

Major Canadian Insurance Adjuster takes notice of Hydroxyl Benefits

Recently I've had the chance to see the hydroxyl machines in action in two claims that we worked on together and I have to tell you how impressed I am that these machines actually do what they claim.

First there was the liability claim at the 15,000 square foot office building in Cambridge that was under construction. Our insured was doing some work in the building and accidentally started a small fire. Smoke went throughout the building and since the drywall was all new it had not been sealed or painted yet. Although there was very little soot deposit, odour was the bigger problem. We were faced with the real possibility of having to replace the drywall at a cost well over \$150,000. Even to Kilz paint it would have been in excess of \$80,000. There was also an exposure related to income loss if there were delays in the completion of the building.

The hydroxyl machines that you recommended and used on this claim did an amazing job of removing the entire smoke odour to everyone's satisfaction and in a mere seven days and at a cost of under \$30,000! The construction workers were even able to continue to work while the machines were running.

The second claim involved a diner inside a local bus terminal. There was a small electrical fire in the storage room. The sprinklers put the fire out but smoke went throughout the storage and kitchen areas. Again odour was the bigger problem once the water clean-up was done. PDS put in a hydroxyl machine for two days to eliminate the smoke odour. A few weeks later I met with our insured who commented that not only did the smoke odour disappear but so had the odour of the grease. He was very pleased with our claims service and PDS.

I certainly will be asking other contractors to use this equipment in other claims involving odours. I'm confident that it works really well and the potential for saving money is huge.

Anonymous

Canadian National Insurance Company