

Case Study

Cooling Tower Flood Response

Type of Venue:

University Campus

Type of Loss:

Water Damage from Cooling Tower
Malfunction



Summary

In June 2021, a cooling tower malfunction at a private university in California caused catastrophic water damage, flooding the building from the fifth to the first floor and affecting approximately 40,000 square feet. The water destroyed floors, ceilings, and equipment—including valuable musical instruments, electronics, and technology in the digital media labs. RMC arrived on-site within one hour of the call and immediately initiated mitigation efforts. The client later noted that had RMC arrived just 30 minutes later, the library and theater would have sustained irreversible damage. Through rapid response, advanced restoration techniques, and seamless coordination with the university and insurance representatives, RMC restored the property and minimized disruption to campus operations.



The Challenge

The cooling tower failure released a massive volume of water across four levels of the building, placing high-value spaces like the library and theater in immediate jeopardy. Sensitive assets like musical instruments, computers, and specialized media equipment required delicate handling and precision restoration. The situation was further complicated by environmental hazards such as the potential for mold growth and the presence of asbestos. Time was the most critical factor. Without swift intervention, the water would have spread to the school's library and theater, costing millions more in damage and delaying the university's ability to reopen.



The Solution

RMC arrived within one hour, immediately stopping the water flow and beginning emergency mitigation. Working around the clock in coordination with university staff and insurance representatives, our team contained the damage, protected high-value assets, and implemented environmental controls. Restoration professionals used advanced cleaning techniques to recover sensitive electronics and provided structural drying, asbestos abatement, and full reconstruction. Equipment such as forklifts, truck-mounted desiccant dehumidifiers, AC units, boom lifts, and large HEPA-filtered air scrubbers supported the recovery. Thanks to RMC's rapid response and precision execution, the university reopened with minimal disruption, and the client was highly satisfied with the outcome. This project demonstrated RMC's expertise in protecting critical spaces and restoring complex facilities to full functionality. It stands as a strong example of our ability to deliver comprehensive solutions that minimize downtime and preserve asset value.

The Results



40,000 sq. ft.
Affected



Immediate Response
Prevented catastrophic damage



High-tech Electronics and Equipment
Recovered



Complete Restoration
With minimal disruption

