



LOSS EVENT: WATER DAMAGE

Full-Service Hotel

📍 Detroit, MI

A hot water system leak at a historic hotel in Detroit caused water intrusion across multiple areas of the property. With the hotel fully operational and guests onsite, the team needed a restoration partner capable of navigating an older building footprint, complex infrastructure, and limited pathways for traditional drying solutions.

Signal mobilized immediately to provide water mitigation while adapting to the building's structural challenges. Due to the hotel's construction and mechanical layout, conventional drying methods were not feasible. Instead, Signal engineered a series of small, targeted containment areas and ducted heat directly into each affected space. This approach allowed for efficient in-place drying without disrupting hotel operations or guest experience.

Despite the complexity of the building and the extended drying time required for certain materials, the hotel remained open for the entire duration of the 3.5-month project. Signal's team successfully mitigated the loss with no operational downtime — ensuring the hotel could continue welcoming guests without interruption.

The Scope

- Project cost: \$52,000
- Water mitigation across impacted areas
- Custom-engineered drying approach due to structural constraints
- Small containments were created to isolate affected areas
- External heat was ducted into spaces to support drying
- In-place drying to preserve materials and avoid demolition
- Facility remained fully open throughout
- Project duration: 3.5 months



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