

# LOSS SOLUTIONS GROUP SERVICE GUIDE



Electrical | Structural | Mechanical | Technical

TEL: 866.899.8756 • FAX: 860.639.5158

[www.LossSolutionsGroup.com](http://www.LossSolutionsGroup.com)

**CLAIMS  
SOLUTIONS BY  
EXPERTS AND  
ENGINEERS**



**Loss Solutions Group** is a property loss consulting and engineering firm. We staff electrical, structural, mechanical, and civil engineers as well as teams of HVAC/mechanical experts, construction cost analysis experts, and telecommunications/information technology experts. We are equipped to assist with nearly any type of property damage claim that a claims handler will encounter. We offer expert analyses based on desk reviews and site inspections. We can determine the cause of loss while being mindful of subrogation, the scope of damage, repair/replacement options, actual cash value and a salvage analysis.

### **Desk Reviews**

Approximately 80% of the claims we assist with can be handled as **cost effective desk reviews**. We accomplish this by working with the insured and their vendor, jointly discussing troubleshooting and diagnostic testing, repair efforts, as well as repair and replacement options. We also have relationships with vendors nationwide who can provide alternate/competitive quotations to aid insureds' recovery. Our goal is to ensure that the best path to pre-loss condition is being prescribed at a fair and reasonable cost.

### **Site Inspections**

While Loss Solutions Group can handle many claims as desk reviews, regardless of the loss location, we recognize that some claims require onsite inspection and testing. Loss Solutions Group's experts and engineers are frequently traveling nationwide inspecting claims that warrant or necessitate this service. We are dedicated to providing our clients with **cost effective and timely inspections**, while determining the scope of damage, cause of loss, reparability, salvage value, ACV and RCV.

Please see the **color-coded map** below, which outlines each of our service hubs and the types of claims that can be inspected within approximately a 300-mile radius or five-hour drive from each hub. In addition to being cost effective, we can typically be onsite within 24 hours in any service discipline.

### **Contact Us**

Given the diversity of Loss Solutions Group's team of experts and engineers, it is impossible to list every type of property that we can evaluate. Please contact a Loss Solutions Group **Client Service Specialist** via phone at (866) 899-8756 ext. 1 or via email at [Admin@LossSolutionsGroup.com](mailto:Admin@LossSolutionsGroup.com) to further discuss your specific claim and assignment needs.

#### **To submit a new claim/matter, feel free to:**

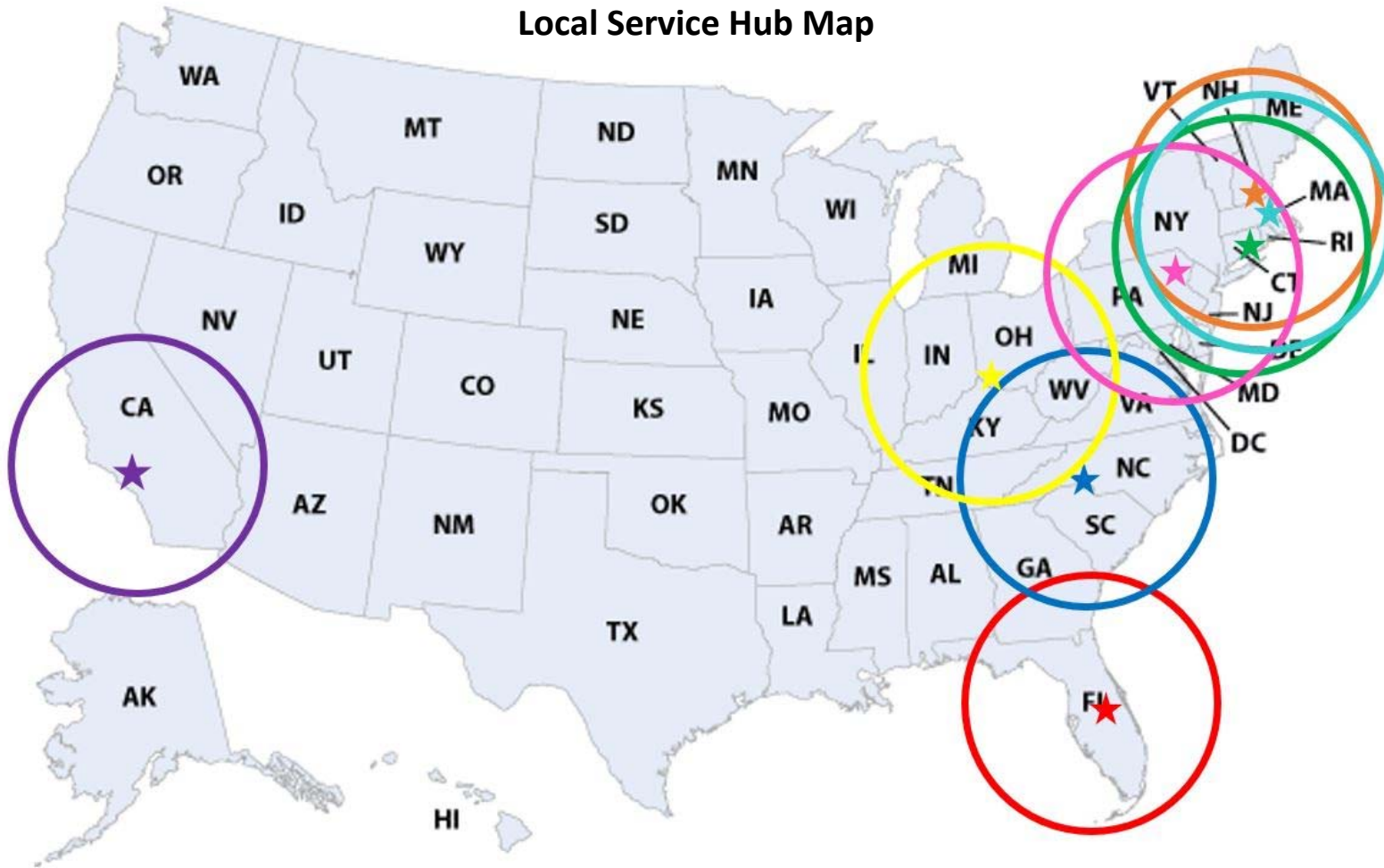
Call the New Matter Hotline (866) 899-8756 ext. 1

