

# 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 Malama Restoration, rooted in the Hawaiian value of *mālama*—to care for, preserve, and protect—is designed to provide essential information and support during this challenging time.

### 1. Act Fast

Water damage worsens quickly. Stop the source of water if it is safe to do so. Mold can begin growing within **24–48 hours**. Given Hawaii's humid climate, acting swiftly is crucial to prevent rapid mold growth. Call a certified water restoration professional immediately to assess and begin drying. Our team brings specialized equipment and expertise to quickly assess damage, prevent further deterioration, and efficiently begin the drying process, often saving you time and resources in the long run.

### 2. Safety First

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

### 3. Types of Water Damage

Category 1: Clean water (e.g., broken pipe, supply line)

Category 2: Grey water (e.g., washing machine overflow)

Category 3: Black water (e.g., sewage, floodwater)

### 4. 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 and contribute to further damage
- 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. This visual evidence is invaluable for your insurance claim.

### 2. Insurance & Payment

Check your homeowner's or condo policy to see if sudden water damage (e.g., broken pipes, appliance leaks) is covered. You will need to file a claim, which you can do 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. Also take note of your deductible and any exclusions (some policies exclude gradual leaks or mold). Navigating insurance claims can be complex and stressful; Malama Restoration Specialists are able to assist in communicating with your insurer, as well as provide thorough documentation including detailed reports, moisture readings, and photographic evidence, for your insurance claim.

## 6. What to Expect During Remediation Services

- Initial inspection to be done by a Water Restoration Technician. Owner to Sign Work Agreement documents. The technician will be taking detailed documentation of affected areas, moisture mapping, determining category of water, recording psychometric readings and setting up drying equipment.
- Daily Monitoring to track moisture levels and adjust equipment as needed, providing you with regular updates on our progress.
- Demolition, if materials like drywall or flooring are unsalvageable
- Asbestos testing for category 2 and 3 water losses if any materials are to be taken out
- Final Clearance & Certificate of Completion – this verifies that drying goals have been met and the property is ready for the next steps.
- Schedule repairs: Upon successful completion of the drying and remediation, we can provide recommendations or assist in coordinating qualified contractors for necessary repairs, helping you return your property to its pre-loss condition

Throughout this process, our compassionate and highly trained technicians will keep you informed every step of the way, ensuring transparency and answering any questions you may have. We approach each project with genuine care, and we are here to support you.

### Need Help?

#### Malama Restoration

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