

Insulation Fiber Clean-Up

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January 1994

BACKGROUND

The following account of events prior to Coach's inspection of the property was provided by Mrs. Richie. On October 11, 1994 Insulation Products Co. was installing blown in insulation by injecting it through 2 inch holes that had been drilled in the north wall of the Richie home. According to Mrs. Richie, the technician accidentally drilled too deeply into the northwest bedroom closet and the northeast office. The northwest bedroom wall was cracked and bowed from the pressure of too much insulation pumped into the wall cavity. The result was that the northwest bedroom closet was nearly filled with insulation. The bedroom itself had a layer approximately 3 inches thick on the bedroom floor. The northeast office had an inch covering of insulation. The basement also had a noticeable amount, heavier along the north wall. The bath, hall, living room and kitchen all had a dust-like covering. Insulation Products' personnel used shop vacs to remove the majority of material from the interior rooms of the home. Mr. and Mrs. Richie moved to a relative's house until a more thorough cleaning could be done. Mrs. Richie called Coach's on October 12th. An inspection was scheduled for October 13th. Mrs. Richie later called back and rescheduled for October 17th to allow time for determining whose insurance company would handle the claim. During this time it was determined that Mrs. Richie's homeowners policy did not cover this event and that Insulation Products' liability carrier would adjust the loss. The claim was assigned to Adjusting Services Unlimited and handled by Tom McDonald of their Livonia, Michigan office.

INSPECTION

The home is a ranch style with full basement and a screened in porch on the west side which is used as the primary entrance to the home. The driveway is on the west side of the home and leads to a detached garage which is located northwest of the house approximately 35 feet away. See attached diagrams for floor layouts.

Coach's scope was done by William Gordon on October 17, 1994. The exterior siding was still off on the north side of the house. There were 2 inch holes drilled 16 inches apart along the north exterior wall. Mrs. Richie stated she was concerned as to whether the fiber could ever be removed from the house living area completely. Mr. Gordon advised her that more information on the product would be needed before that determination could be made. Specifically, it would need to be determined if the product still in the wall cavity should be removed or would be safe as is. Mrs. Richie stated that she would do the investigation of the product.

There was insulation scattered through the back yard on the north side of the house and the garden on the west covering approximately 20 square yards in each area. Mrs. Richie asked that it be removed also.

In the interior of the house the insulation had penetrated all areas of the home. The enclosed photos show what was found. The insulation had the appearance of cotton ball scraps.

Contamination was worst in the northwest bedroom and northeast office. The drywall was damaged in the Northwest bedroom and its closet. No damage was found to drywall in bath or office. Inspection of the cold air return in the northeast office revealed it to be packed with insulation. It was located on the outside wall under the window.

Wipe tests revealed dust-like particulate in the living room and kitchen. The basement had insulation scraps trapped in cobwebs along the ceiling, mostly within a few feet of the north wall. Wipe tests revealed particulates in all areas of the basement.

Mr. Gordon measured all rooms and wrote the scope for duct cleaning, complete vacuuming of all areas, wet wipe down of all contents, dry cleaning of upholstery and drapes and inplant cleaning of rugs.

Mrs. Richie elected to make arrangements for dry cleaning of clothing on her own. She stated that her husband would do the drywall repairs himself. Scheduling arrangements were made for a duct cleaning subcontractor and Coach's cleaning was scheduled for October 21st.

SCOPE OF REPAIRS

Coach's contracted Captain Clean to clean and seal the duct system on October 20th. Filter cloth was installed over the cold air intakes and the furnace filter was replaced with a pleated micro-filter to prevent recontamination.

Restoration was scheduled for 2 days, October 21st and 22nd. The cleaning team consisted of Field Supervisor, Mike Moyer and technicians, Stewart Tilton, Keenya Combs and Steve Bush. Removal was accomplished by dry sponging of walls & ceilings, vacuuming and wipe-down with damp cloths of all surfaces and furniture. Vacuuming was done with a truck-mounted extractor so that no particulates would be recirculated within the home. The yard was cleaned by using a leaf blower to centralize the insulation and then vacuuming it up with the truck-mounted extractor.

On the morning of the 22nd the Richies found recontamination in the areas cleaned. They then decided to have the insulation removed from the walls, so work was postponed until this was completed. Rex Richie made the arrangements for a contractor to remove the remaining insulation and reinsulate with a different type of product.

On October 27th minor furniture and 38 boxes of contents were removed by Coach's 3 person pack-out team to eliminate them as a source of contaminate.

Coach's staff of 4 technicians fully cleaned the house on Monday the 31st.

From November 3rd through the 16th, Keenya spent all or part of 4 days vacuuming and cleaning the items that had been moved out to Coach's plant.

Mrs. Richie requested we return to re-clean the cold air returns and some light fixtures. This was done on Nov. 7th by Mike, Steve and Stewart.

She continued to find particulates that she thought were insulation so Coach's technicians Mike and Stewart returned on Nov. 9th to inspect the house with her and remove anything found.

Mrs. Richie contracted General Scientific, Inc. to conduct an air test to analyze the particulate content of the air after cleaning. This was done on November 11th.

Mrs. Richie reported on November 14th that the house tested within the safe range. The Richies were not completely satisfied however and asked us to clean the house again just to be sure all possible particulate was removed. Coach's technicians returned on November 15th and cleaned again. The Richies also hired a duct cleaning contractor on their own to fully clean the duct system a second time.

The furniture was then returned on November 17th. The Richies found some unknown particulates in the boxes. Coach's technicians returned twice more in response to the Richie's requests to reclean some boxes and areas of the basement which were either missed or contaminated by recirculation. After this the air was tested again and a lower particulate count was recorded.

On November 28th, William met with Mrs. Richie and Tom McDonald of Adjusting Services Unlimited and delivered Coach's bill for 3 cleanings and inplant work. After reviewing the bill, Mr. McDonald requested additional documentation which was delivered by fax on December 8th. The bill was then approved without changes.