

2024

# Water Intrusion Damage: *We're On It!*

A Mitigation & Restoration Resource Guide



**UNLIMITED RESTORATION, INC.**  
COMMERCIAL/INDUSTRIAL PROPERTY RESTORATION

Unlimited Restoration, Inc. | URI  
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# WATER INTRUSION DAMAGE BASICS

Water damage represents one of the top liabilities for your property. Leaks, standing water, flooding and more cause damage that spreads fast, destroying property and creating a haven for mold.

There are two main categories of water damage. The most common water damage issues are caused by domestic water intrusions like plumbing and appliance issues, and less common are weather-related events such as rain, snow, or pipes burst due to freezing temperatures. The kind of water that's leaked into your property is even more critical to understand when assessing water damage and the expense. Most water is categorized into three types:

## CATEGORY 1

Commonly referred to as white water:

- Originates from a hygienic source such as a water supply line, rainwater or melted snow.

## CATEGORY 2

commonly referred to as grey water:

- Has been exposed to contaminants, such as bath or shower water, discharge from a washing machine or dishwasher, etc.

## CATEGORY 3

Commonly referred to as black water:

- Dangerous and may contain pathogenic or toxigenic contaminants from sources like sewage, toilet backflows, seawater, river or lake water, and water containing toxic substances.

### CATEGORY 1:



### CATEGORY 2:

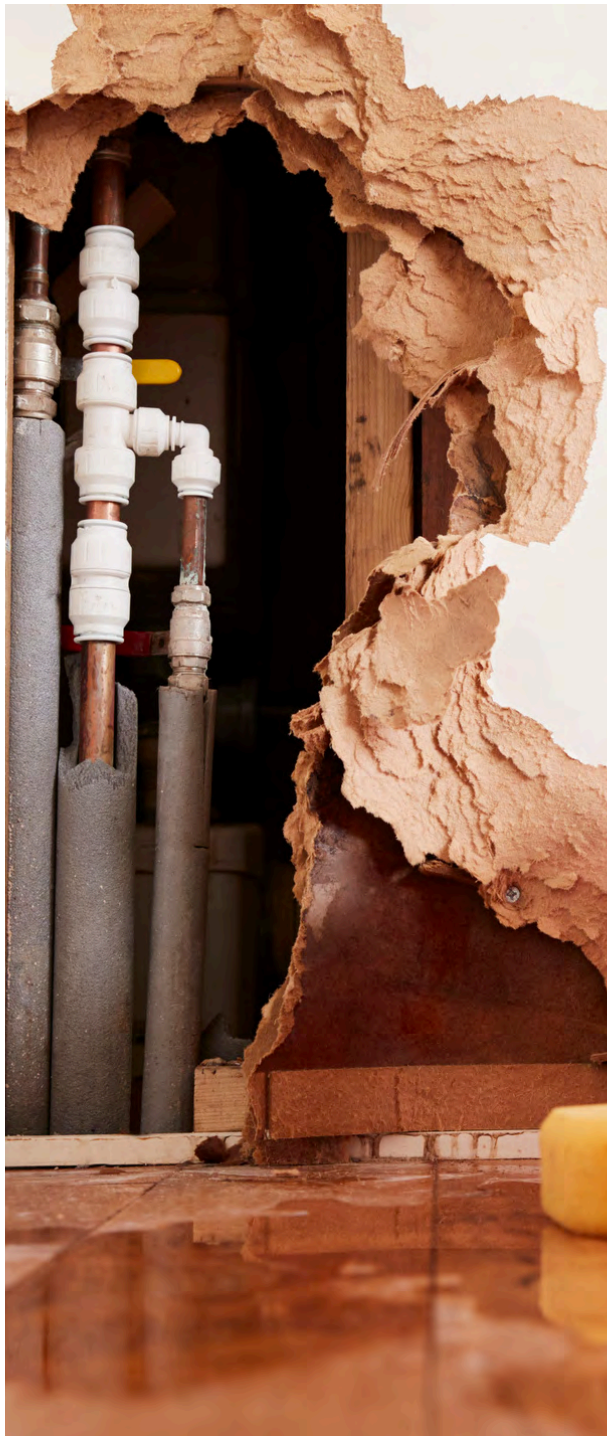


### CATEGORY 3:



### Note:

In 48 hours or less, CAT 1 or CAT 2 water can deteriorate to CAT 3, making the areas that experienced water intrusion toxic. CAT 3 water and anything contaminated by it must be removed, or it can result in airborne contamination even after it's dried. A certified professional company should always be used to handle CAT 3 water damage issues.



## WATER INTRUSION BY CLASS

The level of water intrusion in a water damage event is measured by the amount of water, the materials affected, and level of absorption.

