

Losses Paid by HSB TechAdvantage®

Covering microelectronics when physical damage is not visible

Standard equipment breakdown paid claims (still covered)

Failing old boiler shuts down apartments

A low water condition led to a cast iron boiler breakdown in a 23-unit apartment building in the middle of winter. Parts were no longer available for the old boiler, so a replacement was needed. The total paid claim included \$9,000 for temporary heating and just under \$20,000 to replace the failed boiler with a newer, more efficient unit.

Total Paid Loss: \$29,000

Power surge halts dry cleaner

The busy dry cleaner was on the spot. Clean clothes were piling up but couldn't be ironed because a power surge shorted out the computer controls for three pressing machines. Instead, the clothes were sent out to other cleaners. \$8,813 was paid to outsource the ironing of the laundry and another \$35,520 to repair the damaged cuff press and replace the damaged sleeve and shirt presses.

Total Paid Loss: \$44,333

Error sidelines metal working machine

Operator error caused a computerized numerical control (CNC) lathe to break down and damage the spindle and drums. The machine used in metal working was idle for several days. \$26,135 was paid to repair the damage to the machine and \$10,000 for lost business income.

Total Paid Loss: \$31,477

Electronic circuitry impairment (ECI) — paid claims (only covered by HSB TechAdvantage®)

Boiler's electrical component stops working

The heating boiler at a library stopped working, but repair technicians found no obvious physical damage. When the flame safeguard control unit was replaced, the boiler was restored to full function. Since the source of the breakdown was obvious, there was no need for slow or expensive tests to diagnose the issue. ECI coverage meant the claim was paid faster and the boiler put back in service sooner.

Total Paid Loss: \$2,413

Manufacturing machine suddenly stops

A pick-and-place machine—used in assembling circuit boards—stopped operating after it was shut down over a weekend. Troubleshooters narrowed the issue to a vision unit assembly. The device contained electronic circuitry that showed no sign of physical damage. It was replaced with a new circuit board and began to function correctly. ECI coverage meant a quicker replacement and coverage for the microelectronics that were not working.

Total Paid Loss: \$6,527

Commercial printer out of service

A printing press at a commercial printing facility unexpectedly shut down. Technicians traced the problem to a Programmable Logic Controller (PLC), a device that monitors and controls the + operation of the printing press. The PLC showed no signs of physical damage, and was not responsive to the reloading of software/data. Once it was replaced and reprogrammed, the printing press returned to normal function. That was enough to trigger the ECI claim, and get it paid quickly.

Total Paid Loss: \$5,342