



BELFOR TECHNOLOGY SPECIAL SOLUTIONS FOR SPECIAL CASES



HISTORY AND MOTIVES FOR ESTABLISHING BELFOR TECHNOLOGY



00:02:00 Recovery

00:03:00 Reinstatement

00:04:00



Over decades, BELFOR has accumulated vast experience in restoration gleaned at individual company level, forming a global group experience. Now this knowledge and experience has been consolidated under the common brand “BELFOR Technology.”

The DeHaDe company, which originally overhauled and modernized complex machinery, began restoring damaged machines and later complemented its services by adding disaster recovery based on its extensive knowledge of mechanical functionality. Nowadays, DeHaDe’s experience is a constituent of the BELFOR Group throughout the world, providing fast and targeted solutions to clients and manufacturers.

By comparison, the restoration of electrical and electronic systems evolved later – in the early 80s. It was of financial interest to both insurance companies such as Allianz and Munich Re and manufacturers, of which Siemens was one of the first, to reduce costs through restoration rather than replacement. This was especially the case in the area of mainframe computers, telephone systems, and electronic process devices. As these developments progressed, a research facility, Relectronic GmbH, emerged in Ismaning, near Munich, with the goal of developing processes and chemicals for the reliable recovery of highly sensitive technical equipment. In the course of time, Relectronic became active in the USA and Asia, focusing on the restoration of sensitive technical equipment such as control units used in semiconductor factories, nuclear-power stations, satellite technology, and traffic control.

The next move saw the addition of companies with different focuses. Recontec (a joint venture

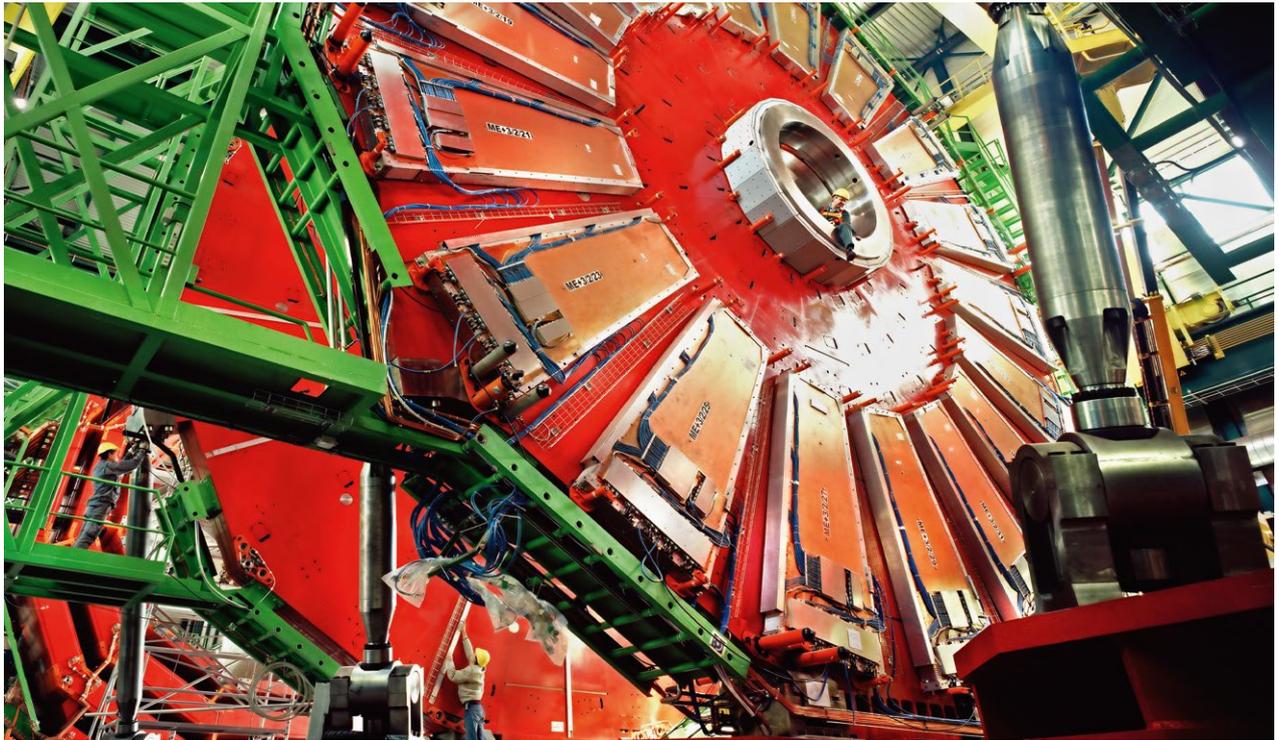
with Siemens) for example focused on ship reconstruction. Another direction was the drying and recovery of documents in large vacuum chambers, which began at BELFOR USA in Fort Worth, Texas. Then in Taiwan, the first major losses caused by fire in semiconductor factories during the mid-90s challenged experts in both Ismaning and Asia. Together with Fort Worth, these two today lead the BELFOR Group when it comes to treating damage to semiconductor equipment. When it comes to chemical and analytical issues, our BELFOR Technical Support and BC Brandchemie are the experts in this field, providing all services from damage analysis to production of restoration agents.

