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OCTOBER/NOVEMBER 2017

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## Cyber Security

## Swimming Pool Fails

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"Condo Sales Blast Off," the daily paper splashed across the top of Page 1 in September. According to the Honolulu Board of Realtors, 575 condos were sold in August, up 20 percent from 2016. (The median price, by the way, was \$419,000.)

While a rise in condo sales is good news for a lot of people, for those of us at Building Management Hawaii it means our job of serving the owners, managers and boards of Hawaii buildings just got bigger. Our goal in every issue, whether it's in a feature story or an expert advice piece, is to make their jobs easier — which is really all about ensuring the well-being and quality of life of people in their buildings.

In this issue, we follow up on the tragic Marco Polo fire in a Q&A with building manager Ben Oates, as well as publish a letter from another building manager, Ralph Shumway of Waipuna, to the City Council committee looking at fire safety.

We also take a look at pool issues — how to keep them blue and balanced, and how to keep them from killing

people. This is a real and serious problem.

Most people know Christine Camp of the Avalon Group as a developer, but her company has expanded into property management as well. It goes back to how she responded to the calamitous crash of 2008.

What makes for an outstanding building manager? For the cover story, we asked Mike Hartley, president of Hawaiiana Management, to give us his top five qualities, and he provided six.

And our experts provide great tips on lighting and security.

Mahalo,

**Don Chapman**  
Editor  
*Building Management Hawaii*

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## HAWAII'S SPALL REPAIR AND RAILING EXPERTS



# Hawaiiana Management Company Reports a Successful Third Quarter

Hawaiiana Management Company, Ltd., Hawaii's largest condominium and HOA management company, reports a successful third quarter, 2017.

Hawaiiana Management Company has over 670 condominium associations and HOAs under contract

on six Hawaiian Islands, and employs a staff of more than 200.

Seventeen contracts for professional management services were signed or commenced service during the third quarter of 2017. New client properties contracted include Oahu's

Liliuokalani Gardens at Waikiki – a 385 unit condominium, Wailea Ekahi, 295 residences on the Island of Maui and Pualani Estates at Kona, 362 Units. Additionally, the award-winning kama'aina company has been contracted for management of another 65 residential, commercial and resort associations under development.

For more information on Hawaiiana's award-winning services visit [hmcmgt.com](http://hmcmgt.com).



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Maui's Wailea Ekahi, a community of 295 residences, joined Hawaiiana recently



Hawaiiana welcomes the 385 unit Liliuokalani Gardens at Waikiki



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# The Marco Polo Aftermath

Ben Oates reflects on his building's disaster, and the key challenges that lie ahead

By Don Chapman

**A**s BMH went to press two months after the horrendous Marco Polo fire, Honolulu firefighters were still searching for its cause. Busy as he has been, building manager Ben Oates took time to respond to a few questions.

**BMH:** *What's the first thing you would tell other building managers about this experience with the fire and its aftermath?*

**BEN:** It is very important to remain calm. Emergency preparedness is important before a disaster happens. Staff

training and follow-up helped the staff to remain calm and communicate amongst the staff members during the incident. Resident knowledge is also helpful. Newsletters addressing emergency concerns are good tools.

**BMH:** *How many displaced residents had HO-6 insurance?*

**BEN:** I do not know the actual number of residents who had homeowners and renters insurance, but I estimate



Ben Oates

about 70 to 80 percent of homeowners had some insurance in place. "Loss of Use" is very important and I recommend that everyone check their "Loss of Use" coverage.

**BMH:** *What are three things that you will never forget?*

**BEN:** One, response of HFD, HPD, EMS, Otis Elevator Company and Marco Polo staff during the fire.

Two, how devastating the incident was.

Three, the immediate outpouring of support from our Island community, such as American Red Cross, Alaka'i Mechanical Corporation, Ala Wai Plaza, Associa Hawaii, BELFOR Hawaii, Bloomingdale's, Chinese Chamber of Commerce, City and County of Honolulu Department of Emergency Management, CQ Communications

## A Plea from A Peer

Thank you for recently allowing me to offer strategies and tips on fire prevention at the recent public meeting held at the Mission Memorial Auditorium. With greater education and awareness, we can reduce our risk for future tragedies.

I limited my brief presentation to fire prevention. However, I originally had prepared comments on the physical challenges and feasibility of retrofitting many of our older high-rises. Please consider the following points and observations when making your decisions and recommendations to the Honolulu City Council.

Many of our older high-rises are solid concrete, which severely limits how a company can install sprinkler lines, both in common areas as well as apartments. Most solid concrete walls, floors and ceilings are load bearing, which prohibits core drilling (weakens the structural integrity). All piping and sprinkler heads would have to be attached externally (unlike apartments with drywall ceilings).



Ralph Shumway

"popcorn" ceilings) have anywhere from a 2 to 5 percent asbestos content. Any drilling, rubbing or disturbance of the acoustic ceiling material would cause a serious health hazard. Installing and externally running sprinkler lines across apartment ceilings may have to be preceded by a complete asbestos abatement removal of this covering material. This would add an additional cost of \$3,000 to \$5,000 per apartment. Also, the apartment cannot be inhabited during this removal. (I am unsure if an apartment's contents can remain in place during this very regulated,

specific abatement procedure.) Ironically, this solid, concrete bunker-type construction keeps fires from spreading to apartments beyond the one of origin.

Pre-1975 acoustic ceiling material (what we sometimes call

specific abatement procedure.)

Many of our older high-rises have "single load" hallways (all entrance doors are along one side of the building and the hallways are open-air). Fires do not spread to other apartments due to this configuration and the thick concrete construction.

Surface installation of exposed sprinkler lines throughout the common areas and cement ceiling apartments will be ugly. Besides the initial cost of this retrofit, I would anticipate a dramatic drop in property value and difficulty in resale.

Thank you for allowing me to pass on these few points and for your intelligent review of the complexities and feasibility of installing sprinklers in all Honolulu high-rises.

*You may reach Ralph Shumway at thewaipuna@gmail.com.*

**Editor's note:** Ralph Shumway, general manager at The Waipuna (Ena Rd.), shares this letter he wrote to members of the City Council's ad hoc fire safety committee that is considering making it mandatory for older buildings to retrofit fire sprinkler systems.





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**BMH:** *What are your three biggest challenges now?*

**BEN:** The biggest challenges now are to balance the following things: One, the health, safety and welfare of the residents. Two, assisting residents and owners to get back to normalcy. Three, assisting professionals to restore the building, while preserving necessary evidence.

**BMH:** *What kinds of changes have you observed in day-to-day life at Marco Polo?*

**BEN:** I have noticed more communication amongst the residents after experiencing such an event. For example, residents are talking to each other more during elevator rides.



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# Pool Rules to Avoid Tragedy

## VGB compliance, logs, and testing urged for condo management

**A**s Hawaii's warm summer sweltered on into September without relief from the heat, *BMH* heard reports of at least five "failed pools" around Honolulu.

This is when "going green" is going in the wrong direction.

"Most problems are caused by poor chemistry," says David White of Precision Pool and Spa. "As pools heat up, it burns off the chlorine faster. During the summer months, you have to increase the chlorine. But that said, if you're monitoring your water, it should not be a problem."



David White

Trouble happens when you take shortcuts or take a week off (from testing the water)."

That's a problem for bigger reasons than water clarity and color.

"Pool rule No. 1," says White, "is that you must have your chemistry log for the past year. When (state) Department of Health inspectors visit, they will ask for your daily log."

He also recommends testing for more than the standard pH and chlorine levels, including testing for cyanuric acid, which can bind with chlorine and act as an inhibitor. "So you keep adding more chlorine when you really don't need to," he says.

White also recommends condo management ensures their pool is "VGB compliant."

VGB stands for Virginia Graeme Baker, who was seven when she was basically sucked to her death on a hot tub's only drain, despite her mother's best efforts to pull her free. The suction pressure pulling her down was later



## Changing Speeds With Your Pump

A swimming pool can be one of a building's most attractive amenities. It can also be a drip, drip, drip on the bottom line.

The simplest way to save money on your pool, says Bill Borders of Oahu Pool and Spa in Kahala, is a "variable-speed" pump. He recommends the Hayward brand and its MaxFlo VS Series, which boasts up to 80 percent savings on energy costs compared with a traditional one-speed pump. A variable-speed pump can pay for itself in a year or two, according to the company. It may also qualify for various utility rebates.

The trick is "running at lower, quieter speeds when full power is unnecessary."

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estimated at 700 pounds. These incidents are more common than anyone wants to think, and previously tended to be in and out of the news within a day or two. But because little Virginia was the grand-daughter of former U.S. Secretary of State James Baker, the law was passed by Congress. It is federally mandated and provides penalties that can run more than a million dollars.

"Hawaii generally doesn't do a good enough job on this," says White. "I see a

lot of pools that are non-compliant. Unfortunately, it's not a cheap process — \$3,000 to \$4,000 — and it can be tough to sell a board on the conversion."

White has seen a lot of pools, having worked on "about 150 condo and hotel pools." He built the pump house at Park Lane and is currently working on the Royal Hawaiian Hotel's pool. Other projects include pools at Trump Waikiki, the Hilton Grand Waikikian, Grand Wailea and Four Seasons.





