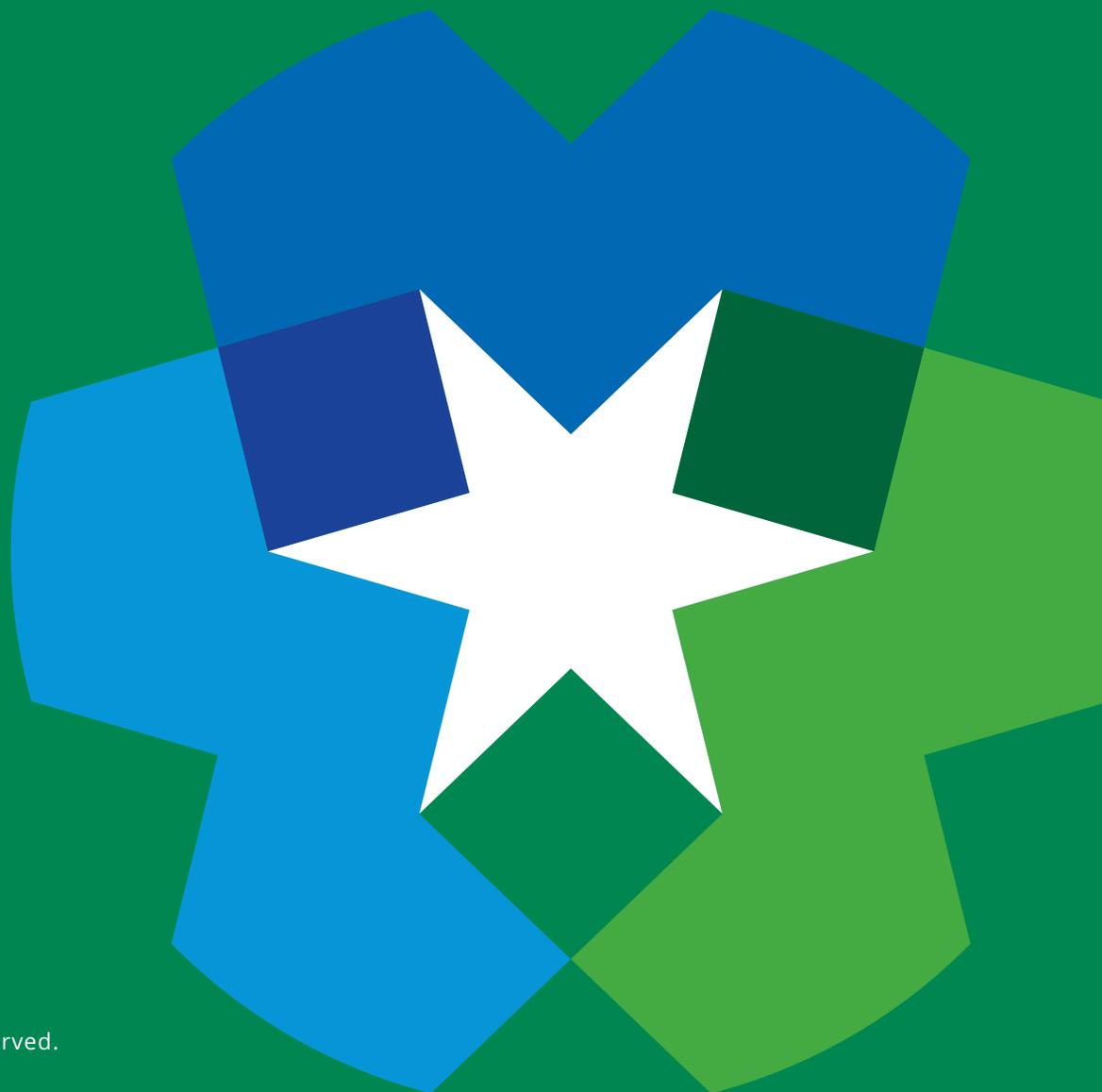


# Things to consider when looking for a reputable mold professional.

A no-nonsense guide to help you make the best decision for your mold needs.



**Mastertech Environmental**

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Eric Green,  
Owner



Mike Rego,  
Owner

## Some Words From The Owners

As the owners of an environmental cleaning & testing company, we worry about everything. Client safety, employee safety, minimizing property damage, client experience and much much more. That's why we stress to every Mastertech employee that doing the job right the first time is not our goal - it is our standard. We're dealing with biohazards that can make people sick and damage your home or business, so we take it very serious. But not all contractors have the same values and ethics as we do.

There are a lot of ways to research a company's reputation (as outlined in this document) so make sure you take the time to read through it. Our advice is to do every bit of research you can. Get to know everything you can about a company before trusting them with a demanding and health-sensitive service like mold remediation. After all, the work they do can positively or *negatively* affect your family's health and property - so choose wisely!

# Why It's Important To Hire A Professional For Your Needs

Mold can be a health impacting issue and should be taken seriously.

If you are a home or business owner, you may be unfamiliar with Mold Remediation. But who is going to blame you for that? Handling a serious mold situation is not common knowledge, and chances are, you will never need information about professional mold remediation until you actually encounter a mold problem. Well, do not let the unfamiliar stress you out.

Unlike most other service industries, mold remediation **done wrong** can affect your family's health and cause expensive property damage. Because of this, you'll want to do your research before trusting a mold remediation company with the well being of your family and home.