A further challenge is that present day technical facilities are becoming ever more complex, requiring greater numbers of experts for loss recovery needed for rapid, high-quality restoration of damaged objects. BELFOR has therefore decided to amalgamate its technically oriented units as competence centers within the global structure under a common brand, “BELFOR Technology”. These centers support the local operations in our 28 countries where there are also highly trained and highly skilled personnel. This will foster inter-unit exchange of experiences and further strengthen the BELFOR Group’s performance. It will also ensure that at any given time the right people will be on the spot to minimize damage, in technically demanding situations, and to minimize business interruption for our customers.

Dr. Rupert Pentenrieder
Head of Technical Support, BELFOR Europe

CHALLENGES

BELFOR Technology's worldwide network of experts empowers us to find solutions for every challenge. From CERN in Switzerland to a manufacturing plant in Japan.



At CERN, the new CLIC (Compact Linear Collider) is just being built and will be completed in around 15 years' time. At the moment, it is just 100 m long and is presently in its testing phase. During this testing, a fire broke out in a capacitor unit on March 4, 2010. As it was a Faraday cage and was completely sealed, the fire could not be extinguished with CO₂. The use of a conventional powder extinguisher contaminated around 120 electronic assemblies, some of them severely. BELFOR was commissioned that very same day to report on the extent of damage and start immediate measures to sort out the mess. Around 70 BELFOR experts from several countries, 50 electronics engineers, and 20 remediation experts set to work. A container city with temporary electronics laboratories was set up, with twelve large convection ovens and five vacuum chambers. The entire installation was coded and systematically documented before being dismantled, cleaned up, and reassembled. After 5 weeks and 14,500 hours of work, handover took place on April 26, 2010.

On our insurer's advice, we have so far called on BELFOR for virtually all our major damage claims. BELFOR has made a hugely positive impression on us, and earned our great respect, especially with regard to compliance with budgets and timelines and ongoing service quality. If the need arises, we'd be more than happy to count on BELFOR again.

Lorenz Stampfli, legal consultant and insurance & claims manager at the CERN research center

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Aleris Aluminium called BELFOR in Belgium on November 18, 2009 in a distraught state. A fire had broken out and had affected the heart of the plant: the cold roller, the 150-m-long production line, and ovens five to eight. All of them were out of action. At first glance, it seemed that Aleris was facing a downtime of 3 to 4 months. This would have jeopardized the future of the entire plant. Together with engineers from Aleris, BELFOR's project managers set out the deadlines for the restoration project. Production had to begin again in just 4 weeks' time.

After a week of round-the-clock work, Aleris Aluminium Duffel was able to put two of its ovens back into operation, thereby minimizing its production losses. One week later, the cold roller was also back up and running. The insurers, damage assessors, and the customer were able to save a lot of money, thanks to this shorter interruption to operation.

We anticipated a recovery time of 10 to 12 months. When BELFOR presented its extremely ambitious 3-month plan, it was the best news since that early morning on February 27.

