



**CALL US FIRST FOR PROMPT EMERGENCY SERVICE**

570-824-0680



**FAMILY OWNED AND OPERATED  
EMERGENCY SERVICE PROVIDER**

SERVING NEPA FOR OVER 25 YEARS

We are located in Wilkes Barre serving Northeastern Pennsylvania offering 24 hour emergency service. Our response team can restore your property whether due to fire, smoke, water damage, windstorm, break and enter vandalism, or vehicle impact.

We understand your urgency, and our services are provided with the latest up to date equipment by a qualified and experienced staff of IICRC certified and trained technicians.



**FREE DAMAGE ASSESSMENTS**

When a client experiences a disaster related loss, First General will send out a certified damage specialist to assess the property and determine the degree of repair.

**EXTENDED WARRANTY**

First General is pleased to offer our customers a certified *extended warranty* on repairs and recovery.

**DISASTER RECOVERY KITS**

Experiencing a disaster related loss is a traumatic experience. At First General, we provide prompt, empathetic service to get our customers back to pre-loss status as quickly as possible. To help our customers during this distressing time, we provide a Disaster Recovery Kit, which includes comfort items.

[www.firstgeneralservice.com](http://www.firstgeneralservice.com)

# COMMUNITY IMPACT

## FIRE FIGHTERS

First General is the only local company that offers Esporta technology. First General can save 92% of contents damaged by flood, fire, and sewage! Esporta technology can also clean fireman's gear including helmets, jackets and boots! First General donates these services to local Fire Departments. Pictured below is Robert Suchoski Fire Inspector/Investigator from Wilkes Barre fire department. Thank you for your service Robert!



# HOMEOWNER TIPS

*October is Fire Prevention Month.* The [U.S. Fire Administration](#) reports that fires kill more than 4,000 Americans each year and approximately injure 20,000 more. U.S. fire departments respond to nearly 2 million fires each year, with three-quarters of them occurring in residences.

A home is often referred to as a safe haven. This month, make sure your home is protected from (and your family is prepared for) a fire. Here are a few tips:

**Smoke Alarms**-Install a smoke alarm on every level of your home and test it monthly.

**Clean Dryer Vents**-Clothes dryers often start fires in residential homes. Clean the lint filter before each use and be sure to clean the exhaust duct with a good quality vent brush to prevent blockage.

**Create An Escape Route** – Create and practice your escape plan with your family from every room in the house. Practice staying low to the floor and checking for hot doors using the back of your hand. It's just like a routine school fire drill – but in your home.

**Keep Plugs Safe** – Unplug all appliances when not in use. Follow the manufacturer's safety precautions and use your senses to spot any potential disasters. If a plug is **overheating**, smells strange, shorts out or sparks – the appliance should be shut off immediately, then replaced or repaired.

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