



# Professional Restoration Services Newsletter

NOVEMBER 2017

## Water Damage Restoration - High rise city offices



The team at ADR would like to wish all of our readers, clients and suppliers a very Merry Christmas and a safe and happy New Year. As we head into the storm season, ADR will have a Restoration crew on standby over the Christmas holiday period, so you can "Rest Assured" that if you need our assistance we'll be ready to help.

### COMIC RECOVERY

"Sir, let me get this right, you need ADR to send an Operator to dry out your carpets because your 3 year old decided to water the Christmas tree in your living room? Well Merry Christmas to you"



a: PO Box 783

Caringbah, NSW 1495

t: 1300 853 920

f: 1300 854 920

e: [adr@ausdr.com.au](mailto:adr@ausdr.com.au)

w: [www.ausdr.com.au](http://www.ausdr.com.au)



The 21st floor of a multi level building in Sydney was affected by a water ingress when one of the appliances in the services room overheated and ignited a small fire, causing fire extinguishers to automatically open to extinguish the flames. The automatic fire extinguishers deposited 1000's of litres of water into the utilities room which unfortunately inundated most of the floor of the offices. The Event occurred on a Sunday morning while the offices were unattended, however, the manager of the building was alerted to the problem by the fire safety company and quickly attended site to assess the damage. The building manager wasted no time in contacting ADR to request urgent mitigation services at the affected office. ADR's on-call staff were quick to respond to the call for assistance and immediately assembled and deployed a team of Restorers to the city building to begin the mitigation works. ADR's experienced staff performed a risk assessment and site inspection, identifying the areas that were affected. ADR commenced the mitigation process by using large extraction machinery to remove the residual water from the carpet tiles throughout the open plan offices. Temporary plastic containment walls known as Zip Walls were used to isolate different zones within the affected level to improve the efficiency of the drying equipment and reduce drying times throughout the large open office area. Dozens of air movers were strategically installed in numerous locations across the floor to create air movement in order to dry the environment. Once the drying equipment was installed and the drying process was underway, ADR's staff began to remove the thermally damaged racking and appliances that were located in the heavily affected utilities room. Carefully dismantling the various components and wrapping them in plastic prevented contamination of other offices as they were transported off site for disposal. With damaged equipment removed, the ADR Operators decontaminated the soot affected utilities room, removing all traces of soot from the walls, floors ceilings and fixtures. Drying equipment was then installed in this area to reduce moisture levels. Regular monitoring of the moisture content in the carpet and walls of the offices indicated that water was trapped in the steel C channel of a number of the internal plasterboard walls. ADR staff cut and removed the bottom 500mm of plasterboard sheeting of the affected walls to allow for the trapped water to be removed and also expose the wall cavity to allow for the drying equipment to be more effective at reducing the moisture content within the cavity. ADR staff also decontaminated the office furniture etc. that was in the affected area. After a period of approximately a week, the whole 21st floor office was clean and dry and ready for other contractors to reinstate the utilities and plasterboard walls.