Ary Acuña Montt, Director of Operations and Technology, Iron Mountain, Chile

A filter paper manufacturer suffered a fire at their large facility in Scotland. The fire put many of the machines out of action: the washing and distilling machine, a number of printers, and the ink store. The damage analysis carried out by BELFOR revealed a serious level of contamination: all of the surfaces had been covered with smoke particles. The oily smoke had literally baked onto some metal surfaces with the heat of the flames. Some components had to be completely removed and replaced. A suitable "micro-climate" first had to be established for the contaminated components comprising a 15 x 15 m enclosure, which acted as a technical workshop. When the complexity of the damage to the machines became apparent, BELFOR DeHaDe were brought in. The actual restoration took place using an ultrasonic cleaning line. It comprised five 1,500-liter dipping baths that featured ultrasonic generators. The ultrasound creates a pressure wave that forms gas bubbles (cavitation) during its pull phase. The rapid implosion of these gas bubbles causes strong local currents in the liquid and high temperatures that lift the dirt particles. The machine parts were dipped one after the other into the ultrasound baths using suspended baskets or cranes. This was the first time that this pioneering technology had been used in the United Kingdom.

The restoration work was hampered by extreme drops in temperature during one of the UK's coldest winters for over 30 years. As large parts of the roof had been destroyed by the fire, snow, rain, and bitter cold were able to penetrate the building. All areas had to be comprehensively protected. As well as drying and ventilation equipment, mobile heating equipment was also set up in order to create an acceptable working environment. Here, a new technology from BELFOR was used - to remotely monitor temperature and air humidity.

CHALLENGES

We bring our experts from all around the world to any job site – no matter where they are needed and come from.



A large solid-state memory manufacturer located on the east coast of the United States went out of business, and hence the need arose for the facility to be closed and all assets were sold.

BELFOR was chosen by the buyer of the 200 mm tools to perform the decontamination and evaluation of all tools, such that they were made ready for safe shipment, storage, or scrap.

The manufacturing of semiconductor devices is a very unique industry. The process utilizes many hazardous gases and chemicals that require extreme care and planning in order to execute the safe removal and disposal. Gases such as arsine (AsH_3) and Hydrofluoric acid (HF) are just two of the very hazardous gases and chemicals that are prevalent in many semiconductor plants.

A guideline that is acceptable for tool decontamination is published by SEMI (SEMI S12-0211). BELFOR has also pub-

lished an internal Shipping Compliance Decontamination Procedure (SG-376-SCIO1-1-1AA). The performance of semiconductor tool decontamination sets BELFOR apart from all other property restoration organizations.

On this particular project, BELFOR technicians performed decontamination of 700+ tools. Tool types included ETCH, Implant, Wet Tools, CMP, Metrology, Lithography, as well as all of the related ancillary equipment. The project duration was approximately 7 months.

The project was performed on budget and ahead of schedule. Many other semiconductor tool projects have been performed by BELFOR on a global basis, and BELFOR has been the primary decontamination service provider for the world's leading semiconductor tool manufacturer for over 13 years.

The innovative methods at BELFOR have impressed us just as much as most of our clients.

Kiyooki Sano, Managing Director of Tokio Marine & Nichido Fire

A tsunami in Japan put a manufacturing site of a paper mill with 1.5 million square meter paper production under water, took the power supply and all electronic control systems out of commission, and soaked a large proportion of the warehouse inventory, rendering it unusable. BELFOR put urgent measures in motion to halt the corrosion progress. Beyond that, the trial restoration of a contaminated switch cabinet convinced the management of our technical competence and we were entrusted with the restoration of the electronics: but how – without electricity? A BELFOR core team consisting of three employees first set up a standard workshop, in order to have all the necessary equipment and tools at hand. Electricity was provided by a diesel generator. Under the guidance of BELFOR, up to 50 employees from the affected company were also involved in the restoration work. This saved time, costs, and capacities.

When a fire broke out at Walter AG in Tübingen, Germany, production came to a standstill and one of the most important machine tools at the site was particularly severely affected. The fact that the machine had been purpose-built made the situation all the more complex. Walter AG had three options: 1. order a new machine; 2. order a used machine; 3. restore the original machine. A new machine would have taken a year to arrive, while ordering a used machine implied the risk of not fulfilling the same quality standards. At least there was the option to restore the machine.



DeHaDe was contacted and conducted a damage analysis. Within five days it was firmly concluded that the machine could be restored and a complex project planning was set up. The restoration was challenging due to the severe damage the machine suffered. Besides concealed fire damage inside the machine and more severe corrosion than expected, the hydraulic system was not only barely accessible, but also antiquated. The DeHaDe team decided not only to restore the machine, but also to design and install a complete new hydraulic system. The customer got a one-stop solution from BELFOR DeHaDe.