Email it to [NewClaims@LossSolutionsGroup.com](mailto:NewClaims@LossSolutionsGroup.com)

Use our website – [www.LossSolutionsGroup.com](http://www.LossSolutionsGroup.com) | [Assign a Claim](#)

Fax it to us at (860) 639-5158

## Local Service Hub Map



SERVICE HUB MAP LEGEND			
Los Angeles, CA	Manchester, NH	Hartford, CT	Cincinnati, OH
Wilkes-Barre, PA	Charlotte, NC	Orlando, FL	Boston, MA
** WE ALSO OFFER COMPETITIVELY PRICED SITE INSPECTIONS OUTSIDE OF THESE SERVICE AREAS, PLEASE CONTACT US FOR RATES**			



## PURPLE OUTLINE – Los Angeles, CA – Technical | Construction

- Alarm Systems (Fire & Security)
- Alternative & Green Energy
- Antiques
- Audio Equipment (Transmitters, Receivers, Amplifiers, A/V Processors and Editing, etc.)
- Aviation and Radar Equipment (Aircraft Systems & Radar Installations, etc.)
- Banking Equipment
- Broadcast Equipment (Towers, Antennas Transmitters, Receivers, Amplifiers, etc.)
- Computers, Networks, & Data
- Construction Equipment & Machinery
- Consumer Electronics
- Electrical Systems (Switchgear, Transformers, Generators, etc.)
- Electronics Production Systems (Steppers, Etchers, Clean Room, etc.)
- Elevators
- Environmental Cleanup (Scope & Cost Analysis)
- Farming Systems
- Film Production Equipment (Cameras, Lighting, Stage/Sets, Grips, etc.)
- Fire Suppression
- Fuel Dispensers/Fuel Equipment
- Garage & Loading Dock Doors
- Geo-Thermal/Solar
- Golf Courses
- Hydraulic & Pneumatic Systems
- Kitchen Equipment (commercial & residential)
- Landscaping
- Laboratory & Scientific Instrumentation (Analytical, SEM Microscopes, Spectrometers, etc.)
- Manufacturing Equipment (CNC Milling, CAD/CAM, Laser Cutting/Etching, etc.)
- Marine Equipment
- Musical Instruments
- Office Electronics
- Oil & Gas Equipment (Field & Refinery)
- Parochial Audio & Instrumentation
- Phone Systems, PBXs
- Point of Sale Systems (POS)
- Power Transmission & Distribution (Lines & Substations)
- Printing Equipment (Commercial)
- Process Control Equipment (PLCs, Production Systems)
- Pumps (Well, Grinder, Transfer, etc.)
- Radio, Television, & Satellite Systems
- Rapid Prototype/Production
- Restaurant Equipment
- Robotic, Laser, Optical, and Electro-Mechanical Systems
- Security & Surveillance Systems
- Signs/Signage
- Smart Home/Home Automation Systems
- Sound Equipment
- Sprinkler Systems (Lawn & Agricultural)
- Survey Equipment
- Swimming Pools & Hot Tubs
- Telecommunications
- Unique Item Valuations
- Utility Poles, Highway & Railroad Equipment (Guardrails, Traffic Lights, RR Crossing Jersey Barriers, etc.)
- Video Equipment (Projectors, A/V Processors & Editing, etc.)
- AND MORE – Contact LSG with specific details

