



Challenging the Odds: When a Customer Gets Spooked

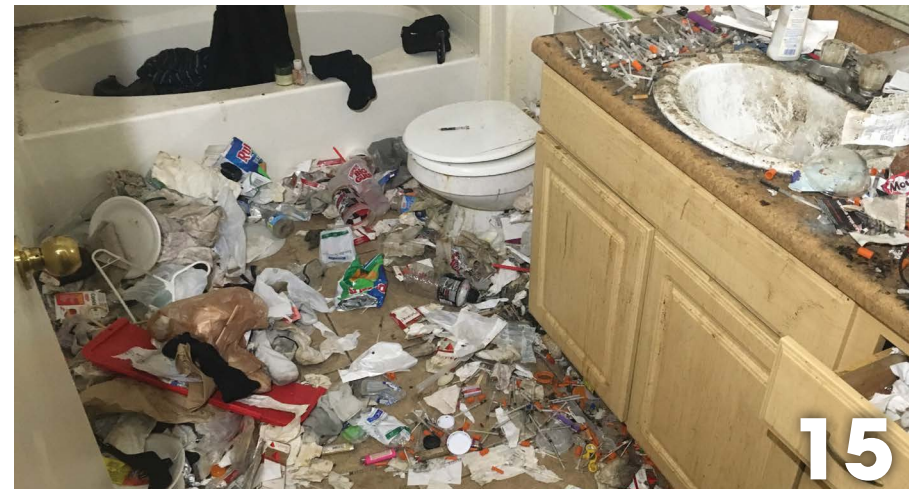
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WELCOME TO OUR OCTOBER 2017 eBOOK ON CASE STUDIES BIG & SMALL!



Welcome to this *Restoration & Remediation* eBook! The annual case study contest is always a big draw among readers across the country, and this year brought in entries dealing with everything from large water losses to decontaminating a drug addict's apartment.

In this special eBook, you can read the winning case study – a large loss drying job that involved a number of unique challenges including a nervous client and insurance company already in the midst of a lawsuit regarding a nearly identical loss. Plus, read snippets of the runners-up case studies on hoarding and biohazard cleanup, and catastrophe loss restoration. And, Graco shares an exciting case study about restoring a landmark in a popular Colorado state park.

Scroll right on through, and enjoy our latest eBook!

A handwritten signature in black ink that reads 'Michelle Blevins'.

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CHALLENGING THE ODDS: WHEN A CUSTOMER GETS SPOOKED

2017 Case Study Contest Winner

Kowalski Construction takes on large loss at business already in court with another contractor following nearly identical loss.

by Michelle Blevins



Sponsored by



Editor's Note: This year's 4th Annual Case Study Contest, sponsored by GRACO, was a great success! In all, 2,104 votes were cast in a short three week window, and the winning entry gobbled up 54 percent of the votes, thanks to the amazing power of social media sharing and rallying!

“Everyone was nervous about everybody else. We knew something was up right from the start; it really put a strain on everything, and understandably so.”

– Jim Kowalski,
Co-Owner,
Kowalski Construction ”

It was monsoon season in Phoenix, Ariz. in 2016, when the phone rang at Kowalski Construction about a section of roof that had blown off a large warehouse. It didn't take long for the Kowalski Construction team to realize this wasn't going to be just another large loss. During the initial on-site conversation, the team learned the client had very recently had a nearly identical loss in the \$3 million range, and that claim was now part of a court battle.

“Tensions were high on both the insurance company and ownership sides as everyone was aware of the ongoing litigation,” Jim Kowalski, co-owner of Kowalski Construction, ex-



plained about the loss. “Managing everyone’s expectations and preventing this claim from also becoming a legal nightmare turned out to be the biggest challenge of all.”

With everyone concerned this would explode into another massive claim, the Kowalski Construction team forged ahead, with the plan to communicate, communicate, and communicate some more.

“We told them everything. It’s like that old saying – tell them what you’re going to do, tell them what you’re doing, and tell them what you’ve done,” Jim said. “Keep it all above board,

and when there is a glitch, get it out there early and take care of it so it doesn’t look like you’re hiding anything.”

The Logistics

Aside from the obvious challenge with a jumpy client and insurance carrier, this was truly a massive job requiring some outside-the-box thinking. The warehouse itself was 111,159 square feet; a 3,900-foot section of roof had been blown off. Jim described the size of the warehouse as several times the size of a Super Walmart. In addition, there was a mold infestation



that had to be remediated, and a roof truss that was broken. From the beginning, it was all hands on deck with 50 to 60 people working at the start of the project.

