

# MICHIGAN OFFICE BUILDING AVOIDS WATER DAMAGE WITH AlertAQ™ LEAK DETECTION

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## Valve Work Triggers Critical Alert

On September 17 at 7:42 AM EDT, a planned valve replacement caused a sudden surge in water pressure at a five-story, 150,000 sq. ft. office building in the business district of Southfield, MI, a suburb of Detroit. The surge led to a toilet overflow in a third-floor custodial closet, putting multiple tenant spaces at risk of water damage.

Fortunately, the building had an Alert Labs water leak detection system which caught the leak before it could cause damage.

“We have been happy with our new sensors and the results we are getting from them.

- Property Manager

**\$50,000–\$75,000**

Estimated Savings

**11 Minute**

Resolution Time

**3 Weeks**

Payback

## Rapid Response Prevents Damage

The building had installed Alert Labs Floodie flood sensors & water leak detectors just three weeks earlier. When water touched the sensor, the AlertAQ™ water intelligence platform immediately sent automated phone calls and text alerts. The property team responded and stopped the leak at 7:53 AM EDT, just 11 minutes after detection.

## High Water Pressure Causes Leak

Control valves are essential for isolating sections of a building's domestic water system during maintenance. When reopened too quickly, they can create a pressure spike that overwhelms fixtures like toilets. Custodial closets typically have limited drainage, so even short-duration surges can spread water into corridors and tenant areas, causing significant water damage.



We have been happy with our new sensors and the results we are getting from them. I have them at two of my buildings and have responded to issues at both based on alert notifications."

— Property Manager

## Smarter Building Water Management

Water damage claims are among the most frequent and costly for commercial properties. AlertAQ™ delivers real-time alerts, reliable cellular connectivity, and portfolio-wide visibility, helping property teams reduce risk and avoid expensive repairs.

The building in this success story is just one of many insured by a leading national insurance carrier working with Alert Labs to improve their water loss prevention strategy. To date, Alert Labs customers and insurance partners have saved over \$150M in averted water damage losses.

Learn more about protecting your buildings at [alertlabs.com/office](https://alertlabs.com/office)

