

# Hurricane Preparedness and Recovery

## Prepare

1. Print a copy of emergency contact information.
2. Backup all personal and business data.
3. Properly shutdown all programs and equipment.
4. Take photos of your equipment connections and label power cables and cords to make re-connecting equipment easier. Consider creating a cabling diagram.
5. Unplug all machines and equipment – UPS, surge protectors, printers, ethernet, phone and networking cables, etc.- and, if possible, move away from doors and windows, or store under a sturdy table or counter. Try to avoid setting equipment on the floor to prevent water damage from flooding.
6. Wrap equipment in plastic (i.e. large garbage bags) **ONLY AFTER IT IS POWERED OFF AND UNPLUGGED**

## Recover

**\*\*DO NOT power on any equipment until a full damage assessment has been completed\*\***

1. Make sure all machines and equipment remained powered off.
2. Take note of the debris and water damage made to equipment and machines.
3. **Verify there is no water damage. \*\* If any equipment or machines are damaged DO NOT plug in these devices until they have been properly cleaned. \*\***
4. Confirm with your local power company if electrical power is stable. If not, **DO NOT** power on any machines or equipment.
5. Once power is stable, plug in any surge suppressors or battery backups, and let them sit for about 30 minutes to verify there are no power issues.
6. Core systems and infrastructure (i.e. routers, firewalls, switches, servers, and phone lines) should be restored first.
7. Properly plug in all cables and cords according to your notes and/or diagram.

Safety is our top concern for our employees and customers but Pinnacle is committed to being able to support the needs of our customers. We are making every effort to not have any interruption in our consistent high level of support. Be safe and please call us if you need us.