



TRAVELERS 

Strong as ever

TRAVELERS BOILER & MACHINERY PRODUCTS AND SERVICES OVERVIEW

Built for change: Equipment breakdown products and services for the times

The sophisticated technology that runs today's businesses is evolving, placing new demands on business owners and those who insure them. Not only must you understand and cover today's risks, but you must anticipate new ones that will emerge in a heartbeat as technology changes.

Travelers Boiler & Machinery offers equipment breakdown coverage and services that will flex with each industry and the risks of technology advancements. Travelers Boiler & Machinery offers:

- **EnergyMax 21SM** – progressive, broad equipment breakdown coverage.
- **Risk control and equipment inspection services** – help identify risks, avoid losses and save costs.
- **Claim services** – expertise in handling equipment breakdown claims.
- **“Go-to” account executives** – experts in crafting equipment breakdown coverage and service solutions.
- **Online resources and training** – versatile online Quick Quote – Equipment Breakdown Rating Tool for rating, quoting and binding stand-alone equipment breakdown business.

EnergyMax 21 – 21st-century solution

EnergyMax 21 is a package of specific coverages for nearly every equipment loss scenario your customers could experience. It's flexible enough to protect against high-challenge risks and broad enough to be adapted with just a few tweaks to most customers' evolving needs.





Personalized account management to provide clients consistency

Travelers Boiler & Machinery works with you to understand your customers' short- and long-term risk control goals. Our specially trained engineers provide:

- Equipment maintenance training
- Exposure evaluations
- Client-specific inspection reporting and distribution
- Contingency planning

Non-destructive testing to control unplanned outages

These tests are the most cost-effective way for your customers to control unplanned outages. Travelers and our contracted testing and service companies provide objective interpretations and recommendations to help avoid breakdowns.

Equipment Breakdown Insurance – “Boiler 101” gives you continuing education credit

Travelers offers a proprietary three-hour continuing education course – “Equipment Breakdown Insurance – Boiler 101” – to keep you up to date on equipment breakdown insurance. It's free, easy, interactive and fun. If you have the minimum number of attendees, it can be conducted face to face at conferences, trade shows or at your office. The course covers:

- Boiler basics
- Emerging technology
- The nuts and bolts of equipment breakdown insurance
- Equipment breakdown coverage guidance you can use

For more information, contact us at boiler@travelers.com. We'll have a local instructor assist in scheduling our course for you and your colleagues.

Claim services – fast and flexible

If a claim does occur, Travelers responds quickly. That may mean fast-tracking a claim with a focus on prompt closure, or bringing in expert and specialized equipment breakdown claim professionals who will work with you and your customers. Either way, customers are assigned a local claim professional dedicated solely to handling equipment breakdown claims. They'll manage the claim to a successful resolution.

We also have a major claim case unit that provides additional support for more complex claims and serves as a technical resource. It can help with such things as identifying reputable repair companies and suppliers.



“Go-to” account executives – keeping an expert eye on the future

Like seasoned quarterbacks who coordinate plays and choose the right player to take the ball over the goal line, account executives maneuver through the variety of equipment breakdown insurance products and services to find the winning combination for each client. They're specialists dedicated to equipment breakdown business and understand your clients' current and future risks. They'll quickly become your “go-to” person on everything from quoting and binding to customer service, risk control and claim handling. They'll help coordinate programs and connect you with the right people. Or, they can steer you to Travelers BoilerExpressSM, a service geared for the fast-paced nature of equipment breakdown business.

Personal service with national account executive network

Our underwriters are located in Travelers offices countrywide, and one will be dedicated to your agency. They help you provide tailored solutions for each of your clients.

Speed and flexibility with BoilerExpress

For those times when you have a quick question or need fast underwriting action, Travelers offers BoilerExpress. In most cases, we offer same-day quotes on even the most challenging equipment breakdown risks. BoilerExpress also supports Quick Quote – Equipment Breakdown Rating Tool by providing you direct referral assistance or speedy help with any online rating questions.

