



HVAC FAILURE

AIR HANDLER UNIT

CLIENT:
MAJOR INSURANCE CARRIER

LOCATION:
WAUKON, IA

LOSS DETAILS:

The Wellness and Fitness Center, operated by the insured, faced three years of ongoing maintenance repairs to sustain the functionality of the air handler. Frustrated with the continuous issues, the insured expressed a keen interest in replacing the aging 13-year-old air handler. A comprehensive study, conducted before ILC's intervention, thoroughly analyzed the alternatives between repair and replacement options.

ILC ASSIGNMENT:

- Determine the cause of loss of the air handler unit.
- Report the extent of damages sustained.

CHALLENGES:

- The air handler units feature multiple computer-operated stages for heating, cooling, and make-up air ventilation, leading to various age-related failures due to their complexity.
- ILC verified the insured's difficulty in securing repair technicians with the necessary expertise.
- Despite being partially operational, the air handler unit still effectively provided heating to the insured's facility.

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THE ILC DIFFERENCE

Equipment and machinery damaged to a manufacturing plant can be a detriment to an insured's ability to meet order deadlines and keep their customers happy. Understanding the inner workings, components, and parts in these types of facilities is the only way to know and understand what is involved in rebuilding vs. replacing damaged equipment. With more than 30 years of experience, the machinery and equipment consultants of Industrial Loss Consultants can do this better than anyone in the industry.

If you want service, answers, and solutions like the example here, then the next time your claim requires a knowledgeable and experienced machinery and equipment consultant, contact the experts at ILC!

ILC VALUE-ADDED CONSULTING:

- During ILC's inspection, it was evident that repairs were being carried out in a non-workmanlike manner, resulting in additional damage to the air handler unit.
- After a thorough review of previous service records, ILC confirmed that multiple components had experienced repeated failures.
- ILC found no evidence of a sudden event causing the air handler unit to be non-serviceable, as it was operational during the inspection.
- Considering the repetitive failures and a lack of local service expertise, ILC determined that, despite being 13 years old, the air handler unit should be considered at the end of its service life, with a typical life expectancy of 15-20 years for commercial units.
- ILC estimates repair costs at \$70,000 but advises that this may not be the most viable long-term solution given the unit's age and history of issues.

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