The restoration plan included, among other things, the following steps:

- Cleaning of all components
- Renewal of the hydraulic system
- Complete replacement of the control system
- Overhaul of the machine geometry in all axes
- Acceptance test
- Precision check

After 10 weeks, the customer was able to put the machine back into operation as planned. Unnecessary loss of production was avoided and, at the same time, Walter AG had a machine of as-new quality.

BELFOR TAILORED SERVICES

The core of BELFOR Technology is our team of experts from the different restoration fields. They always cooperate closely together to deliver an optimized solution for your situation.

ELECTRONIC RESTORATION

BELFOR is a pioneer in the field of decontamination and recovery of technical equipment, from desktop PCs to power plant control systems, medical equipment, and semiconductor production. We have developed and implemented a wide range of innovative methods for decontaminating and restoring sophisticated electronic equipment. If required, we can develop tailored solutions in our own technology center. These ongoing developments demonstrate the strength of our experience and expertise. BELFOR has the most comprehensive electronic restoration resources and services in the world. We have successfully restored electronics exposed to every conceivable type of contamination, such as flood water (including total submersion), corrosive soot from fires, dust from explosions, acid vapors, mold, and environmental and toxic contamination. BELFOR has decontaminated electronics produced by many different OEMs in close cooperation with those over the years. Through our extensive work with manufacturers, BELFOR has gained their respect and developed excellent relationships that make it possible for us to work effectively with them, particularly when short timescales are involved. This close cooperation with manufacturers and service providers also ensures that maintenance and warranty issues are addressed.

MACHINERY RESTORATION

The restoration of machinery and plant requires relevant technical knowledge and the utmost precision. For 40 years, BELFOR has been dealing with machinery overhaul and repair of machines and equipment, establishing ourselves as recognized specialists in the market. We have restored practically every type of machine – machine tools, printing machines, textile machines, packaging machines, wood working machines, food processing machines, iron and steel plants, rolling mill equipment, rubber and plastic machines, and many others. We bring together long-standing experience and an understanding of the latest technical developments. Our specialists undergo continuous professional development and are capable of restoring machines even without the technical operating manual. We collaborate closely with many manufacturers and offer a full guarantee for all services performed where a full overhaul is carried out. The range of machines that can be restored or repaired by BELFOR is only constrained by the severity of the damage.



BELFOR Electronics Restoration

Procedures:

- Air circulation drying
- Cleaning of contacts
- Condensation heat drying
- Dry cleaning
- High-pressure Precision Cleaning
- Cleaning with water based agents or organic solvents
- Removal of flux residues
- Selective water-based restoration
- Sequential bath emersion process
- Vacuum drying
- Water-based restoration

Our Services

- Machine restoration
- Plant restoration
- Machine overhaul
- Geometric overhaul
- General overhaul
- Partial overhaul
- Machine modernization
- Spare parts production
- Control refit
- Repair
- Refurbishment
- Maintenance
- Automation



DOCUMENT RECOVERY

Each incident is different and requires individual analysis and proper treatment. The right decisions have to be made, based on past experience in restoring documents and data. Our people can apply the most effective method available. For water damaged documents, BELFOR uses state-of-the-art procedures, including vacuum freeze-drying and molecular sieve drying to remove moisture from the materials. If necessary, biological contaminants can be killed with a gamma radiation sterilization treatment.

Your documents have the greatest chance of survival if treated as soon as possible. Deterioration must be stopped quickly to allow for the most effective restoration. An early assessment and the appropriate emergency response procedures are BELFOR hallmarks. Freezer trailers can be delivered directly to your location for on-site stabilization. Once the materials are frozen, they will not deteriorate further and you can take the time needed to make good restoration decisions.

Methods for Document Recovery

- Adsorption drying
- Low humidity drying
- Scanning/imaging
- Vacuum drying
- Freeze drying
- Thermal vacuum freeze-drying
- Antimicrobial treatment
- Radiation and antifungus treatment
- Paper cleaning, smoothing, and reconditioning

CLEANING TECHNIQUES

As a restorer of industrial equipment, BELFOR is focused on developing procedures and chemicals that meet industry standards and client experience. When we use restoration processes, we understand the chemical interactions because many tests and compatibility checks were performed before the instructions were given to the project managers and technicians.

