



RESIDENTIAL RESTORATION

RESTORE

what matters



Fire
Damage



Water
Damage



Wind
Damage



Mould
Remediation



Asbestos
Abatement



General
Contracting

Coming Through For You!

winmar.ca

RELY on the Experienced EXPERTS FOR RESIDENTIAL PROJECTS



Homeowners across Canada turn to WINMAR® to restore their residential property to pre-loss condition, efficiently and professionally, while working with your insurance company to minimize any disruption following an emergent event.

An unexpected disaster can be a life altering event for you and your family. We understand the impact and urgency to RESTORE our Customers to pre-event condition with little interruption or unexpected costs. With more than 45 years of experience in providing residential property restoration, Canadians RELY on WINMAR® for the experience to respond when disaster strikes. With over 90 locations from coast-to-coast, our trained, equipped and qualified crews are ready 24 hours a day, 365 days a year.



HEALTH & SAFETY

TRUST WINMAR®'s team of fully licensed general contractors and professionals. Our experienced teams follow stringent Health & Safety programs that meet or exceed provincial and federal requirements. Our systems and procedures are built to pre-qualify across Canada.

TEAMS from COAST-TO-COAST

INDEPENDENTLY OWNED & OPERATED FRANCHISES

WINMAR®'s national network of independently owned Franchises provide prompt and professional service in uncertain times, while working alongside your insurance company.

Our motto is simple – We treat each Customer's property and possession damages as our own, requiring the same standards of quality workmanship we'd expect for ourselves.

90+ LOCATIONS
Since 1977

With over 90 locations and 2,000 employees, from coast-to-coast, we are Canada's TRUSTED choice, for residential and commercial restoration, since 1977.



OUR RESIDENTIAL SERVICES



FIRE DAMAGE

Damage from a fire, smoke and water, can destroy a home or facility and the owner's precious possessions and memories. The emotional toll on a family to endure through such an emergent event is compounded by the damage to their property.



WATER DAMAGE

Flooding, sewer back up, burst and leaking pipes, appliance and plumbing overflow or water from fire suppression can all contribute to significant property damage. If not remedied immediately, water damage has the potential to cause more serious issues in your home or business.



WIND DAMAGE

Wind, hail, lightning, ice storms, tornadoes and hurricanes can result in severe property damage which can also lead to structural issues if not tended to promptly.



MOULD REMEDIATION

Mould is known to grow rapidly in drywall, insulation, carpet, fabric and upholstery as a result of water damage. Trust WINMAR® IICRC Certified Professionals for a full-scale restoration to ensure the health and safety of your family.



ASBESTOS ABATEMENT

Asbestos can be lingering in common building materials, such as: insulation, flooring, plaster, textured ceilings, register vents, duct wrap and roofing shingles. Disturbing these materials may lead to health-related issues. To ensure safe removal, rely on WINMAR® for a removal plan.



BIOHAZARD REMEDIATION

Hazardous materials, potential chemical or contamination can take place in your home, rely on WINMAR® to provide qualified removal services and peace of mind. Our trained technicians are experienced and skilled to handle any environmental situations while navigating a sensitive situation such as hoarding or crime related scenes. Trust WINMAR® to assess, report and expedite any necessary services to remedy an environmental or health related concern.



CONTENT CLEANING

Your most valuable possessions are kept in your home. Trust WINMAR® to provide specialized equipment and trained technicians to process, clean and disinfect your cherished contents to pre-loss conditions. Contents typically make up the majority of any property damage claim and are an integral component in the restoration process.



GENERAL CONTRACTING

Our skilled and experienced WINMAR® construction teams offer full-service contracting for residential projects. From conception, permits and demolition, through to finished interior installation, millwork and inspections, WINMAR® contractors are capable and knowledgeable to handle any design-build project, regardless of scope. Trust WINMAR® with your next new build or renovation.



**TRUSTED & Detailed
Emergency Response**

TRUST DOCUSKETCH™ FOR DETAILED ACCURACY

Our trained and experienced Estimators use the latest technology to ensure your insurance claim is accurate. The DocuSketch™ process captures digital images and measurements of the impacted areas to expedite your claim with your insurance provider. Our goal is to get you and your family back in your home.



