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10/238 Edwardes St. Reservoir VIC 3073

Air con Leak Investigation Report

Job Number: 5848

Property: [REDACTED] Travancore [REDACTED]

Client: The Owners Corporation - [REDACTED] (Managed by [REDACTED])

Attention: [REDACTED] (Owners Corporation Manager)

Date of Supplementary Inspection: February 5, 2026

Technicians: Veki Kolj / Victor C

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1. Executive Summary & New Findings

Following the initial balcony investigation, Holymess Repairs conducted specific forensic testing on **February 5, 2026**, to address the persistent water ingress affecting Units 13 and 14.

Critical Finding:

We have identified a **new and separate cause** of water ingress distinct from the previously identified balcony membrane failure. The internal Air Conditioning (AC) unit in **Unit 18** has a major plumbing failure (cracked or disconnected condensate drain).

Impact:

This mechanical failure is discharging water directly into the wall and ceiling cavities, causing the active dripping in Unit 13 and Unit 14. This explains why leaks occur during hot days (when AC is running) and why previous balcony repairs did not resolve this specific ingress.



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2. Insurance Justification (Addressing Longitude's Requirements)

Based on the email correspondence from Honan/Longitude Insurance (Claim [REDACTED]) the insurer requires evidence that the current damage is a "new and separate event" from the previously denied claim (LNG40012124), which was attributed to balcony maintenance.

Our findings confirm this is a new event:

Insurance Query	Holymess Investigation Finding
Is this the same leak?	NO. The previous claim related to external balcony waterproofing/tiles. This new leak is a mechanical plumbing failure inside the Unit 18 AC unit.
Evidence of Cause	Invisible dye poured <i>directly</i> into the AC drain tray (not the balcony floor) appeared in the Unit 13 ceiling within minutes.
Liability	This is not a "maintenance" issue of the common property roof membrane, but a specific failure of the AC fixture servicing Unit 18.

3. Timeline of Investigation

- **17 July 2025:** Insurance Claim [REDACTED] lodged for Unit 12 water damage.
- **25 Aug 2025:** Longitude advises the claim appears to be a duplicate of the denied claim LNG40012124 (balcony failure).



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- **18 Sep 2025:** Longitude refuses further costs until proof of a "new leak" is provided.
- **25 Oct 2025:** Victor C proposes a forensic plan to isolate the source.
- **07 Nov 2025:** Grace (Unit 13) reports significant water buildup and that the unit has been vacant for 6 months.
- **30 Jan 2026:** Initial site attendance confirms balcony perimeter issues (Reported previously).
- **05 Feb 2026:** Supplementary attendance identifies the AC Unit failure.

4. Visual Evidence Analysis

The following analysis cites the specific video files recorded on February 5, 2026, which serve as the "smoking gun" for the AC failure.

Phase 1: Identification of Fault (Unit 18)

- **Video: Unit 18 AC Internal Inspection**
 - **File:** VID-20260205-WA0022.mp4 / WhatsApp Video 2026-02-05 at 4.12.06 PM.mp4
 - **Analysis:** We removed the casing of the AC unit in Unit 18. The video clearly shows water pooling inside the unit housing rather than draining away. The technician notes, "Everything is dripping" inside the unit.
 - **Conclusion:** The internal drainage mechanism is compromised.
- **Video: Application of Invisible Dye**
 - **File:** WhatsApp Video 2026-02-05 at 4.12.08 PM.mp4
 - **Analysis:** To prove the leak source, we poured **Invisible UV Dye** directly into the AC unit's drainage tray. This isolated the AC from the balcony or roof.
 - **Conclusion:** Any dye appearing below can *only* come from this AC unit.

Phase 2: Confirmation of Leak Path (Units 13 & 14)

- **Video: The "Smoking Gun" in Unit 13**
 - **File:** WhatsApp Video 2026-02-05 at 4.12.10 PM.mp4 & WhatsApp Video 2026-02-05 at 4.12.12 PM.mp4
 - **Analysis:** Inside the ceiling of Unit 13, we used a UV light to inspect the leak. The invisible dye (glowing blue/purple) poured into the Unit 18 AC is seen **actively dripping** onto the plastic sheeting and timber framing.
 - **Conclusion:** This is irrefutable proof. The AC condensate is leaking directly into the



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ceiling cavity of Unit 13.

- **Video: Unit 14 Damage**
 - **File:** WhatsApp Video 2026-02-05 at 4.10.36 PM.mp4
 - **Analysis:** In Unit 14, the leak is located "3.5 meters away from the external balcony," above the light fitting.
 - **Conclusion:** A leak this far inside the property supports an internal plumbing failure (AC drain run) rather than external rain ingress.

Phase 3: Conclusion & Summary

- **Video: Final Summary on Site**
 - **File:** VID-20260205-WA0048.mp4
 - **Analysis:** The technician confirms on the balcony of Unit 13 that "It is definitely coming through from the air con." He notes the balcony is dry, yet the leak persists, confirming the AC diagnosis.

5. Recommendations

1. **Urgent AC Repair:** The Air Conditioning unit in **Unit 18** must be decommissioned immediately. A licensed plumber or AC technician is required to repair the disconnected or cracked condensate drain.
2. **Submit to Insurer:** Provide this report and the cited videos to Longitude/Honan. This evidence satisfies their request for proof of a "new and separate event" (mechanical failure vs. waterproofing), which should unlock the claim for resultant damages in Units 13 and 14.
3. **Remedial Works (Resultant Damage):** Once the AC leak is fixed, the ceiling cavities in Units 13 and 14 must be dried, and damaged plaster/paint rectified.
4. **Balcony Works:** Proceed with the previously quoted balcony perimeter works for Unit 18 (as per the Jan 30 report) to ensure the building is watertight from *all* sources, but prioritize the AC repair to stop the active internal leak.