



Travelers' expert risk control personnel provide an unparalleled package of specialized services to Boiler & Machinery customers.

BOILER & MACHINERY RISK CONTROL

With more than 100 years of experience in Boiler & Machinery insurance, Travelers provides true expertise in risk control and equipment reliability evaluation.

Our goal is to help prevent equipment breakdown losses by providing innovative risk control consulting and thorough inspection services to our customers.

Our professional staff of more than 800 consultants has built a reputation for quality, reliability and cost-effective service delivery. Customized risk control and jurisdictional inspection services are backed by expert specialists and a certified analytical laboratory. Our team is supported by a state-of-the-art, networked engineering system and a toll-free customer service hotline (800.425.4119).

RISK CONTROL SURVEYS

Travelers offers service leadership in Boiler & Machinery risk control surveys to industries as diverse as manufacturing, utilities, petro-chemical processing, food processing, health care, cold storage, building management and numerous others. Each of these industries shares a common exposure – key equipment breakdown.

With the growth of Just In Time (JIT) manufacturing technologies, equipment reliability is essential to meeting today's production demands. Never has there been such a focus on the financial impact of providing uninterrupted production or service. A single, unplanned equipment outage can paralyze an entire location, affecting multiple locations and, ultimately, the financial well-being of a company. Travelers state-of-the-art inspection technologies give the owner true insight into the condition and maintenance requirements of all types of equipment.

At Travelers, equipment reliability is the focus of our Boiler & Machinery risk control surveys. Our inspectors and consultants identify equipment exposures in key areas such as:

- Equipment fabrication standards
- Equipment protection technologies
- Maintenance standards and practices
- Condition monitoring technologies
- Visual and remote inspection techniques
- Non-destructive testing technologies
- Contingency planning

Travelers 100 years of experience in boiler and machinery inspections and reliability evaluations provides unparalleled expertise in this highly specialized arena.

JURISDICTIONAL INSPECTIONS

More than 70 separate jurisdictions in North America *require* periodic inspections of boilers and pressure vessels. Each jurisdiction has separate inspection criteria and frequencies for various object types.

Travelers has more than 150 inspectors who hold a National Board of Boiler and Pressure Vessel Inspectors commission. These professionals are licensed within their jurisdictions to perform the necessary equipment inspections, which are performed at no charge as a part of the Travelers insurance program.

Our reputation is built on superior customer service. Call our toll free Boiler Helpline (800.425.4119) or send us a message via the Internet (boilinsp@travelers.com) and we will contact the local inspector for your facility. All of our inspectors are committed to a 24-hour phone response for inspection requests.

NON-DESTRUCTIVE EXAMINATIONS

Non-destructive examinations and testings are the most cost-effective tools available for controlling unplanned outages. Many of these tests can be performed while the equipment is in operation, and all provide valuable insight into equipment operating conditions and maintenance requirements.

Travelers maintains a network of contracted service companies that specialize in non-destructive examination and testing technologies. These services are provided by trained technicians using state-of-the-art instruments and equipment. Working in concert with our dedicated consulting and inspection staff, our contracted testing and service companies provide objective interpretations of test results and course-of-action recommendations.

Pressure Vessel Inspection Technologies

Whether your business is producing advanced chemicals or municipal drinking water, pressure vessels can provide critical interruption exposures. Corrosion, erosion, environmental cracking, embrittlement and pitting are just a few of the conditions that can develop overnight or over time and, ultimately, bring your operation to a standstill.

Rotating Equipment Inspection Technologies

Rotating equipment can provide some of the most extensive interruptions to service. Modern technologies have made rotating equipment lighter and faster. While these machines operate more efficiently, they have higher exposure to sudden breakdown and utility interruption.

Electrical Testing and Inspection Technologies

Electrical systems present some of the most critical business interruption exposures. And there is little or no warning before an electrical failure. Electrical problems are rarely audible or visible to the naked eye. For these reasons, electrical non-destructive testing technologies are the most popular in the industry.

The advanced detection of overheating in conductors using thermographic imaging, alone, saves millions of business interruption dollars every year. Non-destructive testing of rotating equipment can help prevent future disruptions and significant down time.

Our objective is to help you prevent losses and protect your profits. We strive to stay in-synch with your changing insurance needs.

KNOWLEDGE, EXPERIENCE, RELIABILITY.

Travelers

Boiler & Machinery Customer Service Hotline

800.425.4119



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