Before any remediation work could get going, the Kowalski Construction team had to figure out what to do with merchandise (we'll explain more about the merchandise a little later) from the warehouse that was fully stocked. The racks were spaced so closely together, the 40-foot scissor lifts initially wouldn't fit into the space where demo and repair work needed to be done. So, crews worked tirelessly and quickly to remove four sections of racking, which entailed organizing and removing more than 2,500 pallets of merchandise from the warehouse. That project alone required three semi-trucks running around the clock for two days.

"With the merchandise and racking out of the way, we built a 40-foot by 65-foot wooden platform on top of the existing racks in order to provide a base from which we could access the ceiling," Jim explained. "We built railings and outriggers around the perimeter to better secure an area; a huge containment was also erected in order to protect the unaffected areas of the warehouse."

From there, 11 negative air scrubbers were used during the mold remediation process which, upon closer inspection, was found to cover a larger area than originally thought.

When the larger area of mold was found, the platform had to be expanded by 20 feet, and the containment area stretched further. Plus, the overhead lighting had to be replaced, so a



temporary, battery-powered lighting system was assembled as well as an additional power panel to run all the necessary remediation equipment.

Details to Note

While those were all the basic logistics of the job, there were a few other things that made this project unique. Perhaps the most interesting piece is that an international adjuster was involved on this job. When the adjuster first met with Kowalski Construction, he explained how he traditionally only han-

dles multi-million dollar losses, and travels around the world doing so. There are only a handful of adjusters like this in the world. Due to the in-progress lawsuit, he was sent to be involved on this loss, which Kowalski Construction was able to complete for just over \$200,000. Kowalski Construction actually found some benefits in working with an adjuster like this.

“Our experience has been the more experience the adjuster has, the better they are to work with,” Jim said. “It’s a better fit for ours and probably most companies. They are more savvy and knowledgeable, and

that’s an easier combination to work with than someone who doesn’t have the experience. It worked out really well.”


It should also be noted that the contents in this warehouse were of great concern to the client. The warehouse was packed to the brim with Halloween costumes, makeup, accessories, and so on. Due to the nature of the contents, it was critical that mold spores were contained, and as little of the product was affected as possible. The 2,500 pallets of goods we mentioned earlier that had to be removed from the building were destroyed by the monsoon damage. The rest of the stored items survived.



Success in a Scary Situation

Kowalski Construction was able to effectively and efficiently get this tricky job completed within two months, and fully gained the trust of the client, carrier, and international adjuster.

In July 2017, another monsoon swept through the Phoenix area, doing even more damage than the last storm. The compa-

ny called Kowalski Construction directly to handle the remediation. This time around, the team knew what they were up against logistically, and the history of the property, and were ready to tackle the damage head-on with the full confidence of the client. 



