



Left Photos: Goodyear of Lemoyne, PA exterior and interior after restoration.

Right Photo: Smoke and soot mitigation process required extensive work to restore insulation, duct work, ceiling and surrounding surfaces.

Project Spotlight: Goodyear Automotive - Oil Heater Malfunction

Cause

A waste oil heater malfunctioned, blowing smoke and soot throughout a Goodyear store in Lemoyne, Pennsylvania.

Damage Description

The malfunction caused a smoke “puff-back” which blew soot throughout the entire showroom, shop and storage areas. Damage occurred in the store’s insulation, duct work, ceiling tiles, lights, and other surrounding fixtures.

Action

After receiving a call from the insurance company on the morning of the malfunction, the ACCORD Restoration project estimator was on-site alongside a superintendent within 30 minutes. The restoration team followed quickly thereafter arriving on-site within one hour of the initial phone call. To avoid closing the business, ACCORD devised a plan to work around employees and customers with as little disruption as possible. Three ACCORD crews began working around the clock throughout the New Year’s holiday to make the store suitable for business.

ACCORD Restoration cleaned and deodorized all areas, as well as affected contents such as tires, computers, tools, duct work, registers and handlers. Next ACCORD replaced all insulation, duct work, ceiling tiles, lights, blinds and surrounding fixtures which had been damaged beyond repair. A new suspended ceiling grid was also constructed for the store’s showroom. ACCORD finished the restoration process by sealing and painting affected areas and refinishing the floors.

Impact on Claim

ACCORD Restoration repaired all damages and restored the company’s facilities back to their pre-loss condition. By working around the clock in shifts, ACCORD completed the project without Goodyear losing a single day of business.



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