Online resources and training – keeping you up to date

Keep the momentum going by accessing equipment breakdown information online. Log on to travelers.com/boiler or Travelers *For Agents*, our agent-only website. You'll find tools and resources ranging from the latest brochures, webinars and equipment breakdown news to information on our underwriting and claim services, policy documents and risk control resources.

Quick Quote is designed to help you grow

You'll also be able to tap into Quick Quote, online tool for rating, quoting and binding stand-alone equipment breakdown business. It goes beyond the typical. Quick Quote is:

Accessible – You'll find it in the “Quote & Issue” area of the Commercial and Small Business sections of *For Agents*, as well as on the Boiler & Machinery page.

Easy to use – You can log in, rate, quote and bind in just one session.

One-stop shopping – While on *For Agents* for Quick Quote, you'll find a variety of business solutions, such as billing support, online claim reporting, loss runs, policy documents, commission statements and other Travelers online rating tools.

Backed by expertise – Tutorials and personal assistance from the Quick Quote help desk keep you quoting at your convenience. You can also access the full portfolio of Travelers Boiler & Machinery's underwriting, risk control and claim management services.

A value leader – With \$250 minimum premiums and Travelers Boiler & Machinery's most competitive rates, Quick Quote helps you grow your book of business by providing your clients with industry-leading coverage at a great value. It gives you the tools to write *EnergyMax 21* equipment breakdown coverage for clients ranging from Main Street to the Fortune 500.

Highly rewarding – Travelers Boiler & Machinery premiums boost your agency's production, and exclusive commission incentives for Quick Quote users go one step further.

Innovative equipment breakdown coverages

Travelers Boiler & Machinery offers equipment breakdown coverage that will flex with each industry and the risks of technology advancements.

From air conditioning and refrigeration equipment to computers, production machinery, telecommunications and even smart devices and the Internet of Things (IoT), Travelers *EnergyMax 21* may be the answer to some of the most difficult equipment breakdown challenges faced by businesses of all shapes and sizes.

Going above and beyond, *EnergyMax 21* provides coverage that is streamlined – meaning fewer endorsements are needed to get the desired level of protection.

- **Broadened Errors and Omissions coverage extension.**
- **Enhanced New Generation coverage** – from 25% to 50% of the covered property damage amount.
- **Enhanced “Electronic Data” and “Media” coverage extension** – added section for “Electronic Data” and “Media” stored with an off-premises electronic storage provider.
- **Sump Overflow coverage extension** – \$5,000 limit.
- **Electrical Surge or Disturbance** – coverage for loss or damage due to an electrical surge or disturbance caused by hail or windstorm that results in a “breakdown” to “covered equipment” at the “covered premises.”
- **Ingress/Egress coverage extension.**
- **Added Drying Out coverage** – no need for an equipment breakdown. If your equipment needs drying due to a specified loss event, we will pay for the expense to dry out.
- **Expanded “Perishable Goods” definition** – includes coverage for solidification.

Risk control and equipment inspection services – preventing tomorrow’s breakdowns

Helping protect against the hardships that unforeseen breakdowns can cause businesses is the goal of Travelers Risk Control Services’ consultants and engineers. They work to understand the nuances of your customer’s operation and evolving technology; conduct surveys, equipment testing and boiler inspections to ensure equipment is in good working order; and make risk control recommendations, prevent loss and save costs.

State-mandated equipment inspections and risk control surveys control costs

Board-certified engineers are commissioned to perform clients’ equipment inspections as required by state statute. According to states that keep performance statistics, Travelers is a leading on-time boiler and pressure vessel inspection provider. Our inspection services also help identify equipment exposures and develop loss prevention recommendations for your customers in such areas as:

- Equipment fabrication standards
- Equipment protection technologies
- Maintenance standards and practices
- Condition monitoring technologies
- Visual and remote inspection technologies



