



# DPI Investigator

Spring 2016



## Home Fires Involving Grills

From 2007-2011, U.S. fire departments responded to an average of 8,800 home fires involving grills, hibachis, or barbecues per year, including an average of 3,800 structure fires and 5,000 outside fires. These 8,800 fires caused annual average of 10 civilian deaths, 140 reported civilian injuries, and \$96 million in direct property damage.



- Almost all the losses resulted from structure fires.
- July was the peak month for grill fires but these incidents occur throughout the year.

### Gas vs. Solid-Fueled Grills

Four out of five (82%) grills involved in home fires were fueled by gas while 16% used charcoal or other solid fuel.

**Gas grills** were involved in an average of 7,200 home fires per year, including 3,000 structure fires and 4,200 outdoor fires annually.

- Leak or break was the leading factor contributing to gas grill fires.
- **Charcoal or other solid-fueled** grills were involved in 1,400 home fires, including 600 structure fires and 700 outside fires.
- The leading cause of these structure fires was something that could burn being too close to the grill.

### Home Grill Fires by Leading Areas of Origin

2007-2011

Three out of 10 (29%) of home structure fires involving grills started on an exterior balcony or open porch

- 27% started on or in a courtyard, terrace, or patio.
- 6% began in the kitchen.
- 5% started on an exterior wall surface.

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We helped these clients find money—let us help YOU!

### Successful Subrogation Highlights

Evidence	Claim	Recovered	Inspection Charges
Dishwasher	\$41,952	\$34,500	\$1,090
Brass Fittings	\$67,735	\$63,000	\$735
Faucet	\$2,235	\$2,235	\$387
Water Heater	\$9,116	\$6,702	\$1,212
Water Filter/Canister	\$16,054	\$16,054	\$2,054

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### Training News

Our "Product Awareness and Subrogation" training is now approved for 1 general credit hour for Wyoming licensed adjusters.

Provider#: 15028286  
Course#: 26560

Experience in examining and explaining your evidence since 1991...

**Expert examination specializing in small claims and water items, including:**

- Water Inlet
- Valves and Solenoids, Kitchen and Bath Faucets
- Washing Machines and Hoses, Water Heaters and Connectors, Sump Pumps, Copper Tubing, Stainless Steel Braided Supply Lines and more.

X-ray of power strip

**Diversified Product Inspections, LLC**  
1-800-865-6220 | www.dpi-inc.com  
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Spring is Nature's Way of Saying Let's Party!

- Robin Williams

Many companies are taking advantage of asking DPI to come to their facilities to provide free product awareness and subrogation training. If you are interested, call our Customer Service Department at (800) 865-6220 to schedule your training today. CE credit available for Texas, Florida, Wyoming and California licensed adjusters.





# Giving Back

## Overcoming Adversity

Young Coalfield resident aided in dream to walk again despite incurable disease

By Michelle Hollenhead Tuesday, March 1, 2016 at 4:06 pm



For many people walking is a daily activity often taken for granted, but for a young lady in Coalfield it is a dream achievable.



JOE KING/MORGAN COUNTY NEWS  
A valuable member of the staff at Diversified Product Inspections, LLC in Oliver Springs, Coalfield resident Storm Jackson sits at her desk in her office with co-owners Ann Furlong and John VanZyll.

Storm Jackson, 22, has been living with a rare muscle disease called dermatomyositis for most of her life. Not only has the disease made it so Jackson couldn't walk, she also experienced drastic fatigue, skin changes and calcification due to side effects of experimental medication of which she was not made aware.

"Most of the children I had grown up around were accepting, but the ones who came in who were new often thought I had really bad acne or a sunburn," Jackson said.

At seven years old, the disease took hold of Jackson and quickly interrupted her life, including her favorite past times of tap dancing and ballet.

"It made it really difficult to want to do anything, really," she said.

For much of her childhood, Jackson was either home or hospital bound, even spending more than half a year in intensive care and suffering a stroke later on. But then a few years ago her disease started to go into remission. Jackson took that as a sign of hope.

Although in remission, Jackson still had little muscle development, but she was determined to change that.

"I can do a lot more things without worrying that I'll put myself in the hospital," she said of not having to worry about overexerting herself as much for fear of triggering the disease to come on stronger.

To build the muscle back, the best option was to do it in the water. So with a pool at home, Jackson worked in the water. But there was a problem. When winter rolled around it prevented Jackson from swimming and by the time the cold season was over, all the progress gained had been lost.