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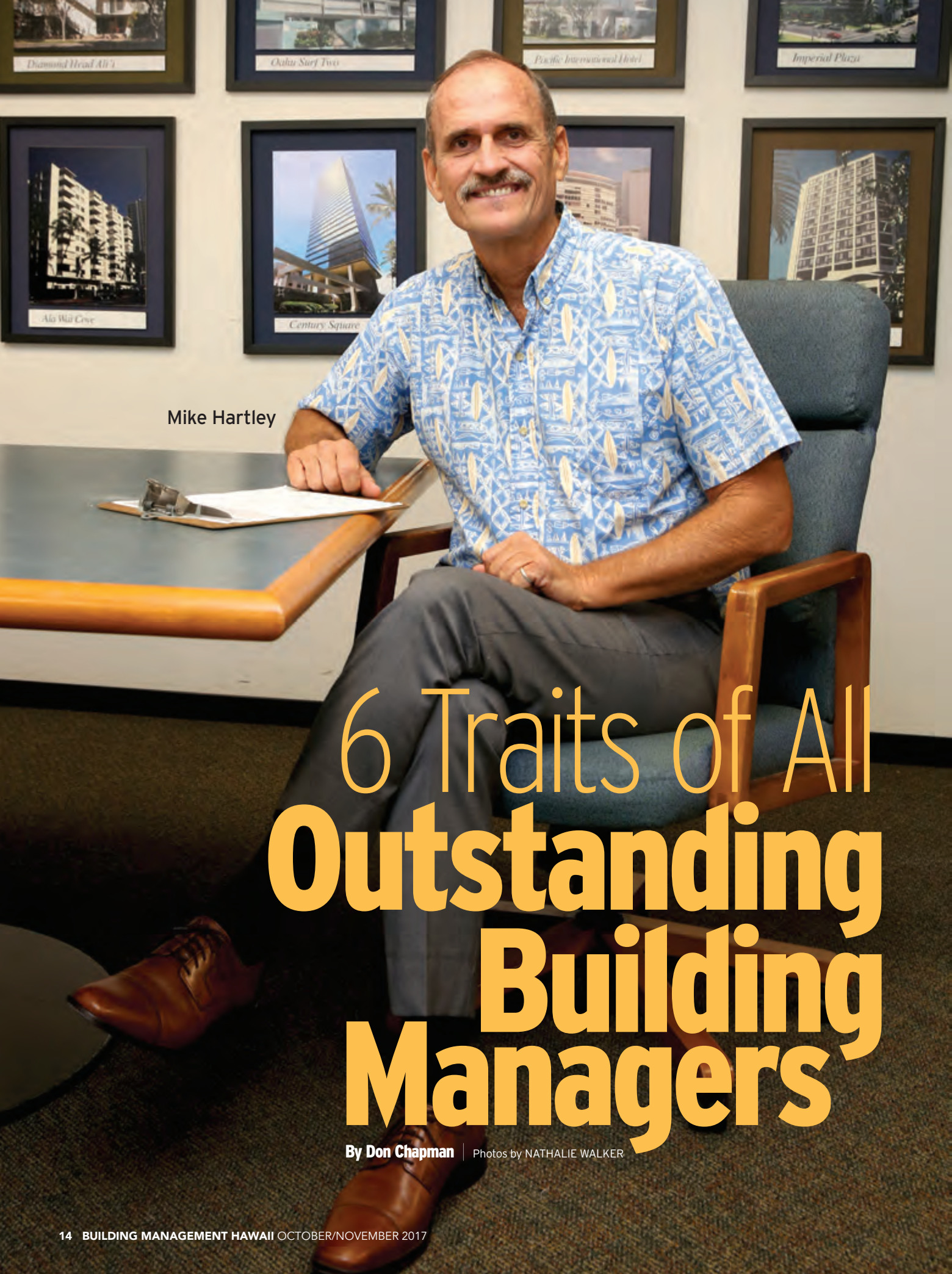
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Mike Hartley

# 6 Traits of All Outstanding Building Managers

By Don Chapman | Photos by NATHALIE WALKER



# The president of Hawaii's largest property management firm reveals the traits of a great property manager

**M**ike Hartley doesn't hire building managers — that's the domain of individual condo boards. But as president since 2010 of Hawaiiana Management, which works with 684 associations, involving close to involving 117,600 units, he knows what works and what doesn't.

So *BMH* sat down with this veteran of 30 years in property management to ask a simple question:

He gave us some thoughtful answers to share with *BMH* readers, but a brief bit of background is useful to put his thoughts into context. Building management is Hartley's second career, and a seemingly unlikely one after his first career ... as a Southern Baptist Convention pastor.

"I had a church in San Francisco for 10 years," says Hartley, a native of Florida. He also earned a master's degree in marriage and family counseling from San Francisco State. That was part of, so to say, the genesis of the revelation that he had a "broader calling" in life. Which led to his second career.

"I started with a large real estate development company in the Bay Area, and what I learned is that in property management I could use my counseling skills and even my theological background — it's all about people," he says. "Not to be Pollyanna about it, but it really is how you treat each other every day."

He enjoyed the work — as in the ministry, he says, the bottom line is "helping people." He stayed with it, and about 11 years ago moved to Maui without having a job there. He received an offer from Hawaiiana, "but took a job with a competitor, and after about a year I thought better of it," he says. He moved to Oahu, and Hawaiiana, then



Mike Hartley reviews the 2018 budget with executive vice president of operations Debi Balmilero.

run by the legendary Emory Bush, who he succeeded in 2010. The company, founded in 1964 as condo towers began to sprout all over Hawaii, today includes residential, commercial and resort management. Services provided to client AOA's include everything from human resources (assistance in hiring a manager) to tutorials in *Robert's Rules of Order* from a registered staff parliamentarian, and from website development to reserve study updates.

"We keep looking at what other services we can offer," he says.

Hartley, by the way, is himself a condo dweller. "I'm an owner, so I come at this from that perspective too," he says.

Here is his list of the top five qualities that define an outstanding condo manager, with one added bonus quality for good measure:

## 1. Integrity

"It's just trying to make good decisions, right decisions, even when you may not have all the information," he says. "Building managers have incred-

ibly busy days, they have to multi-task, and they're put into situations where they have to think on their feet. And you just hope they make the right decisions. I think integrity goes a long way."

## 2. Customer service

"We are in a service industry, I do believe that," Hartley says. "I think that's even more true today — the bar is being raised in the industry as far as the service part. With this many associations, I get calls and e-mails from owners, and the No. 1 complaint is that somebody (a manager) didn't get back to me. If you get back to someone, even if you don't have an answer, at least get back to them and keep them in the loop. People just want to know that somebody is looking out for them. It's all about service. And the expectations are high. ... Communication goes a long way." Which leads to:

## 3. People skills

"The stronger site managers work well with people," Hartley says. "It's a crazy business we're in, we work

with seven-member, nine-member, five-member boards, and people don't always agree. So it's part of our job to put ourselves in the other person's shoes, and try to find a way to build consensus, agree to disagree, try to find common ground. It helps a building manager, and they will have a longer staying power, if they can do that. Very rarely do people leave a position because they didn't have the technical experience to do the job. More often they leave because of a relationship, or persons, they have problems with.

"We manage a lot of residential as well as commercial. Residential can be more challenging — it's emotional because it's where people live." That said, commercial can be just as challenging because, "It's where people have their business, their livelihood.

"The people part of it is so important, trying to build consensus. I do a lot of listening, especially when coming in new, how does this board make decisions — it's their board, it's their property, we're partners. I see our role as being in partnership with the board and the site manager and staff. Buildings work best when all three entities work

in concert with each other. Buildings don't work as well when there is an issue with one of those."

#### 4. Know the technical aspects of the job

"It helps to have that experience," Hartley says of water, electrical, AC and other systems. "You're not going to have it all, but the successful building manager, if they don't know everything about the building or the systems, at least they're resourceful enough to find the people who can give them that information and help them. And as new buildings get built, they're becoming more sophisticated, so there is a learning curve — there are better ways of doing things. A good building manager is open to learning and growing."

#### 5. Compassion

"I have to give credit where due — this one came from a couple of property managers I spoke with for this," Hartley says. "It kind of ties it all together. The reason I like this one is it points to this isn't just a job, there are people behind what we do. We need to maintain that

personal touch. When you see somebody who is going through a crisis, it helps to have a little kindness. Again, put yourself in their shoes. It also depends how well you're taking care of yourself — is there balance in your life? It's easy to get a little jaded, and you have to find ways to make it alive and feel passionate."

#### 6. Balance

"With condo management, balance is so critical — life balance." For Hartley, that includes regular weekend beach time, including a swim and a good book. "One of the things I try to communicate to our folks is that the stronger property managers have balance. The stronger managers are interested in a lot of different things, and you get to bring that to the table, and that goes along with people skills. You're going to interact with so many board members who have so many interests, so the more ways to find common ground with those people, it only adds to what we're trying to do. Plus, hopefully, it adds to somebody feeling good about what they're doing and where they're doing it."

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# Moving Into Management

People associate Christine Camp with development, but she also runs a growing building management firm

By Don Chapman

Photos by NATHALIE WALKER

Christine Camp, president and CEO of the Avalon Group, is well known around Honolulu as a developer, and for good reason. Among other projects, she's doing 7000 Hawaii Kai Drive, the new fee-simple Kapolei Business Park and has purchased 1400 Kapiolani across from Ala Moana Center, with options on either side. And she owns the very stylish Queen's Court at the corner of Nimitz and Bethel, where her offices are housed.

But she's also become a top player in property management — though starting out that was never part of her long-range plans.

"That came out of 2008," Camp says, speaking of the financial crash.

"You know how when something really bad happens — and something bad happened, I lost tens of millions of dollars (she eventually paid off all her investors) ... but what came out of it was I was greater than myself. Avalon really was built by people, not just me, and we decided we're going to roll up our sleeves and do property management, including properties nobody else wants to manage, Section 8, whatever it is. We work with IHS to place homeless people into our properties. We'll take on these properties and make them better — we're developers, after all. Today, we manage 900 units with about 1.5 million square feet."