Details every room in a single click



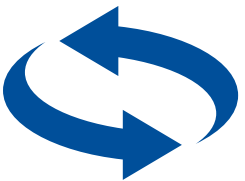
Allows for efficient documentation through each phase of the restoration process



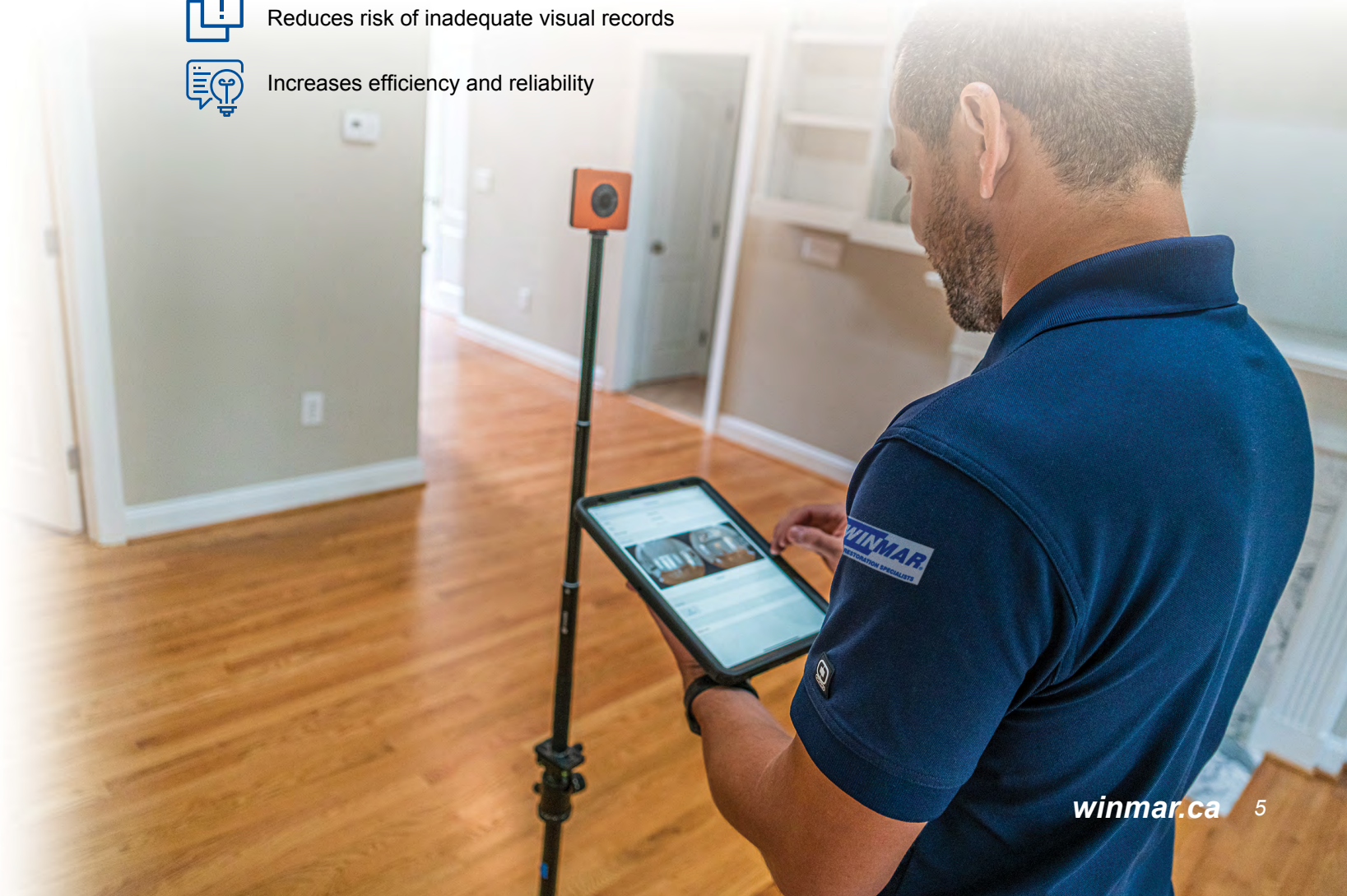
Reduces risk of inadequate visual records



