

ANSI/IICRC **S500**

ANSI/IICRC S500-2015

STANDARD AND REFERENCE GUIDE FOR PROFESSIONAL WATER DAMAGE RESTORATION

Fourth Edition



IICRC
Institute of Inspection Cleaning
and Restoration Certification



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ANSI/IICRC S500 Standard for Professional Water Damage Restoration

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This document supersedes the *ANSI/IICRC Standard and Reference Guide for Professional Water Damage Restoration S500-94, S500 Second and Third Editions.*

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Table of Contents

ANSI/IICRC S500 Standard Sections

Acknowledgements	5
Important Definitions.....	9
Section A Scope, Purpose, and Application.....	10
Section B Definitions	11
Section 1 Principles of Water Damage Restoration.....	17
Section 2 Microbiology of Water Damage.....	19
Section 3 Health Effects from Exposure to Microbial Contamination in Water-Damaged Buildings	19
Section 4 Building and Material Science.....	19
Section 5 Psychrometry and Drying Technology	19
Section 6 Equipment, Instruments, and Tools	19
Section 7 Antimicrobial (biocide) Technology	19
Section 8 Safety and Health	20
Section 9 Administrative Procedures, Project Documentation and Risk Management	27
Section 10 Inspections, Preliminary Determination, and Pre-Restoration Evaluations	32
Section 11 Limitations, Complexities, Complications and Conflicts	41
Section 12 Specialized Experts	43
Section 13 Structural Restoration	45
Section 14 Heating, Ventilating and Air Conditioning Restoration	56
Section 15 Contents Evaluation and Restoration.....	60
Section 16 Large or Catastrophic Restoration Projects	72
Section 17 Materials and Assemblies	78

Table of Contents

ANSI/IICRC S500 Reference Guide Chapters

Chapter 1	Principles of Water Damage Restoration	88
Chapter 2	Microbiology of Water Damage.....	92
Chapter 3	Health Effects from Exposure to Microbial Contamination in Water-Damaged Buildings	96
Chapter 4	Building and Material Science.....	101
Chapter 5	Psychrometry and Drying Technology	113
Chapter 6	Equipment, Instruments, and Tools	128
Chapter 7	Antimicrobial (biocide) Technology	140
Chapter 8	Safety and Health	145
Chapter 9	Administrative Procedures, Project Documentation and Risk Management	156
Chapter 10	Inspections, Preliminary Determination, and Pre-Restoration Evaluations	170
Chapter 11	Limitations, Complexities, Complications and Conflicts	182
Chapter 12	Specialized Experts	186
Chapter 13	Structural Restoration	190
Chapter 14	Heating, Ventilating and Air Conditioning Restoration	216
Chapter 15	Contents Evaluation and Restoration.....	223
Chapter 16	Large or Catastrophic Restoration Projects	239
Chapter 17	Materials and Assemblies	247
Glossary		292

Acknowledgments

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Important Definitions

Throughout this document the terms “shall,” “should,” and “recommend” are used to compare and contrast the different levels of importance attached to certain practices and procedures.

shall: when the term *shall* is used in this document, it means that the practice or procedure is mandatory due to natural law or regulatory requirement, including occupational, public health and other relevant laws, rules or regulations, and is therefore a component of the accepted “standard of care” to be followed.

should: when the term *should* is used in this document, it means that the practice or procedure is a component of the accepted “standard of care” to be followed, while not mandatory by regulatory requirements.

recommend(ed): when the term *recommend(ed)* is used in this document, it means that the practice or procedure is advised or suggested, but is not a component of the accepted “standard of care” to be followed.

In addition, the terms “may” and “can” are also available to describe referenced practices or procedures, and are defined as follows:

may: when the term *may* is used in this document, it signifies permission expressed by the document, and means that a referenced practice or procedure is permissible within the limits of this document, but is not a component of the accepted “standard of care” to be followed.

can: when the term *can* is used in this document, it signifies an ability or possibility open to a user of the document, and it means that a referenced practice or procedure is possible or capable of application, but is not a component of the accepted “standard of care” to be followed.

For the practical purposes of this document, it was deemed appropriate to highlight and distinguish the critical restoration methods and procedures from the less critical, by characterizing the former as the “standard of care.” The IICRC S500 consensus body standard committee interprets the “standard of care” to be: practices that are common to reasonably prudent members of the trade who are recognized in the industry as qualified and competent. Notwithstanding the foregoing, this Standard and Reference Guide is not intended to be either exhaustive or inclusive of all pertinent requirements, methods or procedures that might be appropriate on a particular water damage restoration project.

A Scope, Purpose and Application

A.1 Scope

This Standard describes the procedures to be followed and the precautions to be taken when performing water damage restoration in residential, commercial and institutional buildings, and the systems and personal property contained within those structures.

This Standard assumes that the determination and correction of the underlying source or cause of the water intrusion leading to the water damage is the responsibility of the property owner and not the restorer, although the property owner may contract with the restorer or other specialized experts to perform these services.

Water damage restoration consists of the following components for which procedures are described in this Standard:

- Principles of Water Damage Restoration
- Microbiology of Water Damage
- Health Effects from Exposure to Microbial Contamination in Water-Damaged Buildings
- Building and Material Science
- Psychrometry and Drying Technology
- Equipment, Instruments, and Tools
- Antimicrobial (biocide) Technology
- Safety and Health
- Administrative Procedures, Project Documentation and Risk Management
- Inspections, Preliminary Determinations and Pre-Restoration Evaluations
- Limitations, Complications, Complexities and Conflicts
- Specialized Experts
- Structural Restoration
- Heating, Ventilating and Air Conditioning (HVAC) Restoration
- Contents Evaluation, Restoration and Remediation
- Large or Catastrophic Restoration Projects
- Materials and Assemblies

A.2 Purpose

It is the purpose of this Standard to define criteria and methodology used by the restorer for inspecting and investigating water damage and associated contamination, and for establishing water damage restoration work plans and procedures.

This Standard and Reference Guide is not intended to be either exhaustive or inclusive of all pertinent requirements, methods or procedures that might be appropriate on a particular water damage restoration project. Restorers should use professional judgment throughout each and every project. However, the use of professional judgment is not a license to not comply with this standard. A project might have unique circumstances that may infrequently allow for a deviation from the standard. Prior to deviation from the standard of care (i.e., "shall" or "should") the restorer should document the circumstances that led to such a decision, notify the materially interested parties, and in the absence of a timely objection, document the communication before proceeding.

This Standard does not specifically address the protocols and procedures for restoration when potentially hazardous, regulated materials are present or likely to be present in water-damaged structures, systems and contents. Such potentially hazardous, regulated materials include, but are not limited to: asbestos, lead, arsenic, mercury, polychlorinated biphenyls (PCBs), pesticides, fuels, solvents, radiological residues, and other chemical and certain biological contaminants.