Camp says that whether it's a



Christine Camp and her development team discuss project plans.

multi-million-dollar home on Diamond Head or a Waipahu complex where tenants "pay daily, they give you \$20 all crinkled up, or they say today I have a funeral, I cannot pay you, but next week I'll pay you," the guiding principles are the same.

"Our first responsibility is to the owner, but we can also be compassionate with renters — these people could be us. We have to give these people good service. We want to treat them the way we would want to be treated. All those faces remind me of the neighbors I had when I was 15-16, eating sacks of potatoes."

Then known as Hyun Hee Camp, she was one of five siblings brought to Hawaii from South Korea by their parents. She was 10. A year later, a poor family got poorer when her father died. With limited English skills, she struggled in school, but then transferred to Wilson Elementary in Waialae-Kahala.

As she recalls: "I had the most amazing teacher who made me think I was smart, Mrs. Hasegawa. I wrote this poem, I couldn't spell for beans, but she announced to the whole class

that Hyun Hee Camp had written a poem and she was going to read it. I was so afraid, but she read





this poem and it sounded good — Did I really write this? — it sounded like a real poem. And everybody looked at me differently from that day on, I was the smart kid. It changed perceptions. I was called 'FOB' (fresh off the boat). I'd been so down on myself, thinking I was dumb. I thought I was pretty smart in Korea, but here my confidence sank to the lowest. By sixth grade I was hoping no one would notice me, and then she did this thing and people are respecting me now. . . . She made me want to do better."

Getting good grades was never again a problem, but the strictness of an over-worked immigrant mom putting in long hours as a waitress led to tensions at

*"We decided we're going to roll up our sleeves and do property management, including properties nobody else wants to manage."*

home: "I ran away at 15, spent my sweet 16th birthday in an apartment with no electricity or water — that showed my mom! But, yes, I ran away and lived on my own for almost a year, working three jobs a week — Liberty House, Sears and Ritz."

She paid \$175 rent for a run-down Waialae apartment where, she says, most people had given up on life and themselves.

"The exception were the students," Camp says. "I realized the only way to make it was with an education, and the only way to do that was to go back home. You see how hard you have to work to put food on the table, and it made me realize how hard it was for

See 'CAMP' on page 46



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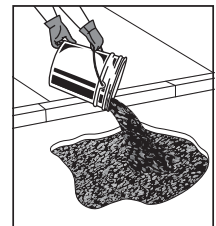
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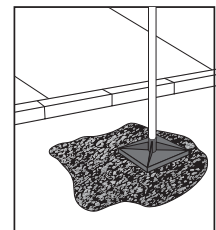
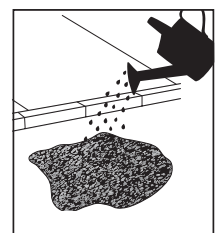
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# Cybersecurity for Building Managers

Biggest threats are insider crimes of employees, vendors

BY BRANDON BOSWORTH

October is National Cybersecurity Awareness Month, an annual campaign to raise awareness about cybercrime. The word “cybercrime” often brings to mind things such as the recent data breach at Equifax or attacks on tech companies such as Amazon. However, most businesses are vulnerable, including office buildings, apartments and condominiums.

For example, in late 2017, hackers used a Distributed Denial of Service (DDoS) attack to shut down the environmental control systems of two apartment buildings in Lappeenranta, Finland. With temperatures already below freezing, residents were without heat or hot water for several days.

Attacks on properties don’t have to be this dramatic. Loren Aquino, COO and principal analyst, HI Tech Hui, says with the advent of the “Internet of Things” (IoT) “everything from elevator sensors to parking gates are connected to the internet. It’s possible for a hacker to effect them.” According to a report by Juniper Research, there are twice as many Internet-connected devices as people on the planet. By 2020, that number is expected to grow to thirty-eight billion. To stay safe, Aquino recommends having “separate networks so one breach won’t affect another, but property managers struggle with budgets so many don’t do this.”



Loren Aquino

Captain John McCarthy, Honolulu



Police Department, says: “We’re just seeing the beginning of cybercrime. It’s evolving.” He says ransomware is one of the biggest areas of concern. “Ransomware encrypts your important documents. You have to pay a ransom to get them decrypted. A hospital in California recently paid around \$4 million to get their files decrypted.”

Perhaps the biggest, most widespread ransomware attack was launched earlier this year using WannaCry ransomware. According to the Department of Homeland Security’s United States Computer Emergency Readiness Team (US-CERT), there were reports of up to 300,000 infections in over 150 countries, including the U.S., United Kingdom, Spain, Russia, Taiwan, France and Japan. There were reported cases in Hawaii.

The scope of the WannaCry attacks is one reason the European policing agency Europol rates ransomware as a



John McCarthy

serious problem. Last month, Europol released its 2017 Internet Organised Crime Threat Assessment. The report found that ransomware has eclipsed most other cyber-threats with global campaigns affecting victims across multiple industries in both the public and private sectors. “The global impact of huge cyber security events such as the WannaCry ransomware epidemic has taken the threat from cybercrime to another level,” said Europol director Rob Wainwright in a statement, adding that “people and companies everywhere must do more to better protect themselves.”

Building managers face other cyber-dangers as well, such as various forms of online theft. “If you take payments digitally or store credit card information, you are vulnerable,” Aquino says. “If you maintain data on tenants, hackers may use your system as a side door to obtain valuable information.” He adds that tenants with potentially sensitive jobs may be most at risk. “Cops and government workers all have to live somewhere,” and obtaining information about them might motivate



a hacker to try to access a residential computer network.

Other threats are less obvious, and do not come from outside hackers. "Many properties also offer Wi-Fi," Aquino says. "Are you responsible for content? If a resident is using torrents and sharing copyrighted materials, are you liable? Usually, the copyright owner blames the owner of the machine, but that doesn't mean those providing service can turn a blind eye. There is a certain responsibility, especially if the provider has the ability to monitor web traffic."

Problems can also arise from within. "The biggest threats are insider crimes by employees and vendors," McCarthy says. "Limiting computer access is most important. There have been incidences where managers come in after hours to use property computers to go on Skype, dark sites, porn, etc." Going on these sites increases the odds of the network being breached or picking up malware.

Despite the myriad risks, there are steps building managers can take to minimize the risks of cybercrimes. "Are you protecting information?" asks McCarthy. "Maintain software and check for updates. Lots of data breaches happen because patches were not kept up to date." According to a report

in *USA Today*, the Equifax data breach occurred because the company failed to install security updates in a timely manner.

Aquino warns that tech people, like everybody else, can become complacent, only checking for software updates every three months or twice a year. To assist the regular IT staff, he suggests bringing in a specialized security provider to periodically review safeguards. "It's a better choice for smaller firms than hiring someone full-time."

According to Aquino, there are five main steps to take to help safeguard data: 1. Backup all critical data and test the back-ups. 2. Use anti-virus applications. 3. Maintain good patch management. 4. Employ a firewall. 5. Make sure employees are trained in cybersecurity. On the last point, he says, "You can spend millions of dollars on security but all that money can't do anything if users aren't educated."



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# Changing The Way We Look At Light

A 'complex thing' vital to health

**T**he last several years have radically changed the lighting industry with the advent of the light-emitting diode. This technology has made it necessary to change how light sources are evaluated, packaged, marketed and, in turn, forces consumers to understand the complicated nature of artificial lighting.

Since the first electric light source entered the market, the metric for comparison and purchase has been wattage. Wattage is a measurement of energy consumption only and has nothing to do with light.

There are three metrics that regula-

tors have identified that must be listed on all lighting products packaged for the U.S. consumer market. These metrics express output, color and quality.

Output is presented in lumens (lm). This is a measurement of light that expresses relative brightness. Although not appropriate for more sophisticated lighting calculations required for many engineering functions, it a simple and great way to comparatively determine if a source is more or less bright than another source. For consumers who are used to purchasing a 60-watt incandescent lamp, your new metric is 800 lumens. It is 1200lm and 1600lm for 75W and 100W bulbs, respectively.

The CCT (correlated color temperature) scale is used to define the color of white light and is expressed in degrees. The name of the temperature scale is the Kelvin (upper case K) temperature scale, but the name of the unit is the kelvin (lower case k). This relationship between Kelvin temperature and appearance is inversely related to how we understand temperature as it defines heat. In regard to white light, the higher the number, the "cooler" (blue) the light appears; the lower the number, the "warmer" (red/orange) the light appears. Cool colors of white light are in the 3,600K to 5,500K range and warm colors are in the range of 3,500K

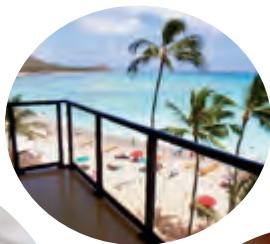


Susan Irie

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to 2,700K and lower.

The third metric that evaluates a white light source is the color rendering index (CRI). CRI is a measure of a light source's ability to show object colors "realistically" or "naturally" compared to a familiar reference source, either incandescent light or daylight. A CRI of 100 represents the maximum value. Light sources that are in the 90 to 95 CRI range are considered to be an excellent quality that renders object color well.

The FTC along with the DoE require a lighting facts label to be printed on the packaging of all general service lamps. These three metrics along with wattage (energy consumption) and efficacy (lumens divided by wattage, or lumens per watt) are required to be displayed. The picture here illustrates a standard label. Note brand, type, and model number also must be listed.

Another metric that is optional for LED sources is LED lumen Maintenance. Listed as a percentage, this metric estimates the amount of light the LED light source is projected to emit at 25,000 hours at a given ambient test temperature, compared to its initial light output. A warranty listing is also optional and helpful for customers to quickly reference. If a label indicates that the product has a warranty, a URL with more information has been verified by the program and is available from the product summary.

