



# DPI Investigator

December 2009

## Adjuster On-Site Training

On November 12, 2009, DPI had the privilege of hosting several adjusters from Erie Insurance for a day of on-site training. The guests were treated to a tour of the DPI facility. From Shipping & Receiving, through Inspection and Report Creation, the complete “flow” of an evidence item was discussed. Policies concerning chain of custody and measures to prevent spoliation were explained. Illustrations and demonstrations of common failures were presented by DPI inspectors.

The adjusters also toured the DPI Research Department and saw the extensive exemplar collection that has been assembled and cataloged into our industry-leading database. The tour was followed by lunch and a seminar presentation by John VanZyll, President & CEO of DPI.

To schedule a tour or an on-site training session designed specifically for your staff, contact Customer Service to make arrangements.



John VanZyll, President & CEO  
Conducts a Seminar



It's that time of year again. Time for exploding power strips, overheated extension cords, toy recalls, and burning trees inside the house. That's right folks – it's Christmas at DPI! Common claim issues for adjusters at this time of year will be: power strips/surge protectors, extension cords, and space heaters.



Christmas Extension Cord

With most products, “you get what you pay for.” With power strips, quality of design, material, and construction are factors in failure. Overloading the typical 15 Amp/1800 Watt rating can cause fires. A space heater coupled with another small appliance will quickly exceed the rating. A very large electrical spike can cause the MOV (suppression device) to not only do its intended job, but to overheat and ignite the plastic case. Also, many fires are traced to using power strips with, or nearby, fish tanks.



Surge Protector

Failures of extension cords may be traced to overloading or to use while coiled; a coiled cord can overheat and ignite.

Space heaters should obviously be used with caution, but consumer abuse or misuse is not the only cause for concern. Poor quality components or the lack of “tip-over” switches or other safety devices may be grounds for subrogation.

Property damage or injury during the Christmas Season is a tragedy. Let DPI help you determine if there is potential for subrogation with these claims.



Space Heater



## NEWS from U.S. Consumer Product Safety Commission (CPSC)

FOR IMMEDIATE RELEASE

November 18, 2009

Release # 10-043

### Fire and Burn Hazards Prompt Recall of Gas Grills Sold at Lowe's Stores

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission and Health Canada, in cooperation with the firm named below, today announced a voluntary recall of the following products. Consumers should stop using recalled products immediately unless otherwise instructed. **Name of Product:** Perfect Flame SLG Series Gas Grills **Units:** About 663,000 in the United States and about 1,700 in Canada **Importer:** L G Sourcing, Inc., of North Wilkesboro, N.C. **Manufacturer:** Lucas Innovation Inc., of China **Hazard:** The burners can deteriorate causing irregular flames and the lids of some models can catch fire, posing fire and burn hazards to the consumer. **Incidents/Injuries:** The firm has received about 40 reports of fires from the burners deteriorating and about 23 reports of the lids catching fire. The firm is aware of one report of an eye injury requiring surgery and 21 incidents of minor burns to the hands, arms or face. **Description:** The recalled grills are SLG series "Perfect Flame" brand outdoor propane or natural gas grills. The grills are stainless steel and painted black or gray metal. The model numbers affected by this recall are listed below. The model number can be found in the compartment under the cooking chamber. No other Perfect Flame model numbers are included in this recall.

| Model     | Replacement Burners | Replacement Lid |
|-----------|---------------------|-----------------|
| SLG2006B  | Yes                 | No              |
| SLG2006BN | Yes                 | No              |
| SLG2006C  | Yes                 | No              |
| SLG2006CN | Yes                 | No              |
| SLG2007A  | Yes                 | Yes             |
| SLG2007B  | Yes                 | Yes             |
| SLG2007BN | Yes                 | Yes             |
| SLG2007D  | Yes                 | No              |
| SLG2007DN | Yes                 | No              |
| SLG2008A  | Yes                 | Yes             |



Location of Model Number →

**Sold exclusively at:** Lowe's retail outlets nationwide from September 2005 through May 2009 for between \$200 and \$550 (U.S.) and in Canada from December 2007 through May 2009 for between \$200 and \$250 (CAN).

**Manufactured in:** China **Remedy:** Consumers should immediately stop using the product and contact L G Sourcing to receive free replacement burners and, depending on the model of the grill owned, a free replacement lid. **Consumer Contact:** For additional information, contact the firm toll-free at (888) 840-9590 anytime, or visit [www.lowes.com](http://www.lowes.com)