## ORANGE OUTLINE – Manchester, NH – Mechanical | Technical | Construction

- Air Conditioning
- Air Filtration
- Alarm Systems (Fire & Security)
- Alternate & Green Energy
- Antiques
- Automotive Technologies (Repair & Body Shops)
- Boilers
- Chillers/Cooling Towers
- Construction Equipment & Machinery
- Consumer Electronics
- Ducting & Venting
- Electrical Systems (Switchgear, Transformers, Generators, etc.)
- Elevators
- Environmental Cleanup (Scope & Cost Analysis)
- Farming Systems
- Fences & Stone Work
- Fire Suppression
- Fuel Dispensers/Fuel Equipment
- Garage & Loading Dock Doors
- Geo-Thermal/Solar
- Golf Courses
- Heat Pumps
- Hydraulic Systems & Pneumatic Systems
- Hydronic Systems
- Kitchen Equipment (Commercial & Residential)
- Landscaping
- Marine Equipment
- Plumbing
- Pumps (Well, Grinder, Transfer, etc.)
- Restaurant Equipment
- Refrigeration
- Septic & Drainage
- Sprinkler Systems (Lawn & Agricultural)
- Swimming Pools & Hot Tubs
- Tanks (Water, Oil, Propane, etc.)
- Taxidermy
- Ventilation
- Warm Air Heating
- Water Heaters
- AND MORE – Contact LSG with specific details



## GREEN OUTLINE – Hartford, CT – Technical | Mechanical | Construction | Professional Engineering

- Air Conditioning
- Air Filtration
- Alarm Systems (Fire & Security)
- Alternative & Green Energy
- Antiques
- Audio Equipment (Transmitters, Receivers, Amplifiers, A/V Processors)
- Automotive Technologies (Repair & Body Shops)
- Aviation & Radar Equipment (Aircraft, Systems & Radar Installations, etc.)
- Banking Equipment
- Boilers
- Broadcast Equipment (Tower, Antennas, Transmitters, Receivers, Amplifiers, etc.)
- Chillers/Cooling Towers
- Computers, Networks, & Data
- Construction Equipment & Machinery
- Consumer Electronics
- Cost, Time, & Material Analysis
- Ducting & Venting
- Electrical Systems (Switchgear, Transformers, Generators, etc.)
- Elevators
- Environmental Cleanup (Scope & Costs)
- Farming Systems
- Fences & Stone Work
- Film Production Equipment (Cameras, Lighting, Stage/Sets, Grips, etc.)
- Fire Suppression
- Fuel Dispensers/Fuel Equipment
- Garage & Loading Dock Doors
- Geo-Thermal/Solar
- Golf Courses
- Heat Pumps
- Historic Buildings
- Hydraulic & Pneumatic Systems
- Hydronic Systems
- Ice Dam Analysis
- Kitchen Equipment (Commercial & Residential)
- Landscaping
- Manufacturing Equipment (CNC Milling, CAD/CAM, Laser Cutting/Etching, etc.)
- Marine Equipment
- Medical & Dental Systems (CT, MRI, Ultrasound, X-Ray, etc.)
- Musical Instruments
- Office Electronics
- Oil & Gas Equipment (Field & Refinery)
- Parochial Audio & Instrumentation
- Phone Systems, PBXs
- Plumbing
- Point of Sale Systems (POS)
- Printing Equipment (Commercial)
- Professional Engineering (Electrical, Mechanical, Structural)
- Process Control Equipment (PLC's, Production Systems)
- Pumps (Well, Grinder, Transfer, etc.)
- Radio, Television & Satellite Systems
- Rapid Prototype/Production
- Restaurant Equipment
- Refrigeration
- Roof Inspections
- Robotic, Laser, Optical, and Electro-Mechanical Systems
- Security & Surveillance Systems
- Septic & Drainage
- Signs/Signage
- Smart Home/Home Automation Systems
- Sound Equipment
- Sprinkler Systems (Lawn & Agricultural)
- Steel, Concrete, Masonry, & Wood Analysis
- Structural/Building Damage Assessment
- Survey Equipment
- Swimming Pools & Hot Tubs
- Tanks (Water, Oil, Propane, etc.)
- Telecommunications
- Unique Item Valuations
- Highway & Railroad Equipment
- Ventilation
- Video Equipment (Projectors, A/V Processors & Editing, etc.)
- Warm Air Heating
- Water Heaters
- AND MORE – Contact LSG with specific details