Light is a complex thing that is so necessary to the health and well-being of most living organisms. We, as an industry, are just beginning to understand the vital role it plays. Understanding these new metrics of lumens (relative brightness), kelvin temp. (color of light, warm or cool), and CRI (rendering of color accuracy of the things we see) will start the consumer understanding and appreciating the lighting they live in and products they purchase.

Additional references: The Lighting Research Center (<http://www.lrc.rpi.edu/>) and U.S. DoE Lighting Facts (<http://www.lightingfacts.com/>)

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*Susan Irie is a lighting designer and owner of Kilohana Lighting Inc. She is involved with the American Lighting Association with a focus on education. She can be reached at [info@kilohanalighting.com](mailto:info@kilohanalighting.com) and [www.kilohanalighting.com](http://www.kilohanalighting.com).*



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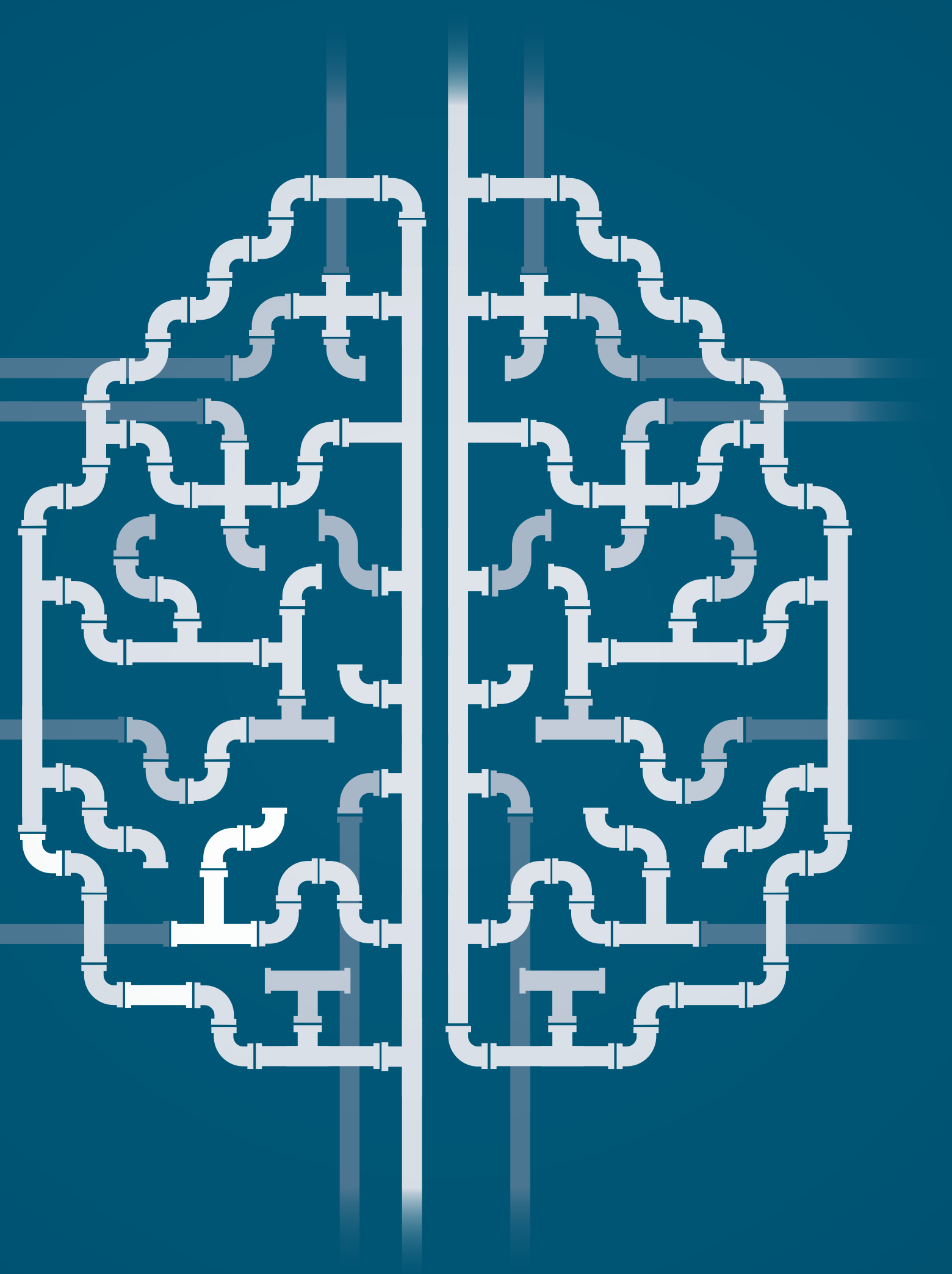
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# Measuring LED Speed and Flicker

## Strobe effect can lead to headaches

**W**hen specifying or purchasing LED lighting, most folks will check the brightness (lumens)

and check the power consumption (watts), but not too many people think about the switching frequency of the LED driver. It's an equally important specification that should always be considered when purchasing LED lights. Failing to do so can lead to strobing, flicker, and banding problems.

For example, if the PWM (pulse-width modulation) speed of the LED lighting is not fast enough, it can contribute to a strobe effect from the lighting called flicker. Flicker in lighting can lead to eyestrain, headaches and general uncomfortableness, which can all lead to decreased productivity.

Photos and videos taken with slow PWM frequencies won't look good either. While not visible to the eye, photographs can look as though they are viewed through venetian blinds. The video of a romantic proposal might look like it was taken at a rave when viewed later.

The PWM speed of the LED driver is, in my opinion, one of the most important specifications for LED lighting; unfortunately, the PWM speed is not always provided directly by lighting manufacturers, and some investigation might be required to find out what the real PWM speed is, especially when the LEDs are dimmed. For those cases where the PWM speeds aren't published, I'd like to show some simple techniques to help identify slow PWM drivers.

If the manufacturer does publish the LED driver's dimming PWM frequency, look for frequencies of 15 Kilohertz (kHz) or faster. I realize that this speed is quite fast and that even a 1 kHz dim-

ming PWM frequency isn't going to be perceived by the human eye. The problem is that cameras will be affected at this frequency and they are everywhere and part of our lives these days.

### Testing LED Flicker by moving your eyes and head

This test is very easy to do. Pick an LED light source and place it in the center of your vision. Now, twist your head back and forth while keeping your eyes straight ahead. Let your eyes and head drag across the light source. If you see multiple LED sources while moving your head, the LED driver PWM speed is not fast enough and should be increased to avoid flicker. If the LED has a blurred look to it, then the PWM speed is fast enough and flicker shouldn't be a problem for the human eye.

Some places where this technique can easily be tested are: airport runway and taxi lights, LED Christmas lights, and LED tail lights on the back of cars.

I realize that this technique might look strange to others. If you're in a bar or on a plane, and don't want to get asked to leave, you could also try keeping your head still and moving your eyes back and forth quickly across the LED light source. If the bartender or flight attendant sees you doing this, just simply explain that you're "testing the Flicker Fusion Threshold of an LED light source to quantify the frequency at which a strobing light source will appear to be constant to a human observer" and I'm sure everything will be fine.

### Testing for Photography and Video problems

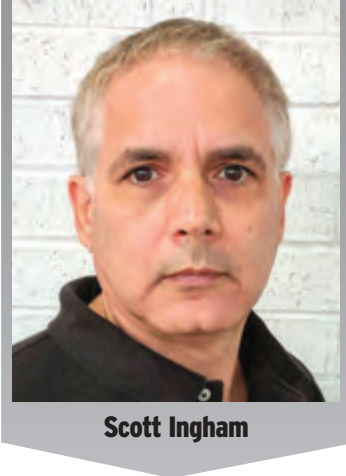
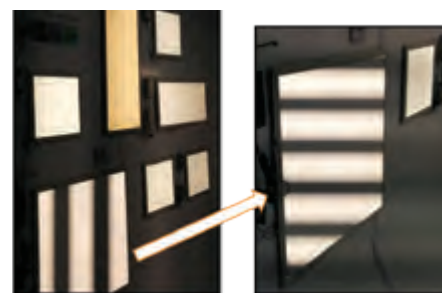
As it turns out, a smartphone camera can be a great tool to help identify flicker, strobing, and banding problems in

LED lighting. Pointing the camera directly into the output of the LED source will help detect banding by forcing a fast shutter speed on the smartphone's camera. Banding will appear as vertical or horizontal light and dark lines in the image.

Banding is created because the entire sensor inside the camera is not read at the same time, but rather scanned in rows. If the LED PWM frequency is close to the sensor's scan frequency, then there will be periods where the LED light is not on and black lines will result.

Take a look at a photo I took while attending an LED lighting trade show in Hong Kong. The large LED panel on the lower left side of the photo has vertical lines in the photo that were not visible when the photo was taken. As the phone's camera was rotated, the banding lines also changed orientation; this indicates that the effect was created by the camera's CMOS sensor, because the frequency of the LED is too slow. If this had been the only panel in lighting the space, the entire photograph would have had vertical light and dark lines.

Banding can also be seen in the LED-based pin spot fixtures below. To the eye, the space is perfectly lit. It's only after viewing the photograph that the vertical banding lines can be seen. LED lights with faster PWM frequencies will have more banding lines that are closer together. The fixture below center has a PWM dimming frequency of about 1 kHz.



Scott Ingham



### Important Note:

Smartphone manufacturers have started adding clever software that can detect banding in the image and will attempt to change the frame rate to eliminate or minimize the effect. Watch for banding in the few seconds after you start your camera app or after a focus or shutter speed change.

