

Loss Bulletin

Vero Equipment Breakdown Insurance

Laser cutter repaired with overseas assistance

Loss details

Nature of business

Engineering Workshop

Type of equipment

Fibre laser cutter

Age of equipment

2 years old

A local engineering workshop that manufactures trellis systems for commercial agriculture suffered a breakdown to their fibre laser cutter. The machine, no longer under warranty, was their main production machine.

The cutting head of the laser cutter had sustained a minor collision and a short time after impact it was noted that it wasn't centering properly. Remote diagnosis was performed by the manufacturer in Poland, who identified an internal failure in the cutting head, necessitating its replacement.

The Insured worked with Vero's claims team to expedite the repairs, including arranging with the manufacturer to

dismantle another fibre laser cutter to source a replacement head, which was flown in from overseas with an installation technician. During the installation it was discovered that the existing centring module had also been damaged in the impact, and a new module was express shipped to the workshop for installation by the same technician.

As a result of these steps and the Insured's rapid actioning of the repair authorisations, a larger Business Interruption loss was avoided.

Final loss

\$76,500

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