



# REST-CLEAN PRO

THE OFFICIAL NEWSLETTER OF PCUCA

February 2008

## Industry News

The **PCUCA** is on the move. In December a new Board of Directors and officers were elected. In addition, a new management team was hired for the organization. Together our team is very excited and motivated to have a great year and step up the levels of training and involvement in the Association.

A planning meeting was held and the Board hired a facilitator to assist in getting concepts of Vision and Mission on paper and then working on a calendar of events and activities for the year. The management staff is busy working on setting up the new opportunities and activities that will be announced over the next two months.

### IICRC Update

Neil Atkinson is representing the PCUCA on the IICRC Board. He has a long history with the organization. Neil recently took over as chair of the Ethics Committee for the IICRC.

The IICRC S520 Mold Remediation Standard is complete and waiting for a final vote of the Committee. This should be done in the coming weeks. We should look for the first copies being on the street in March or April 2008.

The IICRC S100 Carpet Cleaning Standard committee is working hard. They have updated about 2/3 of the reference guide to date and will continue to work on completing the reference guide in the spring.

IICRC is working on some new categories and the one where the most time has been invested is a certification for Sewage Remediation.

### Technical Articles

We are very excited to announce some new technical writers for the Association who will submit technical articles for your Association. Please note the three hole punched paper to start a notebook to save these. They are numbered and a great resource for your company. Barry Costa and Jim Holland are the first on our team. We welcome two amazingly knowledgeable individuals who will share their knowledge and expertise with all of you.

### Planning

February is time to make sure that your business and marketing plans are up to date and you are following them. We will hold classes in the future to help you further develop your plans.



*Shawn and Anna Bisallion and Andrew Conklin (President) enjoying the festivities with others.*



*Networking at the holiday party.*



*Evan Kessler ringing in the New Year with a little Holiday Cheer.  
2007 PCUCA Holiday party*

## Supplier Schedule



**February**

**13-14-15**

**Water Damage Restoration—3 Day IICRC course**

**\$295/person**

**March**

**17-18**

**Carpet Cleaning Tech IICRC Course**

**\$195/person**

**Call ADCQ at 1-800 447-0677 to register.**



**February**

**18-19**

**Upholstery/Draperies Cleaning \$215/person**

**20-21**

**Specialized & Applied Upholstery Cleaning (Hands—On) \$275/person**

**Call 355-3566**



**February**

**20-21-22**

**IICRC Water Damage \$299/person**

**March**

**19-20**

**IICRC Stone \$199/person**

**Call 303-447-0677 to register.**



**May**

**15-17, 2008**

**Walt Disney World**

**Register Now! 1-888-881-1001 x 104**

## President's Message

Hello PCUCA!

I'm very excited to write my first newsletter message as newly elected President of our great association! We have so much going on and lots to catch you up on.

We just finished our executive board retreat/planning session and some amazing things came out of that. We opened with a visioning session and got really clear on what direction we want to take the association and we hope you will be as excited about this as we are. We look forward to sharing more information with you in the coming months.

Our annual Holiday party was a huge success. We had about 65 people attend. We will release the 2008 calendar shortly. Please be on the lookout for your updated calendars in next month's newsletter. In the meantime, we're excited to announce a total overhaul of the website. We'd like it to be more interactive and helpful to you as members. We invite your feedback. We will be sending out a survey in the coming months to get your feedback directly on what you'd like to see more of in the coming year.

I think we have some great momentum. We have a new board, and a new management company that is very excited to be working with us. Under the direction of Larry and Tryna Cooper. Meetings and Events, LLC (a/k/a ME) will be planning some exciting classes, trainings and social events. More to come in the next few months on that as well.

We invite your ideas and input for the newsletter. If you have any comments, suggestions, etc., please feel free to contact me directly. You can find me at conklinandrew@yahoo.com. Or you will find the contact information for Larry's staff further inside.

Thank you and I look forward to a great year with all of you!

Sincerely,

Andrew Conklin, President

# CONNECTIONS Conference



# CONNECTIONS *conference* AND EXHIBITION

MAY 15, 16 & 17, 2008 • AT THE HILTON IN THE WALT DISNEY WORLD® RESORT!