## How to identify PWM speed using video mode

If the light source is far away, there might not be enough light to detect banding in photo mode. Try switching the smart phone to video mode. If the phone's OS is Android, there may be a "Slow Motion" setting that will force the shutter into high gear. Select the highest possible frame rate. The Google Pixel has a 240 frames per second (FPS) setting, and that usually works best. If the video looks like there is a strobe light present, it's most likely that the LED PWM frequency is not high enough.

## Some final thoughts...

LED lighting that supports dimming is more likely to have problems. Be sure to check for flicker, strobing and banding while the lights are dimmed. Setting the dim level to about 50 percent will still give enough light for your smart-phone camera while forcing the LED driver PWM circuit into a shorter duty cycle.

If the above tests do reveal flicker problems with an LED installation, all is not lost. In the case of most LED panels, the LED driver is separate from the LED panel and new drivers with better performance can easily be purchased and installed without losing the LED investment.

*Scott Ingham is the owner of Ingham Designs LLC ([www.InghamDesigns.com](http://www.InghamDesigns.com)) and has about 35 years' experience designing embedded electronics for the entertainment lighting industry. Based out of Austin Texas, Ingham Designs LLC also has a factory located in Zhuhai, China and enjoys custom lighting projects. Contact him at [Scott@InghamDesigns.com](mailto:Scott@InghamDesigns.com).*



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# Determining Sustainable and Affordable Outdoor Lighting Solutions



Lia Young Hunt

When it can make sense to stay on the grid and install LED

**D**espite the market downturn of rooftop PV systems, the momentum has only increased with solar-powered outdoor lighting solutions. The “warm and fuzzy” buzz words of sustainability, green and renewable are present in the early rounds of discussion, but in the end — all fanfare aside — any organization or building has an eye on upfront and total life-cycle costs.

The differences are rather significant when comparing AC and solar options. Hands down, the most obvious cost avoidance when going with solar over traditional electrical are the costs per linear foot associated with laying wires and tying into the grid. Going with traditional electrical includes construction management, permitting, engineering, long-term planning, budgeting, securing and allocating capital improvement funds — ick. Truly, solar is like “emailing vs. faxing” if you happen to be of this generation, or “texting vs. emailing” if you happen to be from the other generation, or “Instagram vs. Facebook” if from yet another. Solar is easy, scalable, user-friendly. That said, not every upgrade or install should necessarily be solar to achieve your sustainability mission.

This article revolves around building the framework for selecting the right sustainable solution for you and the “how-to” when considering solar. In short, on-grid solutions typically work best when the installation site already has access to the electrical grid and the system is in good operating order,



Newer distributed solar lighting fixture with high-performance LEDs for high lumen levels, but heavier loads and larger foundations.

and when a high level of illuminance is required, like emergency lighting. If you have these, it might make sense to stay on the grid and install or upgrade with LED fixtures. Also, remember that if you are looking at solar, you need direct sunlight, not ambient light, to get those solar molecules firing. So shaded areas — such as beneath a tree canopy — are deal breakers.

Moving on to navigating your way in selecting solar outdoor lighting systems, we will first pay our respects — take a look around and see the fallen and the wounded in what were once pioneering parking lots, lured by those aforementioned buzzwords. They are the solar-sauruses — the ones with the massive solar panels shaped like a sail, large control boxes used to store bulky



Older distributed solar lighting fixture with outdated cobra head, large solar panel and battery box at the base.

batteries and some of them, yes, even some powered halogen bulbs — gasp! These mega-beasts boasted renewability like the world has never seen, but at a high-ticket price and a lighting array that was . . . ahem, rather unpleasant to the eyes. Our solar forefathers included cobra heads, mast arms, heavy duty pole systems and large concrete foundations to duly support their boastful larger-than-life EPA ratings and wind loads. Another issue which will lead us to these technologies’ Achilles heel, is that most of these lighting solutions were just that, lighting fixtures that as an *afterthought* were powered by solar. Solar generation is not the class you reserve for fourth-quarter senior year in college. It’s a movement of power that deserves technical savvy and engineer-



ing. Innovative, reliable, high-performance solar engine design includes high quality components *and* sophisticated management of those components.

Earlier lighting fixtures used solar arrangements that lacked any sort of energy management system, or EMS. EMS, a term found in the solar industry (there are other terms that have the same meaning), applies to the presence of firmware used to monitor and manage the relationship between the components within a solar powered device. In the case of outdoor lighting, the components would be the solar module (panel), battery and LED optics. Any solar arrangement missing an EMS exposes the battery, and the result is rapid degeneration as batteries repeatedly enter low-voltage discharge modes. If you have attended a solar-generation seminar, you are aware that batteries are the Achilles heel I referred to earlier. EMS also manages and controls night operating profiles, Blue Tooth technology and more.

**The Takeaway:** The *absence* of this sophisticated firmware represents the

tar pit of solar-saurus devices of our past. Learn from the past and ensure EMS is present in your solution.

Other high-quality components include the solar modules — monocrystalline is the industry go-to versus polycrystalline and thin-film. Batteries have made some progress with extended life cycles in lithium (LiFeP04) technology — but stay clear of the “Note 8 trick-variety.” LiFeP04 batteries have 8-10 years of expected life, which is greater than SLAs (sealed lead acid), have stable technology that can ship via air and weigh significantly less.

The final component would be LED optics, whose decline over the past decade has left only its strongest products standing. Every component contributes to a quality solar outdoor lighting system, so avoid off-the-shelf components, because it truly translates into the efficiency of your system. Ask questions and do a little research.

When browsing for a solar solution, it is smart to work backwards, starting with your light level requirements, as this will dictate the size of your solar

product. Form, fit and function will play an important part as you decide what works for you. Ask about reliability — how does the system manage cloudy days or inclement weather? Ask for a lighting layout with photometrics to ensure manufacturer quality assurance. Ask about warranty, manufacturing country of origin and local installations to visit at night. These are all the basics.

---

*Lia Young Hunt is the president and owner of Goldwings Supply Service Inc., a technical solutions company with over 30 years of experience. Solarcology, a division within GSSI, was conceived by Lia in 2007 and serves as a solutions specialist and solar manufacturer and distributor. The word “Solarcology” is registered and owned by Lia whose customers span the U.S. and globally. Example of Lia’s work is the installation of the world’s largest solar remote controlled airfield at Barking Sands Pacific Missile Range Facility on Kauai. Contact her at [lia@solarbollards.com](mailto:lia@solarbollards.com)*

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# A New Look at High-Rise Fire Alarm Systems

Technology renders many obsolete



Rodney Hatanaka

A properly operating, code-compliant fire alarm system is key to the life safety of the occupants of your high-rise building. If your high-rise apartment or condominium building is 15 years old or older, chances are that the fire alarm system does not meet current fire code requirements. Budgeting to replace a non-code-compliant system would be prudent planning since it is not a matter of if it will be required, but a matter of when.

The fire code has changed through the years as technological advances paved the way for more sophisticated fire alarm systems which improve life safety. In the past, the Honolulu Fire Department has building owners to do a “one-for-one” replacement of the fire alarm system’s devices

since upgrading the fire alarm system to meet current fire code requirements was a costly endeavor.

More recently, however, in the interest of life safety, HFD is requiring high-rise buildings to meet current code requirements, especially in the area of fire alarm system audibility. Audibility for a fire alarm system is its sound level that is a minimum 15 dB above ambient noise levels in all “occupiable spaces.” Virtually all high-rise apartments, or condominium buildings that are more than 15 years old, will not meet this requirement since these buildings usually only have audible notification appliances (bell or horns) in the common corridors. Although the sound level in these common corridors meet the audibility requirement of 15 dB above ambient noise levels, the sound level in the bedroom with the bedroom door closed and the apartment/condo unit door closed does not meet this audibility requirement.

There are other fire code compliance issues, but the issue with audibility is the most expensive. The only method to meet this audibility requirement for “all occupiable spaces” in the units is to install an audible notification appliance in the units themselves. This installation requires that new cables/wires be installed in new raceways/conduits to each unit from the fire alarm control panel which also requires coring new risers up the high-rise building. Performing this upgrade is a very costly endeavor — on the order of a few hundred thousand dollars up to over a million dollars, depending on the height of the building and the number of units.

Spending hundreds of thousands of dollars to upgrade/replace an old non-code-compliant fire alarm system may seem unnecessary, especially considering these tough economic times. But consider these questions: “What is the benefit of a fire alarm system meant to notify and evacuate the occupants in a high-rise building if the occupants cannot hear it?” And: “What is the value of one life unnecessarily lost?”

A properly operating, code-compliant fire alarm system is key to the life safety of the occupants of your high-rise building. Budgeting to replace a non-code-compliant system ensures that these occupants are suitably protected.

*Rodney Hatanaka is a project manager and member of ProTech Fire & Security LLC. He has been in the fire alarm industry for 24 years and has been involved in all aspects of the business. You may contact him at [rhatanaka@protechhawaii.com](mailto:rhatanaka@protechhawaii.com).*

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# Shopping for a Security Company



Frank Commendador

## Why it's increasingly difficult to select an effective provider

**I**n a time when security is a necessity for properties in Hawaii, it has become harder than ever to choose a contract security company. The security industry is constantly growing and changing, leaving many security companies using outdated equipment and methods. The properties they protect suffer as a result. Because to this, it is vital to be very selective when choosing a new contract security company. While some may believe that all security companies are relatively the same, use the same tactics or offer the same benefits, this is far from the case. Building managers, business owners, home owner associations, and anyone else who may be looking for a contract security company should consider the accessibility of the potential company, the insurance held by the company, the technology the company utilizes, and of course the services the company offers. These criteria can help to make simple the daunting task of finding a contract security company.