Types of equipment	Frequent types of losses	Typical loss scenarios
<p>Air-conditioning and refrigeration equipment Air-conditioning equipment has become critical to businesses and service operations to maintain temperature control for either comfort or process needs.</p> <p>The Travelers <i>EnergyMax 21</i> policy insures against the breakdown of air-conditioning and refrigeration system components, including motors, compressors, coils, pressure vessels and controls.</p>	<ul style="list-style-type: none"> • Breakdown of electric motor due to single phasing. • Breakdown of compressor due to liquid slugging or lack of lubrication. • Heat exchanger tube breakdown. • Breakdown of system controls due to voltage surges. • Breakdown of evaporator tubing due to internal vibration or A/C system freeze-up from control failure. 	<p>Office building A 200-ton air-conditioning system froze due to control breakdown. Since it was summer, a rental unit had to be brought in until the main unit was returned to service. Loss: Property damage – \$31,000 Extra expense – \$11,500</p> <p>Restaurant A 100-ton hermetic air-conditioning system suffered a motor burnout due to single phasing, requiring complete rewind. Loss: Property damage – \$12,050</p> <p>Hotel A large, steam turbine-driven centrifugal compressor broke down due to lubrication problems, resulting in loss of air conditioning to the main ballroom and meeting areas. Loss: Property damage – \$42,500 Business income – \$132,000</p> <p>Retail store A 75-horsepower reciprocating air-conditioning compressor broke down due to liquid slugging. Loss: Property damage – \$5,780</p>
<p>Boilers and pressure vessels</p> <p>Most businesses – including manufacturing, retail and service; plus occupancies such as apartments, schools, churches and fraternal organizations – are dependent on boilers to provide heat or to process steam for manufacturing operations.</p> <p>Pressure vessels can be found in compressed air systems. Many hospitals and food service operations use them in conjunction with sterilizers and cookers. The Travelers <i>EnergyMax 21</i> policy provides coverage for the breakdown of boilers and pressure vessels.</p>	<ul style="list-style-type: none"> • Boiler tube breakdown due to scale buildup inside the tubes. • Cast-iron boiler “burnout” due to failure of the low-water fuel cutoff. • Air tank breakdown from cracking due to external vibration. • Hot water heater overheating and rupturing due to control malfunction. • Pressure vessel breakdown due to internal cracking. 	<p>Fraternal organization A cast-iron boiler overheated due to a low-water condition. The low-water cutoff failed to shut the burner off. The boiler had to be completely replaced. Loss: Property damage – \$25,500 Business income – \$7,500</p> <p>Restaurant A water heater overheated and ruptured due to a control failure and a malfunctioning relief valve. The building also suffered water damage. Loss: Property damage – \$72,000 Business income – \$42,100</p> <p>Manufacturing firm Severe overheating of a watertube boiler occurred due to a low-water condition, resulting in loss of about 40% of the tubes. Loss: Property damage – \$31,300 Business income – \$130,000</p> <p>Service station An air receiver, with a compressor mounted directly on the tank, had to be removed from service due to cracking from vibration. Loss: Property damage – \$4,750</p>
<p>Business equipment</p> <p>The competitive edge of modern business operations is the use of sophisticated equipment and systems. Computer-controlled telecommunications systems, full-building energy management systems and distributed control systems also operate production businesses.</p> <p>The Travelers <i>EnergyMax 21</i> policy provides protection against breakdown of these critical components.</p>	<ul style="list-style-type: none"> • Circuit board breakdown due to voltage spike. • Breakdown of control system due to ground fault. • Communications system breakdown due to excessive moisture in operating cabinets. • Computer system breakdown due to supply voltage surge. 	<p>Hydroponics farming An entire crop of cucumbers was lost due to the breakdown of an environmental control computer that shut down after a mouse damaged a circuit board. Loss: Property damage – \$1,463 Spoilage damage and business income – \$180,000</p> <p>Hotel An incoming voltage surge resulted in the breakdown of both the communication and environmental control systems. Loss: Property damage – \$120,000 Business income – \$210,000</p> <p>Pharmaceutical operation A computer malfunction caused by the spillage of a can of soda on a keyboard resulted in an interruption to the circulation of water in a seaweed bed. Damage to the seaweed caused the loss of a quantity of extract used in the manufacture of a specialized drug. Loss: Property damage – \$1,250 Business income – \$216,000</p>

