

NEWSLETTER

TECHNICAL INSPECTION AND RESTORATION

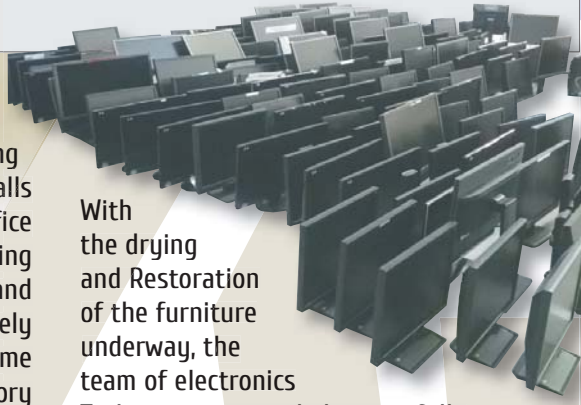
ADR UPDATE

In this issue we review a claim involving a large business that was affected by a substantial water ingress.

A large business in Sydney's west was affected by a severe thunder storm, with water overwhelming the roof guttering and causing water to flow down walls and across the ceilings inside the office spaces. Hundreds of workstations, including computers, monitors, accessories, desks and chairs, were either partially or completely affected by the ingress. A high volume of sophisticated scientific laboratory equipment had also been involved in the ingress. The manager of the business immediately contacted their Insurer who appointed a Senior Loss Adjuster to assess the damage to structure and contents. Once on-site, the Adjuster quickly realised the large scale of the damage and the high volumes of contents involved, and therefore engaged ADR to commence mitigation and Restoration of the hundreds of contents. ADR staff attended site and began by performing a risk assessment of the affected areas to ensure a safe work environment was provided for the ADR Operators. An experienced ADR Technician was appointed to manage the inspection and Restoration of many contents. ADR staff quickly set about separating the electrical/electronic items and the furniture items into different areas of the site to facilitate an efficient Restoration process. Two separate teams of Restoration professionals were deployed to undergo the extensive Restoration. To save valuable time and costs associated with removing the contents from site, the furniture items such as desks, cupboards and shelving were dried and decontaminated and the fabric office chairs were steam cleaned on-site.

With the drying and Restoration of the furniture underway, the team of electronics

Technicians proceeded to carefully manifest and pack out the electrical/electronics and laboratory equipment for transport to ADR's facility. Once at ADR, the items underwent a Technical Inspection. The purpose of the Technical Inspection is to determine if the items were affected by the Event (evidence of water ingress), and if so, were they damaged, and furthermore could they be Restored to a pre-Event state for a reasonable cost (compared with replacement value). Of the several hundred electronic/electrical items examined, approximately one third were found to be adversely affected by the ingress and were deemed non-Restorable on economic grounds, whilst the remaining items were Restored to a pre-Event state and ultimately delivered to the Insured and returned to full service. Due to ADR's superior knowledge and experience in the efficient Restoration of items both technical and non-technical, the Insured was able to resume activities with most of their existing equipment in a fraction of the time it would take to replace all of the items and set them up. The Insurer also saved many tens of thousands of dollars in replacement costs.



FLOOD RECOVERY SERVICES

ADR has been providing flood damage recovery services across NSW for almost 20 years. In that time we've learned quite a lot about the most appropriate methods and processes involved in Mitigation and Restoration of these types of recovery projects. ADR uses quality moisture testing, extraction, air moving and air drying equipment. All of our equipment is regularly maintained by our in-house Technicians, providing a stable and reliable foundation for our Operators when they are in the field.



COMIC RECOVERY

"Yes Sir, our staff will collect your iPad for Technical inspection... pardon me, did you say we have to retrieve it from the pool first?"