We learned how to remove even very small particles, which stick much more on surfaces than larger ones, we know which energy is necessary to remove those particles or corrosion products in ultrasonic baths, we experienced the need for fast reactions after contamination of stainless steel surfaces as we studied the interaction and the growth of pittings on the steel surfaces. We learned to restore modern electronics as we accompanied the development of electronics from the very beginning. There was a strong demand for water-based but solvent-free chemicals for restoration because of environmental purposes, so we developed those chemicals and brought them up to the highest efficiency. For building cleaning, often no water is wanted because of the impact of humidity – so BELFOR developed a water-free film for soot and dust removal. A new technology became a revolution for the restoration of contaminated surfaces. All these technologies were developed and are used because of increased efficiency, higher quality, less time for the application, and finally, because of the advantage of our clients.

BELFOR SERVICES

The backbone of BELFOR Technology's comprehensive services are not only the skills of our staff, but also our possibility to deliver Damage Assessment and Project Management.

MORE THAN JUST DECONTAMINATION AND RESTORATION SERVICES

Our customers expect us to deliver premium-quality services that are swiftly executed. And the required completion should enable those who commission us to resume production within days – where feasible within hours. For BELFOR, this necessitates a permanent state of readiness for any potential loss situation, regardless of what industry and when the damage occurs.

When we are contacted, it is paramount that we know about the nature and extent of the loss as early as possible. We ask questions about the size of the area affected, the type of damage that has occurred, and to which structures, machinery, and equipment. The clearer the picture, the more effective the inspection team will be. Depending on the incident, engineering, electronics, and construction specialists are needed with individual industry-sector knowledge.

The expected downtime and effects on the customer's business are highly relevant to prioritizing our work and scheduling our restoration team. The initial survey renders findings that set the scene for a successful recovery.

EFFECTIVE PROJECT MANAGEMENT IS THE KEY

Advance preparations including pre-packed equipment and boxed materials transported with our fleet vehicles facilitate rapid deployment, which, together with initial stabilization measures, ensure the spread of damage is minimized. Those selected to carry out inspections will be chosen according to their qualifications and experience so as to best match the loss situation. Organigrams are drawn up and used to define hierarchies and responsibilities, which create transparency when it comes to procedures.

Next the allocated safety engineer will access his or her pre-prepared data on hazard assessment, safety plans, and instructions dealing with the decontamination materials and processes so as to keep in line with legal requirements and to care on sufficient PPE. To maintain continuity in the follow-up work, regular damage-access reviews and priority updates are made to facilitate action-plan implementation and deadlines. These provide a real-time overview of machinery, equipment, and building sections being handled. This is supported by daily documentation relating to on-site staff, equipment, and materials used, which ensures cost transparency for all parties involved. And should any unusual pollutants be discovered, we have the required certification, technology, protective equipment, and specialists to confidently deal with them.

BELFOR's reputation is not just based on decades of experience, but also on understanding what readiness is – 24 hours a day, every day of the year.

For 28 years, BELFOR has been restoring homes and businesses destroyed by fire, flood, and disasters. And even now we've grown over 6,000 dedicated people around the world, for me it's still about helping one family or business at a time. At BELFOR we're restoring more than property.

Sheldon Yellen,
CEO BELFOR Holdings Inc.



To maintain a high quality standard for services we train our staff regularly and also introduce clients to our services during seminars.

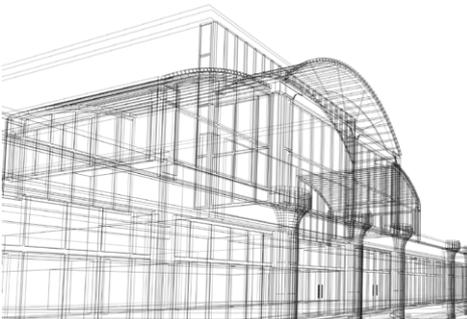


DAMAGE ASSESSMENT

The causes leading to loss events can be very diverse and the ensuing impact on machinery, technical equipment, production facilities, or private property extremely far reaching. So as to minimize these effects, it is important to conduct preliminary tests.

The damage assessment process relies on visual impressions and experience from similar losses. Extensive investigation including wipe samples followed by chemical analysis, material testing, and rapid corrosive-contamination tests completes the picture. The assessment of damage and its implications calls for in-depth knowledge of numerous chemical-analysis methods and how to interpret them. It should be borne in mind that a similar pollutant burden could mean disaster for a food manufacturing plant but not necessarily for a steel mill.

