Water Damage Mitigation
L & L

PRESENTED BY

ServiceMASTER Restore®

Class Survey

- Who has experienced a water damage loss in their own home?
- What is our loss rate as a class?


What
Caused
the
Damage?

Top 10 – Commercial Water Losses

1. Roofs 15%
2. Toilets 15%
3. Sprinklers 14%
4. Water Heaters 11%
5. HVAC Units 8%
6. Vacancy 8%
7. Boiler/Machinery 7%
8. Sewer Backup 5%
9. Water Tanks 4%
10. Water Mains 3%

https://www.chubb.com/us-en/businesses/resources/10-most-common-sources-of-commercial-water-damage.html

ServiceMASTER Restore

The Stats - Water

- Commercial property, NCI @ 48% ratio
  - 1999 $843 million
  - 2001: $974 million
  - 2006: $1.04 billion
  - 2011: $1.96 billion
  - 2016: $2.64 billion
  - 2021: $2.25 billion

What is Mitigation?

- Webster says: “To make less severe; to alleviate”
- Water mitigation: Stop the water from spreading and minimize resulting damage.
- The “Building Paramedics”
- Mitigation is the first step in the Emergency Services Phase. It is not the same thing as restoration or re-construction

Benefits of Mitigation

- Damage doesn’t spread further
- Lower cost
- Less intrusion
- Improved customer service perception
- Customer retention
- Customer referrals
- Improved loss ratio

Single Largest Factor

Determine the water category

- Category 1—Formerly know as clean or clear.
- Category 2—Formerly known as grey.
- Category 3—Formerly known as black.

- Lapse of time increases category

ServiceMASTER Restore®

Keys to Mitigation

- Significantly more opportunities in Category 1 and 2.
- The quicker the better
- Effective mitigation and restoration more significant than bottom-line cost of emergency services.
- Finding the most cost-effective balance

Waiting to Mitigate?

- Carpet delamination
- Underlayment
- Hardwood floors
- Foul odours
- Mould growth

Mitigating Water Damage

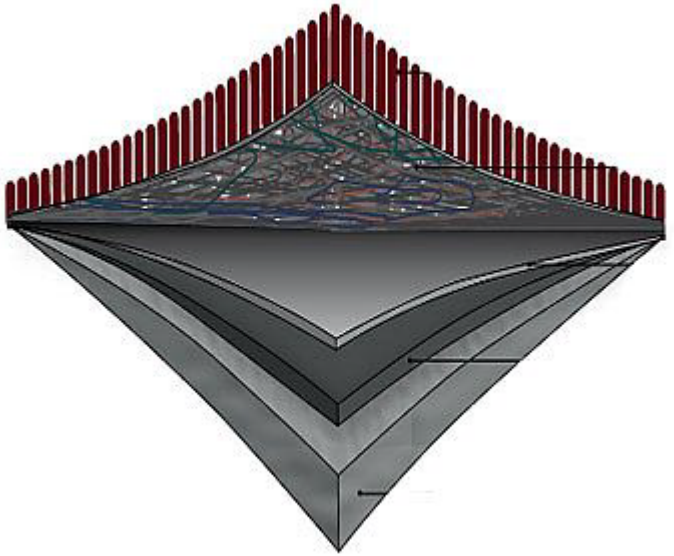
Carpet

Wood Floors

Drywall

Carpet Mitigation

- Basic carpet construction
  - Fibres
  - Primary backing
  - Adhesive back-coating
  - Secondary backing



Stains in Carpet Fibers

- Soiling versus staining
  - Soiling – material than will stick to the fibres but will not penetrate the fibre such as sand, food crumbs, hair
  - Staining – any material/liquid that can be absorbed into the fiber
- Types of stains
  - Quicker the better
- Permanent stains
- Important to identify fibre

