



# WATER DAMAGE MITIGATION PROTOCOL

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The procedures outlined in RYTECH'S Protocol are intended to provide a working standard that should be applicable in most situations. Although many jobs are unique, some situations will require a deviation from the procedures outlined in this protocol. RYTECH reserves the right to change the content of this protocol without written notice.

**RESIDENTIAL AND COMMERCIAL  
WATER DAMAGE RESTORATION  
AND MOISTURE CONTROL SERVICES**

# WATER DAMAGE MITIGATION PROTOCOL

Rytech's Protocol expedites the mitigation process, reduces severity, provides quality, and caring customer service to policyholders in their time of need

## ASSIGNMENT AND DISPATCH

- Rytech's Centralized Administrative Call Center receives assignment via a direct phone call, electronically, warm transfer from carrier partners, or from Rytech's website
- Within minutes, initial contact with Policyholder is made
- Assignment is immediately dispatched to field technicians

## ONSITE INSPECTION

- Certified technician onsite within 4 hours to perform initial inspection and scope of loss
- Review findings with policyholder including any potential safety concerns
- Mitigation service begins upon execution of Work Authorization

## MITIGATION SERVICES

- Extraction - Remove excess water
- Evaporation – by means of rapid air movement
- Dehumidification - Remove excessive moisture from the air
- Temperature Control - Managing temperature promotes optimal drying condition
- Contents protection and manipulation
- Floorcoverings and other material evaluated for possible damage
- Identify any areas of concern for subrogation
- Moisture mapping to identify any wet areas and how wet
- Moisture readings taken - affected and non-affected areas
- IICRC Standards dictate equipment placement
- Daily readings & monitoring during entire drying process
- Upon dry out completion, final walk-through with policyholder
- Certificate of Satisfaction provided to policyholder
- Customer Service Review provided to policyholder

## MOLD SERVICES

- AMRT Certified Mold Technician assigned to all mold jobs
- Licensed and AMRT Certified Project Managers oversee all mold remediation projects.
- Thorough Inspection of entire residence is completed.
- Areas of concern are identified and addressed with property owner
- Licensed and Certified Third Party Mold Assessors utilized on all mold projects.
- Specialty Equipment, Cleaning Agents, and Containment Chambers utilized on all projects
- Informational Packet provided to Customer on What to Expect during Remediation Process
- Independent Mold Assessor / Certified Industrial Hygienist clearance test results provided at completion of project
- 100% Peace of Mind

## CLAIM FILE DOCUMENTATION INCLUDES:

Authorization to Perform Services  
Source / Cause  
Digital Photos  
Class & Category of Loss  
Demolition, if required  
Certificate of Satisfaction  
Areas Affected  
Diagrams  
Scope  
Moisture Mapping  
Identify Microbial Growth  
Certification of Completion  
Subrogation Possibilities  
Equipment Placement  
Psychrometric Readings  
Damage to Contents or Structure  
Notes  
Invoice

## SPECIAL CONDITIONS REQUIRING IMMEDIATE NOTIFICATION

- Questionable coverage, surface water, sewage backflow
- Detection of microbial growth
- Appearance of ongoing problems
- Potential subrogation
- Refusal of service
- Inability to gain access
- Policyholder altering drying process

## HOW TEAM RYTECH PERFORMS

### Claims Intake Specialist

- Courteous & Professional
- Accepts Assignment
- Dispatches to the field
- Verifies receipt of assignment

### Field Production Specialist

- Courteous & Professional
- IICRC Trained & Certified (WRT, ASD, AMRT)
- Subrogation Certified
- EPA Lead Trained & Certified
- Company Identified Uniforms with Photo ID
- Company Branded Vehicles
- Effective Communicators
- Technology Proficient

### Mitigation Data Specialist Unit

- Courteous Professionals
- IICRC Trained & Certified
- Prepares all estimates in one centralized unit
- Reviews all field documentation from initial inspection through estimate upload
- Multi-layered Quality Assurance checks throughout
- Proficient with multiple estimating platforms including Xactimate, Symbility and more
- Builds and submits all estimates to carrier
- Primary Point of Contact



MITIGATION  
PROTOCOL