

## Hurricane Warning

Damages to copiers due to events surrounding hurricanes or other Acts of God are not covered under the maintenance agreement or other warranty. You bear the risk of loss in those events which may be covered by your business insurance policies. We will provide service and parts at our normal rates which charges you will bear.

Here are some instructions for hurricane preparation regarding your business equipment.

### Before the Storm Hits:

1. Backup all templates, addresses and fax numbers stored on your equipment's hard drives to your computer. Copy those backup files off-site. The instructions are in the manuals that no one ever reads! So, get the manual out today and back up your system's vital information now. Why? Because when you lose the data, you will have to input it by hand yourself. If you can't find the manual, go to the Toshiba, Kip or Samsung website and download the pdf file for that manual.
2. Print out the network, fax number, meter reading sheet and any other available listings. Store in a secure place. Scan to file and store electronically off-site. This is your tool in case step 1 fails. (Remember Murphy works overtime in a crisis!)
3. Perform an orderly shutdown of the machine and allow it to cool for about 10 minutes. The fuser section of a copier and the processor on the system board are way hot.
4. Unplug the machine from the wall. Why? As the storm progresses, electrical power will fluctuate wildly with brown-outs, surges and who-knows-what. This kills the power supply converter and main boards on copiers, printers and fax machines.
5. Unplug the fax and network lines from the wall. Oops, label which hole is which. You may have other phone jacks for your KSU or PBX. Digital lines kill fax machines. Don't mis-label or plug in the wrong hole!
6. Consider the copier's location: if you have it where it will be damaged from debris blown through a window or other wetting exposure, move it. If you have a floor finisher, it may have a bracket(carpet rail) that connects the finisher to the copier. It is held by one screw. Remove it and unplug the finisher. Tape the screw to the bracket. That will make it easier to move both units to a safer, centralized location.
7. Don't grab the copier by the doc feeder. Handle by the corners of the main machine. If you have a 600 lb console, use 3 or 4 people to move. Also, if you have fancy thick pile carpet, all bets are off. Heavy copiers eat fancy carpet. Move at your own risk.
8. Get an expensive tarp or garbage bag.
9. Put the manuals/program disks in the holder on back or on top of copier. Cover the equipment and duct tape. Make it water proof. Use more duct tape!
10. Call your insurance agent and get written claim instructions and forms now!

Restarting your business equipment if it never, ever got wet

1. What is the status of the power grid? If you can avoid it, do not plug your copier or fax in until an electrician certifies that wiring is back to code. If you have had flooding that has compromised the electrical distribution system in your building, you may not be able to reoccupy until significant rebuild has occurred.
2. If you can avoid it, do not plug in your equipment until the power company is finished with repairs for your area. If the power goes off and on repeatedly without warning to do an orderly shutdown, it will damage your copier and that is not covered under any warranty or maintenance agreement. Just wait until you have good clean power.
3. Install your copier and floor finisher to its original position. Reconnect the finisher plug and bracket. Re-plug your fax and network lines into the correct holes.
4. Power up.
5. Once copier has booted up, see that your fax/email addresses and scan templates are there. Hooray! You are back in business!
6. If Murphy's Law has wiped your templates and addresses, simply restore from backup or now recreate from scratch!
7. We can help you with this at our normal rates.

What if it got wet or is damaged?

1. Do not plug it in at all. Muy peligroso! Bad. Can kill copier and you! You aren't covered by the maintenance agreement either! ☺
2. Salt water or salty rain or any rain eats printed circuit boards, wiring harnesses and connectors for breakfast. There is a high probability that the machine is no longer useable or even serviceable. The act of powering up the machine may fry the boards. Moisture may be in the wiring harnesses waiting for power.
3. Advise your insurance company agent and get their written procedure for proving your claim.
4. Call us and the dispatcher will begin documenting the service call to assist you with your claim. Send her any instructions and forms required.
5. Calls to assess damages and to attempt to start-up the machine will be chargeable at our normal rates. You may be able to claim these costs on your business or institutional insurance.
6. Our technician will put a volt meter to the socket to confirm power; however, we are not accepting any risk for the quality of power.
7. If the copier does restart, any future board or electrical system damage will be charged to you're at our normal rates. We cannot accept the maintenance cost of partially or delayed damage equipment.
8. If the machine remained dry; yet was damaged in some other manner. We will prepare an estimate of the cost of repairs at our normal rate for the providing of those estimates. Once you approve this in writing, we will attempt to fix the equipment.
9. We do not "low-ball" or "high-ball" our estimates. But, there is the risk that hidden, other damage has occurred that will impact the cost of the repair. If that

is the case, the technician will bring this to your attention. It may be that this additional damage makes the repair uneconomical. It may be better to replace the machine. We will assist you in getting the facts so that you may make a proper claim with the insurance company. If the repair is abandoned, we will charge our labor used and recover any parts installed so that we only charge for time and materials (if we added developer or oil that cannot be recovered). We will assist you in selecting the replacement equipment at no charge.

#### Availability of Rental Equipment

1. As you can imagine, there may be issues with availability and manpower as our employees and vendors recover from the event.
2. We will make every effort to provide you with a rental machine during the period of negotiation with your insurance company. Just call us.

Remember our thoughts and prayers are with you and your employees during these events. If there is an issue which we haven't addressed, please e-mail it to [admin@coastalbiz.com](mailto:admin@coastalbiz.com).

Thank you for your business.