

ADR NEWSLETTER FEBRUARY 2014

Welcome to the February edition of the ADR Newsletter. In this issue we review a Technical & Engineering project conducted in a remote country town. If you would like to make a contribution to the newsletter please send your feedback, questions, articles, comments, or testimonials etc. to us by email: adr@ausdr.com.au. No names will be published with reader submissions unless specifically requested otherwise.

PROJECTS

FAULTY CHIROPRACTIC TREATMENT BED IN REMOTE LOCATION

A Chiropractor in a remote Riverina location noticed his highly specialised treatment bed was malfunctioning during a consultation. The bed is designed to manoeuvre the patient into different positions during treatment and is crucial to the success of the procedure.



Chiropractors Treatment Bed.

The Chiropractor immediately called the local distributor of the equipment and reported to the service technician that a child may have accidentally kicked the control box which houses the intricate electronics for the bed, and that he believed that may have caused the fault. After some lengthy delays the agent's technician attended the practice and determined that the fault was unrepairable and prepared a report indicating a replacement bed was the only option for the practitioner. It is not uncommon for a local agent of equipment manufactured overseas to be

unmotivated to perform repairs, as they would rather sell a completely new piece of equipment. The Chiropractor then contacted his Insurer to initiate a claim for the replacement of the treatment bed. The Insurer was understandably sceptical about the circumstances of the claim and thus commissioned ADR to conduct a root cause analysis of the fault and prepare a Technical Report to assist the claims manager in determining the level of coverage their client was entitled to. ADR's experienced Systems Technician contacted the Insured and arranged an immediate inspection of the equipment. Regardless of the remote location, ADR's Technician attended the practice within a few days of receiving the instructions from the Insurer and began a detailed investigation into the reported fault. The inspection determined that the fault occurred due to the breakdown of electrical contact points in the wiring related to the positioning of separate parts of the bed. Fortunately in this case the ADR technician was able to repair the faulty contacts with standard components on site during the inspection as the repair did not require any spare parts specific to this particular equipment.



Sophisticated wiring and electronics which control the bed.

The bed was then put through a series of test patterns to confirm functionality. The Treatment Bed was then deemed safe and functional and the Chiropractor was able to resume his consultations immediately. Despite the extremely remote location, ADR was able to attend, inspect, and repair the faulty equipment for a fraction of the cost and time required to replace the bed. The Insurer was able to save tens of thousands of dollars on this claim whilst their valued customer was more than satisfied with the result.

DOCUMENTS & RECORDS REMEDICATION

When Sydney receives a typically heavy summer storm it is not unusual for ADR to receive many calls shortly afterwards from businesses and institutions which have suffered an ingress due to the downpour. In many of these cases important documents and records are affected by the ingress and require urgent attention. Wet paper and cardboard is a favoured breeding ground for mould, and it doesn't take very long for the Fungi to take up residence in these wet materials. Mould can appear in wet or damp documents within 48 hours of a catastrophic event, possibly even quicker if the environmental conditions are perfect for mould to spread. It is therefore crucial that any documents that have been involved in an event such as a water ingress, be handled in a very specific way to prevent further damage. ADR has developed specific methods to dry wet documents which have been proven to reduce the rate of growth of mould, as such reducing the risk of mould damage. Of course, sometimes records can be affected by moisture and it may not come to the attention of the personnel on site immediately, particularly if they are dealing with many other issues regarding a catastrophic event. Typically in these cases the documents will require advanced remediation to exterminate and remove live mould spores. ADR has many years experience in remediating wet and/or mouldy documents and uses the most effective processes to safely decontaminate the documents. ADR has an in-house Quality Control system to monitor internal processes, to maintain the highest level of success throughout all mould remediation projects. With the remediation complete, a series of biological samples are taken and analysed by an independent Microbiologist to provide a detailed report and ultimately a Clearance Certificate. Once cleared, the documents are safe to be returned to the owner.

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