Types of equipment	Frequent types of losses	Typical loss scenarios
<p>Electrical equipment</p> <p>Virtually all manufacturing, retail and service businesses depend on electrical equipment in their operations. Electrical system failures are among the most common and costly types of equipment breakdown losses.</p> <p>The Travelers <i>EnergyMax 21</i> policy offers coverage against the breakdown of motors, generators, transformers, switchgear and electrical-related equipment.</p>	<ul style="list-style-type: none"> • Motor breakdown due to single phase operation or loss of lubrication. • Transformer breakdown due to line voltage surge or insulation deterioration. • Cable or bus duct breakdown due to loose connections or insulation deterioration. • Generator breakdown due to winding burnout or prolonged overload. • Control breakdown due to poor contacts or lack of maintenance. 	<p>Department store</p> <p>A 30-horsepower elevator motor broke down due to a short circuit between windings. The motor, which was replaced, was located in the 15th floor penthouse.</p> <p>Loss: Property damage – \$3,200 for the motor, plus \$8,000 for rigging</p> <p>Manufacturing firm</p> <p>A 1000-kVA transformer broke down due to a supply line switching surge. A rental unit was located within two days and used until the owned transformer was rewound.</p> <p>Loss: Property damage – \$18,000 Extra expense – \$24,000</p> <p>Suburban hospital</p> <p>An emergency generator broke down during a weekly test. It was found that the generator needed to be completely rewound. A rental unit had to be secured until repairs were completed.</p> <p>Loss: Property damage – \$31,000 Extra expense – \$8,900</p> <p>Urban high school</p> <p>A breakdown occurred in the low-voltage switchgear that fed the entire school. Due to the school's construction and age, the breakdown spread throughout the entire switchgear lineup.</p> <p>Loss: Property damage – \$230,000</p>
<p>Mechanical equipment</p> <p>Commercial and manufacturing operations depend heavily upon mechanical equipment. This can vary from compressors to pumps, from steam turbines to punch presses, or from rotating dryers to gear sets.</p> <p>The Travelers <i>EnergyMax 21</i> policy provides coverage for the breakdown of such mechanical equipment.</p>	<ul style="list-style-type: none"> • Bearing or shaft breakdown from loss of lubrication. • Coupling breakdown due to overload. • Gear tooth breakdown due to misalignment or lubrication problems. • Mechanical press frame breakdown due to double blanking or overload. • Steam turbine breakdown due to overspeed. 	<p>Machine shop</p> <p>The tail stock on a large lathe broke down due to fatigue, dropping a turbine rotor while it was being machined.</p> <p>Loss: Property damage – \$138,900 Extra expense – \$25,000</p> <p>Sewage treatment plant</p> <p>A large, air blower broke down due to a lubrication failure, resulting in the curtailment of sludge treatment. A rental blower was brought in until repairs were completed.</p> <p>Loss: Property damage – \$33,100 Extra expense – \$8,700</p> <p>Large dairy operation</p> <p>A mechanical vapor recompressor in the evaporation cycle suffered a rotor breakdown, effectively stopping processing of milk into powder.</p> <p>Loss: Property damage – \$248,800 Business income – \$754,000</p> <p>Small paper mill</p> <p>The small, steam turbine driving the paper machine went into overspeed, resulting in the destruction of the turbine and the line shaft driving the paper machine.</p> <p>Loss: Property damage – \$42,300 Business income – \$280,000</p>

Strength you can count on

Travelers is known for service, stability and innovation. With more than 160 years of experience and strong financial ratings, Travelers is one of the nation's premier insurance companies and providers of equipment breakdown coverage.

Boiler inspection information

Phone: 800.425.4119

Fax: 877.764.9535

Email: boilinsp@travelers.com

Report claims

Phone: 800.238.6225

Online: Use the [online claim reporting system](#)

Email: Complete and email your [claim reporting worksheet](#) to first.report@travelers.com

For more information on:

- Equipment breakdown products and services, contact your local account executive or visit travelers.com/boiler.
- Risk control and equipment inspection services, call 800.425.4119.
- Claim reporting, call 800.238.6225.



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