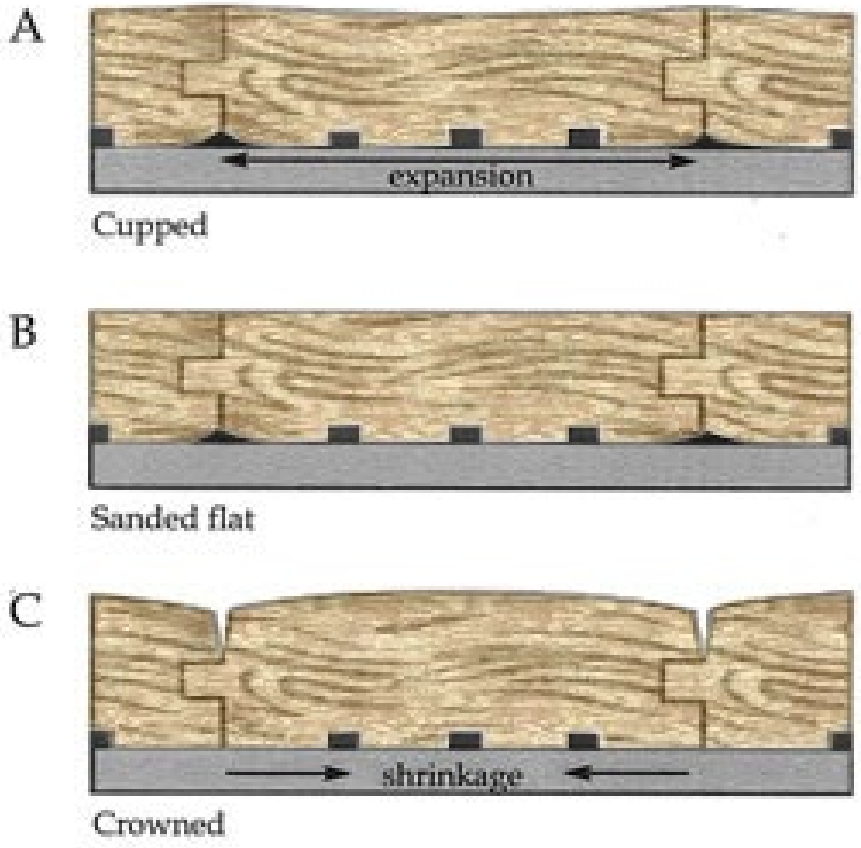
Delamination

- Watch out for the adhesive back coating
- Can become soft and unstable while wet
  - Delamination can happen
  - “Don’t Wait To Mitigate”
  - Watch out for the “yank & pull artist”

Wood Floor Mitigation

- Types of flooring
- Common damage:
  - Cupping
  - Crowning
  - Joint staining

Wood Floor Mitigation



https://www.floorsave.co.uk/troubleshooting/crowning-on-wood-flooring

Wood Floor Mitigation

- The drying processes:
  - Air dry: 6 to 9 months??
  - Tent the floor: 3 to 5 days but can change access
  - Negative air pressure system: 3 to 5 days
- Quick response is everything
- Must consider the whole floor system

Wood Floor Mitigation

Wood Floor Mitigation

Wood Floors: The Sliding Scale

- Every job really is different
- Factors to be considered:
  - Type of wood flooring
  - Anticipation results of drying
  - Size of job
  - Potential cost savings
  - Timeline

Vinyl Plank Flooring

- The material is sold as a waterproof product
- However, in a water damage situation, the entire flooring system must be considered
  - Glue down
  - Floating
- Tongue and groove system is difficult to remove and reinstall
  - Warranty concerns

Drywall & Framing Mitigation

- Types of damage
  - Nail pop, seam tape, texture, stains
- Moisture meters
  - Non penetrating, penetrating
- The drying process
  - Positive air pressure system
- Quick response is important