CREATIVE FABRICATIONS CLEANS JULIO PENROSE FOUNTAIN WITH ECOQUIP 2 BLASTING EQUIPMENT

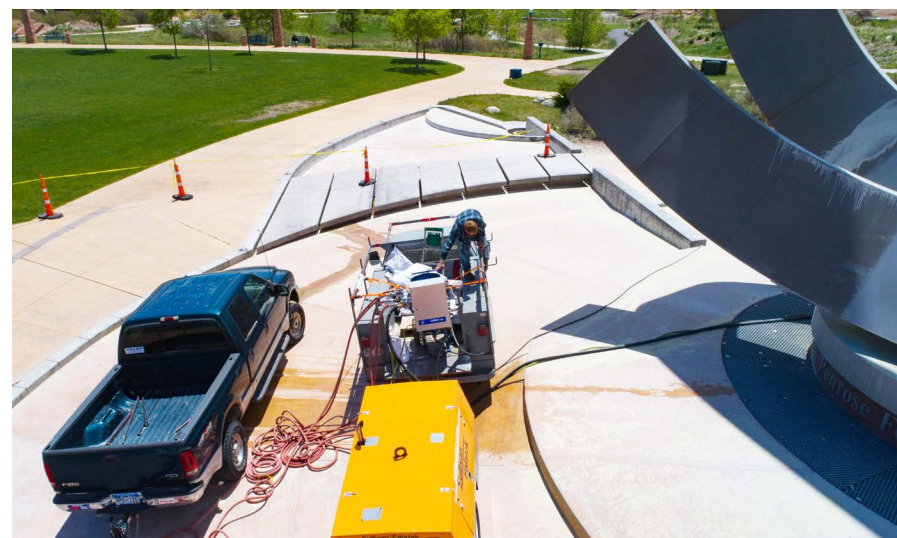
by Eric Rennerfeldt

Application: Creative Fabrications was recently hired to clean the exterior of the stainless steel Julio Penrose Fountain, located inside America the Beautiful State Park in Colorado Springs, Colorado. In the past, city restrictions kept the company from adding blasting to their capabilities due to regulations around dust, noise and debris. After searching for an environmentally friendly option, Creative Fabrications discovered Graco's EcoQuip 2 vapor abrasive blasting equipment. Not only does the equipment suppress dust by up to 92 percent less than dry blasting, but EcoQuip 2 uses less than one quart of water per minute.

Creative Fabrications presented the EcoQuip 2 EQm to the city council and the product passed their city codes. In the end, the company was selected for the job based on their background, availability and knowledge of treating and protecting stainless products.

Process:

Creative Fabrications originally started blasting with walnut shells, but quickly realized the media was too soft. From there, they went up in hardness and tried different media types, ultimately deciding to use glass bead (MOHS of 5.5-6) with the





Very little containment is needed when blasting with EcoQuip 2 Vapor Abrasive blast equipment.

EcoQuip 2 EQm because it removed the tarnish and rust from the stainless steel monument while leaving very little profile. Glass beads are used for general cleaning, peening and cosmetic finishing of sensitive metal surfaces. Because the media is “soft” and does not cause harm to the original surface, they are

ideal for restoration work. In addition, the media is typically made from recycled material and safe for the environment.

The company started off using a 1.25-inch hose with a no. 6 nozzle but switched to a no. 8 nozzle to increase production and get more volume. To achieve the desired production,

UP TO

92%

Less Dust

than dry blasting

and without the slurry mess of wet blasting

Graco EcoQuip® Vapor Abrasive® blast equipment suppresses airborne dust by adding a small amount of water during the blast process. Since EcoQuip 2 uses less water than slurry or other water-based technologies, pools of water aren't left behind, and there is less need to worry about toxic runoff.

Learn more at graco.com/ecoquip

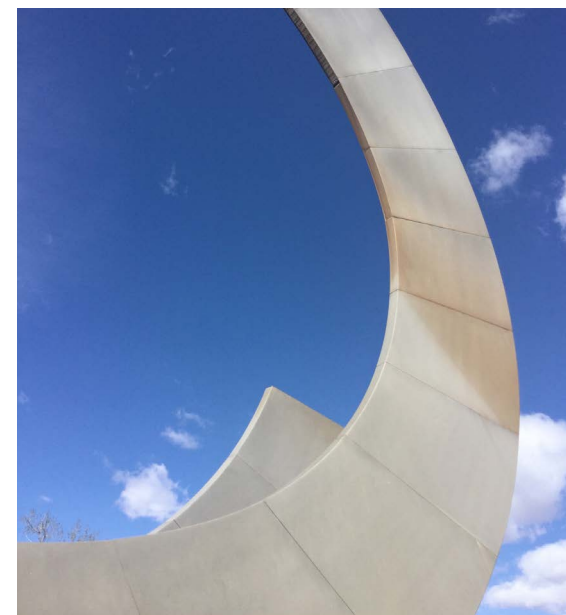




Blasting the stainless steel monument.



Blasting the stainless steel monument.



Creative Fabrications also rented a second 185 cubic feet per minute (cfm) compressor for additional air flow. By creating a manifold, the team attached the two 185 cfm compressors to the EQm. To finish off the project, they added a stainless steel treatment to the monument to prolong any future oxidation.

Results:

Creative Fabrications was highly satisfied with the EcoQuip 2 and the results they were able to achieve. Specifically, the team found they could produce a high standard of work while not having to worry about any dust or containment issues. This was Creative Fabrication's first project using the EcoQuip 2 EQm vapor abrasive blasting machine and they were thrilled with the end results.

Specifications

End-User: Creative Fabrications

Industry Market Sector: Surface preparation, blast cleaning

Application: Treating/protecting stainless steel products

Material Specifications: Glass bead

Graco Equipment: EcoQuip 2

Eric Rennerfeldt has been with Graco for 19 years and has experience with various fluid handling systems, with an emphasis on plural-component spray equipment for protective coatings and vapor abrasive blast equipment for surface prep. He has a bachelor's degree in mechanical engineering from the University of Minnesota.

