



DPI Investigator

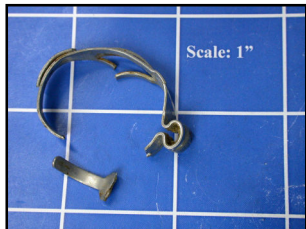
September 2010

FRACTURED PEX Clamps

Stainless steel PEX clamps (also known as clamp rings, stepless clamps, or ear clamps) are becoming a common item for inspection.

- Fractures are usually related to stress corrosion cracking.
- Other factors that should be considered are: improper assembly techniques, manufacturing errors, or problems with adjacent fittings.
- An analysis of these failures ideally includes inspection of the entire joint.
- When sending in fractured clamps, please include the entire joint and a few inches of pipe from each side if possible (six inches or more of pipe is recommended).
- Please send details of the claim history and photos of the failure site if possible.
- If the joint has already been disassembled for repair, please send any related evidence that you have along with the clamp and as much detail of the incident and claim history as is available.

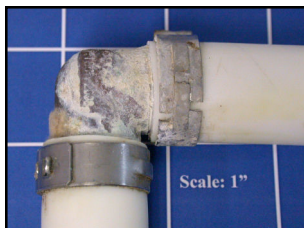
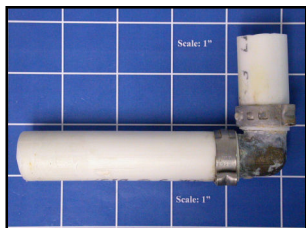
Good



Clamp Only Received For Inspection



Better



Complete PEX Joint Received For Inspection

Recent Reports from Successful Subrogation

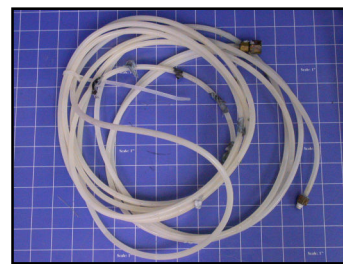
Evidence	Claim	Recovered
Dishwasher	\$2,859.69	\$2,859.69
Dishwasher	\$9,089.77	\$8,898.06
Icemaker Filter	\$12,275.69	\$12,275.69
PVC Fitting	\$17,000.00	\$17,000.00
Icemaker Filter	\$45,000.00	\$45,000.00
DVD Player	\$130,000.00	\$130,000.00
TOTAL	\$216,225.15	\$216,033.44

Can DPI Help Improve Your Bottom Line?

Evidence Submission 101

TIPS FOR ADJUSTERS

- ☒ When sending in water items for inspection, please remove the water before shipping.
- ☒ If an item is still moist, please put the claim form in a sealed bag (wet claim forms are very hard to read).



Icemaker Supply Line
With Water Included



Claim Form



HOW-TO-PACK-STUFF

www.fedex.com/us/services/packageshipment/index.html

www.usps.com/send/preparemailandpackages/preparingpackages.htm

www.ups.com/content/us/en/resources/ship/packaging/guidelines/how_to.html

NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

August 10, 2010

Release #10-316

Additional Reports of Fires and Low Consumer Response Rate Prompt Re-announcement of Goldstar and Comfort-Aire Dehumidifier Recall

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today reannounced a voluntary recall of the following consumer products. Consumers should stop using recalled products immediately unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product.

Name of Product: Portable Dehumidifiers. **Units:** About 98,000 (previously recalled in December 2009).

Manufacturer: LG Electronics Tianjin Appliance Co., of China. **Hazard:** The power connector for the dehumidifier's compressor can short circuit, posing fire and burn hazards to consumers.

Incidents/Injuries: LG has received four additional reports of fires involving the recalled dehumidifiers, including one that resulted in significant damage to a home. No injuries have been reported. **Description:** This recall involves 30-pint portable dehumidifiers sold under the brand names in the chart below. The dehumidifiers are white with a red shut-off button, controls for fan speed and humidity control and a front-loading water bucket. "Goldstar" or "Comfort-Aire" is printed on the front. The model and serial numbers are printed on the interior of the dehumidifiers and can be viewed after the water bucket is removed.

Brand	Model No.	Serial Number Range	Sold at
Goldstar	GHD30Y7	611TAxx00001~08400 611TAxx08401~40600 612TAxx00001~20400 612TAxx21001~30600	Home Depot
Goldstar	DH305Y7	612TAxx00001~00600 701TAxx00001~16800 702TAxx00001~03000	Walmart
Comfort-Aire	BHD-301-C	611TA000001~001697 612TA000001~004200 701TA000001~000578 710TA000001~000599	Heat Controller Inc.

Sold at: The Home Depot, Walmart and Heat Controller Inc. nationwide from January 2007 through June 2008 for between \$140 and \$150. **Manufactured in:** China.

Remedy: Consumers should immediately stop using the recalled dehumidifier, contact LG to determine if it is included in the recall and return it to an authorized LG service center for a free repair. **Consumer**

Contact: For additional information, contact LG toll-free at (877) 220-0479 between 8 a.m. and 7 p.m. CT Monday through Friday and between 8 a.m. and 2 p.m. CT on Saturday for the location of an authorized LG service center for the repair, or visit the firm's website at www.30pintdehumidifierrecall.com



Goldstar



Goldstar



Comfort-Aire