

DPI Online

www.dpi-inc.com

The site has links to DPI's claim forms, newsletters, training videos, and other services.

Common Inspections and Average Useful Life

Air-Conditioners, Room	10 years	Microwave Ovens	9 years
Air-Conditioners, Unitary	15 years	PEX Tubing	50 years
Boilers, Electric	13 years	Polybutylene Pipe/Supply Line	8-25 years
Boilers, Gas	21 years	Polyethylene Line	50 years
Clothes Iron	10 years	PVC Pipe	35 years
Coffee Maker-Automatic	2 years	Range/Oven Hoods	14 years
Compactors	6 years	Ranges, Electric	13 years
Copper Tubing (Flexible)	30 years	Ranges, Gas	15 years
Dehumidifiers	8 years	Refrigerators, Compact	9 years
Dishwasher	9 years	Refrigerators, Standard	13 years
Disposers, Food Waste	12 years	Reinforced Vinyl Line	7-10 years
Dryers, Electric	13 years	Smoke Detector	10 years
Dryers, Gas	13 years	Stainless Steel Braided Line	5-10 years
Electric Blanket	5 years	Submersible Pump	15-22 years
Exhaust Fan	10 years	Sump Pump	10 years
Faucet, High Quality	20 years	Surge Suppressor/Protector	3-25 years
Faucet, Low Quality	13 years	Toilet Valve/Ballcock	20 years
Freezers	11 years	Vacuum Cleaner, Electric	6 years
Furnaces, Warm-Air, Electric	15 years	Vinyl Supply Line	15 years
Furnaces, Warm-Air, Gas	18 years	Washers	10 years
Furnaces, Warm-Air, Oil	20 years	Washing Machine Hose	5 years
Fuse Panel Box	20 years	Water Filter Canister	10 years
Garbage Disposal	10 years	Water Heaters, Electric	11 years
Hard Drawn Copper Pipe	30-40 years	Water Heaters, Gas	10 years
Heat Pumps	16 years	Water Inlet (Solenoid)	10 years
Humidifiers	8 years		

Note: Life expectancy is based on first-owner use and will vary according to environment and application in which used..

Sources: HUD, NAHB, CNY Homes

DPI Useful Since 1991 Information



- ▶ **What to Send / Ship**
- ▶ **Location of Product Model & Serial Numbers**
- ▶ **DPI Product Categories**
- ▶ **DPI Facts to File**

Diversified Product Inspections, LLC
1059 E. Tri-County Blvd., Oliver Springs, TN 37840
Phone (865) 482-8480 (800) 865-6220
Fax (865) 482-8477
Web site: www.dpi-inc.com



What to Send

When sending evidence to DPI, it is important to include all items necessary to complete a proper inspection. On large items (washing machines, dishwashers, refrigerators, etc.) it is best to ship the entire product; not just the individual parts. Below is a guideline of what should be included when sending items to DPI.

Copper Pipe

An 18" section of the pipe on either side of the failure including markings and nearby fittings

CPVC

An 18" section of the pipe on either side of the failure including markings and nearby fittings

Toilet Supply Lines

Both pieces of broken coupling nuts
Supply line and attached labels

Solenoid Valves

All fittings and the valve itself

Fire Items

Outlets with 18" of wiring
All items next to product when it caught fire
Fire scene photos
C & O report if available
Extension cords that were attached to the product
Please label power cords connected to surge protectors

Outdoor/Decorative Lighting

Include power cord, lights/lamps and transformer

Refrigerators

Water inlet valve
Supply tubing
Ice maker if applicable

Water Filters

Fittings, Cap, and Canister (Sump)
Filter Cartridge

Toilets

If leakage can be observed from the fill valve, send only the valve
If cracks and/or improper installation is suspected, send entire toilet

Washing Machines

Water inlet valve
Water level control
Water level switch with tube

Fish Tank/Aquariums

Include all accessories attached to and used with tank

Dishwashers

If direct wired, include at least 12" of wiring
If power cord is plugged into outlet, send entire cord

Location of Model & Serial Numbers on Large Appliances

- **Stoves** — Inside bottom drawer frame (usually left side)
— Inside oven frame (usually left side)
- **Refrigerator** — Inside freezer or inside refrigerator frame
- **Washing Machine** — Top right control panel
- **Dryer** — Inside door frame
- **Dishwasher** — Inside door frame
- **Freezer** — Inside frame
- **Microwave Oven** — Inside door frame
- **Water Heater** — Outside jacket

DPI Product Categories

Chemicals	HVAC	Power Delivery
Collectables	Ignition/Illumination	Preventative Safety
Commercial/Industrial	Indoor Environment	Pumps
Connectors & Fittings	Infant/Child Products	Small Appliances
Cooking/Kitchen Products	Large Appliances	Supply Lines
Drain Line	Miscellaneous	Tools
Environmental Testing	Office Equipment	Transportation
Fans	Onsite Inspection	Valves
Furniture	Outdoor/Exercise Products	Water Items (not hoses or valves)
Home Construction	Personal Care Items	

Important Contact Information

- **Address:** 1059 E. Tri-County Blvd., Oliver Springs, TN 37840
- **Phone:** (800) 865-6220
- **Fax:** (865) 482-8477
- **Web Site:** www.dpi-inc.com
- **E-Mail:** customerservice@dpi-inc.com