To master these challenges, BELFOR Technology employs a broad spectrum of engineers covering all necessary technical disciplines as well as chemists and architects capable of assessing damage and drawing the right conclusions. BELFOR Technology has its own chemical laboratory where damage-related contaminants can be analyzed quickly. Our combination of rapid chemical analysis and broad experience brings about short-term results, leading not only to cost minimization but also to the best course of action with the most efficient measures for damage rectification.



TRAINING

Because we place such an emphasis on well-trained staff, we have our own training center that develops comprehensive programs and conducts specialist courses for all BELFOR companies. As a matter of principle, every employee has to go through introductory training, which then intensifies with increasing specialization.

Training includes knowledge transfer on the restoration of machinery, electronics and electrics, document restoration, leak detection and drying, mold and contaminant remediation, as well as building-restoration techniques. Such employee instruction, which includes an introduction to machinery and equipment for professional restoration, ensures that each person is optimally prepared for their area of deployment.

The goals of BELFOR's training are to deliver best-possible service quality worldwide and to ready employees for global-operations deployment as well as sensitize them to cultural differences outside their own countries. Looking beyond our own horizons, BELFOR Technology additionally offers courses for customers, loss adjusters, claims managers, and damage experts.

SPECIAL TECHNIQUES FOR SPECIAL CASES

Each case of damage is different, so every solution needs a different approach. BELFOR Technology is able to adapt procedures to the client's requirements – always focusing on time, quality, and costs.

ULTRASONIC CLEANING LINES

The Ultrasonic Cleaning Line (UCL) is the fastest and most effective method of cleaning and completely de-rusting machine parts, stock, and semi-finished products.

Advantages of the UCL method at a glance

- Unsurpassed effectiveness
- Shortened downtimes
- Suitable for removing persistent residues in cavities
- High degree of material compatibility due to adjustment of cleaning agents to surfaces and objects
- Cleaning agents developed by BELFOR for dip bath lines and adjusted to one another, which means pore-deep cleaning of material; also suitable for boreholes and internally situated ducts
- Fully tried and tested in practice after fire and water damage, at manufacturers and users, and in the case of stock damage
- Four sizes; Small (tank capacity of 90 l), Medium (tank capacity of 250 l), Large (tank capacity of 1,500 l), XXL (specifically for parts up to a length of 3 m)

SOOT REMOVAL FILM

The cleaning of walls, ceilings, and wood surfaces using BELFOR's SRF Soot Removal Film offers a dry restoration technique with a lot of new possibilities and extreme efficiency. BELFOR already employs it regularly and with great success all around the world. This dry film refurbishment technique developed by BELFOR is an effective alternative to the dry or wet cleaning of surfaces affected by soot or dust contamination. SRF is a white liquid that is normally sprayed onto the surface to be restored. For small areas, SRF can also be applied with a soft brush. Because of the medium's high viscosity and the film thickness required, a special machine is needed to spray it on.

ODOR NEUTRALIZATION

Odor neutralization is often necessary, for example, after damage due to fire, mold, and attacks using intensive acids or organic compounds. This is because substances which cause odors may still be present after visible contamination has been removed – especially in the case of porous materials. For the purpose of odor neutralization BELFOR also combines various techniques so as to achieve a fast and lasting effect. The technique that is finally used will depend on a number of factors and will be selected in accordance with requirements.





OZONIZATION AND IONIZATION

Especially after fire and wastewater damage, there is often an unpleasant odor, which persists even after removal of the visible contamination. However, the great majority of substances causing odors, which mostly contain sulfur (rotten odor), nitrogen (putrid odor), or aromatic compounds (burnt odor), are susceptible to oxidation. As natural oxidation by atmospheric oxygen is a very slow process at room temperature, stronger oxidizing agents are needed in the process of remediation for the speedy elimination of odors. Ozonization and ionization have established themselves as very effective and widely applicable deodorization processes. Both methods are similar in their application, but there are areas of application in which one or the other is preferred or in which they complement each other.

DRY ICE BLASTING

Carbon dioxide (chemical formula: CO_2) is known to most people as a gaseous constituent of exhaust gases. The properties of carbon dioxide can also be used in a positive way, for example as a fire extinguishing agent. Thanks to its physical properties, carbon dioxide can also be used for refurbishment purposes. When cooled to -78°C carbon dioxide solidifies and can be compressed in a similar way to a snowball. The dry ice's "grain size" can be adjusted from snow through to small pellets (e.g., with a length of 8 mm and diameter of 3 mm). The CO_2 pellets can be used as a blasting medium, and depending on the grain size the procedure can be adapted to the sensitivity of the materials and surfaces.