- **Class 1:** Minimal amount of water flow to the area and materials are mainly low porosity, such as a tile floor. Little moisture remains after bulk water was removed and minimal amount of evaporation needed for drying to complete. Can deteriorate to Class 2 or 3.
- **Class 2:** Significant amount of water flow into the area. Materials that got wet are medium to high porosity (carpet, gypsum wall board). Scope of what got wet is confined to what flowed across a floor with adsorption into other materials. Can deteriorate to Class 3.
- **Class 3:** Greatest amount of absorption into materials, with highest potential rate of evaporation needed after bulk water is removed. Includes major part of structural surfaces within the wet area, such as carpet, particleboard, wall and ceiling boards.
- **Class 4:** The majority of moisture is trapped or bound within the building materials with a very low potential rate of evaporation after bulk water removal. Materials are typically low in porosity, may require special methods, longer drying times, or structure disassembly.



**IICRC**  
Institute of Inspection Cleaning  
and Restoration Certification

Note: These standards are set by the IICRC (Institute of International Cleaning and Restoration Certification).



# Considerations BEFORE a Water Intrusion Event Occurs

## CRITICAL ROOM EXPOSURE

Critical rooms have high operational impact and house valuable contents that cannot be easily replaced.

### EXAMPLES:

- Main and Emergency Power Equipment
- Data and Communication Centers
- Diagnostic Equipment Rooms
- Pharmacy and Medical Supplies Storage
- Laboratories and Cleanrooms
- Electrical and Alarm System Rooms

### TIPS TO SAFEGUARD

- Check the room envelope for potential leak sources and entry points
- Provide catch pans for overhead supply/drain pipes
- Consider rerouting steam and liquid lines away from high-value equipment
- Provide drainage and FM Approved leak detection with monitoring in rooms with liquid sources

### ADDED STEPS FOR LOCATIONS BELOW GRADE

- Provide sump pumps connected to emergency power
- Equip sump pumps with monitored high-water-level alarms
- Equip below-grade drains and sewer lines with backflow prevention valves



## ENVIRONMENT / BUILDING ENVELOPE

Survey building envelopes (the exterior) for potential leaks. Be sure to consider the environment and the critical equipment/rooms within.

### INSPECT OUTSIDE

- Seal wall, roof and ceiling penetrations with fire-resistant and watertight material
- Review downspouts and ensure that they are extended away from buildings
- Provide sump pumps at points of water ingress or collection

### PROVIDE LABELS

- Label sprinkler control valves to identify the area controlled
- Provide labeling to indicate a warning to avoid contact with sprinklers

### BE SURE TO

- Provide high-water-level alarms monitored at a constantly attended location
- Equip sewer lines with FM Approved backflow prevention valves





# Considerations BEFORE a Water Intrusion Event Occurs



## PREVENTATIVE MAINTENANCE

Adopt a robust preventive maintenance program. It could make the difference between a brief delay in business practices and a long-term shutdown.

### CHECK REGULARLY

- Connections of dissimilar metals for corrosion
- Water heaters for signs of corrosion
- Water pumps for excessive vibration

### CHECK MONTHLY

- Check/clear HVAC condensate drains
- Check/clear roof drains

### CHECK QUARTERLY

- Test sump pumps

### CHECK ANNUALLY

- Exercise domestic water control valves

## CREATE YOUR EMERGENCY RESPONSE PLAN WITH URI

While there's no surefire way to prevent water damage, you can make sure you're prepared to handle any scenario that may come up. Water leaks can happen at any time, so adopt an effective response plan to mitigate the effects of liquid damage and return to operation as quickly as possible.

URI specializes in creating custom disaster plans to prepare for any emergency, named our URI ERP (Emergency Response Plan). With a plan in place, you'll know just what to do, who to call and what to expect all of which will help to minimize business interruption.

### STEPS TO DEVELOP AN EMERGENCY RESPONSE PLAN WITH URI

1. Initial Meeting with URI Professionals
2. Data Collection
3. Facility Assessment
4. ERP Presentation & Training





# Considerations DURING a Water Intrusion Event



## WHAT TO DO NOW

Once a water-related emergency occurs, it's critical to act quickly. Water intrusion damage can escalate quickly if steps are not taken immediately to contain it. Even after the initial damage of soaked drywall or a ceiling bursting open from water pooling above it, the cost of secondary damage can add up quickly.

To help mitigate secondary loss and minimize overall business interruption, follow these steps immediately with your internal team:

### WAYS TO GET STARTED

- Notify the commercial water damage restoration experts at URI (**888.327.9664**) of the loss to get our team informed and crew dispatched to your property.
- Turn off the water main to the property.
- Secure the area.
- Identify any high-value items, as well as salvageable content, stock or supplies to an unaffected area.
- Soft contents including rugs, draperies, and furnishings should all be removed from the affected area.
- For moderate water damage, use towels to begin soaking up the moisture.
- Open cabinets, doors, and if it's warm outside, exterior doors and windows.