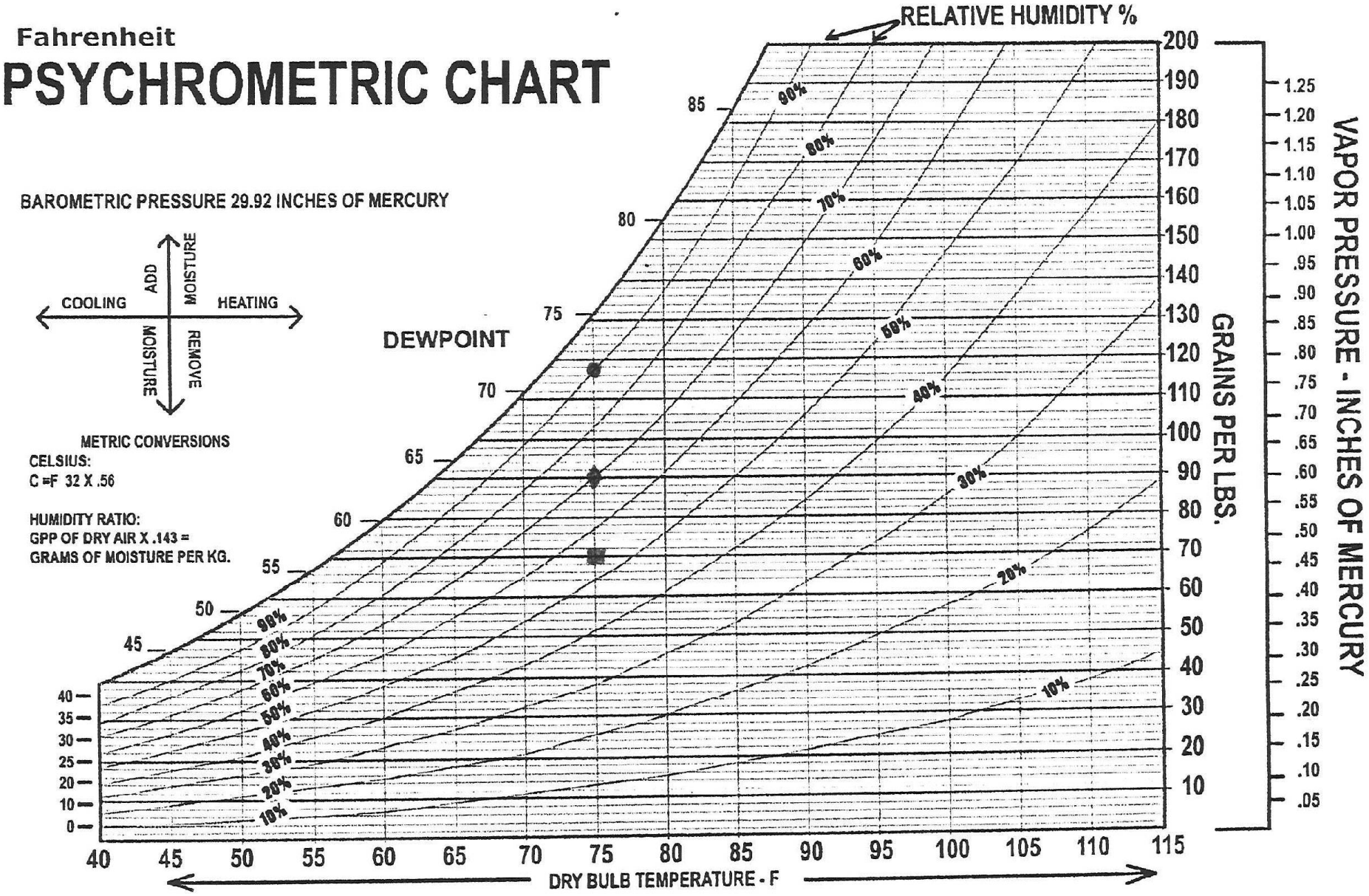
Drywall & Framing Mitigation

Never Leave Mould Behind

Mycotoxins and respiratory issues

Fahrenheit

PSYCHROMETRIC CHART



List Three Reasons We Say:

“Don’t Wait to Mitigate.”

Three Reasons

- Reduces overall damage
- Improves customer satisfaction
- Saves money on the claim (and helps loss ratio!!)

Thank you for coming today!

Continuing Education

PRESENTED BY

How Many Dehumidifiers?

STEP 1
Determine the cubic feet (ft^3) of the environment to be dried

L x W x H

STEP 2
Determine the Class of Evaporation

Class:
1. No carpet or pad
2. Mostly carpet and pad; wet walls < 24”
3. Water from above; wet walls > 24”
4. Specialty drying situations

Class of Evaporation		1 Slow	2 Fast	3 Fastest	4 Specialty
		Class Factor: (Dehumidifier CFM needed per AHAM rated pint)			
Type of Dehu	Conventional (Standard)	**100**	**40**	**30**	**N/A**
	Low Grain Refrigerant (LGR)	**100**	**50**	**40**	**50**

STEP 3
Choose the type of dehumidifier(s) to be used
If both conventional and LGR refrigerants are to be installed, use the calculation for conventional refrigerants

STEP 4
Do the math

Conventional and LGR:
Step 1: (_cft__) ÷ **Step 2: (**_class factor_) = _____ minimum # of AHAM pints needed

ServiceMASTER Restore

How Many Air Movers?

- Class 1
  - one air mover per 150-300 sq. ft.
- Class 2 and 3
  - one air mover per 50-60 sq. ft.
- For **in-place** drying
  - Air movers installed at intervals of 10-14 linear feet
  - Placed in a clockwise rotation
  - At a 45˚ angle touching the wall
  - Make sure adequate dehumidification is being used

ServiceMASTER Restore