



WATER DAMAGE GUIDE

What you need to know after a water loss.

Experiencing water damage can be overwhelming, and we understand the deep connection you have to your home or business. This guide from Mālama Restoration – rooted in the Hawaiian value of mālama, to care for, preserve, and protect – provides essential information and support during this challenging time.

01 – ACT FAST

Water damage worsens quickly. Stop the source if it is safe to do so. Mold can begin growing within 24–48 hours, and Hawaii’s humid climate accelerates that timeline. Call a certified water restoration professional immediately to assess and begin drying.

02 – SAFETY FIRST

Turn off electricity if water is near outlets or electrical panels. Avoid contact with standing water, especially if it may be contaminated (e.g. sewage backflow). Wear protective gear when entering affected areas.

Time matters. Mold can establish within 24–48 hours. The sooner drying begins, the more of your property can typically be saved.

03 – TYPES OF WATER DAMAGE

Restoration professionals classify water losses into three categories. The category determines the safety protocols, equipment, and materials that must be used.

CATEGORY 1	Clean water	Broken supply line, broken pipe, or appliance supply failure.
CATEGORY 2	Grey water	Washing machine overflow, dishwasher discharge, sump pump failure.
CATEGORY 3	Black water	Sewage backup, floodwater, or any water containing contaminants.

04 – YOUR ROLE AS THE PROPERTY OWNER

- Notify your insurance company immediately.
- Save receipts for any temporary repairs or hotel stays.
- Avoid turning off drying equipment – doing so may delay the process.
- Communicate with your contractor and ask questions about the process.
- If safe to do so, document the damage with photos and videos before any cleanup begins – visual evidence is invaluable for your insurance claim.



05 – INSURANCE & PAYMENT

Check your homeowner's or condo policy to see if sudden water damage – such as broken pipes or appliance leaks – is covered. File a claim by calling your insurer's claims department or filing online. Provide basic information about the cause and extent of the damage and when it occurred. Take note of your deductible and any exclusions (some policies exclude gradual leaks or mold).

Navigating insurance claims can be complex and stressful. Mālama Restoration specialists assist in communicating with your insurer and provide thorough documentation – detailed reports, moisture readings, and photographic evidence – for your claim.

06 – WHAT TO EXPECT DURING REMEDIATION

Every project is different, but most water restoration projects follow this general path:

- Initial inspection – a certified Water Restoration Technician documents affected areas, performs moisture mapping, determines the water category, records psychrometric readings, and sets up drying equipment.
- Daily monitoring – moisture levels are tracked and equipment adjusted as needed; you'll receive regular updates.
- Demolition – performed if materials like drywall or flooring are unsalvageable.
- Asbestos testing – required for Category 2 and 3 losses if any materials are to be removed.
- Final clearance & certificate of completion – verifies drying goals have been met and the property is ready for the next steps.
- Schedule repairs – we provide recommendations or assist in coordinating qualified contractors to return your property to its pre-loss condition.

You are not alone in this. Our compassionate, highly trained technicians keep you informed at every step – ensuring transparency, answering questions, and approaching each project with genuine care.

NEED HELP? WE'RE AVAILABLE 24 / 7 / 365.

PHONE

(808) 200-0985

EMAIL

alana@malamarestoration.com

WEB

malamarestoration.com

LICENSED TECHNICIANS

IICRC CERTIFIED

AVAILABLE 24 / 7 / 365

Disclaimer: This guide is for informational purposes only and is not a substitute for professional, legal, or insurance advice. Always consult qualified professionals for specific guidance.