



Priority Response Program



**Proactive Solutions For Minimizing
Business Interruption Following A Disaster**



There is no business today that does not rely on technical equipment to some extent. Even common phone systems, servers and network equipment are at the core of any business' operations. And for companies that depend on business-critical equipment, such as medical facilities, manufacturers and laboratories, when disaster strikes, it can result in substantial lost revenue, devastating employee turnover and a decreased customer base.

AREPA's Priority Response Program is designed to support risk managers and business operations before a disaster occurs. Our program is tailored to ensure a comprehensive recovery through innovative solutions that ultimately restore confidence in equipment, while minimizing business interruption. By joining our program, you are taking the appropriate measures to have a plan in place before disaster strikes.

After an incident, the longer it takes for technical experts to get on site to assess the damage and perform technical restoration, the higher the likelihood that replacement will be necessary, resulting in soaring costs. With our Priority Response Program, rest assured that your business critical equipment will be evaluated, and if possible, restored and returned to service.



Catastrophic events happen every day. Be prepared and make your equipment a priority.

Services Included with Membership

Pre-Loss

- Dedicated account manager
- A simple review of your business interruption plan
- Documentation of client locations
- Inventory of equipment
- CAT monitoring and awareness
- Awareness campaign for facility managers and their decision makers

Fee-for-Service Options

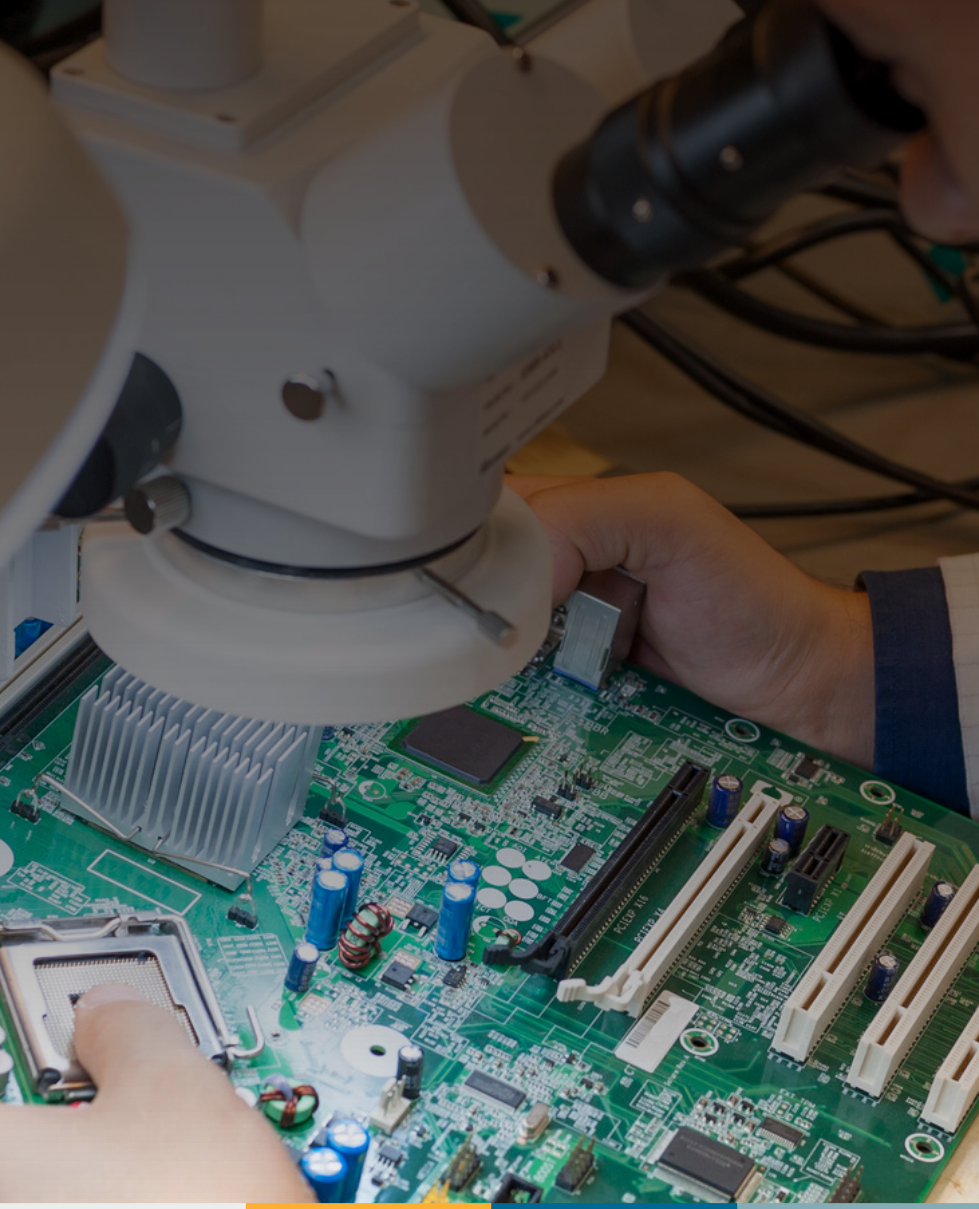
- Initial site inspection
- Detailed inventory of equipment built out by AREPA
- Baseline wipe samples

Post-Loss

- A return phone call within one hour
- Initial loss assessment including phone interview, photo review, site inspection and inventory
- Scope of work and estimate
- Mobilization of people and equipment
- Stabilization and Preservation
- Technical Reconditioning
- Repair, Recertification, Warranty
- Project Management



Companies and Original Equipment Manufacturers (OEMs) across the globe have entrusted AREPA to be their single point of contact when needs arise to address sophisticated building and contents related to commercial equipment losses.



