



# Emergency Services

## When disaster strikes, QRS is there to answer the call 24 hours a day

**Qualified Restoration Specialists**-- the most respected restoration company in California. Whether water, fire, smoke or mold, the professionals at **QRS** make sure your property, home or business is quickly renovated to pre-loss condition.

*"...I want to thank you very much for the professionalism that you showed through a difficult process after our water damage. I am extremely pleased with the quality of work and the concern that all your employees have."*

*QRS Customer  
Long Beach, California*

**QRS is ready when you need us** - On call 24 hours a day, seven days a week - We are always prepared and ready to assist you. Time is of the essence when your property and belongings are

at stake. No matter when disaster strikes, **QRS** Answers and is ready for action.



BEFORE



AFTER

## Why QRS?

- Expert staff
- Quick response
- State-of-the-art technology
- Streamlined approval cycle
- Ability to handle any size project
- Saves time and money

### Services include:

- Board Ups
- Water Extraction
- On-Site Drying
- Wet Carpet Removal
- Document Restoration
- Structure Cleaning
- Pack Out
- Deodorization
- Mold Remediation
- Bio Hazard Cleanup
- Structural Repairs

### QRS is known for:

Responsiveness  
Efficiency  
Reliability

*From estimating to restoration, no matter how large, small or complex, you can count on the professionals at QRS, to get the job done right the first time.*

**Emergency Services  
On-Call 24 Hours a day  
1-800-393-5993**

**Contractor's License: #869239**

## Qualified Restoration Specialists ...

*On time, cost effective and at your service*

The **QRS** recovery process is designed to ease the pressure of the overwhelming experience. In addition, **QRS** has pivotal technology that streamlines the approval process, gets the work done quickly and saves money by providing real time information that helps you make decisions.



Emergency Phone Assessment



Account Manager Assigned  
On-Site Analysis  
Estimates/  
Insurance Claims



Scheduling  
Restoration /  
Construction Process



Weekly Status  
Quality Assurance  
Delivery

## You've got questions and we've got answers

When disaster strikes, there are many questions, but not a lot of time for answers. Our experience provides the answers with fast reliable help.



**Qualified Restoration Specialists, Inc.**

2292-A N. Batavia Street, Orange CA 92865 • 714-974-5169 • Toll Free: 800-393-5993  
www.qrsca.com



# About QRS

## Qualified Restoration Specialists

### Qualified Restoration Specialists...

*On time, Cost Effective and at your service*

Committed to be the premier restoration company in the industry, **Our Restoration Services** differentiates itself with service. **QRS** is committed to its customer and is recognized and approved by many companies including: builders, insurance companies, facility management companies, hotels and environmental management companies.

*"In our business, we deal with customers at often very trying times with a lot of personal emotions tied to their losses. Everyone of our employees recognizes this, so the courteous nature in which we deal with our customers is just as important as the quality of work that we do."*

*Mike Missetich  
President*

As a licensed contractor in California, and certified for restoration, cleaning, mold remediation and air quality control, **QRS** provides complete contents and structural restoration services for residential and commercial customers. A highly trained team of restoration specialists skilled in woodworking, electronics, construction, water damage, and general disaster provide personal attention to support individual needs.

The **QRS** state-of-the-art warehouse and equipment is second to none providing a full range of services.

In addition to quality work, customer care is a critical part of our success. We are available for you 24 hours a day, 7 days a week .

**QRS** Corporate Headquarters are based in Irvine, California with qualified restoration specialists standing by to respond.

### Certification and Memberships

QRS is certified in all major areas of restoration and retains membership and an active role in many industry organizations.

Member, Association of Specialists in Cleaning and Restoration  
 Member, American Indoor Air Quality Council  
 Member, Interior Designers Institute  
 Member, Water Loss Institute  
 Member, National Institute of Rug Cleaning  
 Member, Carpet and Upholstery Cleaning Institute  
 Member, National Institute of Disaster Restoration  
 Member, World Floor Covering Association  
 Certified Confined Space Technicians  
 Certified Mold Remediation Supervisors  
 California Contractors License #869239



### Why QRS?

QRS has a wide range of quality services.