## YELLOW OUTLINE – Cincinnati, OH – Technical

- Alarm Systems (Fire & Security)
- Audio Equipment (Transmitters, Receivers, Amplifiers, A/V Processors)
- Aviation & Radar Equipment (Aircraft, Systems & Radar Installations, etc.)
- Banking Equipment
- Broadcast Equipment (Tower, Antennas, Transmitters, Receivers, Amplifiers, etc.)
- Computers, Networks, & Data
- Hydraulic & Pneumatic Systems
- Hydronic Systems
- Kitchen Equipment (Commercial & Residential)
- Landscaping
- Manufacturing Equipment (CNC Milling, CAD/CAM, Laser Cutting/Etching, etc.)
- Musical Instruments
- Office Electronics
- Restaurant Equipment
- Robotic, Laser, Optical, and Electro-Mechanical Systems
- Security & Surveillance Systems
- Signs/Signage
- Smart Home/Home Automation Systems
- Sound Equipment
- Survey Equipment
- Telecommunications



### YELLOW OUTLINE – Cincinnati, OH – Technical (Continued)

- Consumer Electronics
- Elevators
- Film Production Equipment (Cameras, Lighting, Stage/Sets, Grips, etc.)
- Fire Suppression
- Fuel Dispensers/Fuel Equipment
- Golf Courses
- Parochial Audio & Instrumentation
- Phone Systems, PBXs
- Point of Sale Systems (POS)
- Printing Equipment (Commercial)
- Process Control Equipment (PLC's, Production Systems)
- Radio, Television & Satellite Systems
- Unique Item Valuations
- Highway & Railroad Equipment
- Video Equipment (Projectors, A/V Processors & Editing, etc.)
- AND MORE – Contact LSG with specific details

### PINK OUTLINE – West Milford, NJ – Technical

- Air Filtration
- Alarm Systems (Fire & Security)
- Alternative & Green Energy
- Audio Equipment (Transmitters, Receivers, Amplifiers, A/V Processors)
- Aviation & Radar Equipment (Aircraft, Systems & Radar Installations, etc.)
- Banking Equipment
- Broadcast Equipment (Tower, Antennas, Transmitters, Receivers, Amplifiers, etc.)
- Computers, Networks, & Data (incl. Cyber Risk)
- Consumer Electronics
- Cost, Time, & Material Analysis
- Electrical Systems (Switchgear, Transformers, Generators, etc.)
- Farming Systems
- Film Production Equipment (Cameras, Lighting, Stage/Sets, Grips, etc.)
- Film Production Equipment (Cameras, Lighting, Stage/Sets, Grips, etc.)
- Firearms, Ammunition, & Weapon Storage Solutions
- Fire Suppression
- Geo-Thermal/Solar
- Hydronic Systems
- Kitchen Equipment (Commercial & Residential)
- Manufacturing Equipment (CNC Milling, CAD/CAM, Laser Cutting/Etching, etc.)
- Marine Equipment
- Musical Instruments
- Office Electronics
- Parochial Audio & Instrumentation
- Phone Systems, PBXs
- Point of Sale Systems (POS)
- Printing Equipment (Commercial)
- Process Control Equipment (PLC's, Production Systems)
- Radio, Television & Satellite Systems
- Rapid Prototype/Production
- Restaurant Equipment
- Robotic, Laser, Optical, and Electro-Mechanical Systems
- Security & Surveillance Systems
- Signs/Signage
- Smart Home/Home Automation Systems
- Sound Equipment
- Sprinkler Systems (Lawn & Agricultural)
- Survey Equipment
- Telecommunications
- Video Equipment (Projectors, A/V Processors & Editing, etc.)
- AND MORE – Contact LSG with specific details

