



DPI Investigator

December 2010

New Claim Form Guide

Last month we announced a revised claim form for our mail-in program. Please discard any old forms and use the most recent version at www.dpi-inc.com/?page_id=8.

Attached with this month's newsletter is an updated guide with handy tips on filling out the claim form. The more complete the claim history is that an inspector has to work with, the more beneficial the report will be to the adjuster.

COLD WEATHER HOT ITEMS

Unfortunately, the holidays and colder weather often are the beginning of a season of fires, property loss, and tragedy. Many fires are related to human error, but there are also common problems with faulty products. Defective or poorly designed Christmas lights, space heaters, and power strips are common items DPI receives for inspection. If you have claims involving a "hot item," have DPI inspect it to help you determine if there is potential for subrogation.



Decorative Lights Have Been
The Subject Of Many Recalls



Don't Let the Shipping Grinch Steal Your Subrogation Potential

Unfortunately, it seems the Shipping Grinch doesn't just work during Christmas. He is active all year long. DPI cannot be responsible for damage to your evidence that occurs during the shipping process. Damage claims must be addressed with the appropriate shipping company. You may also consider purchasing the optional extra shipping insurance on fragile items. Contact your shipper about available options. Should you need assistance, please contact DPI's Customer Service.



Shipping damage is a common problem with toilets. Several times this year, inspections had to be canceled and subrogation potential was lost due to toilets that were broken in transit.

When DPI ships out an item such as a toilet, it is palletized and strapped down to prevent damage. We suggest that adjusters make the same arrangements with their shippers to protect their valuable evidence from damage.

DPI also suggests that, instead of shipping toilets and such items to the manufacturer, they remain in our secure storage facility and have the manufacturer come here to do their inspection. DPI hosts third party inspections almost daily.



NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE
RELEASE
November 23, 2010
Release #11-053

Meijer Recalls Oscillating Ceramic Heaters Due to Fire 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:** Touch Point Oscillating Ceramic Heaters **Units:** About 6,700 **Importer:** Meijer, of Grand Rapids, Mich. **Manufacturer:** Ningbo Dongji Electronic Tech Co. LTC, of Ningbo, Dongki, China **Hazard:** The oscillating mechanism in the heaters can short out, posing a fire hazard to consumers. **Incidents/Injuries:** Meijer has received two reports of incidents involving fires that resulted in property damage. No injuries have been reported. **Description:** This recall involves Touch Point PTC oscillating ceramic heater with model number PTC-902 and serial numbers between 35005-43008. Model and serial numbers are located on a sticker on the bottom of the heater. The grey/silver colored heaters are about 10 inches tall and have a screen across the front.

Sold exclusively at: Meijer stores in Indiana, Illinois, Kentucky, Michigan, and Ohio from October 2009 through October 2010 for about \$25. **Manufactured in:** China **Remedy:** Consumers should immediately stop using the recalled heaters and return them to the nearest Meijer retail store for a full refund of the purchase price. **Consumer Contact:** For additional information, contact Meijer toll-free at (866) 927-8699 between 9 a.m. and 5 p.m. ET Monday through Friday or visit the firm's website at www.meijer.com



The DPI Research Department has an extensive collection of exemplar heaters to aid in product identification after fire damage.

