



DPI Investigator

Summer 2016



Giving Back

In June, DPI became a Bronze Sponsor of Fox Den for a Cure, joining in the fight against breast cancer.

Since 2007, Fox Den for a Cure has raised over \$300,000 for Susan G. Komen, Knoxville, for free mammograms and financial support to those medically in need. DPI's contribution was made in loving memory of former employee Peggy Johnson who served as DPI's Shipping Supervisor before succumbing to the disease.

DPI made both a financial contribution and donated food and prizes for kids participating in the Swim for a Cure event. This is just one of many examples of DPI showing heart and giving back to the community!

"To be successful, you have to have your heart in your business and your business in your heart..."

— Thomas Watson, Sr.

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

SUCCESSFUL SUBROGATION HIGHLIGHTS

Evidence	Claim	Recovered	Inspection Charges
Vinyl Supply Line	\$200,000	\$60,000	\$612
DVD Player	\$173,000	\$130,000	\$2,800
Stainless Steel Braided Line	\$160,000	\$90,000	\$492
Dishwasher	\$48,760	\$35,000	\$2,130
Water Inlet Valve	\$10,000	\$10,000	\$367

DPI Research Supervisor Paula Furlong was recognized as being an International Association of Plumbing and Mechanical Officials (IAPMO) senior member for 20 years. Paula and her research team are the best in the business when it comes to product manufacturer identification.



Don't Take NO for an Answer!

A denial is what happens when the responsible party denies your claim. They have attorneys who are eager to send form denial letters to you. **DO NOT** stop there! If you have relied on a DPI Report, contact us immediately! We will help you with preparing a letter of rebuttal to those denial letters.



Help Us Help You Auto Returns

DPI offers a secure storage service for your evidence. However, for customers who maintain their own warehouse facilities, DPI will automatically return evidence when this selection is marked on the claim form. Please make sure the correct address for automatic return is on the claims form or on file at DPI. We often have items returned as undeliverable, and that raises your cost. If the evidence is being held by an adjuster, please make sure to inform us of any address changes that may have occurred after your evidence was sent in.

Top 5 Inspected Products First Half of 2016

- Stainless Steel Braided Lines
- Water Inlet (Solenoid) Valves
- Faucets
- Shutoff Valves
- Water Filters

IN THIS ISSUE

- Giving Back
- Successful Subro
- IAPMO Award
- Don't Take NO
- Help Us Help You
- Top 5 Inspections
- Trending Now
- Recall Alert

Training News

DPI's free *Product Awareness and Subrogation Training* focuses on the subrogation process from the prospective of the failure analysis expert along with discussion of common product failures. From discovery to recovery, that includes a review of chain of custody, spoliation and why claims should be subrogated. The session is appropriate for new adjusters and a refresher for experienced adjusters.

The free one-hour session is approved for CE credit in:
 Florida – one credit hour
 "CE 3-24c – Adjuster Optional"
 Texas – one general credit hour for course number 95114
 California – one credit hour for course number 328294 – Property and Casualty (FX)
 Wyoming – one general credit hour for course number 26560.

For additional information or to schedule training, complete the request form or call our Customer Service Department at (800) 865-6220.



Trending Now - Recall Alert

Trending Now at DPI



Over the past two years, DPI has received multiple **Price Pfister dual-handle faucet assemblies** (left) for inspection.

The faucet styles vary, but the failed faucets all feature black plastic coupling nuts (top right) that attach to threaded brass adapters (middle right).

Installation failure occurs most frequently due to overtightening of the thin-walled plastic nut with a tool and/or the use of thread paste, which can act as a lubricant and can also lead to overtightening (bottom right). The installation instructions for these faucet nuts clearly state: "Hand Tighten".



[Recall Alert Number 16-184](#) (click to view recall on cpsc.gov)

Broan-NuTone Recalls Ventilation Fans Due to Fire Hazard

Recall date: May 31, 2016

Name of product: Ventilation Fans



Hazard: The fan motor can overheat, posing a fire hazard.

Units: About 450 in U.S. (in addition, 200 were sold in Canada)

Description: This recall involves L500 series fans designed to circulate air in and out of a home or building. The fans were sold in nine brands and have the model information printed on the specification label affixed to the blower assembly. Fans included in the recall are:

Incidents/Injuries: None reported

Remedy: Consumers should immediately turn off and unplug the recalled fans and contact Broan to receive a free replacement fan.

Sold at: Heating, plumbing and building supply retailers nationwide and online from February 2016 through March 2016 for about \$240.

Manufacture(s): Broan-NuTone LLC, of Hartford, Wis.

Manufactured in: U.S.

Brand Name	Model Number
Broan	L500, L500K, L500KL, L500L, S97014819, S97014820, S99080487
Twin City Fan	T500, T500L
Carnes	VCDD050C, VCDD050I
Acme Eng and Mfg Co	VQL500, VQ500
WW Grainger	1AAD3, 4TR58, 4TR59, 4YG83
Captive Aire	CFA500
American CoolAir	CFL50A1151
Solar and Palau	FFC500, FF500
American Coolair Corp.	IL50LA1151

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