That's where John VanZyll, co-owner of Diversified Product Inspections in Oliver Springs comes in.

After hiring Storm's mother, Mary Jackson, VanZyll learned about the situation. VanZyll took about \$6,000 of his own money and accommodated the pool with a water heater and a tent to keep the warmth inside. Now, Storm Jackson has been able to make it through the winter months with a great improvement in her condition.

"I've been able to do things I couldn't do before," she said. "I can't stand yet, but I can almost put weight on my feet. I used to only be able to lift five pounds, but now I can lift 10."

But VanZyll's generosity doesn't stop there. He also hired Storm Jackson to do product research and marketing for his company—a blessing for her, as her condition makes it difficult to find a job that would offer such flexibility.

"It was really just by the grace of God," Storm Jackson said. "It's a Godsend—John is a great man. He probably doesn't know it, but there aren't really enough positive words I can say about it. There aren't enough words in our small alphabet to make a sentence to tell him how thankful I am and how important it is. He has added years to my life and gave me a means to walk."

Yet, VanZyll doesn't view what he did as genius, but rather an obligation.

"To me its part of the human family," he said. "She can say I've given great things to her, but she has give greater things to me—her love. I think I've received more than I've given her. Our employees are our family. If God's blessed you with more than you need, then you share it with your family members and your friends. Every time I get to hug that young lady I am just filled with so much love."

Mary Jackson said it has been a combination of positive factors that have contributed to her daughter still being alive today.

"We want to thank everyone that has prayed for Storm," Mary Jackson said. "We know that without God she would not still be here . She has a long road ahead but she has always said and still says everyday with God all things are possible.

Paying it forward, at Storm Jackson's request the pool is also used by three other young people to help them improve their own medical conditions.

Storm Jackson said through it all her motto has been: "With God, all things are possible." She added that she also wants to thank the community for all of their prayers and positive thoughts as she continues her journey toward taking that first step.

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# Trending Now - Recall Alert

## Trending Now at DPI

Steam dryers are becoming a desired appliance. Not only do they reduce wrinkles, but the application of steam during the drying cycle can both sanitize your clothes and result in odor reduction depending on the settings used. Of course, greater convenience sometimes results in a greater chance for failure. Specifically, DPI has seen an increase in hose connector kit failures related to use with these steam dryers.



The dryers produce steam using a generator box or a series of coils that heat the water to the desired temperature. The problem is that steam is a very molecularly hungry form of water that seeks to attach itself to any available free electrons. In essence, steam eats away metal. The resulting damage can occur in a relatively short amount of time in the presence of steam.

Until manufacturers provide steam-resistant hoses and connectors or better contain the steam generated by their appliances, these type failures will continue to occur.

In addition to steam dryer hoses and connectors, there is another trend to note. We have seen a rise in the number of requests to identify the manufacturer of failed products after the initial product failure analysis has been completed. This is undoubtedly because of our 25 years in business and our extensive database which is widely considered as the largest in the industry. DPI can do your failure analysis as well! Coming to DPI first will save you time and money. **IF YOU CAN'T ID THE MANUFACTURER, YOU CAN'T PURSUE SUBRO!**

## Recall Alert

### United Pet Group Recalls Top Fin Power Filters for Aquariums Due to Shock Hazard; Sold Exclusively at PetSmart



**Recall date:** March 01, 2016      **Name of product:** Top Fin™ Power Filters for Aquariums

**Hazard:** A conductor on the pump motor can become exposed and electrify the aquarium water, posing a shock hazard to consumers.

**Units:** About 155,000 (in addition, about 3,300 filters were sold in Canada)

**Description:** This recall involves five models of Top Fin Power Filters. The models included in this recall are Top Fin Power Filters 10, 20, 30, 40 and 75. The filters are black with a trapezoid shaped top. The words "TOP FIN" are molded into the top of the filter. The filters were also sold as part of Top Fin 5.5 and 10 gallon LED aquarium kits.



**Incidents/Injuries:** None reported

**Remedy:** Consumers should immediately stop using the recalled filters, unplug them from the power supply, remove from the aquarium, and contact United Pet Group for a free replacement power filter.

**Sold at:** PetSmart stores nationwide and online from September 2015 through December 2015 for between \$15 and \$64.

**Manufacture(s):** United Pet Group, of Earth City, Mo.

**Manufactured in:** U.S.

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