



DPI Investigator

January 2011



2011 may look uncertain in many ways due to the present economy, but at DPI our on-going efforts to improve service in 2010 resulted in a positive outlook for the New Year. We added new clients and saw an increase in the number of

items received for failure analysis. Improvements in the shipping department, database enhancements, in-house failure testing and research, and the offer of additional post-analysis subrogation support have resulted in improved services and a better finished product for our clients. Our 2011 New Year's Resolution is to continue improving to benefit you.

The new year also marks 20 years of DPI's service in the failure analysis industry. From simple beginnings specializing in roofing failures, DPI has become a leader in providing analysis for small-amount property loss claims. Our popular mail-in program was a ground-breaking service; so much so that other firms have copied our model. Imitation truly is the sincerest form of flattery. The result of accepting low-dollar claims means DPI sees a large volume of the most common failed items. This gives us a unique perspective as failure experts regarding these products.

Another area of DPI's expertise is in product identification. Started in 2001, the DPI Research Department continually collects exemplars and catalogs documents to aid in product identification, manufacturer information, and product reference resources. In 2010 DPI Researchers handled over 300 cases with problematic identification. Other engineering firms and failure analysts rely on the skill of DPI's crack research team. When your evidence looks like "road kill" and the labels are gone, call DPI.



Evidence Submission 101: PIPES

When retrieving evidence from pipe failures, remember to collect a length of pipe on either side of the leak site. For small leaks that need to be pressure tested for confirmation, 6 – 12 inches of extra pipe allows for the necessary connections. Try to include a section (or photos) with complete product markings if possible. Also, include on-site photos of the leak area for context and any plumber's receipts and statements that are available. As always, we know it is not always possible to retrieve everything, so send in what you can.

Help Us Help You

2011 Subro Tracking

Better tracking of subrogation results is a DPI goal for 2011. Often, after an inspection is complete and the evidence is returned, DPI never learns the results. Follow-up information is usually only provided when extra support services are requested or when an evidence disposal authorization is received. We realize we cannot capture 100% of these statistics, but we hope we can get enough facts for a snapshot of inspection results. We will try to track successes and losses, percentages of subro attempts through arbitration compared to litigation, and, of course, any information that will help improve our service to you. Karen Taylor will be gathering the data via a simple email checklist or a very brief phone follow-up. Any information that is not confidential that you could share will be greatly appreciated. We realize that you are busy, and we will keep this as simple as possible. At the end of 2011, the data collected should help us further improve services to you.



Karen Taylor
DPI Subro Tracker



Meet The Inspector

Trent Turpin has been a DPI inspector for 10 years. Trent is trained in the building trades, specifically residential and commercial wiring and electrical troubleshooting. He has worked as an industrial senior maintenance technician and also in aircraft component assembly.

Since joining DPI, Trent has gained experience in the failure analysis of an assortment of items, from blown-out truck tires to an auto-watering dog dish; even a flower pot once. His expertise has become large consumer appliances. If you send in a failed water heater, Trent will probably do the inspection. Always willing to help adjusters, other inspectors, and engineers, Trent is a valued member of the DPI team.

NEWS from CPSC

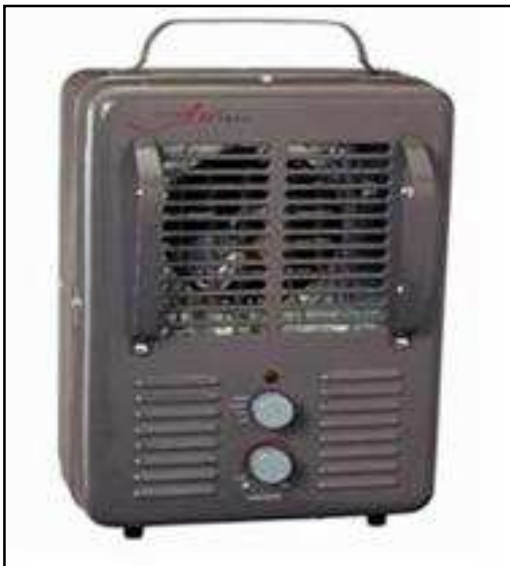
U.S. Consumer Product Safety Commission

FOR IMMEDIATE
RELEASE
December 16, 2010
Release #11-069

Wal-Mart Recalls Electric Heaters Due to Fire and Burn 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: Flow Pro, Airtech, Aloha Breeze & Comfort Essentials Heaters **Units:** About 2.2 million
Importer: Wal-Mart Stores Inc., of Bentonville, Arkansas **Hazard:** The heaters can malfunction resulting in overheating, smoking, burning, melting and fire. **Incidents/Injuries:** Wal-Mart has received 21 reports of incidents, which included 11 reports of property damage beyond the heater. Injuries were reported in four incidents, three of which required medical attention for minor burns and smoke inhalation. The remaining incidents included smoke irritation, sparking or property damage beyond the heater. **Description:** This recall involves Flow Pro, Airtech, Aloha Breeze and Comfort Essentials 1500 watt heaters. The heaters are grey with a metal handle on the top with vents and grey control knobs on the front. The model number is 1013 and can be found on a label on the lower left corner of the back panel of the heater. **Sold Exclusively at:** Walmart stores nationwide from December 2001 through October 2009 for about \$18. **Manufactured in:** China **Remedy:** Consumers should immediately stop using the recalled heater and return the product to any Walmart store for a full refund. **Consumer Contact:** For additional information, contact Wal-Mart toll-free at (800) 925-6278 between 7 a.m. and 9 p.m. CT Monday through Friday, or visit the firm's website at www.walmart.com



Recalled Electric Heater



Some of the many DPI exemplars available to aid in product identification after a fire.