

# Loss Bulletin

Vero Equipment Breakdown Insurance

## Stonemason CNC equipment requires retrofit

### Loss details

#### Nature of business

Stonemason

#### Type of equipment

4 axis CNC stonecutter

#### Age of equipment

Unknown

The client provides marble and granite bench tops and splash backs.

One afternoon the CNC operator went to program a job when an error code appeared. The client then contacted the sole distributor and was advised a technician would attend to carry out basic tests to ascertain the source of the fault.

When the technician arrived the system was unresponsive. An external monitor was plugged directly into the CNC machine, but all attempts at connection failed.

Tests were carried out with the guidance of the local distributor who in turn contacted the manufacturer in Italy for further advice.

It was determined there was a fault within the CNC module. The machine had been operating with a previous iteration of controllers so the repair required a complete retrofit, including new controllers, protocols, communications and wiring.

The breakdown of the cutter occurred in isolation with no identifiable external factors, and was determined to be a random electronic breakdown within the CNC module.

### Final loss

\$44,750

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