



DPI Investigator

September 2018

From T-R-E-E to NJROTC

Our founder and CEO, John Van Zyll, was recently asked if he could help the community by building a stand for the ceremonial bell used by the Oak Ridge (TN) High School NJROTC program.

Being a woodworking enthusiast, John turned to his trusty sawmill and milled a 100-year-old oak tree into working lumber. Using free-hand drawings as a visual guide, the lumber was rough-hewn and then planed to provide the stand base, side supports and bridge. Stain, filigree and rope were added to complete the build.



John is pleased to have had the opportunity to provide this gift to the young men and women to use in their NJROTC ceremonies.



Help Us Help You *Please...*

- ...submit on-site photos with the claim form - this is better than after the report is completed.
- ...send all the evidence parts - we need them! But please note, or mark, the suspected failed component or part(s). If every item has to be described in detail due to insufficient information, extra charges may be incurred.
- ...include a few extra inches of pipe on either side of a failed plumbing fixture or pipe. This often helps with testing and manufacturer identification.
- ...use the current DPI Claim Form.
- ...use the current DPI address.
- ...use current shipping labels.
- ...use DPI's recommended shipper for large items. This logistics company understands the requirements for evidence preservation during transportation.
- ...request cancellations prior to the beginning of a failure analysis - the cancellation fee is \$80.
- ...mark only one (1) box at the top of the DPI Claim Form - choose Level or ID Only [plus Express for rush service].
- ...respond as soon as possible to DPI communications for a quicker process time.
- ...don't fold water heater connectors in half - this can cause additional internal damage.
- ...use plastic zip-bags to protect documents and claim forms from damp plumbing items or sooty fire-damaged items - they can be impossible to read, which delays process time.

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

\$UCCESSFUL \$UBROGATION HIGHLIGHTS

Evidence	Claim	Recovered	Inspection Charges
Vinyl Supply Line	\$83,000	\$42,000	\$610
Water Filter	\$45,000	\$31,000	\$567
Microwave Oven	\$35,000	\$35,000	\$665
Solenoid	\$27,219	\$23,982	\$367
Angle Shutoff Valve	\$24,407	\$23,407	\$465

All products inspected by DPI are checked for recalls.





Trending Now - Recall Alert

Trending Now at DPI

“Elbow room” and “elbow grease” are two well-known elbow-related phrases. Now, a new phrase is bending ears in DPI’s lab — “elbow failure”. Specifically, a steady stream of dishwasher elbow failures. These angled brass adapters are often employed to connect the dishwasher water inlet valve to a water supply line. So, the elbow needs to be dependable.

Unfortunately, the bend in the elbow is a natural area for water turbulence. And perhaps due to poor quality brass or a thin-walled design, these elbow adapters can fracture and allow water leakage. One such commonly seen elbow was manufactured and/or distributed by Watts (left). According the Watts website, these products have been discontinued, but they remain in circulation. They are identifiable by the Watts “W” logo (middle). The fracture may appear at or near the elbow’s bend (right).



Recall Alert

Vornado Air Reannounces Recall of Electric Space Heaters Following Report of Death; Fire and Burn Hazards

This recall involves Vornado VH101 Personal Vortex electric space heaters sold in the following colors: black, coral orange, grayed jade, cinnamon, fig, ice white and red. The heaters measure about 7.2 inches long by 7.8 inches wide by 7.10 inches high and have two heat settings (low and high) and a fan only/no heat setting. “Vornado” with a “V” behind it is printed on the front of the unit. The model/type “VH101,” serial number and ETL mark are printed on a silver rating label on the bottom of the unit.

Consumers should immediately stop using the recalled heaters and contact Vornado for instructions on how to receive a full refund or a free replacement unit.



[Recall details](#)