**Case Study: Responsibility and Compensation for Explosion at the Factory**

On a cold morning at a textile factory named Perfecta, an explosion occurred caused by a heating system installed by Bauer. The explosion damaged most of the factory's facilities and halted operations due to the extreme cold temperatures that made it impossible to continue working. Prior to the explosion, Perfecta had contacted Aqua Warm, the company that supplied the heating system, after hearing strange noises coming from the heater. However, Aqua Warm denied responsibility, stating that they had not received any complaints in over 20 years of operation. After the explosion, Perfecta filed a compensation claim against Bauer, claiming that the faulty installation of the heating system was the cause of the damage. Aqua Warm also hired a surveyor to investigate the cause of the explosion. Meanwhile, Bauer argued that they had simply installed the system according to specifications and could not be blamed for the incident. This case raises the question of who is responsible for the damage and who should pay for the compensation needed to repair the factory's damaged facilities.

**Multiple-Choice Questions:**

1. What caused the explosion at Perfecta's factory? a) A fire in the factory  
   b) The heating system installed by Bauer  
   c) A malfunction in the machinery  
   d) A natural disaster
2. Why did Perfecta contact Aqua Warm before the explosion occurred? a) They noticed a crack in the heating system  
   b) They heard a strange noise from the heating system  
   c) They needed a regular maintenance check  
   d) They wanted to order new heaters
3. What is the reason Perfecta is no longer operating? a) The factory was destroyed in the explosion  
   b) The factory is too cold to work in  
   c) The workers went on strike  
   d) The factory closed down due to bankruptcy
4. Which company installed the heating system at Perfecta’s factory? a) Aqua Warm  
   b) Bauer  
   c) Perfecta  
   d) Surveyor Company
5. Who is responsible for investigating the cause of the explosion? a) Perfecta  
   b) Bauer  
   c) Aqua Warm  
   d) A surveyor hired by Aqua Warm
6. What does Aqua Warm think about their responsibility for the explosion? a) They believe it is their fault  
   b) They think it is Bauer's fault  
   c) They do not think they are responsible  
   d) They have no opinion on the matter
7. How long has Aqua Warm been operating without receiving complaints? a) 10 years  
   b) 20 years  
   c) Over 20 years  
   d) 5 years
8. What action did Perfecta take after the explosion? a) They filed a lawsuit against Aqua Warm  
   b) They contacted Bauer for help  
   c) They asked Aqua Warm for compensation  
   d) They closed the factory for good
9. What was the immediate effect of the explosion on Perfecta? a) The factory lost all its stock  
   b) The factory had to stop working due to cold temperatures  
   c) The factory had to shut down due to fire damage  
   d) Perfecta had to relocate to a new facility
10. Who is Perfecta claiming compensation from? a) Aqua Warm  
    b) Bauer  
    c) A third-party insurance company  
    d) Surveyor
11. How much was Perfecta's stock valued at before the explosion? a) £300,000  
    b) £400,000  
    c) £500,000  
    d) £600,000
12. What did Bauer do in relation to the heating system? a) They installed it  
    b) They maintained it  
    c) They sold it to Aqua Warm  
    d) They ignored it
13. What did Aqua Warm think about the complaint from Perfecta? a) They took it very seriously  
    b) They investigated the issue immediately  
    c) They did not consider it a valid complaint  
    d) They agreed to fix the issue immediately
14. What kind of damage occurred in the factory? a) Electrical failure  
    b) Structural damage due to explosion  
    c) Product defects  
    d) Fire damage
15. What was Aqua Warm's first response to Perfecta’s complaint? a) They apologized and offered compensation  
    b) They dismissed the complaint because it was the first in over 20 years  
    c) They immediately sent a technician to fix the issue  
    d) They offered to replace the heating system
16. What is the reason Perfecta stopped working in the factory after the explosion? a) There was no electricity  
    b) The workers were afraid to return  
    c) It was too cold to work in the factory  
    d) The factory was badly damaged
17. What step did Aqua Warm take after the explosion? a) They immediately repaired the heating system  
    b) They hired a surveyor to investigate the cause  
    c) They replaced the damaged heating system  
    d) They ignored the issue
18. What kind of company is Aqua Warm? a) A heating system manufacturer  
    b) A surveyor company  
    c) A factory that installs machinery  
    d) A warehouse service company
19. What did Bauer argue in response to the explosion? a) That they did not install the heating system  
    b) That they followed all installation procedures  
    c) That they were responsible for the damage  
    d) That they had no involvement in the incident
20. How is responsibility being debated in this case? a) Whether Bauer is responsible for the installation  
    b) Whether Aqua Warm is responsible for the complaint  
    c) Whether Perfecta should pay for the damage  
    d) Whether the surveyor is at fault

**Essai:**

Berdasarkan studi kasus mengenai ledakan yang terjadi di pabrik Perfecta akibat sistem pemanas yang dipasang oleh Bauer, Anda diminta untuk menulis surat bisnis dalam format Full Block kepada perusahaan Bauer. Dalam surat ini, Anda akan meminta kompensasi atas kerusakan yang terjadi akibat ledakan tersebut, serta mendesak Bauer untuk bertanggung jawab atas pemasangan yang tidak tepat dari sistem pemanas yang menyebabkan kerusakan besar pada fasilitas pabrik Perfecta.

Tulis surat bisnis yang mencakup hal-hal berikut:

1. Pengantar mengenai kejadian ledakan yang terjadi di pabrik Perfecta.
2. Deskripsi mengenai dampak dari ledakan tersebut terhadap operasi pabrik Perfecta.
3. Penyampaian klaim kompensasi yang diminta oleh Perfecta untuk memperbaiki kerusakan yang terjadi.
4. Penegasan mengenai tanggung jawab Bauer dalam pemasangan sistem pemanas yang salah.
5. Tindakan yang diharapkan dari Bauer untuk menyelesaikan masalah ini, termasuk kemungkinan pembayaran kompensasi dan perbaikan yang diperlukan.
6. Akhiri surat dengan permohonan agar masalah ini segera ditangani untuk mencegah kerugian lebih lanjut.

Format surat harus mengikuti struktur **Full Block** yang mencakup alamat pengirim, tanggal, alamat penerima, salutation, isi surat, dan penutupan surat. Pastikan surat ditulis dengan profesional dan sesuai dengan konvensi bisnis.