



## Biohazard Clean-Up Guide for End Users

We have created this user guide to help families through the difficult time of dealing with a biohazardous situation. We encourage all coroners, law enforcement and funeral homes to use this as a guide to assist those in need of specialty clean-up services.

**INSURANCE:** What many people do not realize is that most biohazard clean-up services are covered by their homeowners or business insurance. With both, residential and commercial clean-ups, most insurance companies will provide payment for our services minus the deductible amount.

We always encourage people to use insurance to pay for a clean-up. Oftentimes, there is restoration that needs performed after we remove the biohazard and damaged material. Insurance will also pay for drywall repair, repainting, and flooring replacement.

Generally, a biohazard clean-up is only half the cost, while the other half is the repair. If the property has a mortgage, there is always insurance on the property. The mortgage holder always knows the insurance company that provides the coverage on a home or business.

**CAUSE OF DEATH DOES NOT MATTER:** The cause of the clean-up typically does not matter. Whether it be a homicide, suicide, decomposition or unattended death, generally all biohazard clean-up situations are covered by insurance.

**CLAIM NUMBER:** We need a claim number from the insurance company. If needed, we can help guide families in the right direction to receive a claim number. A claim number provides proof of insurance and authorization to perform a clean-up.

**DOCUMENTATION:** We take pre clean-up and post clean-up pictures to provide the insurance adjuster in the event they do not want to come on site or to avoid delay in clean-up. All materials, supplies and hours are tracked right down to the rubber glove. This helps us provide an exact and accurate cost to the insurance company.

**HAVE QUESTIONS, NEED HELP?** If you have questions or need help, please feel free to call Clean X-treme at any time. We are always here to help walk you through this difficult process.

Homicide / Suicide / Industrial Accidents / Crime Scene Clean-up / Decomposition / Disaster Services

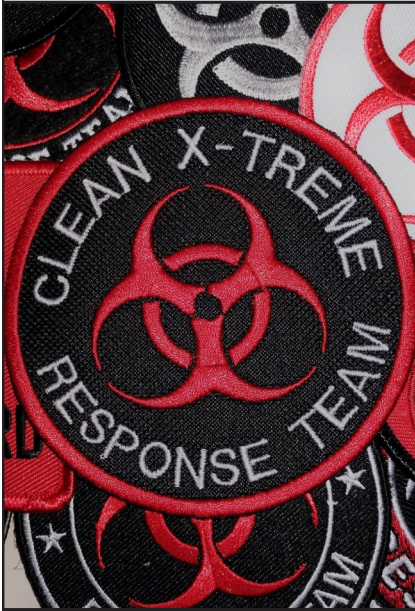
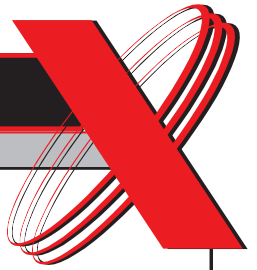
Services Covered by Most Insurance Companies

800 493 9569

CLEAN X-TREME



# The Biohazard Control and Clean-up Company



## Unique Clean-up: Neglect of a Dependent

Recently, Clean X-treme was called to assist an apartment complex in Indianapolis. A 47 year old, mentally challenged man was confined to a back bedroom. He was severely malnourished and neglected for an extensive period of time.

We started by removing the urine and feces saturated carpet and padding. Once appropriately contained and disposed of, we completed by sanitizing the subflooring.

During this clean-up, we were also able to assist the apartment complex personnel with dealing with this unique and unfortunate situation. The guardian was arrested for their neglect.

Upon completion, we received this email from the complex manager: *"Thank you for everything. Your technician was wonderful. He did exactly what I needed. He was real quick and really, really helpful through this whole thing. This was not typical work and was kind of a weird job. I just wanted to say thank you....THANK YOU!!!!"*

Services Covered by Most Insurance Companies

## Testimonials

*"Sirs, I appreciate keeping this within the allotted amount! I exclusively use you guys for any of my biohazard clean ups and without a doubt will continue to do that. Thanks for the prompt and exceptional service. I look forward to doing business with you in the future. Have a great week."*

- Auto Body Shop, Fort Wayne

*"Thank you for always providing the excellent response time and customer service that you do!"* - City of Fort Wayne

## We Do it Right

Clean X-treme is not some quick "low dollar buy in" franchise where training is provided by a weekend seminar. We are a 22 year old company with thousands of dollars invested in specialty clean-up equipment, vehicles, and supplies.

We have the technicians, experience, and proper personal protective equipment to handle biohazardous and overall very difficult situations. Most of our technicians are EMTs or paramedics, and all situations are handled with great professionalism and dignity.

We follow proper guidelines to complete our clean-ups and have helped hundreds of families during our 22 years of operation. We do it right every time.

## New Odor Control Equipment

Clean X-treme recently purchased two ozone generators and a vaportek machine. The ozone machines convert foul smelling substances into a non-odorous substance naturally. They work quickly and without unhealthy chemicals.

These machines enable us to be completely prepared to handle all your odor control and decomposition situations. This is green cleaning technology at its best. We make big investments to provide big results by utilizing the latest in odor control technology.



CLEAN X-TREME



Find us on Facebook

Aspire Design  
aspiredesign@live.com

800 493 9569

www.cleanX-treme.com