## Accessibility

Accessibility is paramount in a contract security company — what good is a contract security company if they can't be reached when they are needed? Whether there is a security concern on your property, an employee needs an escort, or a special circumstance requires extra coverage, you should always be able to get ahold of your security provider. Jan-Guard

Hawaii Inc., a fully licensed and bonded contract security company that has been in business since 1999, is one of a few security companies in Hawaii that utilize a 24-hour live dispatch service. Companies that utilize a 24-hour dispatch service are easily accessible around the clock, allowing for a quick response to any security issues or concerns. Microsoft 365 email services is another tool utilized by Jan-Guard Hawaii and many other businesses around the island. Microsoft 365 offers mobile applications and alerts, allowing management staff to be easily communicated with, even after business hours.

## Insurance

With property crime in Hawaii at almost twice the rate of the U.S. average, there is always a risk of falling victim to criminal activity, even with a security guard on site. When looking for a contract security company, it is important to ensure they have insurance to cover your property should a crime occur while under their protection. General liability insurance, workers' compensation insurance, and auto insurance should be equal to or higher than the property they are protecting, as the contract security company's insurance policy is intended to be primary when dealing with loss caused by the contract security company. Some security companies, however, offer extra coverage for the properties they protect. For example, when looking for a contract security company, it is highly recommended to find a company that has \$2 million in general liability, and \$4 million in umbrella insurance coverage.

Beyond looking at insurance limits, a potential contract security company

should always be able to provide you with a COI, or certificate of insurance, listing your property as additionally insured.

## Technology

One area that can set a potential guard company apart from others is the technology they use to perform their day-to-day operations. There have been great technological leaps in the security industry, but many companies in Hawaii continue to use old and outmoded equipment. Many of the older tracking systems used by security companies have flaws that can easily be exploited by criminals, leaving properties vulnerable. There are of course new tools and technology to limit these flaws and ensure accountability and verification that the guards at any given property are performing their required tasks. Jan-Guard Hawaii currently uses three primary technologies in the field to provide the best service possible. Silvertrac, a mobile application for day-to-day use by the guards, supervisors, and dispatchers, allows for faster and clearer reporting than written reports. These reports include pictures that guards are required to take throughout their shift, in a concise format that guarantees an accurate depiction of all events on a guard's shift. If a guard begins to fall behind in his or her duties, dispatch will receive an alert and a supervisor will be sent to the site. This technology also uses GPS to actively see all employees in the field and ensure that guards are at their assigned posts.

Fleetmatics, another GPS tracking software, is used to manage all patrolmen in the field, tracking their movements as they visit sites and complete



property checks. Security companies that utilize applications like Silvertrac and Fleetmatics can better hold their staff accountable, and the properties they protect receive significantly better service as a result.

## Services

When choosing a contract security company, it is important to look at the different services a company offers. Some companies only offer the traditional standing guard services. These services are the most comprehensive and the best for maintaining a strong and continual security presence, but it can be expensive. Other companies, such as Jan-Guard Hawaii and several of its competitors, offer many other services. For instance, a popular, cost-effective alternative to the traditional standing guard are spot check services which include random patrols of a property by our trained patrolman, who arrive in marked vehicles to provide a strong security presence and report any issues found at the property. There are many different options available to secure a property. Looking at the different services a contract security company offers has the potential to lower costs, and help make a final decision when choosing a contract security company.

With a high rate of property crime in Hawaii, more and more property managers, business owners and homeowner associations are realizing the need for a security presence at their properties. The current state of the security industry has made choosing a contract security company a hard decision. Looking into a contract security company's accessibility, insurance, technology, and different services can help to make that decision easier, and ensure your property is protected.

*Frank Commendador is the president and owner of Jan-Guard Hawaii Inc., which has offices in Honolulu, Kona and Hilo. He holds a B.Ed from the University of Hawaii and is the former owner of Komohana Cleaning and Maintenance Service. Commendador has been the president of the Fern Acres Community Association for the past several years and is a part-time citrus and coffee farmer.*

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# The Rapidly Changing World of Building Security

iPhones, thermal imagery useful today



Tom Keener

**A**mong other advances, “The Internet of Things” (IoT) opened an explosion of technologies over the last decade, using advanced hardware and software geared towards providing more secure and useful information for security guards, building managers, tenants and owners. Gone are the days of tuning your TV to a “security channel” in your apartment building to see who is at the front door. Now, you can simply use your smartphone to not only see the entry-phone camera but any camera in the building (if you had the right permissions). You could even talk to the person with your phone and push a button to let them in. Of course, this information is being recorded on an array of several-terabyte hard drives that time-date stamp the video.

The industry will continue to move towards a “unified platform” that will display and control the fire alarm system, video security, access control, intercom, emergency evacuation, building automation and other smart-systems on one easy-to-use interface. Currently, each system has its own monitor and software to display and control that system, which makes the building and the people who operate it less efficient. Having a dynamic map on a large screen with icons showing every camera, detector, card reader, intercom and any other critical system could allow the guard to see in real-time everything in the building. For instance, she could highlight a camera in an area where a smoke detector is triggering to see if there is smoke/fire or a potential false alarm — without leaving the security desk. Historically, she would hear the alarm coming from the remote fire alarm panel and then rely on someone to verify (or not) the fire by physically going to that area. Forced entries on any access controlled door



(if door contracts were installed) would immediately flash RED on the map and pull up the camera(s) associated with that door. The intruder could then be tracked anywhere in the building through alarming doors and cameras.

*Cloud-based systems* (for video storage and management) are certainly gaining momentum, but with the lack of fast upload speeds and the cost of those speeds in Hawaii, it usually doesn’t make sense. Sending video files to the Cloud requires tremendous bandwidth. Some video camera systems with several high megapixel cameras could easily gobble up several terabytes of data per day. Streaming that kind of data to the Cloud takes a very large Internet pipe. Storing information on fault-tolerant hard drives on a closed secured network is a better and safer solution — at least for now. Remember, anytime your network touches the Internet, even with a firewall, it is still very vulnerable. Unless you invest in a high-end firewall appliance, a hacker could be on your network before you know it. In some cases, they could easily shut down the entire system and/or plant a virus that would render the system useless. I am not suggesting not to use Cloud-based systems. Keeping in-

formation on a local machine and then perhaps backups of the configuration in the cloud is generally a good practice, and widely used.

Predominantly, the common technology for access control is proximity card readers. Proximity readers use a fob and/or a card (credential) to authenticate the user and then open the door. Some systems still use keypads. The problems with both technologies are simple: If you give your card or code to someone, now they have keys to your kingdom. Or if you lose your card or fob close to your building, chances are someone can gain access. NFC (near-field communication) technology uses a cell phone with a special electronic signature to authenticate the user. If you lost your phone and your phone is password protected, it would make it extremely challenging for someone to use it for access control.

The preferred access technology is biometric readers. Biometric readers come in many forms: iris recognition (using your eye), fingerprint, hand and/or face recognition. Iris is the most expensive, but most accurate and fastest access control reader technology. It’s almost impossible to replicate a human iris; thus, making it the most secure way



to gain access to a door. What's important to know about biometric readers is that your credential is something that you uniquely possess instead of something that you know (code) or carry (card or fob).

Finally, there is video camera technology and systems. Video systems in the last 10 years came a long way, compared to the old analog systems where you have a DVR (digital video recorder) and composite low-resolution cameras all wired back to a central location. Today, IP cameras are the workhorse of video surveillance that bring millions of pixels on the target of interest with much more capability to recognize someone or a license plate. Multi-sensor cameras (using one cable) can produce a 180-360 degree image! Where before, you would need at least 4-6 analog cameras to produce the same image, but not nearly the quality, IP cameras utilize an IT (or network) to send data back to the recording server for processing alarms, displaying video, and storing footage.

Since the video files are stored on multiple hard drives, the retrieval of video is almost instant. As long as the

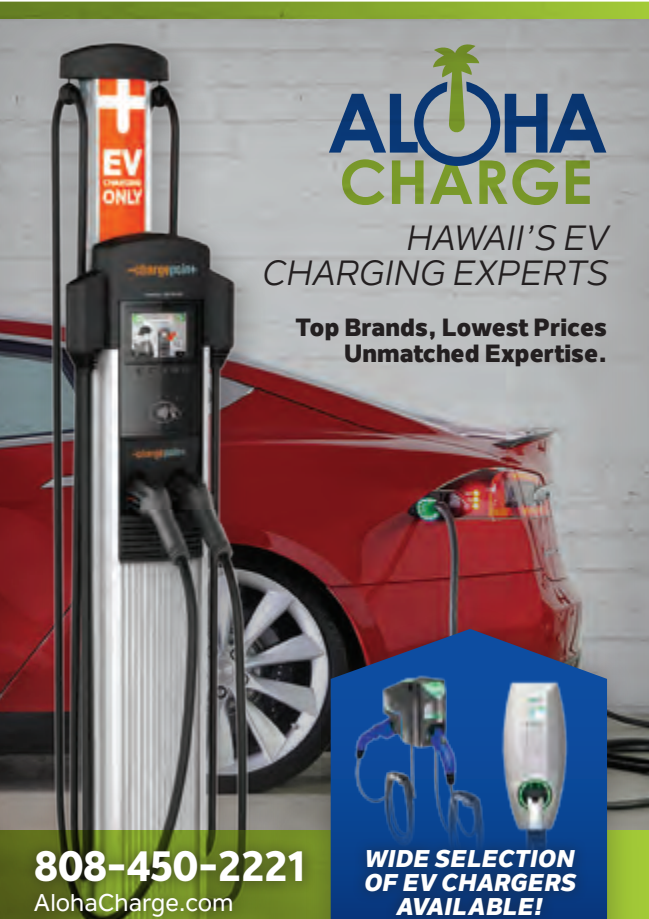
machine has an Internet connection, you could use your phone, iPad and/or computer to remotely see and playback video. With some systems, a guard could use her phone to send the live video feed back to the monitoring station in the security office while the event is happening. This is very useful to capture the event now versus playing back the footage after the fact. The industry uses other camera technology for certain applications to see images that are next to impossible for traditional cameras to see. The use of Thermal Imaging cameras use the "heat source" of the object versus the visual light source. What this means is that thermal cameras can be trained on an open field, for instance, and see and track a person even if the area is surrounded by high brush or trees. Some thermal cameras could detect a person thousands of feet away! While image quality and features constantly improve, the demand for storage also increases. The amount of storage is calculated by these factors: Number of cameras, the type of camera, the megapixel rating (resolution), compression technology, number of

frames of recording per second and the estimated amount of motion per camera on an average day. Once these values are determined, the amount of hard drive space can be calculated.

