

Loss Bulletin

Vero Equipment Breakdown Insurance



Committed to your success

Powering down can be a risky bet too

Loss details

Nature of business

Hotel

Type of equipment

Pokies x 14

Age of equipment

Unknown

When the hotel was required to close their operation during the COVID shutdown, the hotel powered off the bulk of their equipment in anticipation of an extended period without trade.

A few weeks after closing down the business, the hotel was advised that their pokies should be powered on every second day. When the manager went in to power them up, 14 out of their 16 machines would either not power on or would fail during the self-diagnostic test phase of the start-up process, rendering them inoperable.

As these machines are usually always powered on, the time in a powered off state resulted in a thermal change within the electronic components of the machines causing the firmware to fail. Backup batteries were also drained resulting in lost software on some main boards.

Over the course of several visits the technician was able to repair all of the affected machines, which included replacement main boards and other components. Thankfully no machines needed to be replaced entirely.



Final loss

\$15,300

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Contact your broker or visit
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