



# DPI Investigator

March 2018

## COMMITMENT TO OUR CUSTOMERS

DPI's service and commitment does not stop once we hang up the phone after service requests. Recently and unfortunately, some of our customers (as well as our company) experienced a breakdown with one of our freight carriers who failed to deliver evidence.

Rather than giving up when your evidence could not be located in the usual manner, we put our investigative skills to work — using pluck and determination to find our customers' large item pick-ups (while providing updates through our dedicated customer service team). The end result was successful because we located all of the large items! This process included sending our employees to several states as couriers to recover the missing items.

Going forward, we are partnering with a nationally recognized freight carrier who provides real-time tracking information, which ensures that our customers know the whereabouts of evidence items at all times.

DPI values our partners, and we are dedicated to providing the best possible service to our customers. We thank you for your continued support and look forward to sharing a prosperous 2018.

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## IT'S NOT JUST ABOUT THE WEIGHT



For years, parcel carriers only charged according to the weight of a package. However, in 2014 both UPS and FedEx started applying dimensional weight ratings to all ground shipments.

To determine dimensional weight, the carriers multiply a package's length, width, and height, then divide by a dimensional divisor and round up. The billable weight is determined by comparing the actual weight to the dimensional weight. The greater of the two is the

billable weight.

Packing guidelines and shipment of hazardous materials information can be found on our Services page [here](#).

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## TOP 5 INSPECTED PRODUCTS FOR 2017

Stainless Steel Braided Lines/Coupling Nuts  
Water Inlet (Solenoid) Valves  
Faucets/Supply Lines  
Water Filters  
Pex Tubing

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**We helped these clients find money – let us help YOU!**

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**SUCCESSFUL SUBROGATION HIGHLIGHTS**

Evidence	Claim	Recovered	Inspection Charges
Stainless Steel Braided Line	\$61,676	\$55,000	\$442
Aquarium Light	\$44,000	\$30,800	\$1,350
Gas Valve	\$21,000	\$21,000	\$575
Toilet	\$20,000	\$16,000	\$1,215
Pedestal Fan	\$16,958	\$16,958	\$575

**Diversified Product Inspections, LLC**

**Since 1991**



## 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.

## LENOVO RECALLS THINKPAD LAPTOPS DUE TO FIRE HAZARD

This recall involves 14 inch ThinkPad X1 Carbon 5th Generation laptops. They were sold in silver and black. The product name “5<sup>th</sup> Generation Lenovo ThinkPad X1 Carbon,” the machine type 20HQ, 20HR, 20K3 or 20K4 and the serial number or S/N are printed on the bottom of the laptop. Laptops manufacture dates from 16/12 through 17/10 (for December 2016 through October 2017) are included in the recall. The manufacturing date codes can be found on the bottom of the laptop.

[Recall details](#)



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