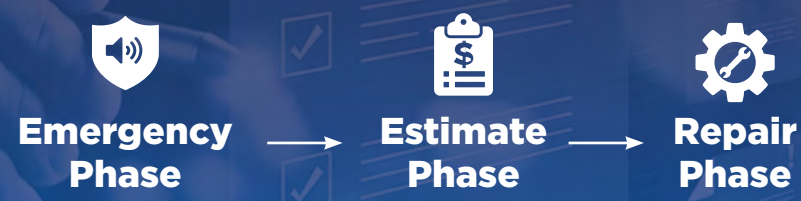
Increases efficiency and reliability



**WINMAR® simplifies
the claims process
increasing efficiency
while reducing risk.**



OUR PROCESS



Rely on us to
RESTORE
what **MATTERS**

EMERGENCY PHASE

- 1.1

COST

Many insurers' may recommend WINMAR® to perform emergency work before obtaining complete estimates, but the coverage will always be confirmed by your insurer*. The owner agrees to pay the full amount of the deductible to WINMAR®, who may be asked by the insurance* company to collect. It is the owner's responsibility to ensure payment in full to WINMAR® for the work and any subsequent or other services, regardless of insurance* coverage.
- 1.2

WORK AUTHORIZATION

Legal approval is required for WINMAR® to work on your property and manage your emergency, even if coverage is confirmed.
- 1.3

SAFETY ASSESSMENT

Assess for structural damage, mould, biohazards, smoke, odour, asbestos and identify any other potential hazards for occupants and our team.
- 1.4

INSPECTION

Document losses and photograph damage for you and your insurance* company.
- 1.5

STABILIZE SITE

Steps are taken to prevent the situation from worsening or affecting other areas of your home. We may set up equipment and perform removal of damaged building materials. Repairs will happen at a later phase.
- 1.6

PRESERVE CONTENTS

To protect your valued belongings, some contents may be taken to a secure location while we mitigate the emergency. We can also deep clean, apply disinfectant and deodorize many goods.
- 1.7

HABITABILITY

For safety, it may be necessary to vacate your home during some of the emergency or repair phase.
- 1.8

STANDARDS

Work is performed to industry standards by our trained and certified team. In many cases, we are the preferred vendor for your insurance* company.
- 1.9

COMMUNICATION

We keep the lines of communication open. Please contact our office at any time should you have any questions.

**if proceeding with an insurance claim*

ESTIMATE PHASE

- 2.1

DETAILED ESTIMATE

Evaluating needed repairs and detailed estimates to restore your home to pre-loss condition.
- 2.2

EXAMINE CONTENTS

Assess replacement, gathering inventory of contents that cannot be returned to pre-loss condition. We use state-of-the-art technology to restore the remaining affected contents.
- 2.3

ADJUSTER'S APPROVAL

Confirming coverage with your insurance* company to develop an approved estimate of the required repairs. Final decisions are made by your insurance* adjuster.

REPAIR PHASE

- 3.1

SCHEDULING

We will contact you to discuss your approved estimate, timelines, and to gather authorization and deductible. Our team will then be scheduled for necessary repairs based on your insurer's* settlement options. In the event of a regional catastrophe affecting multiple properties, prioritization becomes essential for efficient response.
- 3.2

CODE UPGRADES

If code upgrades are required, we will let you know. Some upgrades may not be covered by all insurance policies. We will report to your adjuster for authorization.
- 3.3

SELECT MATERIALS

For every project, the materials we use meet or exceed local building codes and laws. Some materials will require your input on colours and finishes. Your prompt cooperation helps us stay on schedule.
- 3.4

MINIMIZE DISRUPTION

We will do our best to mitigate noise and dust and coordinate with you to adapt our work to your schedule.
- 3.5

JOB COMPLETION

Perform final walk-through to review overall project and ensure your satisfaction and collect signature on the Job Completion Form.

**if proceeding with an insurance claim*

DEHUMIDIFIERS AND AIR MOVERS

Dehumidifiers speed up the drying process by reducing humidity and stabilizing moisture levels. Air movers increase the rate of evaporation and remove moisture with directional airflow. Maintaining recommended humidity and air flow prevents harmful mould growth and efficiently restores the affected area. As such it is imperative that you:

- ✓ Do not move or switch off drying equipment.
- ✓ Do not open windows, as this may prolong the drying process.
- ✓ Minimize entering the affected rooms.
- ✓ Do not allow children to play in or around drying equipment.
- ✓ Keep the dwelling initial temperature setting between 20-22°C (68-72°F) for maximum drying and to prevent or inhibit bacterial growth and fungal growth.
- ✓ Ensure the dehumidifier hose is installed in the drain at all times.
- ✓ Call WINMAR® if drying equipment turns off suddenly.
- ✓ Ensure that your appliances (fridge, freezer, and sump pump, etc.) and heat tape are plugged in and functioning properly each day.



