AS-IICRC S500:2025

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Standard for Professional Water Damage Restoration



AS-IICRC S500:2025

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Australian Institute of Refrigeration Air Conditioning and Heating
Australian Institute of Waterproofing
Australian Timber Flooring Association
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Housing Industry Association
Indoor Air Quality Association Australia
Institute of Inspection Cleaning and Restoration Certification
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Preface

This Standard was prepared by the Australian members of Standards Australia Committee ME-094, Mould and Water Restoration.

The objective of this document is to describe 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 document is an adoption with national modifications and has been reproduced from ANSI/IICRC S500:2021, *Standard for Professional Water Damage Restoration*. The modifications are additional requirements and are set out in Appendix ZZ.

Appendix ZZ lists the modifications to ANSI/IICRC S500 for the application of this document in Australia.

Australian or Australian/New Zealand Standards that are identical adoptions of international normative references may be used interchangeably. Refer to the online catalogue for information on specific Standards.

This document is based on ANSI/IICRC S500, *Standard for Professional Water Damage Restoration*, Fifth Edition: 2021 (S500), as published by the Institute of Inspection, Cleaning and Restoration Certification (IICRC).

The IICRC expressly disclaims any liability and all express or implied warranties associated with the use of S500.

The terms “normative” and “informative” are used in Standards to define the application of the appendices or annexes to which they apply. A “normative” appendix or annex is an integral part of a Standard, whereas an “informative” appendix or annex is only for information and guidance.

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Foreword

The fifth edition of *ANSI/IICRC S500* Standard for *Professional Water Damage Restoration* (the "*ANSI/IICRC S500*") is a procedural standard. It is based on reliable restoration principles, review of available scientific and industry literature and information, and practical experience. In addition, there has been extensive consultation with and information obtained from numerous other sources. These sources include, but are not necessarily limited to, the scientific community, the international, national, and regional trade associations serving the professional disaster restoration industry, chemical formulators, and equipment manufacturers, cleaning and restoration training schools, restoration service companies, the insurance industry, allied trades persons, and others with specialized experience. Pursuant to the previous Disclaimers (adopted by reference herein), the *ANSI/IICRC S500* is subject to further revision as developments occur in technology and procedures.

The *ANSI/IICRC S500* has been reviewed and modified to reflect current updated procedures and industry practices. This document supersedes the *IICRC Standard and Reference Guide for Professional Water Damage Restoration S500-94,* the *S500 Second Edition* (1999), the *ANSI/IICRC S500 Third Edition* (2006), and the *ANSI/IICRC S500 Fourth Edition (2015)*.

The *ANSI/IICRC S500* is a living document; subject to change as more information regarding water damage restoration becomes available and as scientific developments occur and advancements are made in restoration technology and practice. The *ANSI/IICRC S500* will be reviewed, evaluated, and validated through application in the field, and thereafter revised and improved. This process and further professional and public review will allow our industry to develop a body of water damage restoration science and achieve the overall IICRC goal of improving the environments in which people live and work.

The Standard is written for use by those involved in the water damage restoration industry, primarily for restoration companies and workers, and secondarily for other potential materially interested parties as described in this document. The S500 is a voluntary standard. Although attempts have been made to ensure the Standard is technically consistent with knowledge about water damage restoration at the date of its publication, there is no representation or guarantee that every issue and topic relevant to water damage restoration has been thoroughly addressed. As stated above, users of the S500 should keep abreast of the rapid developments in the field of water damage restoration, implement changes in technology and procedures as appropriate, and follow applicable federal, state, provincial, and local laws and regulations. A project might have unique circumstances that may require a deviation from the Standard. Prior to deviation from the standard of care (i.e., "shall" or "should"), as outlined in the S500, 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.

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Acknowledgments

This publication is the result of a collaborative effort involving industry experts and trade associations, educational institutions, training schools, and other organizations. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) is the ANSI Secretariat of the document.

The development and publication of this document were made possible through the generous contributions of a dedicated group of volunteers. The IICRC Board of Directors and the Standards Committee genuinely appreciate the time and effort contributed by these individuals. They exhibit the true volunteer spirit that has been the driving force behind the IICRC since its inception. At the time of approval of the fifth edition of the ANSI/IICRC S500 Standard for Professional Water Damage Restoration, the IICRC S500 Consensus Body consisted of the members listed below. Other contributors and some past contributors to this document and their respective roles are also listed below.

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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 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.

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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, Complexities, Complications, 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 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. A project may have unique circumstances that require 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, or 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.

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