



DPI Investigator

February 2011

Evidence Submission 101

TIPS FOR ADJUSTERS

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

One component that is often overlooked is the filter wrench. If the wrench used for filter service can be retrieved, please include this with your evidence submission. Matching tool marks to a specific wrench will aid in failure analysis. If the filter was serviced with a strap wrench, include it, if possible, or note the information on the claim form.



More tips on water filter submission were discussed in the October 2010 DPI Investigator, available at www.dpi-inc.com.

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

ASAP!

All too often inspectors see situations where subrogation potential is diminished or lost due to missing evidence components or missing information critical to put a failure in proper context. Recording information and taking on-site photos as close to the time of failure as possible may be the key factor in winning subrogation. When in doubt about a situation, call DPI *As Soon As Possible* and discuss what evidence, photos, and information would be useful for that type of failure. If at all possible, call before items are disassembled and repairs begun.

On The Road Again...



Did you know DPI offers pick-up service for large evidence items? We try to arrange a "route" and pick up as many items as possible in one trip. This may save you money compared to other shipping options. Call the DPI Customer Service Department and see if this option works for you. Ask for Frankie, the coordinator for this service.



Frankie Coordinates Evidence Pick-up

Meet The Inspector



Bill Leeth has been a DPI inspector for seven years. Bill served the country for six years as a U.S. Navy Machinist's Mate responsible for operation, inspection, and maintenance of nuclear reactor equipment. He is well trained in the design and functions of pumps, turbines, valves, and piping. Bill has also taken classes in mechanical engineering.

In other experience, Bill worked in electronics assembly and as a Quality Control Analyst for a plumbing fixture manufacturer.

Since joining DPI, Bill has been involved in the failure analysis of various items. His latest areas of expertise are reverse osmosis systems and water filters. Bill is very detailed and writes excellent failure analysis reports.

NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

January 11, 2011

Release #11-088

GE and Professional Series Brand Dehumidifiers Recalled 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:** GE and Professional Series Brand Dehumidifiers **Units:** About 198,000 **Importer:** GEA Products L.P., of Louisville, Ky., and CEM Global LLC (Professional Series) of China **Manufacturer:** GD Midea Air Conditioning Equipment Ltd., of China **Hazard:** A component in the dehumidifier's compressor can short circuit, posing a fire hazard to consumers. **Incidents/Injuries:** Midea and GE have received a total of 14 reports of incidents involving smoke and fumes emitting from the unit and eight reports of fires. In six of the reported fire incidents, property damage extended beyond the unit. No injuries have been reported. **Description:** This recall involves 30-pint and 40-pint portable dehumidifiers manufactured between November 2006 and August 2007, and during April 2008. The dehumidifiers are white with a front-loading water bucket. "GE" or "Professional Series" and digital controls are located on top of the dehumidifier.

Model and serial numbers are located on the back of the dehumidifiers. Model and serial numbers included in the recall are:

Brand	Model Number Begins With:	Serial Number Begins With:
GE	AHK30LK, AHW30LK, AHM30LK, AHK40LK, AHH40LK, and AHM40L	VL1, ZL1, AM1, DM1, FM1, GM1, HM1, LM1, MM1, RM1
CEM "Professional Series"	PS78303	from C10102336010841 4100001 to C10102336010841 5103037

Sold at: Walmart, Sam's Club, Home Depot, Menards and other retail stores nationwide from February 2007 through June 2009 for between \$140 and \$180. **Manufactured in:** China **Remedy:** Consumers should immediately stop using the recalled dehumidifiers and contact Midea to determine if their product is included in the recall. Consumers with recalled dehumidifiers will return their product to an authorized service center for a free repair. Consumers should not return the recalled dehumidifiers to the place of purchase. **Consumer Contact:** For additional information, contact Midea toll-free at (877) 593-8721 between 8 a.m. and 5 p.m. ET Monday through Friday, or visit the firm's website at www.recallverification.com

LOCATION OF BRAND NAME ("GE" or "Professional Series") SHOWN HERE:



RATING LABEL WITH MODEL AND SERIAL NUMBER SHOWN HERE:

