



## Case Study

**Major flood following burst pipe on second floor of student accommodation at University of Liverpool.**

**ISS Restoration deployed its Rapid Drying System to quickly recover the building.**

## Background

Block of 20 student flats at University of Liverpool flooded following burst pipe on second floor of purpose-built accommodation.

Water cascading through interior and exterior of building. Flood occurred during holiday period, and it was several hours before incident was discovered.

Interior suffered water damage to carpets, furnishings and walls with 2-3 centimetres of standing water on ground and first floor.

## ISS Restoration Recovery Plan

- Team of technicians rapidly on site following call out by Loss Adjusters. Water vacuum extractors used to remove standing water and contents removed to safe storage.
- Loss Adjusters were offered two solutions to restoring the building – the traditional method of de-humidifiers and air movers or using the new ISS Rapid Drying System.
- The system works by heating a glycol solution in a trailer-mounted boiler which is fed to strategically positioned heat exchangers in the building.
- The heat exchangers create a positive pressure hot air chamber within the building, flushing moisture from the structure into the atmosphere at a rate far exceeding the traditional method.
- The ISS system was the chosen option. Its main benefits are speed and therefore lower costs of the overall drying task, together with the reduction in potential secondary damage, such as replacement of skirting boards and, in some cases, carpets.
- The system was installed and reached full drying capacity within the first day. Moisture readings soon began to fall rapidly and the building was completely dry within five days.

## Benefits

- Using a traditional method the drying process could have taken three to four weeks and the client saved more than £70,000 in carpets, contents and temporary accommodation charges.
- Steve Mitchell, Managing Director Commercial for ISS Restoration said: "Our investment in this new system is bringing huge benefits to our customers. This case brought significant savings for the insurer and minimised disruption to students. The system will play an important part in our drive to reduce the cost of claims and is available to all our customers across the UK and Ireland."



**One Call, One Response, One Solution**

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