### BLUE OUTLINE – Charlotte, NC – Mechanical | Technical | Construction

- Air Conditioning
- Air Filtration
- Alarm Systems (Fire & Security)
- Alternate & Green Energy
- Antiques
- Audio Equipment (Transmitters, Receivers, Amplifiers, A/V Processors)
- Automotive Technologies (Repair & Body Shops)
- Aviation Equipment & Radar Equipment (Aircraft Systems & Radar Installation, etc.)
- Banking Equipment
- Farming Systems
- Fences & Stone Work
- Film Production equipment (Cameras, Lighting, Stage/Sets, Grips, etc.)
- Fire Suppression
- Fuel Dispensers/Fuel Equipment
- Garage & Loading Dock Doors
- Geo-Thermal/Solar
- Golf Courses
- Heat Pumps
- Historical Buildings
- Process Control Equipment (PLCs, Production Systems)
- Pumps (Well, Grinder, Transfer, etc.)
- Radio, Television, & Satellite Systems
- Rapid Prototype/Production
- Refrigeration
- Restaurant Equipment
- Robotic, Laser, Optical, & Electro-Mechanical Systems
- Security & Surveillance Systems
- Septic & Drainage



## BLUE OUTLINE – Charlotte, NC – Mechanical | Technical | Construction (Continued)

- Boilers
- Brewery & Winery Equipment
- Broadcast Equipment (Tower, Antennas)
- Chillers/Cooling Towers
- Computers, Networks, & Data (incl. Cyber Risk)
- Construction Equipment & Machinery
- Consumer Electronics
- Cost, Time, & Material Analysis
- Ducting & Venting
- Electrical Systems (Switchgear, Transformers, Generators, etc.)
- Elevators
- Electronics Production Systems (Steppers, Etchers, Clean Room, etc.)
- Environmental Cleanup (Scope & Cost Analysis)
- Hydraulic Systems & Pneumatic Systems
- Hydronic Systems
- Kitchen Equipment (Commercial & Residential)
- Landscaping
- Manufacturing Equipment (CNC Milling, CAD/CAM, Laser Cutting/Etching, etc.)
- Marine Equipment
- Musical Instruments
- Oil & Gas Equipment (Field & Refinery)
- Office Electronics
- Parochial Audio & Instrumentation
- Phone Systems, PBXs
- Plumbing
- Point of Sale Systems (POS)
- Printing Equipment (Commercial)
- Signs/Signage
- Smart Home/Home Automation Systems
- Sound Equipment
- Sprinkler Systems (Lawn & Agricultural)
- Survey Equipment
- Swimming Pools & Hot Tubs
- Tanks (Water, Oil, Propane, etc.)
- Telecommunications
- Unique Item Valuation
- Utility Poles & Highway Equipment
- Ventilation
- Video Equipment ((Projectors, A/V Processors & Editing, etc.)
- Warm Air Heating
- Water Heaters
- AND MORE – Contact LSG with specific details

## RED OUTLINE – Orlando, FL – Technical | Construction

- Air Filtration
- Alarm Systems (Fire & Security)
- Alternative & Green Energy
- Antiques
- Audio & Video Equipment (Mixers, Projectors, A/V Processors & Editing, etc.)
- Aviation & Radar Equipment (Aircraft, Systems & Radar Installations, etc.)
- Banking Equipment
- Broadcast Equipment (Tower, Antennas, Transmitters, Receivers, Amplifiers, etc.)
- Computers, Networks, & Data (incl. Cyber Risk)
- Construction Equipment & Machinery
- Consumer Electronics
- Cost, Time, & Material Analysis
- Electrical Systems (Switchgear, Transformers, Generators, etc.)
- Elevators
- Environmental Cleanup (Scope & Cost Analysis)
- Farming Systems
- Fences & Stone Work
- Film Production Equipment (Cameras, Lighting, Stage/Sets, Grips, etc.)
- Fire Suppression
- Fuel Dispensers/Fuel Equipment
- Garage & Loading Dock Doors
- Golf Courses
- Geo-Thermal/Solar
- Hydraulic & Pneumatic Systems
- Kitchen Equipment (Commercial & Residential)
- Landscaping
- Manufacturing Equipment (CNC Milling, CAD/CAM, Laser Cutting/Etching, etc.)
- Marine Equipment
- Musical Instruments
- Office Electronics
- Oil & Gas Equipment (Field & Refinery)
- Parochial Audio & Instrumentation
- Phone Systems, PBXs
- Point of Sale Systems (POS)
- Printing Equipment (Commercial)
- Process Control Equipment (PLCs, Production Systems)
- Pumps (Well, Grinder, Transfer, etc.)
- Radio, Television & Satellite Systems
- Rapid Prototype/Production
- Restaurant Equipment
- Robotic, Laser, Optical, and Electro-Mechanical Systems
- Security & Surveillance Systems
- Signs/Signage
- Smart Home/Home Automation Systems
- Sound Equipment
- Sprinkler Systems (Lawn & Agricultural)
- Survey Equipment
- Swimming Pools & Hot Tubs
- Telecommunications
- Unique Item Valuations
- Highway & Railroad Equipment
- AND MORE – Contact LSG with specific details



