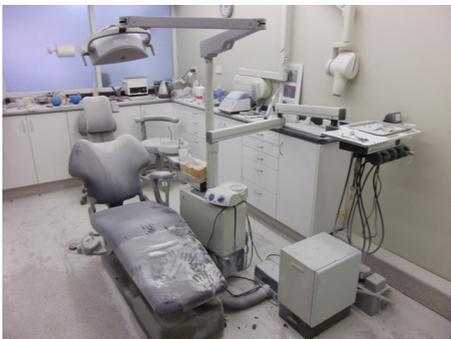


Welcome to the June edition of the ADR Newsletter. In this issue we review a technical restoration project. Remember we encourage our readers to make contributions to the newsletter so feel free to send your feedback, articles, comments, testimonials etc to us by email: adr@ausdr.com.au.

FEATURED PROJECT

ELECTRICAL FIRE IN DENTAL SURGERY

A patient got more than they bargained for when attending a Sydney dentist for a check up. As a result of a malfunction in the power interface PCBA, a small electrical fire broke out in the dentist's chair whilst the patient was receiving treatment. The quick thinking, calm dentist immediately moved the patient out of harms way and proceeded to douse the fire with a small dry powder extinguisher which is kept in the surgery for this type of emergency.



Dental surgery with a fine layer of extinguisher powder on everything.

Once the danger had passed, the dentist immediately rang his

insurance broker and set the wheels in motion for a speedy recovery. The insurer promptly appointed a local Loss Adjuster to handle the claim who in turn engaged the services of Australian Disaster Recovery. With many years of experience in technical & engineering restoration work, ADR was the perfect choice of restoration company to get the dentist back up and running quickly. ADR's qualified technicians attended the surgery where they located the faulty board and removed it. The board was then taken to ADR's technology laboratory for evaluation. Whilst the technicians evaluated the damaged board in the lab, the professional team of restoration operators completely decontaminated the dentists surgery.

ADR technicians determined that the power interface board would need to be replaced, however upon investigation learned that the part was no longer available from the manufacturer. This is not an uncommon problem for restoration technicians so ADR's experts simply re-manufactured the required PCBA from a combination of new and salvaged components. This meant that the dentist's chair could be restored, to be used until a new replacement chair could be shipped from the manufacturer. In this case ADR managed to have the dentist back in operation within one week of the incident occurring, thus saving the insurer many thousands of dollars in business interruption compensation during the 16 week replacement waiting time.

FEEDBACK

"I read with interest that you offer document digitisation services. Does ADR operate only in NSW or do you have departments in other states as well?"

GH, Central QLD

GH, thank you for your inquiry. ADR conducts emergency recovery services within the Sydney region only. Services in Technical & Engineering or Documents & Records can be offered on a nationwide basis. Please call 1300 853 920 to speak to one of our experienced project managers about your project requirements.

"In your August 2012 issue you mention assessing the damage to optometrist's equipment. Does this mean ADR is assessing claims and policies?"

AB, Pagewood

AB, that's a great question. In fact ADR does not assess claims or policies. ADR evaluates electrical and mechanical equipment to determine if restoration is a viable commercial opportunity. ADR works very closely with Loss Adjusters and Assessors to assist them to make informed decisions regarding restoration.

YOU CAN "Rest Assured" WITH ADR.

24 HOUR HOTLINE
1300 853 920