

Diversified Product Inspections, LLC

DPI was founded in 1991 in recognition of the need for a cost-effective program to assist the insurance industry with failure analysis for small claim property loss. DPI has given its clients an economical way to receive an unbiased assessment concerning the cause and origin of property damage and a basis for potential subrogation.

Historically, most of DPI's reports have been used in insurance subrogation pursuits. As needs have increased, so have DPI's services. Today, engineering firms, attorneys, manufacturers, and individual consumers make use of a variety of DPI's services, such as:

- Insurance subrogation support
- Product identification
- Product research
- Litigation and arbitration support
- Product testing for manufacturers and distributors
- Secure evidence storage

Exemplar Water Filters



DPI Headquarters



News, Materials, Support

- Our newsletter, the "DPI Investigator," has articles on common failure facts, tips for adjusters, failure trends and relevant CPSC recalls. Back issues are available on the DPI website.



- We provide specialized packing boxes, shipping guidelines, and pre-paid UPS labels.
- We offer inspection follow-up services such as: hosting of multi-party destructive testing, letters of rebuttal, expert representation for arbitration or litigation, and coordination of advanced material analysis.

Contact

Customer Service representatives can be reached 7:00 AM-5:30 PM EST Monday-Thursday.

- **Local** (865) 482-8480
- **Toll Free** (800) 865-6220
- **Fax** (865) 482-8477

Web Address: www.dpi-inc.com

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Forensic Investigations
Product Failure Analysis

DIVERSIFIED PRODUCT INSPECTIONS

Since 1991

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DPI Mail-In Investigations

Since 1991, forensic investigation of failed products has been DPI's core business. DPI performs over 6,000 failure analysis inspections annually for the insurance industry, as well as other clients.

These inspections range from simple washing machine hose failures to complex fire claims to industrial and commercial product failures.

The insurance industry has become very interested in pursuing subrogation against manufacturers whose defective products have caused property loss, injury, or even death. In many cases, subrogation may even be directed toward negligent installers such as a plumber or electrical contractor.

Subrogation recovery is an important financial consideration in the insurance industry, since every dollar recovered is bottom line profit.

The **DPI Mail-In-Program** provides insurance adjusters nationwide an affordable way to mail or ship failed items to DPI's lab for inspection. Basic inspections through in-depth engineering inspection services are offered.



Adjuster's Kit

Large Item Pick Up and Secure Storage

In addition to our **Mail-In Program**, DPI offers two ways to submit large items for inspection. The first method is through a partnership with a national transportation company whose client base includes insurance companies, forensic laboratories, law firms, and independent subrogation professionals. The transportation company uses packaging best practices to ensure safe shipping and evidence control.

Secondly, large or small items can also be shipped using our on-site pick-up program for pick ups within 300 miles of Knoxville, TN. Whatever the location or method of shipment, the essential requirement for chain of custody is maintained.

Once evidence is received, we have the ability to provide secure cost effective, long-term storage to suit your subrogation needs.



Exemplar Surge Protectors



Exemplar Space Heaters



DPI Product ID and Research

When your evidence looks like “road-kill,” DPI is the premier resource in the nation to assist you with product identification. A full-time staff of researchers, the ability to search external databases of over 17 million recalled items, our own proprietary database, and an in-house exemplar collection of thousands of items have made DPI an invaluable resource to over 170 insurance clients, other forensic analysis firms, law firms, and independent engineers.

Training For Adjusters

DPI is aware of the constantly changing needs of our clients. We have designed



Training at DPI

FREE onsite training and webinars to assist insurance adjusters, property claim managers, and subrogation specialists concerning evidence handling and submission. Training is usually 60-90 minutes and is held in your office or location of your choice. Training is also available at our facility in Tennessee.