



Eastman Park Micrographics

DISASTER RECOVERY PROGRAM FOR WATER DAMAGED IMAGELINK MICROFILM

As part of your use of IMAGELINK media and processing, you are entitled to the services of our Disaster Recovery Lab. If you suffer water damage to your original IMAGELINK roll film (from such causes as flood, fire, sewage, malfunction, or broken water pipes), EPM will rewash, dry and return the rolls of film, and provide a new reel and carton, without charge. The damaged carton will be returned along with the new carton so you will be able to transfer indexing information to the new carton.

Please contact the EPM Disaster Recovery Laboratory immediately at 800-352-8378 to advise us of the number of damaged rolls, the extent, and nature of the damage and how long the film was submerged. The quicker the microfilm is shipped and information is provided to the laboratory, the better the chances of minimizing loss.

PREPARATION OF WATERED-DAMAGED MICROFILM FOR SHIPMENT

Step 1

1. Contact The EPM Disaster Recovery Lab at 800-352-8378.
2. Advise us of the total number of damaged/affected IMAGELINK rolls.
3. Advise us to the extent and nature of damage.
4. Advise us as to the length of time film has been submerged or wet.
5. Provide us with your contact information.

) Company Name

) Contact Name

) Phone number

) Return mailing address (no P.O. Boxes please).

Step 2

1. Use caution when handling water damaged film.
2. Wear rubber gloves and protective face mask.
3. Always wash hands after handling affected film.



Step 3

1. Prepare affected film for shipment to the EPM Disaster Recovery Laboratory.
2. Wrap the wet film in blocks of “five” rolls in plastic wrap (Saran or equivalent). This will prevent moisture from escaping.



3. Open a heavy-duty plastic trash bag and place it inside of a heavy-duty cardboard box with its sides overlapping the sides of the box.



4. Do the same with two more plastic trash bags for a total of three plastic bags inside of the box.

5. Place the wrapped film inside the box and bags and fill the box.



6. Place a damp towel or several damp paper towels on top of the final layer of wrapped film.



7. Seal each of the three plastic trash bags.



8. Seal the cardboard box.

9. Identify the box as “WET FILM FOR WASHING AND DRYING” Denote the total number of rolls in the box.

Step 4

1. Contact the Disaster Recovery Lab when rolls are ready for shipment.
2. Ship boxes to:

EPM - Quality Assurance Lab

6300 Cedar Springs Road

Dallas, TX 75235

Attn: Howard Schwartz

1-800-352-8378

1-585-210-2372

The sooner the microfilm is shipped and the information is provided to the Disaster Recovery Laboratory, the better the chance of minimizing film loss.

Water Protection

Film records should be protected from possible water damage, such as leaks, fire-sprinkler discharge, and flooding. If possible, storage facilities should be located above basement levels. Storage cabinets should be raised so that the lowest shelf or drawer is at least 6 inches off the floor and should be constructed so that water can not splash through ventilating louvers onto the records. Drains provided should have adequate capacity to keep water from a sprinkler discharge from reaching a depth of 3 inches.