Don't get left in the DUST

Make the switch to Vapor Abrasive blasting

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What is Vapor Abrasive blasting? It is similar to dry blasting except that the blast media is moistened prior to impacting the surface, resulting in up to 92% less dust. In addition, Graco's EcoQuip® 2 Vapor Abrasive® blast equipment requires far less media than typically needed to do the same job, which means lower media costs, less cleanup, and greater savings.

Learn more at graco.com/ecoquip



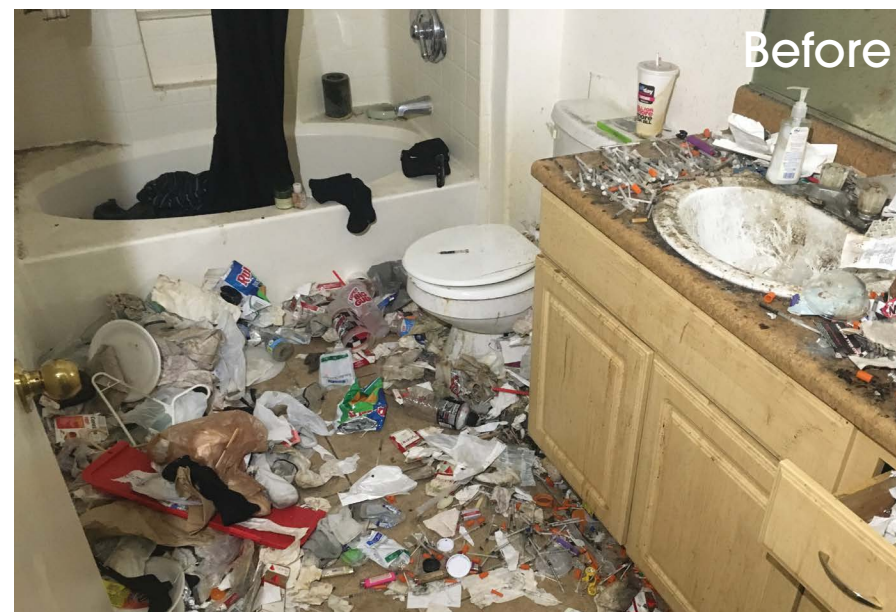
MEET THE RUNNERS-UP!



A Tale of 1,000 Syringes

All Cleaned Up, LLC
Nevada

All Cleaned Up was called to clean an apartment that a young man was living in and had destroyed. When the team arrived, there was a lot of evidence of heavy intravenous drug use, heroin free basing, large amounts of cat urine and feces, along with squalid living conditions. There were built up trash piles in all areas of the apartment, cat feces throughout the entire apartment including in the bed in which this man was sleeping, 1000+ syringes, 1500+ square aluminum foil pieces, urine-soaked clothing, bedding and carpet in both bedrooms and through the bath-





rooms, and bottles full of urine and vomit in his closet. There were areas in which the drywall was so damaged by cat urine it needed to be removed and replaced. Most of the interior doors were also damaged and needed to be replaced.

The team started by building a cleaning plan that began with the needle removal first, trash removal second, followed by removal and inventory of the salvageable personal items. Carpets, doors, and most base boards were removed followed by the blinds. An enzyme cleaner was used to remove the human and animal waste and every surface cleaned from the ceiling down. Everything was then disinfected with a ULV fogger. Testing confirmed the apartment was then safe for new tenants.



**Restoring
Where the
Greats Tee Off**
Rainbow Int'l
of Monroe
Monroe, Mich.

As Hurricane Matthew was barreling into the east coast in October 2016, all restoration contractors were watching the weather channel and tracking the storm on radar. Jason Kitts of Rainbow International of Monroe, Mich., traveled to Hilton Head to help, but while observing other members of the large loss team, he struck up a conversation with a construction manager, Tim, at Sea Pines Golf Course who said there was a little water in the basement.

Due to the destruction on the island Kitts suspected there was more damage than the eye could see. Kitts has been in situations like this before and was prepared with an infrared camera. He used the infrared camera to investigate many areas of the building including the walls and was able to see quite a bit of moisture that couldn't be seen with the naked eye. He knew he had an equipment vendor on hold waiting and access



to specialty labor companies and supply and material distributors as well as specialty equipment vendors.

They worked on seven different properties in six different locations: golf course building, The Inn at Harbor Town, two



restaurants, two store front shops. By the time they left, they had completed all the mitigation and temporary repairs to both the golf resort and Inn. Three weeks after Rainbow being onsite the inn and golf course were 95% back operational. **R&R**



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for supporting this eBook