**THE TECHNICAL CONFERENCE** that's all about **GROWING** Cleaning, Restoration, and Remediation Companies just like yours!

The 2008 CONNECTIONS Conference and Exhibition in Orlando will feature experts in the field of cleaning, restoration and remediation who discuss, in detail, the most important improvements and updates in the industry today.

THIS YEAR'S SPEAKERS AND PROGRAMS INCLUDE:

*The Disney Institute - "Quality Service Program"; David Sandusky, Your Personal Brand; Howard Partridge, Phenomenal Products, Inc.; Howie Wolf, HW3 Consulting; Chris Taylor, Restoration Academy; Dane Gregory, Prestige Stone Solutions.; Dan Bemazzani, ITEL; Chris Touchton, ITEL; Barry Costa, The Costa Group, Dan Westfall, Home Carpet Industries, and more!*

**Don't miss this incredible networking and learning experience!**

**REGISTER TODAY! Call 888-881-1001 x104 or go to [www.connectionsconvention.org](http://www.connectionsconvention.org)**



**BRING THE WHOLE FAMILY!** While you're at the conference, plan on spending some time at one of Florida's many world-class amusement parks, like Disney World®, Sea World®, Universal Studios®, or Busch Gardens®! 2008 Conference attendees who stay at the Hilton in the Walt Disney World® Resort will have access to ticket discounts and "Extra Magic Hours".

## UNDER NEW MANAGEMENT

We are pleased to announce that as of December 1, 2007, management of PCUCA was transferred over to Meetings and Events, LLC (ME). They are very excited to bring forth new energies and ideas into PCUCA.

The ME Team includes Larry and Tryna Cooper (both of whom are past PCUCA Presidents), Jillian Olson (your main contact), Suzan Patrick, Jennifer Wilkinson, and Teri Wittkop. ME also manages and runs the Connections Conventions.

As the new management company, ME will work closely with the new PCUCA Board of Directors to schedule new events, educational advanced programs and networking opportunities for all members. Look for news of a new membership drive in coming months.

### NEW PCUCA MAILING ADDRESS:

PO Box 21412  
 Denver, CO 80221  
 877-447-2822 toll free  
 303-469-0306 x 105 (Jillian Olson)  
 303-469-6749 fax  
 Email: [jolson@meetingsandevents.com](mailto:jolson@meetingsandevents.com)

*Questions?*  
*Ideas?*  
*Suggestions?*



**We WANT to hear from you!**

## New PCUCA Board Elected in December 2007



Your New PCUCA Board Members (L to R)  
Andrew Conklin—President,  
Travis Chancey—Vice President,  
Div Manula—Secretary and Sam Castro  
Not pictured: Joel Ruehle, Jim Goldworthy, David Keiter and Larry Trujillo

A new Board was elected in November, 2007. They are:

**Andrew Conklin, *President***  
**Travis Chancey, *Vice President***  
**Div Manula, *Secretary***  
**Joel Ruehle, *Treasurer***  
**Sam Castro, *Board Member***  
**Jim Goldworthy, *Board Member***  
**David Keiter, *Board Member***  
**Larry Trujillo, *Past President***

Be sure and look for the new PCUCA Advanced Training Programs coming in the spring for members!

## What is Infrared? Teamwork - A Mold Inspection and Infrared Inspection Scenario

Written By Travis Chancey – Vice President of PCUCA

### Part One of Two -

Infrared (IR) radiation is electromagnetic radiation of a wavelength longer than that of visible light, but shorter than that of radio waves. The name means "below red" (from the Latin *infra*, "below"), red being the color of visible light with the longest wavelength. Infrared radiation has wavelengths between about 750 nm and 1 mm, spanning three orders of magnitude.

The uses of infrared include military, such as: target acquisition, surveillance, homing and tracking and non-military, such as thermal efficiency analysis, remote temperature sensing, short-ranged wireless communication, spectroscopy, and weather forecasting. Infrared astronomy uses sensor-equipped telescopes to penetrate dusty regions of space, such as molecular clouds; detect cool objects such as planets, and to view highly red-shifted objects from the early days of the universe.

