin
204-586-1684

PDS of Brampton/Guelph
Paul Gresham, Fred Bauer
905-796-6100

PDS of Brantford/
Woodstock
Peter Overgaauw
519-751-1900

PDS of Chatham/Kent
Mark Brisco
519-692-3171

PDS of Durham &
Peterborough Regions
Doug Ronson, Dave
Ronson, Linda Ronson
905-666-7744

PDS of Halton/
Hamilton-Wentworth
Paul Suddes, Peter Heary
905-333-9288

PDS of Kingston
Doug Smith, John Reitsma
613-531-7962

PDS of Kitchener-
Waterloo
Mike McCabe
519-570-0438

PDS London
Richard Berardi
800-661-5975

PDS of Mississauga
Erwin Pototschnik
905-270-3399/
416-410-0300

PDS Muskoka
Norm Miners
705-645-5745

PDS of Niagara/
Haldimand
Ron Souter, Pat Souter
905-984-8200

PDS of North Bay
& Nipissing
Bob Clarke
705-494-1000

PDS of Ottawa
Richard Normoyle,
Nathan Normoyle
613-822-2734

PDS of Renfrew County
Dean Fuisz
613-732-2335

PDS of Sarnia/Lambton
Marco Fracalanza
519-336-2000

PDS of Sault Ste. Marie
Dave Ferguson
705-949-9631

PDS of Simcoe County
Stephane de Caen
705-458-8001

PDS of Sudbury
Manitoulin
Eddie Burritt, Dan Scott
705-522-3312

PDS of Thunder Bay
Grant Murdoch,
Terry Murdoch
807-344-7566

PDS of Timmins
and the Claybelt
Ron Beaudry,
Gail Beaudry
705-360-1124

PDS of Toronto
Carmen Siciliano,
Stacey Wicks
416-410-3493

PDS of Windsor & Essex
County
Bruce Jaques
519-727-4670

PDS of York Region
Carmen Siciliano,
Stacey Wicks
905-856-5737

SPD de Lanaudiere
Yvon Forget
514-644-9955

SPD de Laval
Eric Melancon
450-434-5858

SPD Montreal (Est)
Stephane Giroux
514-644-9955



PAUL DAVIS SYSTEMS
Restoration Specialists

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Canadian addresses
to Paul Davis Systems
38 Crockford Blvd.
Toronto ON M1R 3C2