## TEAL OUTLINE – Boston, MA – Construction

- Alternative & Green Energy
- Bridges
- Building Damage Assessment
- Cables & Lines
- Cement Barriers
- Construction Equipment & Machinery
- Construction Materials & Supplies
- Cost, Time, & Material Analysis
- Doors
- Drive Thru Kiosks
- Driveways/Roadway Damages/Paving
- Electrical Systems (Switchgear, Transformers, Generators, etc.)
- Environmental Cleanup (Scope & Costs)
- Farm Equipment
- Fences, Stone Work, Gates
- Fire Alarm Systems
- Flooring
- Foundations
- Fuel Dispensers/Fuel Equipment
- Garage & Loading Dock Doors
- Geo-Thermal/Solar
- Golf Courses
- Highway, Roadside & Railroad Equipment
- Historic Buildings
- Hydraulic & Pneumatic Systems
- Hydronic Systems
- Ice Dam Analysis
- Industrial Machinery/Equipment
- Landscaping and Landscaping Equipment
- Manufacturing Equipment (CNC Milling, CAD/CAM, Laser Cutting/Etching, etc.)
- Marine Equipment
- Municipality Losses
- Oil & Gas Equipment (Field & Refinery)
- Plumbing
- Process Control Equipment (PLC's, Production Systems)
- Pumps (Well, Grinder, Transfer, etc.)
- Rapid Prototype/Production
- Roof Inspections
- Septic & Drainage
- Signs/Signage
- Sprinkler Systems (Lawn & Agricultural)
- Steel, Concrete, Masonry, & Wood Analysis
- Survey Equipment
- Tanks (Water, Oil, Propane, etc.)
- Tools
- AND MORE – Contact LSG with specific details





## Education and Training Services

### Continuing Education Courses

Loss Solutions Group is currently offering a Cyber Vandalism webinar course approved in the states of New Hampshire, Texas, Oklahoma and Florida for Continuing Education Units. Training can be facilitated via webinar or at your office.

### **Fundamentals of Computer Virus Infections, Malware, Ransomware and Hacking – Two (2) CE Credits in NH, TX, OK and FL**

The Knowledge and Skills the student is expected to obtain by attending this presentation include the ability to:

- Identify the major difference between a virus, malware, ransomware and a hacking event.
- Define and understand the nature of infection/actuation of each
- Identify different attack vectors
- Define and understand the payload of each
- Identify the impact/damages of each peril to the end user
- Discuss and identify the remediation
- Discuss and describe conditions in which hardware may necessitate replacement

### Other Course Offerings

Loss Solutions Group can develop training on nearly any subject matter upon request. We often speak with managers who feel their claim handlers need some extra assistance in a certain area of expertise (HVAC, frozen pipe, electronics, etc.) or there is a new trend they're facing more frequently (changes in HVAC SEER ratings, new electronics technologies, etc.) and need more knowledge. One-hour non-CE approved courses can typically be developed within a few weeks. CE approved courses can be developed and submitted for specific state approval but approval times vary by state.

### In-House Consulting Day Program

Loss Solutions Group can custom design this program to fit your office's needs. We will schedule a minimum of two (2) experts/engineers of different disciplines to visit your office ready to work with the claim handlers on current claims. We will utilize our own equipment (cellular phone, laptops etc.) to assist in closing claims that day. In the event that a claim needs to be opened, the experts can also aid in that process.

**Please contact Tiffany Campbell on our Client Service Team at (866) 899-8756 ext. 706, or via email at [Tiffany@LossSolutionsGroup.com](mailto:Tiffany@LossSolutionsGroup.com) to schedule your Continuing Education Training Course and/or In-House Consulting Day.**