BELFOR RESTORATION AGENTS

The overall term restoration agents encompasses cleaners, corrosion removers, preservatives, and other products needed to perform restoration and cleaning work. Effective restoration agents, alongside suitable restoration procedures, are the essentials of successful restoration. Thanks to the fact that BELFOR develops and produces its own restoration agents it is possible to manufacture them so they are adjusted precisely to fit our specific requirements and to ensure constant quality. The development of BELFOR restoration agents is conducted in BELFOR's own R&D laboratories. Here, new recipes are tested and improved. The effectiveness and material compatibility of the restoration agents are established in accordance with internationally applicable and internal BELFOR standards in the laboratory and in practice.



WORLDWIDE CENTERS OF COMPETENCE

“ BELFOR Asia has one of the largest groups of engineers and technicians anywhere in the world working on the restoration of industrial machines and equipment following disaster incidents. We have special expertise in decontamination of semiconductor manufacturing equipment and CNC production machines. We add new areas of expertise and new technologies to our service scope every year. We see our role in providing additional recovery options to our clients not available from traditional suppliers, which enable the affected company to be back in business more quickly. ”



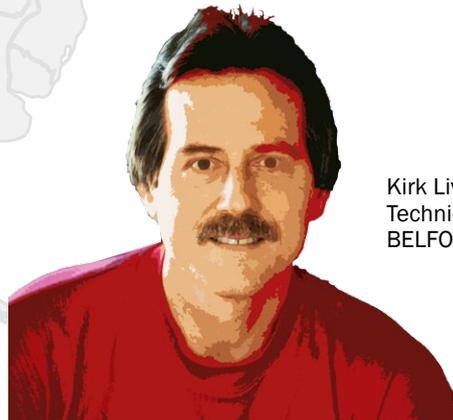
Brian Whitmore
Managing Director
BELFOR Asia

Harald Vorwerk
Managing Director
BELFOR DeHaDe



“ Our experience is our customers’ benefit. With over 40 years’ experience in machine and system restoration and our almost 90 specialists in the field of machine and plant repair, we have achieved an excellent reputation for innovative repair solutions in case of damage at production machines and equipment. ”

“ Fort Worth is the Technical Services HQ for the USA. Our primary mission is to provide personnel and expertise to all of the USA locations. Specific technical services that we focus on are Document Recovery, Electronics and Machinery Decontamination services, large-scale structural drying (desiccant drying partnership with Aggreko), technical cleaning support, and Semiconductor Tool evaluation and decontamination. ”

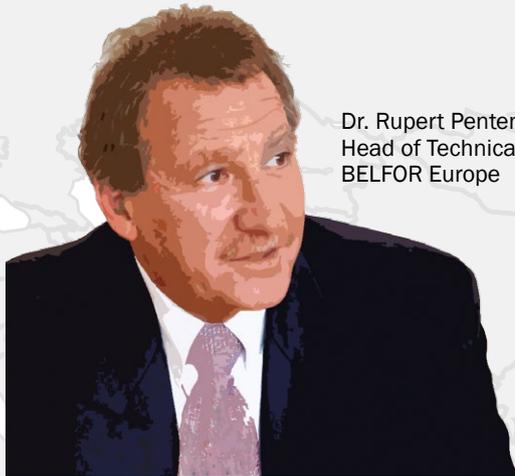


Kirk Lively
Technical Services
BELFOR USA

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Dr. Rupert Pentenrieder
Head of Technical Support
BELFOR Europe

“ Our Technical Support (TS) team develops and tests restoration procedures before applying these procedures to industrial and residential buildings as well as at technical installations. TS also creates new and highly specialized decontamination chemicals, which are tried and tested in the face of the most diverse international technical standards. And it is home to BELFOR’s centralized training center for the technical staff at the BELFOR Group, where Technical Support’s technical knowledge is bundled with its experience, helping all BELFOR companies to be in the forefront. We also run practical training courses for loss adjusters, experts, brokers, and insurers to increase understanding and acceptance of our complex restoration processes. ”



Leo Mulder
Managing Director
BELFOR Netherlands

“ One of the success factors of BELFOR is our willingness to innovate and invest in know-how. Around the clock. To combine all our innovations and know-how under the “technology” umbrella will provide great value to our customers. We are the number one company and technology will keep us there. ”



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