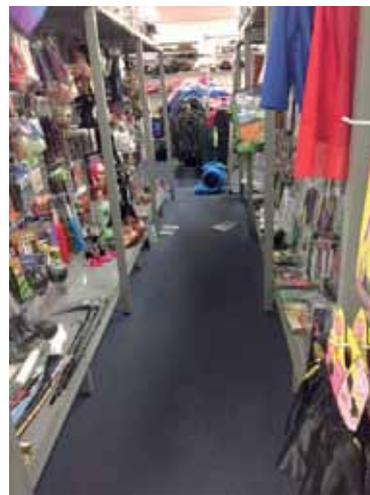




WATER DAMAGE - RETAIL SHOP

A busy retail business was heavily impacted by a water ingress when a floor waste backed up in the bathroom at the rear of the shop. Fortunately the water was not contaminated, however, it quickly flowed from the tiled bathroom across the retail space as it found it's way to the low point of the building. The floor coverings (carpet and vinyl) were significantly affected and required urgent mitigation.

Fortunately the Event occurred whilst there were staff on site, so therefore they were quick to act, using mops etc. to remove as much water as possible. Of course they were not equipped to deal with the large volume of water that affected the area and promptly requested urgent assistance from their insurer. The Insurer appointed an adjuster who immediately engaged ADR to conduct the emergency mitigation and to also provide the required Restoration services. The professional and well prepared ADR operators were on-site quickly to commence the mitigation. They began by using industrial extraction equipment to remove the standing water from the carpet and vinyl floors. Once the residual water was extracted, the ADR staff sanitised the area with a specially developed antimicrobial solution and then installed mechanical drying equipment strategically around the large room to promote air movement and reduce moisture levels, while allowing the business to continue operating. Moisture monitoring was conducted at regular intervals throughout the following days until acceptable moisture levels were achieved. With the area deemed dry, the drying equipment was removed and the Loss Adjuster was able to engage a flooring contractor to replace the damaged floor coverings.



Wet carpets - To dry or not to dry?

ADR attend numerous claims that involve floor coverings (carpet, vinyl, floating timber etc.) that have been effected by a water ingress Event such as storm water, flooding or escape of liquid. Our staff are often asked why we would bother to dry carpet that is possibly going to be replaced? The answer can be complicated because there are a number of reasons for this. Firstly, as a disaster recovery company, our objective is to remove the present threat to property i.e: Mitigate further loss. Secondly we need to dry the environment to prevent the growth of mould regardless of whether the carpets are Restorable or not. Thirdly, we try to reduce the impact on businesses or home owners so they can continue to use the affected areas. There are many other variables to consider such as the type of underlay (if any) how the carpet is laid (stuck down or loose laid) and the potential for business interruption. Of course if carpets are affected by Category 3 water (contaminated), then they need to be removed ASAP for the safety of the inhabitants, but if the carpets are affected by clear water, it may be more beneficial for the Insured if the carpets remain in place and are dried (even if damaged) until such time as the flooring contractor is able to attend and replace the carpet (which may be several weeks depending on stock availability and workload).

COMIC RECOVERY

"Sir, I don't think ADR need to Restore your vinyl pants after you jumped into the pond on New Years Eve. You should probably take them directly to a dry cleaner"

