

NEWSLETTER

ADR UPDATE

RESTORATION WARRANTY

As ADR are widely considered the industry experts in electronics inspection/Restoration, we conduct many Restoration projects on a diverse range of equipment. Therefore we are often asked about warranty on electronic equipment that we have Restored. To answer this, we must consider that 'Restoration', in terms of an Insurance claim, is simply returning the item Restored to a pre-Event state. This effectively means that when ADR Restores an electronic item, we are addressing only the affectation that resulted from the Event, we are not aesthetically enhancing or repairing any faults that are not related to the Event which affected the item. ADR warrants that following an ADR controlled technical Restoration, there will be no adverse affects to electronics related to the Event.

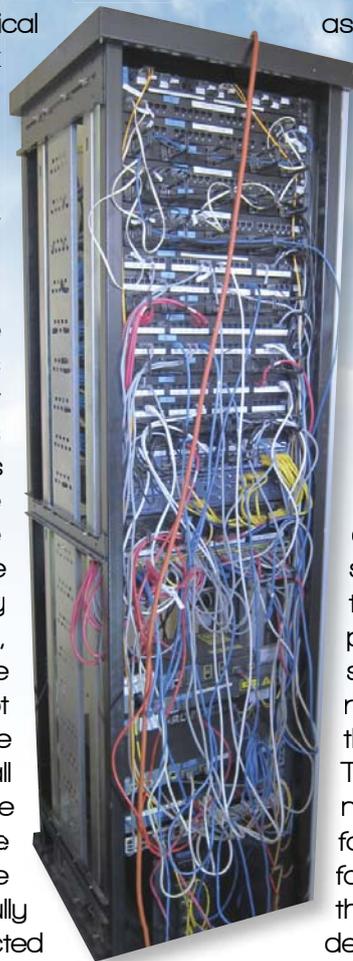
COMIC RECOVERY

"Ma'am, our staff could inspect your electronic massager, however, if smoke is coming out of it, I suggest you may have over used it"



FIRE DAMAGED ELECTRONICS RESTORATION

ADR were engaged to provide urgent Restoration services at an inner city school following a substantial fire. The fire erupted in a small room adjacent to the network/server room when a monitor overheated and ignited. The fire created soot and smoke which affected the network/communications rack. The rack housed 28 separate pieces of highly sensitive technical equipment such as network switches, hubs, servers and telecommunications interface devices, the majority of which were switched on and operational at the time of the Event. The power to the building was automatically switched off once the fire triggered the automatic sprinkler system, however ADR's qualified electronics technician advised the schools IT contractor that it would be detrimental to switch on the equipment until each device was inspected and tested by ADR. In scenarios such these, electronic equipment can be affected by very light soot and appear on the surface to be okay, however, small deposits of carbon etc. in the soot can cause the delicate internal electronics to fail. The electronics technicians carefully removed all of the affected devices and transported them to the ADR laboratory for inspection and Restoration (if required). Each individual piece was partially dismantled, inspected and a report produced and presented to the senior Loss Adjuster along with time frames and cost estimates to Restore each item. Replacement of the affected items was estimated to be in the range \$80K-\$100K with a lead time



of approximately 2-3 weeks to source replacements and configure them to the school's settings. ADR proposed to have the fully Restored items back in operation within 5 days with estimated Restoration costs a fraction of the replacement value. In cases such as these, it is imperative that the restoration of electronics is undertaken as quickly as possible, as with each extra day the harmful chemical cocktail is left on the electronics, the less likely the item will respond to Restoration. Once the Loss Adjuster provided the authority to proceed, each electronic device was treated using proprietary methods as developed over many years of advanced technical Restoration and repair projects, including decontamination, drying, safety and functionality testing. Out of the 28 pieces, all but 2 were successfully restored and returned to service within the proposed time frame. The 2 devices which were non-Restorable were found to have electronic faults directly caused by the soot contamination and deemed to be uneconomic to Restore, as several parts were required. The server rack which housed the electronic equipment was also Restored by ADR and returned to the school, where ADR electronics technicians reconnected the intricate array of cables to all of the devices and effectively returned the school's communications and computer network back to a pre-Event state.