HEALTH & SAFETY

WINMAR® is not permitted to complete work if any of these rules are violated. Our Team has been instructed to immediately shut down the worksite and report back to their Project Manager, which may result in additional costs at your expense.

Coming Through For You!

YOUR HOME AS A WORKSITE

According to the Occupational Health and Safety definition during the restoration process, your property is a worksite. As such, while having WINMAR® at your property, it is imperative that you:

- ✓ No smoking or use of illegal drugs.
- ✓ As per the WINMAR® Pet Safe Policy, kindly relocate your pets safely away from the jobsite.
- ✓ Treat our team with courtesy and respect. Any abuse, verbal or physical will not be tolerated.
- ✓ Provide clear, safe access to the property and building (roads, walkways, etc.).
- ✓ For the safety and the protection of your goods, children must be kept out of work area and away from WINMAR® related supplies, equipment and materials.



WINMAR® PET SAFE POLICY

To reduce unwanted stress on your pet during a restoration, we kindly request that arrangements be made to relocate to an area away from the jobsite. We want to ensure the safety and security of your pet while our team works to restore your home.

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Content Handling

Due to Federal Regulations and WINMAR®'s Company Policy we cannot transport or store the following items. They will be left on location for you, the homeowner.



VALUABLE ITEMS

Please remove any valuables, jewellery, currency, heirlooms, sentimental items you do not want us to handle. Should we encounter any valuables accidentally left behind; they will be documented and photographed, then returned to you with a receipt.



NON-VALUE ITEMS

Please be aware that WINMAR®'s policy involves working with you to dispose of non-value items (such as disposable grocery bags, recycled containers, etc.) found in the affected area of your home or those needing removal for completion of stabilization or rebuild services.



SPECIALTY ITEMS

Specialized training is essential for the handling and transportation of items like pianos, pool tables, firearms, ammunition, and coin collections. Kindly inform our staff early in the restoration process to ensure proper arrangements for their handling. If you have a piano or pool table in an affected area, we'll make every effort to process it on location.



NON-TRANSPORTABLE ITEMS

WINMAR® personnel are prohibited from transporting combustible liquids, explosives, flammables, corrosive liquids, live plants, and other miscellaneous items. These items will be left on location for you, the insured, to handle and remove.



Combustible Liquids include, but are not limited to: fuel, oil, propane, rubbing alcohol, antifreeze, cleaning solvents, motor oil, oil-based paint and paint remover, mineral spirits, stains, lacquer, varnish, liquid polish, engine starting fluid, kerosene, gasoline, lighter fluid, scuba, propane, welding or oxygen tanks.



Explosives include, but are not limited to: fireworks, hand signal flares, gun powder, and dynamite.



Flammables include, but are not limited to: adhesives, glue, cement, epoxy, insecticides, aerosol cans, ammonia, gasoline, and hairspray.



Corrosive Liquids include, but are not limited to: acids, rust preventatives, batteries and bleach.



Miscellaneous items include, but are not limited to: disinfectants, matches, candles, latex paint, cleaning products, prescription medication, marijuana, liquor or illegal items.

WINMAR®

We are here to HELP



DATE
OF LOSS

JOB
NUMBER

WINMAR® PRIMARY CONTACT

NAME

OFFICE #

MOBILE #

EMAIL

WINMAR® SECONDARY CONTACT

NAME

OFFICE #

MOBILE #

EMAIL

PLEASE CALL YOUR WINMAR® REPRESENTATIVES IF YOU HAVE ANY QUESTIONS

INSURANCE COMPANY

COMPANY

NAME

CLAIM #

ADJUSTER NAME

OFFICE #

MOBILE #

EMAIL

**A nationwide network,
trusted since 1977.**

 **90+ LOCATIONS**

WINMAR®'s network of 90+ locations across Canada provides quality services 24 hours a day, 365 days of the year.



OUR MISSION

WINMAR® delivers high-quality restoration services through a diverse network of entrepreneurs and trained professionals, committed to client satisfaction while building a sustainable future.



OUR VISION

WINMAR® is committed to becoming the premier restoration company in Canada, known for our innovation, inclusivity, collaborative partnerships, and best-in-class services, all while supporting the communities that we serve.



OUR VALUES

Accountability, Trust, Honesty,
Respect, Collaboration,
Reliability, Communication.