



# WATER RESTORATION

## Category One

### INTRODUCTION

Category one, or clean-water floods originate from sources that do not contain harmful bacteria or pathogens that pose a substantial threat to humans. These sources may be from broken pipes or appliances, falling rain or melting snow, or sink or tub overflows that do not hold contaminants. It is important to remove the water as quickly as possible. With time bacteria and mold that contact wet surfaces will multiply. The water has also come in contact with soil and other contaminants. It may escalate from a clean water flood (category 1) to a gray (category two) or even a black water flood (category three). Gray and black water floods are discussed in other Technical Guides. Gray and black water floods will be discussed in another brochure.

### PROCEDURE

- **STEP 1**  
Complete a work authorization form. Have the insured sign and date it.
- **STEP 2**  
Identify health and safety hazards of the job. Look for electrical problems or gas leaks. Post warning signs where needed to notify anyone who may enter the structure of any potential hazards. Provide all technicians with proper PPE (personal protective equipment) that will be needed to perform the job safely.
- **STEP 3**  
Locate and eliminate the source of incoming water. Determine the category of the water source. If it is determined to be that of a category two or three, follow procedures outlined to mitigate the loss under those conditions. (Discussed in another technical Guide)
- **STEP 4**  
Smaller items should be moved to an unaffected area, if practical. Large or heavy items should be lifted or blocked to prevent further damage from moisture. Standard drying and restoration principles will be needed to restore these contents.

- **STEP 5**  
Extract water from the carpet and pad using the **Hydro-X Xtreme Xtractor** or the **Water Claw**. These tools are able to remove up to 97% of the water from carpet and padding without disengaging the carpet.  
Remove water from hard surfaces using squeegees or other appropriate tools. In some situations, you may choose to apply an EPA registered disinfectant to the wet surfaces. Normally getting the structure clean and dry is preferred over introducing a chemical agent.
- **STEP 6**  
Thoroughly inspect anywhere water may have traveled. This includes under walls, into a crawl space or basement, stairwells, under cabinets or built-in appliances even HVAC systems and ductwork. Make sure to include drying these areas.
- **STEP 7**  
Some operators choose to disengage the carpet and remove the pad. Many restorers dry the structure along with the carpet using tes (Thermal Energy System) or top down drying using air movers and dehumidifiers. Refer to Technical Guides on those subjects.
- **STEP 8**  
Install professional drying equipment including **air movers** and **dehumidifiers** to begin evaporating the water that could not be extracted. Use the structures air condition system and ceiling fans if there is no hazard (electrical shock). Be familiar with the principles of drying, Psychrometry and the S500 industry standards to determine the best drying procedures.
- **STEP 9**  
Monitor the drying process closely using appropriate tools such as a Thermohygrometer and various Moisture Meters.
- **STEP 10**  
Inform client of any unsalvageable items. After getting approval, dispose of these safely and properly.
- **STEP 11**  
Perform a post flood cleaning of the carpet to all of the affected areas and surrounding areas that may have been contaminated through foot traffic. Follow standard carpet cleaning techniques as outlined in Bridgepoint's residential or commercial carpet cleaning brochures.

- **STEP 12**  
Perform a post Reinstalled carpet along with new cushion if required.
- **STEP 13**  
Perform post flood cleaning of the carpet in all the affected areas and surrounding areas that may have been soiled by foot traffic while performing the restoration work. Instructions for carpet cleaning are found in other Bridgepoint technical Guides.

### Chemicals Needed



#### Quat Amo

**Type:** Quaternary Disinfectant

**Highlights:** An EPA registered disinfectant that kills a wide range of micro-organisms including bacteria and mold.



#### Hydro Break

**Type:** Liquid Traffic Lane Prespray

**Highlights:** All purpose prespray for residential and commercial carpets and for oriental rugs.



#### Power Point

**Type:** Extraction Chemical

**Highlights:** Liquid formula that leaves no soil-attracting residue.



#### Fab-Set

**Type:** Conditioner/neutralizer

**Highlights:** Prevents soil wicking, browning and yellowing. Removes alkaline residue.



#### Maxim Protector

**Type:** Protector

**Highlights:** A fluorochemical that dries quickly with excellent wicking action, and contains acid dye resistors.

## Alternative Chemicals



### Microban

**Type:** Anti-Microbial-Disinfectant, Bactericide

**Highlights:** Kills germs, bacteria, fungi, mold and mildew. Can use on almost any surface.

## Accessories Needed



### Water Claw Extraction Tools

**Type:** Extraction Tools

**Highlights:** Extract water from carpet, backing and pad.



### TCBS 3-Gallon Pump Sprayer

**Description:** Pump Sprayer

**Purpose:** Applies chemicals quickly, evenly and efficiently.



### Gekko Hard-Surface Tool With Squeegee Attachment

**Type:** Hard surface cleaning tool

**Highlights:** Extracts flood water from hard surfaces. Cleans hard surfaces, tile and grout.



### Moisture Probe

**Description:** Moisture Detector

**Purpose:** Locate migration of water in carpet backing and pad.



### SurveyMaster, Hygrometer and Moisture Meters

**Description:** Moisture Detection Tools

**Purpose:** Aids in psychrometry to monitor moisture content, relative humidity and dew point.



### EZ Moves

**Description:** Furniture Slides

**Purpose:** One person can move heavy furniture without damaging furniture or carpet.



### Personal Protective Equipment

**Including:** Goggles, Gloves, Respirators and Warning Signs will be needed for each technician.



### Carpet Repair and Reinstallation Tools and Power Stretcher

**Type:** Carpet Reinstallation Tools

**Highlights:** Used for reinstallation of carpet.

## Equipment Needed



### Phoenix 200 LGR Dehumidifier

**Description:** Dehumidifier

**Purpose:** Removes moisture from the air to speed up drying and prevent secondary damage.



### Hydro-X Xtreme Xtractor and Vacuum Pac

**Description:** Carpet and Pad Water Extraction Tool

**Purpose:** Removes the greatest amount of water from carpet and pad for fastest drying.



### Phoenix Axial Air Mover

**Description:** Air Mover for Structural Drying

**Purpose:** Focuses high velocity air movement along wall and floor for rapid drying.

**HELPFUL HINTS & CAUTIONS** – It is imperative that anyone who performs water restoration attends an IICRC Water Damage Class. You will learn the proper fundamentals of water restoration and learn to identify the different categories of water sources. This is extremely important to protect yourself, your technicians and your business as well as your customers from the hazards of improper drying techniques. You take on a certain liability when you accept a water loss job and it is important that you perform all aspects of the job properly.



In addition to the basic classes, additional classes are available that cover advanced structural drying (ASD), mold remediation and related topics. This training will better equip you to meet your customer's needs as well as provide additional services for the home and property owner. This provides another avenue of income for your company, as well as needed services for the home and property owner.

## Other Resources

IICRC S500 Water Damage Restoration Standards  
IICRC Water Damage Restoration Technician Class  
Bridgepoint Website [www.bridgepoint.com](http://www.bridgepoint.com)  
Your local Bridgepoint or Interlink Supply distributor