

# Loss Bulletin

Vero Equipment Breakdown Insurance

## Robot ice cream bar heats up

### Loss details

#### Nature of business

Robot Ice Cream Bar

#### Type of equipment

Robotic retail ice cream dispenser

#### Age of equipment

2 years old

A brand new ice cream bar opened in the city utilising only robot technology to serve its customers.

One robot would take the order, the second robot would scoop the ice cream into the cup or cone and add flavors, etc. and the third robot would then serve it to the customer - all with no human interaction.

During the busy Christmas break one of the robots broke down. Constantly overheating, it was unable to perform its required tasks. Local specialist technicians tried resetting and re-coding the robot but even after a dismantled inspection it continued to overheat, shutting down every 5 minutes. With the technicians unable to resolve the problem, the manufacturer removed the robot to their shop for investigation.

It was determined that a faulty internal connection to the motor caused the breakdown, and the robot's left arm and electrical supply were replaced.

While the robot was undergoing repairs an attempt was made to install a demo robot, but because it was a different type the coding and modifications that would be required to integrate the demo with the other robots made it uneconomical.

The robotic ice cream bar could not operate without the robot and had to shut down until it was repaired and back in operation. The Insured's profits were impacted during this busy period, but they were covered by the Business Interruption coverage they purchased with their Equipment Breakdown policy.

### Final loss

\$21,100

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