

CASE STUDY



MULTIFACETED PROJECT: DALLAS RADISSON STAYS IN OPERATION AFTER FLOODING CRISIS

BACKGROUND

Following a sprinkler system repair, a joint failure in a 2.5 inch PVC water line on the eighth floor of the Dallas Love Field Radisson Hotel spilled 4200 gallons of water throughout the North Tower in less than one half hour. Cascading from the top floor, the flooding impacted more than 90 hotel rooms, racquetball courts, meeting rooms, a workout center, the laundry areas and a boiler room.

Approximately 60,000 square feet of drywall were affected by the flooding in the guest rooms alone. All of the electrical installation in the North Tower, as well as the equipment in the boiler room were jeopardized. Fortunately, water damage occurred only in the North Tower, leaving the South Tower facilities and the lobby atrium unaffected.

Hotel officials rushed water extraction crews to the scene, but it was immediately clear to both Radisson management and their insurance company that vacuuming the standing water was only the beginning of the recovery effort.

Four of Munters M-20 dehumidifiers were configured to deliver dry air to eight floors at the Dallas Love Field Radisson, after a pipe break in the North Tower. The hotel's chief engineer, Jim Holmes (above right), said Munters helped keep the hotel in operation with a fast response after the water damage was discovered.

THE PROBLEM

As a result of the disaster, the hotel faced both long and short-term problems. In the short term, drying of central facilities, including the laundry room and meeting areas would keep the hotel in operation.

"We needed to service guests in the South Tower, even though the North Tower was shut down by the flood," said Jim Holmes, chief engineer for Radisson Hotels in the Dallas area. "To do this, we needed our laundry back in operation fast. We also had meetings scheduled, but our meeting area had taken substantial water. Likewise, the damage to wood floors in our health club areas threatened to shutdown these guest areas."

Long term, the hotel needed to save the structural integrity of the 90 guest rooms in the North Tower, being sure to eliminate the threat of dangerous micro biological growth at the same time. Protecting the electrical wiring from corrosion, and preserving the boiler room equipment were also major concerns.

THE SOLUTION

With so much at stake, Jim Holmes was certain that the hotel needed a capable, experienced water damage recovery company to help out. Conferring with his insurance company, they quickly settled on Munters.

"We got the call on Friday night," said Randy Webb, Munters account manager. "We did an assessment and began moving equipment to the site the same day. By Saturday, we had four of our largest dehumidifiers set up with 200 air movers in a unique configuration engineered to get dry air to eight floors simultaneously."

Munters located the drying equipment outside the building. It then built a network of flexible duct that brought the dehumidified air up through the stairwells and then onto each floor. Air movers and ancillary "layflat" ductwork took the air into each of the guest rooms.

The system filled the building with air that had a relative humidity of 10%. This created desert-like conditions inside, while the outside weather was cold and damp. As a result, the moisture on the surface of the sheetrock, carpet and concrete was absorbed by the air, which was then expelled.

Then, over a eight-day period as more dry air was continuously circulated, moisture was removed from deep within wet objects and structure. This procedure dried the building completely.



Munters delivered dry air into each of 90 affected rooms with a complex system of dehumidifiers and air moving equipment. No sheetrock had to be replaced; and furniture and carpet were saved. Mold and mildew growth was held in check as well.



Munters stationed dehumidifiers outside and delivered dry air through the stairwells. Eight floors of guest rooms were dried simultaneously during the eight day project. Munters also saved racquetball courts, work-out facilities and the boiler room equipment.

"We had no significant loss of sheetrock," said Holmes. "Munters carefully filled the wall cavities with dehumidified air, drying them both inside and out. This preserved the integrity of the sheetrock and prevented rampant growth of mold and mildew."

Holmes gives Munters credit for saving the gym floors. "Munters knew exactly what to do. As soon as they arrived, they made recommendations about how to approach our flooded floors. Without Munters fast work, we would have lost both the floors and the use of our fitness areas for an extended period."

"As an engineer, I was very impressed with Munters equipment," said Holmes. "They showed up in less than a day, brought in self-powered units, built a workable drying system, and stayed with the project throughout."

"I'm sure that Munters saved our hotel far in excess of \$100,000 and precluded many long and short term problems. We're in a service business, so we understand and appreciate good service. We got it, beyond a doubt, from Munters."

THE BENEFITS

Munters is uniquely qualified to address water damage problems. Here's how the Radisson benefited:

■ Fast Recovery

Munters arrived the same day called. Within hours, equipment was on site and relieving the problem. As a result, the hotel could stay open. Meeting rooms were quickly dried and returned to use, the laundry was kept in operation, and Munters worked with hotel managers to keep the recovery unobtrusive.

■ Economic Benefits

Not only did the Radisson benefit from eliminating 60,000 sq. ft. of room reconstruction by drying—not replacing—sheetrock, it also cut the time the water-damaged rooms were out of operation. All of the furniture was saved, and on some floors carpet was preserved.

■ Avoid Micro Biological Problems

A water-damaged building must be carefully dried to suppress the growth of mold and mildew. Fungi spores are found everywhere and require only moisture and warm temperatures to grow. If unchecked, this growth will quickly lead to odors, unsightly stains, and in many cases, a health hazard. Micro biological studies have repeatedly shown that desiccant drying controls fungi growth, that could shut down a public facility, such as a hotel.

■ Save Wood Floors

Munters has saved more than 1000 wood floors. As a result, we can deal with a vast array of structures. At the Radisson, Munters isolated a large M-10 dehumidifier, supported by a group of small dehumidifiers, in an air delivery system specifically created to preserve the water-damaged floors. Because the hotel needed to maintain a "seemingly normal" operation, Munters equipment configuration allowed the gym to be used while the floors were dried.

■ Munters Joins Your Team

Jim Holmes was quick to point out that Munters, once on the job, worked quickly and professionally to meet the hotel's objectives. "Munters people were very experienced, well equipped and willing to do everything that was necessary to meet our needs. I was impressed with Munters throughout the project."

MUNTERS CORPORATION MOISTURE CONTROL SERVICES

79 Monroe Street, PO Box 640
Amesbury, MA 01913-0640
TEL: 1-800-CAN-DRY [422-6379]
978-241-1281

FAX: 978-241-1215

Web Site: www.muntersamerica.com
E-mail: mcsinfo@muntersamerica.com

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