



DPI Investigator

May 2017

New Service to Help You!

Six Billion Dollars in claims filed thus far in 2017 – the toughest year for insurance companies in 20 years. Your adjusters are overwhelmed handling catastrophe claims. You have to take care of your customers. But subrogation dollars can help offset the costs of those catastrophe claims.



DPI wants to help. We have developed a Subrogation Screening Program to help you pursue subrogation in a cost-effective way, time-efficient way.

HOW DOES THE PROGRAM WORK?

STEP 1: Complete a [Subrogation Screening Form](#)* and send the evidence to us, along with a \$100.00 Screening Fee, standard shipping rates to apply.

STEP 2: DPI will review the file and evidence and contact you to let you know if we recommend pursuing subrogation and what level of inspection we think best.

STEP 3: If you choose to proceed, a credit for the \$100.00 Screening Fee will be applied to the recommended inspection fee. If you choose not to proceed, we will return or dispose of the evidence and the file will be closed.

WHY WILL THE PROGRAM WORK?

DPI has been an industry leader in product failure analysis for over 25 years, servicing all 50 states. Our research database and inventory of exemplars is second-to-none. Our team of experts can quickly do what your adjusters simply do not have time to – identify if there is a possibility of subrogation.

WHAT DO YOU HAVE TO LOSE?

For \$100.00 plus shipping, you can know whether to pursue subrogation. DPI cannot guaranty that your subrogation efforts will always be successful. But we can guaranty that they will never be successful if they are not being handled. We are here to help.

WHAT DO YOU HAVE TO GAIN?

Here are just a few examples of subrogation success stories:

EVIDENCE	CLAIM AMOUNT	RECOVERED	INSPECTION CHARGES
DVD Player	\$173,000	\$130,000	\$2,800
Backflow Preventer	\$60,000	\$30,000	\$637
Microwave Oven	\$20,556	\$18,000	\$644
Water Inlet Valve	\$10,000	\$10,000	\$367

*Download the Subrogation Screening Form [here](#).

TN State Fire Marshal's Office Issues Candle Warning

Recently, the Tennessee State Fire Marshal's Office [issued a warning](#) and list of approved tips regarding candle safety after candles caused over \$1 million worth of property damage in 2016.

The State Fire Marshal's Office stated that fire departments in Tennessee responded to 76 residential fires started by candles in 2016, which resulted in over \$1 million in direct property damage and four fatalities.

Additional information about preventing candle fires and making residences fire-safe can be found online at tn.gov/assets/entities/commerce/attachments/Home_Fire_Safety_Handout.pdf



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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 [here](#) or call our Customer Service Department at (800) 865-6220.



Diversified Product Inspections, LLC

1059 E. Tri-County Blvd, Oliver Springs, TN 37840
(865) 482-8480 - (800) 865-6220

Date: _____

SUBROGATION SCREENING FORM

Do you need DPI to arrange for pickup of item?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Store item after completion of report? <input type="checkbox"/> <small>See Reverse</small>	Return item after completion of report? <input type="checkbox"/> Item will be returned upon payment of invoice
How do you want to receive your report?	E-mail <input type="checkbox"/> U.S. Mail <input type="checkbox"/> Please provide current information below.
Can we contact your policy holder if we need additional information? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Claim Value: \$	(Used for statistical purposes only. It is not public record and will only be used internally.)

SUBMITTING PARTY / BILLING / CLAIM INFORMATION

Adjuster		Claim #	
Insurance Company		Insured's Name	
Claim Office Address (NO PO BOXES)		Insured's Address (NO PO BOXES)	
Adjuster's Phone & Fax #	PH1:	FAX1:	Insured's Phone #
	PH2:	FAX2:	
Adjuster's Email			

INFORMATION PERTAINING TO EVIDENCE INVOLVED IN CLAIM

Please include any on-site photos, cause & origin reports, or other pertinent information to support your claim.

Type of Product		Where was item used?			
Model #		Are there receipts?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date of loss
Serial #		Replacement item?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date installed
Manufacturer		Part of original installation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Recent repairs? Yes <input type="checkbox"/> No <input type="checkbox"/>

Circumstances/details involving claim:

FOR INTERNAL USE ONLY - NO SUBROGATION ___ INSPECTION RECOMMENDED: LEVEL I ___ LEVEL II ___ LEVEL III ___

You can return this form with your evidence or by: **E-mail:** claims@dpi-inc.com or **FAX:** (865) 482-8477

If item being sent to DPI is lost en route, DPI only accepts liability for dollar value of inspection and does not guarantee subrogation recovery. Part of the DPI program provides for secure storage. Please refer to the reverse side of this document for our Storage Agreement and Liability Statement. At your request, an insured value can be placed on any given item. This requires a written request sent by e-mail or fax, stating the value you wish to assign, as there would be additional charges based upon that value. Upon completion and mailing of this claim form and evidence to DPI, sender is responsible for payment of the services rendered. Submitting party agrees to be responsible for all court costs, attorney fees and any other costs of collection hereunder.



Trending Now - Recall Alert

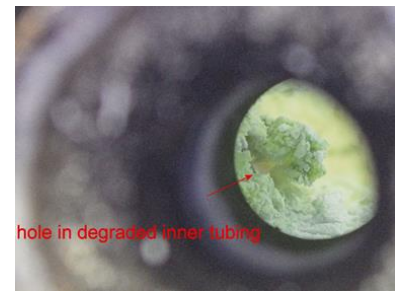
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Trending Now at DPI



DPI still receives many failed Watts water heater connectors each year. These connectors can be easily identified by their product tags marked WATTS® (top left) or by the Watts “W” logo marking on the crimp sleeve (bottom left). Though they were mostly produced in the mid-2000s, thousands of these lines are likely still in service.

The Santoprene™ material used for the inner tubing of these connectors has been proven to degrade over time through exposure to water. The inner tubing deteriorates and holes form readily as shown below (bottom middle and right).



[Recall Alert Number 17-150](#) (click to view recall on cpsc.gov)

Carrier and Bryant Recall Heat Pumps Due to Fire Hazard

Recall date: May 11, 2017 **Name of product:** Carrier Greenspeed™ and Bryant Evolution Extreme™ Heat Pumps

Hazard: The capacitors in the fuse boards in the heat pumps can stop working causing the unit to overheat, posing a fire hazard.

Units: About 23,000

Description: This recall involves 2, 3, 4, and 5 ton size heat pump units sold under the Carrier Greenspeed and Bryant Evolution Extreme brand names. The units are used for cooling and heating homes. The Carrier Greenspeed model numbers are: 25VNA024, 25VNA036, 25VNA048, and 25VNA060. The Bryant Evolution Extreme model numbers are: 280ANV024, 280ANV036, 280ANV048, and 280ANV060. The model number can be found on the unit nameplate (or rating plate) located on one side of the unit's exterior. On the Bryant unit, there is a label on top of the unit that reads “Bryant Evolution System.”

Incidents/Injuries: Carrier has received 41 reports of the heat pumps overheating. No injuries, fires or property damage have been reported.

Remedy: Consumers should contact Carrier or Bryant for instructions on receiving a free replacement fuse board installed by authorized Carrier or Bryant technicians.

Sold at: Sears stores and HVAC dealers nationwide from June 2011 through August 2016 for between \$12,000 and \$18,000.

Manufactured in: Carrier Corporation, of Jupiter, Fla.

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Check
Inspection
Status

