



Prime Restoration Completes Emergency Water Damage Restoration

July 30, 2026

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Prime Restoration LLC, a family-owned restoration and remodeling company serving Utah County, completed an after-hours emergency response following a city water main break that flooded a finished basement theater room in Mapleton, Utah. The incident, which occurred late at night when contaminated water pushed through the home's foundation, required immediate mitigation to prevent further structural and material damage.

The water main rupture sent water classified in the Category 1 to 2 range into the basement, saturating carpet, baseboards, and a custom raised stage area. Prime Restoration's technicians arrived the same night to begin containment procedures designed to protect unaffected areas of the home from cross-contamination. Crews performed flood cuts and removed the glued-down OSB stage platform, along with affected insulation and leveler material that had become trapped against the sill plates.

Following demolition and material removal, the affected areas were treated with antimicrobial solutions as a standard precaution against microbial growth. The drying phase involved a multi-day process using as many as 11 air movers, a commercial low-grain refrigerant dehumidifier, and HEPA air scrubbers to manage air

quality and moisture levels throughout the affected space.

Daily moisture readings were tracked against a 13.2 percent target throughout the restoration process. Monitoring identified ongoing seepage from the water main break that continued pushing water against the foundation wall, a finding that extended the scope of the mitigation work beyond the initial visible damage. Prime Restoration's team adjusted its approach to address the hidden moisture source before proceeding with the drying timeline, returning to the foundation wall area multiple times to confirm the source had been fully addressed before closing out the drying phase.

"Water damage from a source like a main break is not something homeowners should try to handle on their own," said Mark Harris, owner of Prime Restoration LLC. "Our goal is always to find every pocket of moisture, not just the parts that are visible, so the home can dry out completely and safely."

The Mapleton project reflects the type of response Prime Restoration provides for water emergencies throughout Utah County, where properties can be affected by municipal infrastructure failures, storm events, or plumbing system breaks. The company offers emergency water damage restoration services for residential and commercial properties, with technicians available around the clock to respond to urgent situations involving flooding, sewage backups, and other water intrusion events that require immediate attention to limit the extent of damage.

Prime Restoration LLC has provided restoration and remodeling services to Utah County communities for more than two decades of combined team experience, holding IICRC certification for water damage restoration, mold remediation, and fire damage cleanup. The company also provides water damage restoration in Mapleton, UT, and surrounding areas including Provo, Orem, Springville, Payson, Salem, and Spanish Fork, working directly with property owners and insurance providers throughout the restoration process.

Restoration professionals note that water from a clean source such as a municipal water main can degrade to a higher category as it travels through soil, foundation walls, and building materials, taking on contaminants along the way. Water at this level still requires prompt handling, containment, and thorough drying, since standing moisture left in wall cavities, subfloors, and other hidden spaces can lead to secondary damage such as mold growth and structural deterioration if it is not fully identified and removed.

The completed project in Mapleton illustrates the layered process involved in water damage restoration, from initial containment through demolition, treatment, and extended drying, along with the moisture detection work needed to confirm a property has been fully dried before repairs begin. Prime Restoration LLC continues to serve residential and commercial clients across Utah County facing water, fire, and mold-related damage.

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For more information about Prime Restoration, contact the company here: Prime Restoration Mark & Chad Harris (801) 509-6899 office@primerestorers.com 2395 North 200 East Spanish Fork Utah 84660

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"https://twitter.com/primerestorers",
"https://www.youtube.com/channel/UCRYxzE-zv-pQJyboMoQ0NhQ/",

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Prime Restoration

Prime Restoration offers water damage restoration, mold remediation, and fire damage cleanup services to the Spanish Fork area in Utah.

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