## URI Local Offices



### Philadelphia, PA - Corporate Headquarters

705 General Washington Avenue, Suite 501  
Norristown, PA 19403

### Baltimore, MD

3521 East Federal Street  
Baltimore, MD 21213

### Orlando, FL

230 Sunport Lane, Suite Suite 350  
Orlando, FL 32809

### Tampa, FL

4410 West Crest Avenue, Suite B  
Tampa, FL 33614

### Washington, DC

7714 Old Alexandria Ferry Road  
Clinton, MD 20735

### West Palm Beach, FL

820 North 8th Street  
Lantana, FL 33462



# Considerations DURING a Water Intrusion Event

## URI WATER RESTORATION PROCESS

### 1. Immediate Extraction of Water, Stabilization of the Site, and Moisture Mapping

Removing standing water stops the spread of damage and speeds the drying process. Our teams will work to preserve your property and remove materials damaged by water, flooding or mold. Depending on the water's volume, our technicians may use industrial wet/dry vacs or submersible pumps for deep-water emergency services and restoration. If your water damage threatens the integrity of your ceiling, walls or the entire building, we'll stabilize the area, reducing your risk and liability. Moisture mapping is completed to properly identify where the water traveled to determine all areas that need addressed.

### 2. Delivery and Staging of Structural Drying Equipment

Moisture removal prevents the spread of mold and mildew, sparing additional damage to your facility and keeping employees safe from health hazards. Following the commercial water mitigation, our technicians will stage structural drying equipment with enough power to remove any trace of moisture from your facility. We have this process down to a science — we know exactly how to position drying equipment for optimal performance to remove all the excess moisture from inside a structure.

### 3. Selective Demolition and Debris Removal

URI first-responders have advanced training and equipment to save as much of your property as possible. For the rest, we'll provide selective demolition services to clear damaged areas, using care to remove only what is necessary. We'll remove any ruined or contaminated carpeting, drywall, furniture and other debris affected by water damage, leaving your space free from damaged materials.

### 4. Anti-Microbial Solutions to Inhibit Mold Growth

Mold is a living organism that thrives in humid environments. Following water damage and in areas with high humidity levels, mold can gain a foothold, spreading through airborne spores until it's stopped with effective treatment. Depending on the extent of growth, anti-microbial solutions may include containment, cleaning and sanitizing, air filtration and more for full remediation.

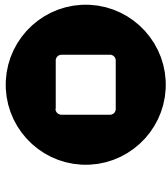
### 5. Protection and Restoration of Involved Contents

Floods and water damage can be catastrophic, but they don't always signal a total loss. Reduce the financial, operational and personal impacts of your flood with services by URI. Our teams will comb through the damage to uncover valuable merchandise, materials, equipment and other salvageable property. Each item will be cataloged, packed and removed for professional cleaning and sanitation offsite, then returned once the process is complete.

### 6. Moisture Level Monitoring in the Affected Area

Moisture levels are monitored throughout the response process to ensure that your levels drop within ideal parameters. Humidity control is essential in stopping mold growth and preventing future damage to your property. We'll constantly check each affected area, adjusting drying equipment as needed for the quickest results.





# Considerations AFTER a Water Intrusion Event

## URI COMPLETE RECONSTRUCTION SERVICES

Once the damage is cleared away and humidity levels return to normal, URI will help get your business online fast with expert reconstruction services. Our experienced crews will inspect, secure, appraise and rebuild the areas impacted by your emergency with:

- Project management, inspections and appraisals
- Emergency board-ups to increase site safety and security
- Professional estimates for commercial reconstruction projects
- General construction services, including drywall installation, carpentry and flooring



## OUR PARTNERSHIP PROMISE

Even if your property experiences a smaller-scale water intrusion event that you are able to handle by your in-house facility maintenance team, we will come out at no cost with an IR camera/penetrating meter to double-check that all IICRC standards are met. We are committed to you, as a partner, to ensure that the job was done right and that your property is not at risk for additional damage, like mold.



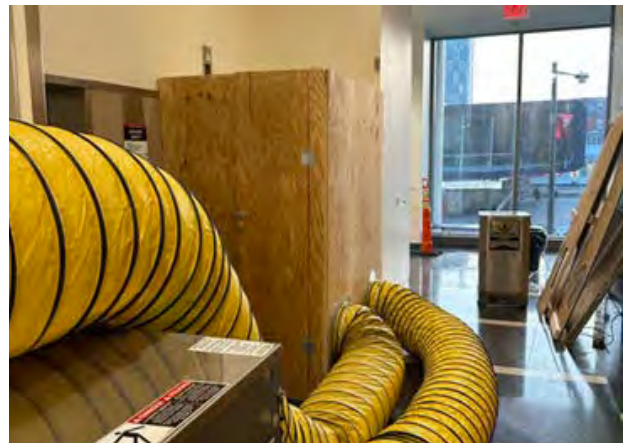


# Recent URI Water Damage Intrusion Project Highlight

## UNIVERSITY WATER DAMAGE RESTORATION

In May 2023, a University client in Philadelphia, PA experienced water damage affecting nearly 20 floors in one of their high-rise properties at 2AM. Our team of commercial property restoration experts expedited our emergency response efforts to help mitigate further damage and reduce business interruption for the University.

URI was awarded Business Partner of the Year from the Mid-Atlantic Association of College and University Housing Officers in October 2023 for the work completed on this project and the ongoing partnership with our client. Scan the QR code on this page to check out the complete project highlight.





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