

1. History and context of damage repair**2. Materials & properties**

- .1 Plaster & drywall
- .2 Wood
- .3 Marble, masonry
- .4 Textiles
- .5 Metals

3. Buildings and systems

- .1 Exterior
 - i. Nomenclature
 - ii. Chimneys & fireplaces
 - iii. Masonry
 - iv. Glossary of building & paint terms
 - v. Distress
- .2 Interior
 - vi. The interior environment
 - 1. Seasonal change
 - 2. Occupant effects, moisture
 - vii. Wall surfaces & coatings
 - viii. Floors
 - ix. Air systems
 - x. Electrical systems

4. Personal property**.1 Upholstery**

- i. Nomenclature
- ii. Where to inspect
- iii. Cleaning procedures
- iv. Cleaning problems
- v. Upholstery shapes
- vi. Reupholstering costs
- vii. Upholstery terms

.2 Draperies

- viii. Nomenclature
- ix. Heading construction
- x. Valences & cornices
- xi. Damage v. deterioration
- xii. Identify custom draperies
- xiii. Valuation

.3 Carpets & rugs

- xiv. History
- xv. Methods of manufacture
- xvi. Textures
- xvii. Padding
- xviii. Oriental rugs
- xix. Installation problems, defects

.4 Wood furniture

- xx. Categories
 - 1. Modern
 - 2. Heirloom, antiques
 - 3. Period furniture
 - 4. Furniture styles
 - 5. Table types

.5 Electronics

- xxi. Inspecting
- xxii. Emergency procedures
- xxiii. Smoke and Water damage
- xxiv. Testing, warranties

.6 Artworks

- xxv. Feasibility & restoration options
- xxvi. Works on paper, canvas, mixed media
- xxvii. Restoration procedures

5. Restoration technology

- .1 Restoration theory
- .2 Chemical terms
- .3 Water marks
- .4 Kitchen cabinet repairs
- .5 Laminates & special surfaces
- .6 Bathroom fixtures
- .7 Cleaning exterior masonry
- .8 Floor restoration

6. Fire, heat, smoke

- .1 Heat damage, gradations, assessing
- .2 Characteristics and types of smoke

7. Water & humidity

- .1 Measurement and control of humidity
- .2 Drying structures and contents
- .3 Water damaged carpets

8. Particles

- .1 Types
- .2 Effects

9. Corrosion

- .1 Mechanism
- .2 Testing
- .3 Treatments

10. Toxics

- .1 Toxicity
- .2 Toxic contamination
- .3 Exposure indices
- .4 Allergic Response, sensitivity
- .5 Anti-microbial agents
- .6 Smoke toxicity
- .7 Dirty water
- .8 Mold
- .9 Blood-borne pathogens
- .10 Lead
- .11 Fuel oil
- .12 Fingerprint powder
- .13 Tear gas

11. Vibration damage

- a. Tree, automobile impact
- b. Earth movement

12. Odors & deodorization

- a. Categories of odors
- b. Odor diagnosis
- c. Smoke
- d. Mildew
- e. Skunk
- f. Pet urine
- g. Trauma scene
- h. Subjective interpretation

13. Documentation, reports, testimony

- a. Evaluating damage
- b. Storm/flooding
- c. Smoke/candle
- d. Formal reports
- e. Appraisal
- f. Testifying

14. Estimating

- a. Testing for residues
- b. Standard measurements, multiples
- c. Joist and rafter measurements
- d. Roof measurements
- e. Modular calculations, board measure
- f. Estimating programs
- g. Independent pricing
- h. Appraisal & value
- i. Prior damage
- j. Subcontractors
- k. Codes, ADA, EPA

15. Insurance

- .1 Types of policies, coverages
- .2 Insurance terms
- .3 Appraisal clause
- .4 Code upgrade clause

16. Professional standards

- .1 Safety standards
- .2 Restoration Standards
- .3 Professional ethics
- .4 Use of LP gas

17. Laws & Contracts

- a. Work authorizations & contracts
- b. Emergency contracts
- c. FTC Cooling Off Rule

Recommended Readings for CR Self Study:

To order, visit www.restorationindustry.org

2nd Edition RIA® Guidelines for Fire & Smoke Damage Repair: respected standard within the industry for property restoration.

Oriental Rugs: A Buyers Guide: Excellent for those new to the knowledge and understanding of Oriental & Specialty Rugs. Explains exactly what oriental and specialty rugs are, construction, weave, materials and fabrics.

RIA's Textile & Upholstery Guide: includes fabric swatches accompanied by specific information on identification & cleaning.

Upholstery Cleaning Manual: eight sections on pre-inspection, dry and wet cleaning techniques, finishing and aftercare techniques with special section on browning, color bleeding and pile fabrics.

Carpet Guide: sample swatches, detailed illustrations explaining the many facets of fibers and construction found in popular floor coverings to select the best cleaning methods.