



► **Amset Inc.** TECHNICAL CONSULTING



The Amset Experience
Forensic Engineering
and Technical Consulting You Can Trust

Seeking the Right Technical Partner?

With the insurance industry challenged by rising claim activity, new technology, and ever increasing litigation of claim settlements — having the right partner is essential.

Amset delivers a technical partnership that helps streamline your claims process and increase satisfaction for you, your customer and your company. It's our priority.



As the focal point for the claim/settlement process, we understand the pressures you confront managing property casualty losses and settlements — assignments increase and experienced staffs decline while company/customer expectations rise, which stress your diminishing resources.

We are your direct line to establishing the true cause of damage, timely, cost efficient resolution and clear communication of key activities.

Amset makes a difference:

- ▶ Comprehensive Forensic Investigative Detail and Accuracy
- ▶ Peer Review of Reports
- ▶ Producing Clear, Concise, Easy to Understand Reports — No Matter How Technical
- ▶ Delivering Timely Communication of Key Activities
- ▶ Saving Time and Money
- ▶ Expeditious Turn-a-Round
- ▶ Maximizing Confidence during Legal Challenges

Try the Amset Experience — your trusted partner.



Scientific Method

1. Collect Data

- ▶ Interviews
- ▶ Surveillance Tapes
- ▶ Field Measurements
- ▶ Photo Documentation
 - ▶ Arc Mapping
 - ▶ Circuit Tracing
- ▶ Artifact Harvesting
- ▶ Wipe Samples

2. Analyze Data

- ▶ Chemical Analysis of Wipe Samples
 - ▶ Lab Exams
 - ▶ Digital Microscopy
 - ▶ X-Ray Analysis
 - ▶ CT Scan Analysis

3. Create Hypothesis

- ▶ Exemplar Comparison
- ▶ Loss Scene Re-Creation
 - ▶ Timeline Creation
 - ▶ Peer Review

4. Test Hypothesis

- ▶ Re-Create Event
- ▶ Videotape Results
- ▶ Rule Out Other Possibilities
- ▶ Derive Factual Based Conclusion

All assignments are meticulously processed through our internal quality controls and experienced use of The Scientific Method to stand up to scrutiny or litigation.

Services

Project Management

Amset routinely handles large, complex, mechanical and electro-mechanical losses. Loss recovery projects are carefully managed to efficiently and thoroughly return the insured back to a pre-loss condition.

Forensic Engineering

Electrical and Mechanical. Amset's extensively trained engineers routinely address a complex array of electrical and mechanical loss scenarios such as: ▶ Commercial/Residential Fires ▶ Equipment Breakdowns ▶ Natural Disasters ▶ Lightning Strikes ▶ Power Surge Damage ▶ Product Defect ▶ Human Error.

By conducting failure investigations, performing laboratory examinations, and documenting the results in a thorough and understandable report, we supply the insurance professionals with the facts and information required in the settlement process of technical insurance claims.

Fire/Explosion Origin & Cause. Amset has conducted hundreds of origin & cause investigations, as both a product representative, or lead investigator of a fire scene. As Certified Fire and Explosion Investigators (CFEI) through the National Association of Fire Investigators (NAFI), Amset engineers perform two functions at once — locate the origin of a fire and determine what failure mode caused the fire. Hazardous loss scenes do not prevent us from performing an origin & cause investigation, because Amset engineers are Class-III Asbestos Certified — offering our clients peace of mind knowing a contaminated fire scene is being processed safely and in accordance with state and federal regulations.

Vehicle Fire Investigation. During vehicle fire investigations, Amset experts delve into the history of a vehicle to discover valuable clues to the origin & cause of a fire or explosion. In addition to being degreed electrical and mechanical engineers, Amset investigators are Certified Vehicle Fire Investigators (CVFI) through the National Association of Fire Investigators (NAFI). This dual certification allows just one engineer to locate the origin of the fire and also investigate the cause at the component level later in a laboratory setting.

In-House Laboratory Exams. Amset has all the necessary equipment, tools, space, and accommodations to host both small and large multi-party laboratory examinations, and to complete either a non-destructive or destructive artifact examination. Laboratory equipment includes: ▶ Digital Microscopy ▶ Digital Videography ▶ Ultrasonic Cleaning ▶ Steam Cleaning ▶ Power Washing ▶ Walk-In Deionized Water Wash Booth ▶ Variable AC and DC Power Supplies ▶ Oscilloscopes ▶ Hoists ▶ Fixtures ▶ Power and Hand Tools.

Same day X-Ray and CT scan technology can also be facilitated. All examinations are digitally recorded and the master recording is archived at an off-site location for security purposes.

Expert Witness Testimony. The resolution of an insurance claim can become contentious. Amset's engineers document their work meticulously with the anticipation of litigation. Amset has testified for both the plaintiff and the defense in a wide variety of engineering disciplines and has arbitration and mediation hearing experience.

Loss Recovery

Cost Analysis. The research and analysis staff at Amset goes beyond the technical side of the claim. The determination of costs for repair, replacement, actual cash value (ACV), and like-kind-and-quality are services that are offered by Amset. Clients rely upon the technical expertise of Amset to understand the capabilities and costs of equipment in the fields of: ▶ Aviation ▶ CNC Machinery ▶ HVAC ▶ Medical Systems ▶ Computers ▶ Telecommunications ▶ Elevators, and more.

Salvage Services. Because we know the marketplace for technical equipment, machinery, and electronic components, Amset will recover costs for the client by selling damaged items thought to have no value. Components within a device may have salvage value, even if the device is beyond repair. Amset has the expertise to disassemble, restore equipment, and sell it as desirable salvage. Ample storage space is available to hold onto precious metals or equipment until the market is favorable for a higher return.