In summary, technology is ever changing in the security world. It's important to find a licensed security systems integrator who not only understands IT but can do a good job specifying the right equipment and software for the job. What is exciting for the end-user is that not only can the right product solve a lot of your security problems, it could be used as a very powerful management tool to reduce liability and risk.

---

*Tom Keener is founder and president of Blackhawk Security. He has comprehensive expertise in security systems from initial design through installation, maintenance and repair. He specializes in high-tech security systems engineering including IP-CCTV, access control, wireless IP systems, perimeter detection systems, fiber optic networks and Intrusion detection systems. You may contact him at tom@blackhawksecurity.info.*



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# A Fire Damage Cleanup Check List

What to do when the fire is out



Anthony Nelson

**T**he aftermath of a devastating fire at your home or property is an overwhelming and stressful time.

While the most common concern of those who are affected or displaced is simply when will rebuilding begin, a clean, safe, dry and odor-free environment must first be established following a set mitigation guideline before any reconstruction can take place.

This article is a tool to help guide you through the fire damage cleanup process, followed by any qualified contractor in response to water damage, fire damage and smoke damage caused by a devastating fire.

## Emergency Services

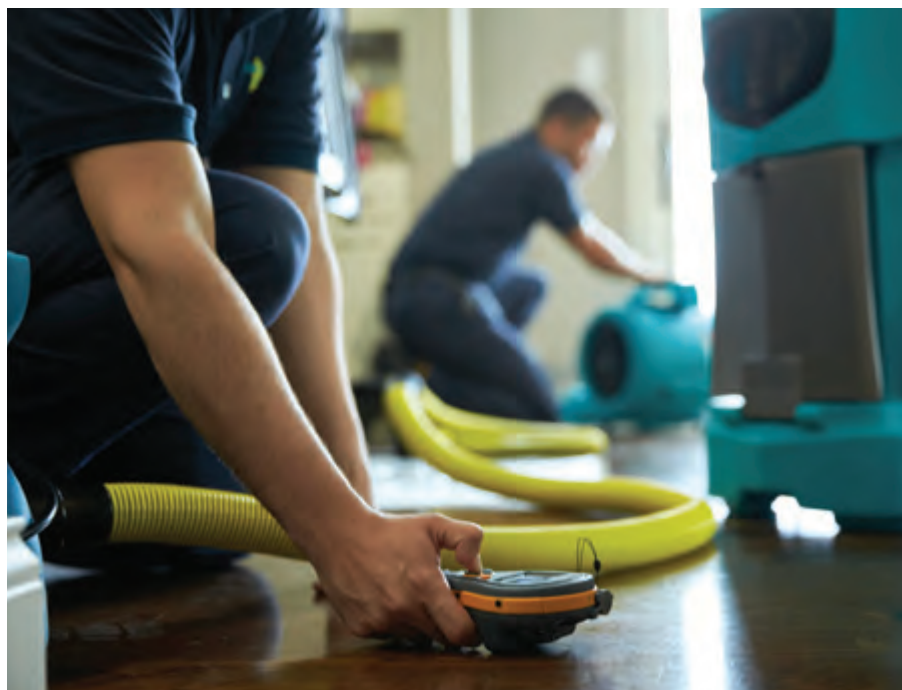
Initial response services are aimed at stabilizing the environment in order to provide a clean, safe, dry and odor-free environment before any actual work can start.

**1. Extract free water/Set up initial drying equipment:** Environmental conditions often dictate what kind of drying and equipment is employed, but at a minimum, dehumidifiers are set in place to control the environment and to remove standing water.

**2. Air scrubbers:** Set up air scrubbers to filter particulates from the air.

**3. Board up:** Secure any broken windows, holes in the roof, etc., to prevent further damage. Fire-damaged structures can be a hot target for theft because often the structure is left open. To prevent theft and additional damage from rain or wind, it is important to secure and board up all of the exposed areas.

**4. Corrosion mitigation:** The residual soot from the fire, when mixed with the water in the air, creates acid. This acid can cause “pitting.” Pitting is metal corrosion caused by soot. Think



of anything the ocean will eat — the is same corrosion process, just a different reaction. The acid causes pitting on metal, ceramic and/or stone surfaces. Corrosion mitigation is done by cleaning the vulnerable surfaces before spraying a protectant layer that keeps any additional soot that falls onto the surface during the cleaning process from causing further pitting.

## Before Removal Starts

Environmental testing: Given Hawaii’s landscape of aging infrastructure, it is important to consider contaminants such as asbestos or lead that must first be addressed before any mitigation can continue.

**1. Cause and origin investigation:** This can take a few days or months, depending on circumstances. It is most important to preserve the scene of a fire for investigators to determine the cause and origin. All involved insur-

ance companies will either agree to have a single investigator to determine cause and origin or each company will have a different investigator of its own. If an appliance or product was found to be the culprit of the fire, the manufacturer of the product also has the opportunity to conduct its own investigation.

**2. Contents inventory and pack out:** Before cleaning and restoration can begin, the contents of the home or structure must first be removed. “Contents” are explained as the “stuff” in the home that is not screwed or glued into the structure — if you turned your house upside down, whatever hits the ceiling is considered contents.

**3. Determine salvageability of personal property**

- a. Typically Unsalvageable:
  - Any items exposed to high heat
  - Plastics





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- Most porous items (i.e. couches, mattresses, etc.)
- b. Typically Salvageable:
  - Wood Items
  - Metal Items
  - Ceramic/stone items
  - Clothing/textiles
- 4. Determine salvageability of the building components
  - a. Typically Unsalvageable:
    - Any items remaining wet for more than 3 days
  - Typically one side of all double wall installations will need to be removed to clean the interior of the wall
  - Items exposed to high heat
  - Draperies
  - Carpets, laminate, and other synthetic floors
  - Structural items with heavy char

- b. Typically Salvageable:
  - Items dried within 3 days
  - Most woods, metals, ceramics/stones, drywall not exposed to high heat
  - Most mechanical systems (i.e. plumbing, HVAC, electrical)
  - Floors made of natural materials

## Permits, Engineering, Architecture

You can typically start contents removal work before you have a permit but you cannot start rebuilding before permits are granted by engineering and architects responsible for the structure. In certain circumstances, demolition work will also require permitting.

## Getting the Property Clean, Safe and Dry

This is the point in the process where the actual work begins.

1. Removal of unsalvageable building materials
2. Media blasting: Typically baking

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soda or dry ice used to remove the initial surface layer of char from wood surfaces. It can also be used to prep other surfaces for paint.

### 3. Critical Cleaning

- a. Three-step process:
  - Initial HEPA vacuum: As much soot as possible is vacuumed off affected surfaces.
  - Wet wipe: Sometimes, complete removal isn't possible, so the objective becomes to remove as much soot as possible.
  - Final HEPA vacuum: Another round of vacuuming is employed to pick up anything left over from the wiping process.
- b. White glove test: Before cleaning is completed, a final walk-through is conducted by the mitigation supervisor using a white glove against surfaces to ensure that indeed all soot has been removed.

## Deodorization

Removing the source of the odor is the No. 1 initiative in the deodorization process. If you haven't removed the source of the odor, it will continue to secrete a smoke odor even after restorative cleaning is performed!

**1. Source removal:** Source identified and removed.

**2. Hydroxols and ozone generators:** Hydroxol and ozone technologies are employed for further odor removal. While an ozone generator works quicker to remove odors, the contained space cannot be occupied. A hydroxol generator allows the space being deodorized to continue to be occupied; however, it may take a week or more to do what an ozone generator will do in a 24-hour period.

**3. Thermal fogging:** This is an aerosolized technique that allows the smoke-odor counteractant to move into the same places that the soot would travel by replicating the path that soot would go.

**4. Encapsulating:** Cover all porous surfaces (wood, brick, concrete, metals) with an encapsulate to prevent residual odor.

- a. Smoke odor encapsulates seal in any residual odor into that material. Roofing, decking, or anything that was affected by

fire odor that is structurally secured and unable to be removed, should employ a smoke odor-sealer.

While no two fire events are identical, understanding this process will help you to navigate this otherwise very confusing time. As evidenced, fire damage and residual water cleanup is extensive and requires expertise attention by certified and experienced professionals. Before a fire occurs, be sure to have a competent fire remediator in your area on speed dial to respond

quickly in the case of an unfortunate event.

*Anthony Nelson is senior VP of operations and certifications at Premier Restoration Hawaii, as well as applied microbial remediation technician, applied structural drying technician, carpet cleaning technician, carpet repair and installation technician, color repair technician, commercial drying specialist, fire and smoke restoration technician, health and safety technician, odor control technician, resilient flooring Inspector, and water damage restoration technician.*



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# Adding Value With A Bidet

## Conversion of toilets on upswing



Steven Korn

For many people from Hawaii who have visited Japan, one of the things they remember from their trip are the electronic bidets. For those of you unfamiliar with the bidet, it is a fixture that cleans you after using the bathroom.

