



# DPI Investigator

April 2010

## Upgrade

In the article “On The Level” in the February 2010 issue of the DPI Investigator, a summary of the report levels was presented. This article expounds on the topic by explaining what to do after your original inspection and report are complete. If the initial report answers all the questions you need to decide whether or not to pursue subrogation and you can reach an acceptable settlement, then great! The End. But, what if other steps are necessary? The answer is to upgrade the report.

As was mentioned in the February issue, the Level I report is the “basic” and the Level II is the “standard” report. The Level II report already has the resident engineer involved if an arbitration appearance is requested. Level I reports are typically chosen to “screen” the case, and then an upgraded Level II or Level III report can be written at a later time if required. On occasion, the inspector may advise an upgrade. Upgrading a report at this point is the easiest approach and most economical. However, we upgrade at any point in the process.

## Evidence Submission 101

### TIPS FOR ADJUSTERS

- ☑ When sending in fractured toilet valves, please include all of the valve remnants if available. Often the shank breaks and remains attached to the supply line. Retrieve both portions and also include the supply line. There is critical evidence in this portion.
- ☑ Water heater connectors are attached at one end to the tank and the other end to the supply pipe or hot water outlet. Please indicate by notes or tags which end was attached to what. An on-site photo of the connector and heater before any repair is very helpful.

### Other DPI upgrade services:

- Rebuttals to letters of liability denial
  - Review of arbitration contentions
  - Review of affidavits and depositions
  - Additional photo comparisons and illustrations
  - Additional research such as:
    - Manufacturer/distributor identification
    - Similar failure comparison
    - Contact information, etc.
  - Engineer designed and supervised testing
  - Expert witness for arbitration and court appearance
  - In-house hosting for destructive testing and multi-party inspections
  - Studio for hosting videotaped depositions
  - Accident and failure re-enactment
- ❖ Typically, additional services are quoted on a case-by-case basis.



### Help Us Help You

#### *Please* Double Check the Claim Form

The DPI Claim Forms are available in a fillable .PDF file format. Please remember to start a claim with a new form or delete the information from the previous claim if you are re-using the form. For example, a common situation goes like this: the inspector checks out a burnt dryer from secured storage. He looks over the claim history and discovers half of the information refers to a toilet. This is a little confusing at first and usually results in extra time in the inspection process.

## NEWS from CPSC

## U.S. Consumer Product Safety Commission

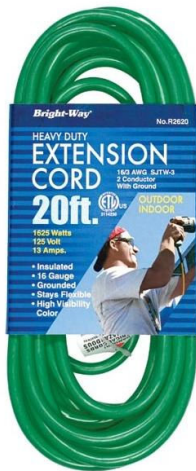
FOR IMMEDIATE RELEASE

March 31, 2010

Release #10-184

## Howard Berger Recalls Extension Cords and Power Strips Due to Fire Hazard

WASHINGTON, D.C. -The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following products. Consumers should stop using recalled products immediately unless otherwise instructed. **Name of Product:** Indoor and Outdoor Extension Cords and Power Strips **Units:** About 12,000 **Manufacturer:** Howard Berger Co. Inc., of Cranbury, N.J. **Hazard:** The extension cords and power strips have inadequate coating material around the cords and copper conductors that are smaller than required, posing a fire hazard to consumers. **Incidents/Injuries:** None reported. **Description:** This recall involves Brightway heavy duty outdoor extension cords and Brightway indoor household extension cords and power strips. Model numbers involved in the recall are R2600 through R2615 (outdoor extension cords), EE6 through EE20 (indoor extension cords) and MP6DG (power strips). "Brightway" is printed on the cords. Model numbers are printed on the product's packaging. **Sold at:** Hardware and discount stores nationwide from August 2009 through October 2009 for between \$1 and \$20. **Manufactured in:** China **Remedy:** Consumers should immediately stop using the extension cords and power strips and return them to the place of purchase for a full refund. **Consumer Contact:** For additional information, contact Howard Berger at (800) 221-6895 between 8 a.m. and 5 p.m. PT Monday through Friday, visit the firm's Web site at [www.hberger.com](http://www.hberger.com). Consumers can also email the firm at [robertwinterstein@hberger.com](mailto:robertwinterstein@hberger.com).



Picture of Recalled 20 ft. Extension Cord

Picture of Recalled 6 Outlet Power Strip

DPI has inspected numerous failed extension cords and power strips. The DPI Research Department has collected many exemplars for use in inspections and identification.