Infrared thermography is a non-contact, non-destructive test method that utilizes a thermal imager to detect, display and record thermal patterns and temperatures across the surface of an object. Infrared **thermography** may be applied to any situation where knowledge of thermal profiles and temperatures will provide meaningful data about a system, object or process. Thermography is widely used in industry for predictive maintenance, condition assessment, quality assurance, and forensic investigations of electrical, mechanical and structural systems. Other applications include, but are not limited to: law enforcement, **firefighting**, search and rescue, medical and veterinary sciences, and moisture detection.

Aside from test equipment, training is the most important investment a company will make in an infrared inspection program. Advances in technology have provided infrared equipment that is user-friendly; however, infrared thermography is not a "simply point and shoot" technology. In addition to understanding the object or system being inspected, thermographers must also understand common error sources that can influence observed thermal data. Typically, infrared training courses cover the topics of infrared theory, heat transfer concepts, equipment selection and operation, how to eliminate or overcome common error sources, and specific applications.

### Water Intrusion and Moisture

We must differentiate between water intrusion and moisture in relation to mold and water damage. Water intrusion implies that the building has been compromised and water is coming from somewhere, either from the roof, the walls, the basement or from a mechanical or plumbing leak. Moisture inside the structure is a result of any one or a combination of factors, i.e., a water intrusion problem, a thermal envelope problem, a ventilation problem and/or an HVAC system problem. The swift action of the homeowner or building owner can make a huge difference after an event, like a hurricane. Drying out the building should be done immediately because mold problems only compound with time. If mold has already settled in, using powerful fans to dry structures will only spread mold spores and cross-contaminate other areas of the building. Water vapor can increase moisture content in the building materials, thus encouraging mold growth. The faster the infrared thermographer performs the survey after the event, the more accurate the assessment will be in relation to water damage. Same with the mold inspection. The faster the mold inspector performs their assessment, the less severe the mold contamination will be.

### **Infrared Thermography Cannot Be Used To Detect Mold.**

IR thermography can be used to find moisture in building materials, see thermal and moisture envelope problems that can create the right conditions for mold growth in buildings, and to see if the active HVAC system is creating problems that can contribute to mold growth in buildings. In extreme cases where the building materials are deteriorated to the point where the mass of the material is affected, IR can be used; however a very sensitive IR imager and advanced IR techniques are usually required. Infrared thermographic surveys work well to find moisture in building materials when there is good thermal contrast due to the evaporative cooling effect and when temperature differentials are at their peak, but diminish as soon as the materials dry.

**Read these words and heed them: Infrared thermography cannot be used to detect mold.** Mold does not exhibit an exothermic reaction that can be seen with an infrared camera walking around a building. Clear thermographic images of water intrusion and moisture problems can be made possible shortly after any water damage, due to the moisture still being present on building surfaces. One big advantage is that large and inaccessible  
(continued on page 6)





## PCUCA

PO Box 21412  
Denver, CO 80221

Phone: 877-447-2822

Fax: 303-469-6749

E-mail: [jolson@Meetingsandevents.com](mailto:jolson@Meetingsandevents.com)

areas can be surveyed quickly and efficiently. Moisture problems in ceilings, which are not readily accessible with hand-held moisture meters, can be readily seen even with no stains present. Large areas of walls, windows and doors can be well-documented with infrared images. In a report, visual and infrared images are much more convincing than, say, "the moisture meter registered 'red' around the window". The old adage "a picture is worth a thousand words" is true.

Infrared thermographers helped detect moisture in building materials and provided clients with a visual record of anomalies consistent with moisture intrusion, but as the months went by and building materials dried out, thermographic surveys were less useful and more difficult to perform. Infrared surveys are not effective when materials that were previously wet are dry, since there is no longer any temperature differential to detect. Some thermographers had to resort to 'flood testing' methods [wetting the walls with a water hose on the outside, while taking thermal images inside]. One might believe that by locating moisture, mold can be located.

**Check out Part Two of this two part series in the next PCUCA newsletter.**



Written by: Travis Chancey from All Dry Infrared Inspections. You can reach him at 303-478-6127