Dating back to the 1700s, the French invented the use of the bidet to wash themselves after using the bathroom. Back then, this was a separate fixture in addition to the toilet, tub shower, sink, etc. Over the years, it proved to be uncomfortable and not ideal for small bathrooms. Today, an average toilet can be converted into an electronic bidet comprised of wonderful features such as heated water, dryer, deodorizer, front and rear cleansing, electrolyzed water and much, much more. The electronic bidet simply looks like an upgraded toilet seat, making the toilet an all-in-one cleaning station.

In Waikiki, it is becoming a rising trend for hotels to accommodate Japanese visitors with an electronic bidet. Seen as a luxury item in a premium room, current hotels with bidets include The Sheraton Waikiki, Moana Surfrider, The Kahala Hotel & Resort, Halekulani, The Hyatt Waikiki and Mauna Lani Resort. Senior homes are also realizing the benefits of giving freedom to their patients. Homeowners too are adding this as a necessity to their homes. So in order to understand why bidets are becoming more popular here in Hawaii, here's a list of features and benefits that people will simply love.

With the bidet, you can reduce toilet paper use and help with the environment. Just in the U.S. alone, people use 36.5 billion rolls of toilet paper a year. That's equivalent to 15 million trees. Toilet paper is also the leading cause of



clogged pipes and overflowing toilets.

If you value hygiene, you will appreciate the clean feeling after every use. The feeling is quite soothing, and it feels good for those with sensitive skin from excessive wiping, or if you have hemorrhoids or rashes. It's said the electronic bidet can even relieve the symptoms of inflammatory bowel diseases and urinary tract infections.

The TOTO Washlet is an example of an electronic bidet. It's not surprising that people appreciate the TOTO Washlet. After all, TOTO is the No. 1 brand in Japan. With it, you can change seat, water and dryer temperatures with a remote control. This remote can also remember all your settings so two people can access their settings with a simple push of a button.

The automated functions of the TOTO Washlet make it a joy to have. The built-in air deodorizer that re-

freshes the air from the toilet to take any foul odors away will be much appreciated. The self-cleaning function makes maintenance very easy. Automatic open-and-close seats are also available on select models. To top it off, the automatic air dryer will leave you feeling refreshed after every use. Newer models feature electrolyzed water which is a proven disinfectant. Electrolyzed water will clean nozzle and mist bowl after every use, killing bacteria, keeping your toilet sanitized.

For the people who have purchased an electronic bidet, most will tell you it's now one of those things that have become a necessity in their lives.

---

*Steven Korn is acting procurement manager and technical advisor for The Bathroom Store Hawaii. You may contact Steven at 843-2005.*



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# Sustaining a Storm Vigil

## Building managers advised to avoid complacency

**W**ith the end of Hawaii's official hurricane season weeks away and robust tropical storms expected to follow, building managers are advised to remain alert. Lest we forget, one of Hawaii's most costly-ever



Phyllis Okada Kacher

storms, Hurricane Iwa rolled through the islands with 130-mile-per-hour gusts during November, 1982.

"The heart-breaking and destructive hurricane season on parts of the Mainland and Puerto Rico reinforces the importance of staying informed, being prepared and remaining vigilant," says Phyllis Okada Kacher, senior executive vice president of Hawaiiana Management Co.

Tropical storms also can cause seri-



ous damage. About a year ago, tropical storms Madeline and Lester flirted with the Islands. And since July, there have been threats across the Pacific from multiple tropical storms, including Greg, Hilary, Irwin, Fernanda, Jova, Kenneth and Lidia.

Tropical storms carry devastating power: Once a storm hits wind speeds of 38 mph, it is officially a tropical storm; at 74 mph it reaches hurricane levels.

And, as Kacher points out, "because of Hawaii's steep topography, according to experts, the chances of flash flooding would likely occur much faster."

Hawaii also has experienced severe downpours. The state suffered one of its worst rainstorms in 2006. It began to rain on Feb. 19, and the downpour continued for 40 consecutive days, flooding property, causing major mudslides and pushing millions of gallons of raw sewage into the ocean.

Hurricane season across all the Pacific regions ends on Nov. 30. The National Oceanic and Atmospheric Administration's (NOAA) outlook for the 2017 hurricane season included up to 20 named storms, of which as many as 11 would be hurricanes.

## Tips for Property Managers

Staying safe during storm season starts with a simple step: Have a plan. Here are a few safety precautions property managers can take:

- Publish evacuation directions on a bulletin board by the elevator.
- If the building is within an evacuation zone, tell the residents to evacuate to the third floor or above for a six-story building made of reinforced concrete or structural steel.
- If it is an extreme tsunami evacuation, tell residents to evacuate to the fourth floor or above in a reinforced

concrete or structural steel building of ten stories or more.

- Residents of other structures must evacuate inland to higher ground.
- Designate a specific meeting room location like a common area.
- Store food, water and blankets in or near the designated room or upper floors for evacuation.
- Register for NIXLE for local alerts.
- Download the Red Cross Emergency App at [redcross.org/mobile-apps/emergency-app](http://redcross.org/mobile-apps/emergency-app)

- Tell residents how you will notify them to evacuate.
- Designate people in the building who can assist elderly or medically fragile residents.
- Create an evacuation tracking system for residents.
- Store a copy of the building emergency plan and tracking sheet in the designated evacuation-shelter-in-place area.
- Communicate with residents during the emergency and tell them when the hazardous period has ended.

– **Source:** American Red Cross





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Holly Morikami, Rachel Lii, David Heard, Elaine Panlilio and Sharilyn Tanaka

# Hawaiian Properties' Annual Luncheon

PHOTOS BY NATHALIE WALKER

Hawaiian Properties hosted its annual free seminar for condo association board members on Aug. 16 at Ala Moana Hotel's Hibiscus Ballroom. A broad range of topics—including capital reserves, bidding processes, and uses of project consultants—was presented while a variety of vendors also presented their wares and services.



Laurie Sugue-Tabisola, Stan Perreira and June Ishii



Richelle Thomason, Lance Luke, Joshua Akaka and Dana Akasaki



Colleen Chun, Erik Thor, Jo Uehara and Lei Wakayama



Ali Khan, Ray Terada, Kanani Kaopua and Fred Nakahara





Glen Suzuki, Leslie Chang, Barbie Hatcher, Suwadee Nitta and Russell R.D. Doane



Brenda Agbayani, April Padello and Susan Nichols



Pamela Lara and Mary Vilfranc



Michael Ayson and Krystyn Weeks



Debbi McQuay and Karl Ishigaki



David Kaahaaina, Deborah Lau Okamura and Louise Erba



Brandon, Cecille, Tony and Paul Galang



Dass Ramadass, president of Hawaiian Properties

# Hawaiian Properties Expands to Big Island

**H**awaiian Properties is expanding its management footprint to the Big Island with the acquisition of Augustine Realty, which has provided luxury property management services to the Kailua-Kona and Kohala Coast areas for 26 years.

The company has also added two senior staff, enhancing the resources of the Kona offices.

“Hawaiian Properties shares the core characteristics of Augustine Realty,” said Katherine Augustine, managing partner of Augustine Realty. “Both are longtime kama’aina family-owned companies, rooted and grounded in Hawaii, and our corporate values and high standards for quality work are in complete alignment.”

Hawaiian Properties will retain all employees, and Augustine will continue to help manage its Hawaii Island community associations, as well as the commercial leasing portfolio. The Kona office will remain open and there will be no changes in property representation.

Joining the team are Kathy Cooley, vice president and senior property manager of the Kona branch, and Christy Hinds, senior property manager.

“Augustine Realty is a perfect fit for us,” said Dass Ramadass, president of Hawaiian Properties. “We look forward to bringing our depth of experience, extensive resources, and our local sensibility to Hawaii Island as we continue the strong tradition of quality management that is the hallmark of both companies.”

## CAMP

Continued from page 19

my mom. . . . I had street smarts. I realized nothing came easy, you have to work for it. I was never afraid of work.”

She graduated early from Kalani High, but couldn’t afford to take the SAT test for college admission. At 16, lying that she was 18, a temp service placed her in a go-fer job with developer Rex Kawasaki.

“I didn’t know what developing was. I didn’t really know what lawyers did, I’d never been exposed to that,” she says. But under Kawasaki’s guidance she learned the business — working by day, attending UH and HPU by night. She ran for Miss Korean Hawaii, and won. One of the judges was a developer with Castle & Cooke, and she offered a job. By age 32, Camp founded Avalon.

The company turned 18 on Sept. 1, and she is not slowing down — not even after recently marrying her longtime tax attorney Alan Schlissel.

“We have four projects, all rentals,” she says. “It’s ambitious — Kapolei, Mililani, Kapiolani and Ewa. I’m in a great position where I can do these kinds of projects. My goal is to finish these projects to complete the 20-year plan. And then it’s transitioning to the next generation (possibly including her son Ethan, 9). I would like people who have been with us for years to be able to buy into the company.”

Looking in from the outside, it’s as if Camp has lived more than one life.

“Most of us have many layers of life,” she says, “and I feel like I’ve gone through many layers of life. It’s been interesting. Every part of my experience, I feel like I was meant to do this to get me to where I am now. It makes me a better person. Maybe if you just learn it from a textbook it wouldn’t be so meaningful. I lived it.”

And if that life seems rather like a fairy tale, well, the name Avalon comes from the King Arthur legend.

“I love fairy tales,” says Camp, an Arthur aficionado. “They always have a happy ending.”

As does this story.





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