Data Recovery. Amset consults and advises the client on appropriate recovery solutions. Confidentiality agreements are always in force while recovering data and turnaround is timely and efficient. We offer data recovery from: ▶ Damaged/Compromised Computer Hard Drives ▶ Tapes ▶ CDs ▶ DVDs ▶ Security System DVRs.

Evidence Storage. With more than 10,000 square feet of security monitored warehouse space for evidence storage, artifacts as small as a screwdriver or as large as a vehicle are sealed upon arrival, thereby eliminating any possibility of cross contamination or spoliation. Amset follows strict chain of custody procedures and has an in-house laboratory to conduct artifact examinations.

Electronics & Machinery Restoration. Amset's affiliate, Zodiac Equipment Restoration, Inc., specializes in the decontamination and cleaning of electrical and mechanical equipment. Zodiac technicians are IICRC certified and trained in all aspects of loss related hotbeds, such as spoliation, chain of custody, and documenting a loss. Equipment in need of decontamination can be restored on site or within Zodiac's facility, with the expertise of Amset available to resolve any complex issues that may arise. Calibration and recertification of equipment is facilitated by Zodiac through OEMs to return the policyholder back to a pre-loss condition.



Specialization

Certifications and Training

National Association of Fire Investigators (NAFI)

- ▶ Certified Fire and Explosion Investigators
- ▶ Certified Vehicle Fire Investigators

Class-III Asbestos Certified

- ▶ Asbestos contaminated evidence handling
- ▶ Asbestos mandated OSHA requirements
- ▶ Personal Protection Equipment (PPE) requirements
- ▶ Hazardous material chain of custody procedures
- ▶ Proper storage and handling of asbestos contaminated artifacts
- ▶ Hazardous material disposal requirements

Subrogation Cases

With more than 50 years of combined experience in hands-on scene investigations, Amset performs a vital role in assisting clients with subrogation cases. All of Amset's engineers are educated in the subrogation process — scene examinations are suspended, and involved parties are put on notice once a potential situation is identified. Our engineers are also adept at providing expert testimony in the event of litigation.

Technicians

To expedite loss scene processing and turnaround time, Amset has an experienced group of technicians, billed at a lesser rate, to assist in: ▶ Fire Scene Dig-outs ▶ Evidence Collection ▶ Evidence Handling ▶ Transportation of Evidence ▶ Exemplar Product Research ▶ Laboratory Setup ▶ Exams.



Areas of Expertise

Industries

- ▶ Automotive
- ▶ Commercial/Residential
- ▶ Farming
- ▶ Manufacturing
- ▶ Medical/Healthcare
- ▶ Municipalities
- ▶ Power
- ▶ Restaurants
- ▶ Telecommunications

Equipment and Machinery

Electrical

- ▶ Alarm Systems
- ▶ Audio/Visual Systems
- ▶ Broadcast Equipment
- ▶ Bus Ducts and Busways
- ▶ Cellular Equipment
- ▶ CNC Controls
- ▶ Computers/Networks
- ▶ DC Plating Equipment
- ▶ Dental Equipment
- ▶ Factory Machinery
- ▶ Fire Alarm Systems
- ▶ Generators
- ▶ Medical/Healthcare Equipment
- ▶ Motors
- ▶ Production Machinery and Controls
- ▶ Security Systems
- ▶ Structure Wiring
- ▶ Switchgear
- ▶ Telephone Systems
- ▶ Transformers

Mechanical

- ▶ Appliances
- ▶ Boilers
- ▶ CNC Controls
- ▶ Compressors
- ▶ Electro-Plating
- ▶ Elevators/Escalators
- ▶ Generators
- ▶ HVAC Systems
- ▶ Injection Molding
- ▶ Lasers
- ▶ Machinery
- ▶ Motors
- ▶ Ovens (Industrial)
- ▶ Piping Systems
- ▶ Printing Presses
- ▶ Pumps (Industrial, Municipal)
- ▶ Sewing Machines (Industrial)
- ▶ Sprinkler Systems
- ▶ Switchgear
- ▶ Tooling
- ▶ Transformers

Vehicular

- ▶ Automobiles
- ▶ Buses
- ▶ Campers
- ▶ Earth Moving
- ▶ Farm Tractors
- ▶ Golf Carts
- ▶ Mobile Homes
- ▶ Recreational Vehicles
- ▶ Semi-Tractor
- ▶ Skid Loaders
- ▶ Specialty Vehicles
- ▶ Hospitality Trailers
- ▶ Trucks
- ▶ Well-Drilling



Here at Amset, we believe in and are dedicated to serving the property casualty insurance industry with the meticulous and scientific dissemination of facts. Utilizing our specialized quality control processes and scientific methods, our degreed and certified forensic engineers and technical consultants deliver trust and confidence to claim resolution.

We earn our clients' trust and confidence because of:

- ▶ Our Deep Field Experience
- ▶ Peer Reviewed Reports
- ▶ Precise Communication Skills
- ▶ Sharp Expert Witness Testimony
- ▶ Thorough Understanding of the Insurance Industry



Amset is highly regarded within the industry, leading the forensic engineering/technical consulting field with specialized expertise and outstanding customer service.

No matter how our world changes — whether climate impact, technology advancements, growing human need or scientific discoveries — we anticipate the future requirements of our industry in order to go beyond our clients' expectations. Understanding the need for expeditious settlements and sensitivity to cost/time efficiencies, we become your most trusted partner so you can enjoy the peace of mind you deserve.



Amset Technical Consulting, Inc.

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