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Call **1 (800) 310 3226** and our team will be happy to assist with any questions you might have.  
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# Here Are Some Things To Consider When Choosing A Company

Do your research. Check a company's online reputation and ask for references.

The internet has allowed us access to limitless sources of information. A company's online reputation is a good indicator of who they are as professionals. Read reviews on Angie's List, Google, Facebook and anywhere you can find them. See what past clients have to say about their experience and see if that meets your expectations. Do not be shy about asking for references!

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When you are looking to hire a contractor, of any kind, you want to hire a company you can trust. It is your health and home we are talking about here. You should set high expectations so you can be confident that your property is in good hands.  
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At MasterTech we appreciate high expectations, and we aim to exceed them. Our clients' experience with us is one of our top priorities and we always have their best interest in mind.

## MasterTech Recognitions:

A+ Rated, BBB Accredited Company

Angie's List Super Service Award Winner

Featured on and trusted by HGTV and DIY Networks.



# Ask About Their Industry Certifications, Training And Insurance

It is important that you hire a company qualified to get the job done right the first time.

Just because they advertise that they are experts, does not mean they are qualified. Mold Inspectors and Mold Technicians should be properly equipped with the appropriate tools, skills, knowledge, and certifications. Make sure they are licensed as New Jersey Home Improvement Contractors. The state of New Jersey **REQUIRES** every Mold Remediation Company to be licensed as New Jersey Home Improvement Contractors. Every mold professional should be able to provide you with their NJ HIC Lic.# upon request.

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Ask about the employee training processes to ensure that anyone and everyone handling your remediation is qualified to do so properly. Every mold company should be fully insured should anything unexpected happen and they need to be held liable. Ask for a copy of the company's Liability Insurance.  
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## Some Certifications to look for:

Occupational Safety and Health Administration-- **OSHA**

Institute of Inspection Cleaning and Restoration Certification-- **IICRC**

Mold Inspection Consulting and Remediation Organization-- **MICRO**

Professional Mold Inspection Institute-- **PMII**

National Association of Mold Professionals-- **NAMP**

American Bio Recovery Association-- **ABRA**

# Ask About The Company's Mold Remediation Process

Proper Mold Remediation has 3 core defining steps.



## Identifying the source

In order to ensure the success of a mold cleanup, the moisture source must be identified and resolved. Typically, at the end of a long moldy trail, there is a significant water or moisture source promoting the mold activity. Finding, stopping, and fixing the source of the water intrusion should be top priority.



## Containing the problem

Before beginning any work, it is important to carefully protect the unaffected areas. Technicians should be fully trained to carefully isolate all areas of concern with the appropriate containment barriers and covers to reduce the risk of cross-contamination.

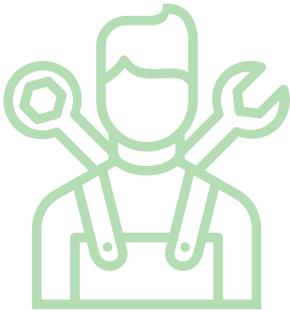


## Cleaning and disposal

In many cases, mold can be effectively removed from the surface of building materials by following the IICRC S520 Mold Remediation Protocol. However, in severe cases, some building materials may be non-salvageable and must be removed and replaced. Mold technicians should be trained in the most advanced cleaning and demolition techniques in order to ensure a safe, effective mold remediation.

## Check To See If The Company Has Verifiable References From Previous Clients

Sometimes, talking to someone who can verify a company's professionalism is helpful.



Any company that has successfully provided a service to many happy and satisfied clients should have references. Ask for a few from clients who were in a similar situation as you. Ask if they have any clients who are willing to actually talk to you about their experience with the company.

We follow up with each and every client to make sure they were happy with every aspect of their remediation. Proving the job was done right is as easy as Post Remediation Testing, but finding out if our clients are happy with the overall project is equally as important. Was the crew professional and polite? Were they dressed appropriately in uniform? Were they on-time each day? Did they communicate well with you?

Ask for references - and then contact them!

# Ask If They Provide A Warranty For Their Mold Remediation

Mold Remediation means mold removal AND mold prevention.

If your mold remediation company has identified all potential moisture sources and performed proper mold remediation, they should provide a warranty. It's that simple.



Your mold remediation proposal should always include thorough and proper cleanup of the existing mold as well as recommendations for preventative measures to discourage recurrence. If your mold remediation is executed correctly the first time, the mold should not come back.

At MasterTech, we pride ourselves in providing only the safest and most effective mold remediation available. Our team of certified mold professionals have years of industry knowledge and experience and will carefully develop a step-by-step mold remediation process specific to your issue.

As proof of MasterTech's commitment to providing a safe and mold-free environment for you and your family, every mold remediation is backed by a 5-year mold-free warranty. It is our promise that the mold is gone, and it will not come back.

## Ask if they perform Post Remediation Testing to scientifically verify if the cleaned environment is safe.



When dealing with the remediation of micro organisms and bioaerosols, it is always recommended that a thorough inspection and mold testing be performed after cleanup. This will ensure that the job was done right and the property is safe.

Once you've chosen a mold remediation company, let them know that you are considering Post Remediation Testing. This will encourage them to not cut corners and do the best job possible.

### To Summarize...

- Do your research. Investigate the companies you're considering.
- Ask for training certifications, licenses and insurance documentation.
- Ask them about their remediation process or protocol.
- Ask them for verifiable references.
- Ask if they provide a mold remediation warranty
- Ask if they perform post remediation inspection and testing.