



RestorePro Addresses Pipe Break Water Damage at Ohio Insurance Office

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RestorePro Disaster Cleanup & Restoration, a Northern Ohio-based disaster mitigation company, completed a full-building commercial water damage cleanup project this spring at an insurance office in Willard, Ohio, after a broken interior pipe caused flooding that spread to nearly every room in the facility before a professional mitigation team was called to respond. The damage had already reached almost every corner of the building by the time the crew arrived, underscoring how quickly water can travel through a commercial structure once a pipe failure goes undetected.

By the time the IICRC-certified crew from RestorePro Disaster Cleanup & Restoration arrived on site, water had traveled through the reception area, kitchen, hallway, bathroom, conference room, storage room, and attic. The kitchen sustained some of the most visible damage, with the ceiling collapsing entirely and water covering the full floor surface. In the reception area, containment barriers were established and drying equipment was deployed to protect adjacent spaces while extraction work continued in the more heavily affected rooms. Technicians began the project with a comprehensive moisture assessment, using calibrated meters throughout every room to identify all affected materials, including water that had migrated into wall cavities and concealed floor assemblies not immediately visible to the eye.

This approach reflects the moisture mapping requirements outlined in the IICRC S500 standard for water damage restoration, which calls for thorough documentation of all affected materials, not only those with obvious surface saturation. Accurate mapping at the assessment stage determines the scope of extraction and drying work that follows and prevents materials from being overlooked during the remediation process.

Mitigation work across the building included water extraction, flooring removal, removal of lower drywall sections, carpet extraction in the conference room, and detachment of the bathroom sink to allow drying behind and beneath the fixture. In the storage room, portions of carpet were removed alongside damaged lower drywall, and drying equipment was staged to address residual moisture. Industrial air movers and dehumidifiers were then positioned throughout the entire structure based on the initial moisture map, with equipment directed at surfaces behind removed drywall where moisture tends to persist longest after extraction is complete.

"When a business experiences this kind of disruption, the priority is responding quickly and working methodically to protect the property," said Jon Fields, owner of RestorePro Disaster Cleanup & Restoration. "The team takes that responsibility seriously on every job, whether it is a residence or a commercial facility."

Once materials reached acceptable dryness levels, the crew applied an antimicrobial solution to all affected surfaces. The U.S. Environmental Protection Agency notes that mold can begin developing within 24 to 48 hours of water exposure under favorable conditions, making post-drying antimicrobial treatment a standard protective step in commercial water damage projects. This stage of the process also intersects directly with commercial mold remediation protocols, as thorough treatment after a water loss reduces the likelihood of a secondary microbial issue requiring additional intervention.

RestorePro Disaster Cleanup & Restoration has served the Northern Ohio region for more than 27 years as a family-owned, IICRC-certified company. The organization holds accreditation from the Better Business Bureau and maintains 24/7 emergency response capabilities, with an average on-site arrival time of 30 to 60 minutes. The company serves commercial and residential clients across multiple counties, including Huron County, where Willard is located.

The completed project has been documented as a case study in commercial water damage on the company website, reflecting RestorePro Disaster Cleanup & Restoration's ongoing commitment to transparency about the real-world scope of its mitigation work across Northern Ohio.

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RestorePro

For 27+ years, RestorePro Disaster Cleanup & Restoration has served Sandusky and the Firelands Region. Family-owned and IICRC-certified, we offer 24/7 water, fire, and mold restoration with 60-minute response times and full rebuilds.

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