#### Emergency Services:

- Quick response time
- State-of-the-art equipment
- Capacity to handle any size job
- Experience that saves you time and money

#### Bio-Hazard Services:

- Certified to handle most bio-hazard materials
- Ability to facilitate hazardous waste disposal

#### Clean-Up:

- Detailed cleaning and deodorizing
- Light cleaning service that are cost saving and environmentally safe

#### Contents Restoration:

- Internal staff provides fast and cost effective restoration

#### Construction & Structural Restoration/Mold Remediation:

- Certified trained technicians

**State of the art technology** streamlines the project approval process

**Industry standard pricing** ensures your project is processed efficiently.

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# Construction & Structural Repairs

## Rebuilding Your Home or Business, QRS Answers the Call.

When your business requires reconstruction, time is Critical – daily operations are at stake. Understanding the intricacies of commercial and residential reconstruction requires specific skill and expertise that you will not find with many contractors.

**QRS** specializes in commercial reconstruction, from document recovery through bringing your office, apartment building, retail store, or warehouse back to pre-loss condition.

Our experienced superintendents operate with a goal to mitigate risk while getting your property back to normal as quickly as possible communicating with you every step of the way.

**As a licensed contractor with certificates in hazardous material handling and mold remediation, QRS construction services include:**

- General Construction Services
- 24 Hour Emergency Response
- Site Containment / Temporary Shoring
- Intrusive Investigation / Selective Demolition
- Emergency Power
- Full Scale Carpentry
- Complete Electrical, Mechanical and Plumbing
- Complete Exterior and Envelope Reconstruction
- Complete Interior Build-out and Restoration
- Roofing and HVAC
- Interior Build Out and Finishes
- Complex Installation and Interior Finishes
- Machinery / Factory Line Implementation
- Complete Reconstruction

We provide accurate estimates for partial or full reconstruction and can include the finest interiors. We will manage a multidisciplinary team of architects, engineers, and specialty contractors and ensure that you are aware of progress every step of the way.

When dealing with insurance related construction, we will work closely with your insurance company to make sure that we comply with all aspects of reimbursement..



*"Your workers are diligent, honest, and courteous people. It was a pleasure to work with such nice people. They are a credit to your company"*

*QRS Customer  
Pasadena, California*



## Why QRS?

- Experienced project managers that can evaluate structural integrity and provide accurate estimates
- Broad based knowledge that can identify hazardous materials (asbestos, mold and bio- hazard)
- Crews that can remediate and dispose of hazardous materials.
- Certified restoration experts that can often restore items to original standards.
- 24 hours, 7 day service. We recognize that immediate response is sometimes necessary when in a loss situation from water, fire earthquake or high winds.

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On-Call 24 hour service  
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# Restoration Pack, Store & Clean

## From Furniture to Electronics, QRS Answers the Call.

Damage from fire, water mold, or any natural disaster can be devastating to personal property. Response time is critical to minimizing losses to artwork, rugs, window treatments and furniture.

**Qualified Restoration Specialists** has teams of highly skilled certified technicians who work diligently to restore damaged items to pre-loss condition.

Through this process, **QRS** has quality packing techniques and a climate controlled warehouse to ensure the safety and the preservation of your possessions.

- Electronic repair, corrosion control and circuitry testing
- Fine arts cleaning and repair
- Furniture restoration, refinishing, odor removal and re-upholstery
- Soot/smoke and odor removal for clothing,
- window treatments and upholstery
- Document restoration, freeze drying, reproduction and secure destruction
- Mold inspection, containment and remediation

## Our Process

From the moment we receive the call, the QRS recovery process begins. A team of Technicians, trained for specific situations, are dispatched with state-of-the-art equipment. A **QRS** executive is then assigned to the project to work with the client to ensure clear communication, costs are understood and options provided. This ensures a smooth streamlined process to help get lives back to normal, minimize storage costs and provides a high quality of customer service.



Emergency Phone Assessment



Account Manager Assigned  
On-Site Analysis  
Estimates/  
Insurance Claims



Scheduling  
Restoration /  
Construction Process



Weekly Status  
Quality Assurance  
Delivery



BEFORE



AFTER

*"We appreciate the professional manner in which your entire crew handled the moving of our belongings. Everyone was courteous and more helpful than expected"*

*QRS Customer  
Orange County, California*

## Why QRS?

### The Team:

- Has a **broad set of certified skills** including: art & furniture restoration, mold remediation, packing and interior design.
- Is highly trained to **meticulously restore** items to pre-loss condition.

### The Facility:

- A **8,000 square foot full service** facility
- **Temperature and humidity** controlled storage decreases deterioration.
- **Secured environment** and complete documentation provides protection for valuables

### The Technology

- **State of the art technology** streamlines the project approval process
- **Detailed inventory** minimizes issues with contents.
- **Industry standard pricing** ensures your project is processed efficiently.

### Services include:

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