



DPI Investigator

October 2010

Evidence Submission 101

TIPS FOR ADJUSTERS

When sending in fractured water filters, please include as many of the components as possible.

- ☑ Cap
- ☑ Filter Cartridge
- ☑ O-ring
- ☑ Canister/Sump
- ☑ On-site photos
- ☑ Service history



Components that are associated with a fractured item are often valuable pieces of evidence. When possible, it is best not to disassemble the filter prior to inspection.

Always send the evidence you have, but the more an inspector has to work with, the more beneficial the report will be.

Ship-Shape Shipping



☞ In a rush but you've run out of shipping labels? Contact DPI Customer Service for assistance. The Shipping Department will e-mail up to 10 prepaid UPS labels so you can keep evidence moving. Bulk labels are sent by mail.

☞ Want to save time and money? When shipping evidence to DPI, please use labels with our current address in Oliver Springs, TN. In February of 2005, DPI moved to its present location. Some customers are still using shipping labels with the old Oak Ridge address. This causes delays and extra charges. Please contact Customer Service for labels to replace your old stock.

☞ Your inspection is completed and the report has been shipped out, but often there is a balance due for the service. Many times multiple parties (e.g., insurance company, attorney, and manufacturer) will share in the cost of an analysis. Regardless of arrangements by other parties, keep in mind that the DPI customer whose name is on the invoice is ultimately responsible for the fees incurred. Avoid shipping delays by keeping balances current.

Feedback

Everyone likes to know how they are doing in their jobs. DPI is no different. Of course, if we mess up something, we hear about it. But normally, we get very little feedback regarding how cases turn out with subrogation.

The DPI evidence disposal form has a section to indicate if subrogation was pursued, what the claim amount was, and what amount was recovered. If the settlement information in a case is not confidential, please fill in those areas or let us know how your cases turn out. It is useful to why they ruled one way or the other. When we we use it to study the opinions of other experts, arguments regarding product failures and property



Are there situations in your geographical region that you feel may have a unique effect on product failures? One example is an area of the country with a very high incidence of brass PEX fitting failures. Keep us informed if you suspect something unique is going on in your region that may impact failure analysis.

Call, email, or fax your feedback and useful information. It is beneficial to us, and in turn, improves your inspections.

INSPECTION STATUS:www.dpi-inc.com/status.php

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NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

September 23, 2010

Release #10-353

Molenaar LLC Recalls Night Lights Due to Fire and Shock Hazard

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. It is illegal to resell or attempt to resell a recalled consumer product. **Name of Product:** Electroluminescent night lights. **Units:** About 315,000. **Manufacturer:** Molenaar LLC of Willmar, Minn. **Hazard:** The night lights can become hot to the touch and melt, resulting in risk of possible shock or fire. **Incidents/Injuries:** The firm is aware of 4 incidents of the night lights melting, resulting in minor property damage. No injuries have been reported. **Description:** Two models of the night lights are being recalled. One model, Model No. 2019, is shaped like a house. The other, Model No. 2017, is square-shaped with a rounded top. The night lights glow green when plugged into an electrical outlet. "71980 U.S.A." is molded into the night light's back panel, just above the brass outlet prongs. The night lights may have the brand names or logos of various companies printed on the front. **Sold at:** The recalled night lights were distributed free as promotional products by various companies imprinted with various company names between October 2001 and November 2009. **Manufactured in:** U.S. **Remedy:** Consumers should immediately stop using the recalled night lights and throw them away. **Consumer Contact:** For additional information, contact Molenaar at (877) 719-4442 between 7 a.m. and 5 p.m. CT Monday through Friday or visit the firm's website at www.miline.com



The DPI Research Department is a leader in the failure analysis industry for failed product identification. Our large collection of nightlight exemplars is helpful for manufacturer identification when the nightlight has been damaged by fire.

