



DPI Investigator

March 2010

Evidence Submission 101

TIPS FOR NEW (AND OLD) ADJUSTERS

- Do not ship biohazards. DPI has received refrigerators and freezers still full of food (several weeks old), and toilets still full of ... uhh, well...you know. These situations constitute a biohazard. Please advise your clients and shipping companies to check before packing up the evidence.
- Fractured coupling nuts on the ends of supply lines are a common cause of property loss. Please send the entire nut if at all possible. Often the largest portion of the nut is not sent for inspection as it remains attached to the toilet valve. This is a key portion of the evidence for a thorough and more useful failure analysis.



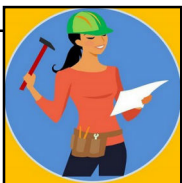
Seminar Dates and Evidence Pick-Up

Upcoming seminar dates offer an opportunity for evidence pick-up. If you are in one of the areas listed in the table to the right and have items for inspection, call DPI Customer Service.

This is a limited service depending on time schedules and evidence size.

Ask about a seminar or training for your staff.

Date	Location
March 10	Lincoln, NE
March 22	Santa Ana, CA
March 22	Rancho Cucamonga, CA
March 23	Phoenix, AZ
April 8	Oldsmar, FL
April 9	Tampa, FL
April 20	Edmeston, NY
April 21	Kernersville, NC
April 22	Norfolk, VA
May 4	Austin, TX
May 6	Dallas, TX



During February, the DPI Shipping and Receiving Department underwent a make-over. Renovations included a larger area for packing and shipping; expansion into an adjacent room for a secure evidence processing area; opening one end near the freight door for a more efficient workflow; and, of course, a fresh coat of paint. Just another way DPI is endeavoring to improve service for our customers.

Recent Reports from Successful Subrogation

Dishwasher Valve Leak

Claim Amount \$70,000 Recovered \$70,000

Water Heater Connector Seal

Claim Amount \$66,875 Recovered \$66,875

Fractured Coupling Nut

Claim Amount \$49,049 Recovered \$49,049

Fractured Coupling Nut

Claim Amount \$39,000 Recovered \$39,000

Dishwasher Fire

Claim Amount \$48,760 Recovered \$35,000

Dishwasher Supply Line Install

Claim Amount \$4000 Recovered \$4000

Total \$263,924

Can DPI Help Improve Your Bottom Line?

Help Us Help You

To Store or Not to Store...

DPI provides a secure evidence storage service for our clients. Storage fees are:

- charged a year in advance
- included in the report invoice
- due with payment of that invoice

Charges will not be prorated for items returned or disposed of prior to the year-end contract date.

It is assumed by DPI that storage is required. If you do not wish the evidence to be stored, then that choice must be made **in advance** by checking the box located above the **Circumstances and/or Details** section on the claim form (see example below). Checking this box indicates automatic evidence return.

- ☒ **CHECK IF STORAGE IS NOT REQUIRED.**
Your item will be returned upon payment of invoice.

Charges will not be reversed once an inspection is completed and the report is issued. Please indicate in advance if you **do not** require the secure storage service.

NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

February 9, 2010

Release # 10-135

Innovage LLC Recalls Discovery Kids Lamps
Due to Fire and Burn Hazards

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed. **Name of Product:** Discovery Kids™ Animated Marine and Safari Lamps **Units:** About 360,000 **Importer:** Innovage LLC, of Foothill Ranch, Calif. **Hazard:** A defect in the lamp's printed circuit board can cause an electrical short, posing a fire and burn hazard to consumers. **Incidents/Injuries:** Innovage has received nine reports of incidents, including seven reports of lamps catching fire, one involving smoke inhalation injury to a child and three involving minor property damage. **Description:** This recall involves the Discovery Kids™ Animated Marine Lamp with model number 1627121 or 1628626 and the Animated Safari Lamp with model number 1627124 or 1628626. All models have batch numbers beginning with "2". The decorative lamps are silver in color and feature rotating films with marine or safari scenes. "Discovery Kids" is printed on the front top left corner. The batch number is an 11 digit number located on the bottom of each unit. The model number can be found on the bottom of the packaging.



BATCHNUMBER



MODEL NUMBER

Sold at: Mass merchandisers, department, drug, and hardware stores nationwide, online, and through direct sales from July 2009 through January 2010 for about \$10. **Manufactured in:** China **Remedy:** Consumers should immediately stop using the lamps, and contact Innovage for information on returning the product for a full refund. **Consumer Contact:** For additional information, contact Innovage toll-free at (888) 232-1535 between 9 a.m. and 5 p.m. PT Monday through Friday, visit the firm's Web site at www.lamprecall.org or email info@lamprecall.org

DPI has inspected numerous products such as the above lamp where defective printed circuit boards caught fire and caused property damage. If you have a claim involving this item or a similar circuit board fire contact DPI for an inspection to see if there is potential for subrogation.