Commercial Services

AREPA offers a wide variety of commercial services to meet the needs of clients worldwide.

Emergency Response

Time is of the essence when it comes to restoring technical equipment and speed is vital at all stages of the damage control process. AREPA delivers industry-leading professional response when catastrophic incidents occur. AREPA project managers are committed to utilizing best practices for equipment preservation so that damage to equipment is minimized as decisions are made regarding the necessary recovery. As part of every project we respond to, AREPA quantifies surface contamination, which then serves as a tool that helps differentiate between equipment that requires further recovery and items that can resume production with no further action. Our teams assist by providing:

- Equipment Preservation
- Ion Chromatography Testing
- Damage Reporting
- Conductivity Measurements

Stabilization & Preservation

Stabilization begins with rapid and thorough equipment preservation. Minutes and hours are critical when preserving equipment. The first few hours can be crucial to the future reliability of the impacted equipment, and careful attention must be given to the unique characteristics of business critical electronic and electrical equipment. All equipment stakeholders should be aware of simple measures that are effective preservation techniques, including not energizing contaminated equipment before it is deemed safe to turn on, installing dehumidifiers to reduce moisture and stabilize the environment, and applying metal preserving compounds designed to stop or slow down corrosion.

Incidents We Respond To:

- Chemical Damage
- Corrosion
- Dust & Powder Damage
- Fire & Soot
- Physical Impact
- Water Damage

Industries We Serve:

- Hospitals & Healthcare Facilities
- Manufacturing
- Laboratories
- Data Centers
- Food Processing
- Energy, including Wind & Solar

Clean Lab Testing

Conducting a prompt scientific analysis ensures that only items with harmful corrosive contaminants will be decontaminated and restored to a pre-loss condition.

Following damage to a company's critical equipment infrastructure, stakeholders should be able to rely on a team of technical experts who are committed to the full restoration and recovery of all impacted machines. To ensure full recovery of the damaged equipment, it is critically important that all the potentially affected items are properly inspected to gain an understanding of what equipment is showing effects of contamination, what pieces may have been spared, the overall levels of contamination, as well as any industry or manufacturer cleanliness standards that the recovery process will have to meet.

AREPA utilizes laboratories around the globe for contamination analysis. Our team of dedicated project managers work with clients to communicate the results so that necessary steps are taken to proceed with restoration, repair and recertification or in some cases where equipment deteriorated past economical restoration, to fully replace the equipment.

Technical Reconditioning

After fires or water exposure, chemicals deposited on equipment can adversely affect electrical, electronic and mechanical components. The effects of chemical contamination can vary widely, depending on the type of chemical or contaminant present, the amount or concentration of each respective contaminant, the environmental conditions present at the loss location, the equipment type, as well as the materials used in the construction of the equipment.

AREPA's equipment specialists are committed to professionally removing loss related and pre-existing contaminants to ensure that testing, repairs and calibration can proceed safely. Decontaminated equipment will meet the stringent IPC standard for newly manufactured circuit board cleanliness. AREPA will prove the success of the decontamination with empirical data.



By joining AREPA's Priority Response Program, you are taking the first step in mitigating equipment damage in the event of a loss.

Join other risk minded equipment owners and minimize business interruption once a disaster occurs.



Repair & Recertification

A part of the recovery process includes coordinating with manufacturers or qualifying third party service vendors that can thoroughly test, repair and calibrate the restored equipment. AREPA reviews repair and/or replacement costs and provides written status updates to all parties involved.

AREPA's project managers are supported by electrical and/or mechanical engineers that peer review the decontamination processes, monitor all repairs and assist in the overall progression of the project.

Warranty

AREPA provides a cleanliness warranty in addition to that provided by the Original Equipment Manufacturers (OEMs) that backs the cleanliness of the equipment following the decontamination process. Depending on the industry and type of equipment impacted, the warranty can be tailored to include a preventive maintenance program that adheres to the OEM's recommended maintenance schedule.



For over thirty years, AREPA has been the global leader in equipment restoration and reinstatement solutions. **Allow AREPA to restore confidence in your equipment.**

Learn More

For more on AREPA's Priority Response Program, please email us at priority@arepa.com or visit our website at www.arepa.com.

At AREPA, we consider ourselves to be problem solvers. We focus on close collaboration with partners and clients, finding fast and flexible solutions, developing new methods and technologies for more effective damage mitigation and recovery measures, as well as delivering scientifically backed results as cost-effectively as possible. As a global leader in commercial equipment damage recovery, our goal is to provide a comprehensive experience that restores confidence no matter where or when you need us.

The AREPA logo is displayed in a bold, orange, sans-serif font. The letters are thick and closely spaced, with a slight shadow effect. The logo is centered within a solid blue square background.

AREPA