



DPI Investigator

March 2011

Evidence Submission 101

SUMP PUMPS



TIPS FOR ADJUSTERS

- ☑ When sending in sump pumps, please remember these are often heavy objects and require special packing consideration.
- ☑ *Always* place the pump in double plastic bags. They sometimes leak oil or water. This presents the possibility of having the shipper return or reject the package and can even result in extra fees if it is deemed hazardous material.
- ☑ Orient the pump upright and mark the box accordingly.
- ☑ Cushion the contents so that switches, switch arms, and pipes are protected from damage.
- ☑ Double boxing is recommended.
- ☑ If the pump were disassembled or inspected prior to being sent to DPI, please note the information and circumstances on the claim form.
- ☑ More packing tips can be found at the web sites of major couriers.



Recent Reports from Successful Subrogation

Evidence	Claim	Recovered
Faucet Supply Line	\$160,000.00	\$90,000.00
Portable LP Heater	\$40,000.00	\$40,000.00
Water Filter	\$100,000.00	\$80,000.00
T&P Valve	\$20,894.34	\$7,786.13
Furnace Motor	\$19,209.62	\$10,000.00
Faucet Shank	\$10,622.98	\$10,091.83
TOTAL	\$350,726.94	\$237,877.96

Can DPI Help Improve Your Bottom Line?

Meet The Inspector



Dale Walker has been a DPI inspector for seven years. Dale is an experienced commercial and residential electrician. He holds a degree in Applied Science in Computer Electronics Engineering Technology. Dale is also a Tennessee licensed Private Investigator who often takes part in on-site inspections of property

loss due to fire and/or electrical failure.

Dale's expertise is investigation of fire-related loss and failed electronics analysis. He has participated in investigations of product failures that manufacturers have contracted DPI to study.

His skill, respect by other team members, and easy-going nature have earned Dale a recent appointment as Lab Supervisor. If you have a question or problem, you can be certain Dale will address it promptly and professionally.

Dryer Disassembly

When investigating the cause of a dryer fire, the only way to determine the cause of the fire is to disassemble the appliance. DPI does not consider this as spoliation of the evidence (and other failure analysts agree.) There is no other way to get answers. However, even with clear evidence of cause of failure, there are a couple of manufacturers that charge spoliation. In the future, to avoid unnecessary conflicts, DPI will do a cursory exterior inspection and contact the adjuster for authorization to disassemble the dryer or to hold the evidence and arrange for a joint inspection.

NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE
February 9, 2011
Release #11-124

Hoover Recalls WindTunnel Canister Vacuums Due to Fire and Shock Hazards

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:** Hoover® WindTunnel Canister Vacuums **Units:** About 142,000 **Importer:** Hoover Inc., of Glenwillow, Ohio **Hazard:** The power cord between the power nozzle and the wand connector can short-circuit posing fire and shock hazards to consumers. This condition can occur even if the vacuum has been turned off but left plugged in. **Incidents/Injuries:** Hoover has received 69 reports of overheating or electrical malfunction, including one report of fire and smoke damage, and two reports of carpet damage. There has been one report of a minor injury. **Description:** This recall involves the Hoover WindTunnel Bagless Canister Vacuum model S3755. The vacuum is silver and black in color, and comes with a power nozzle. The model number can be found on a label on the bottom of the canister. **Sold at:** Mass merchandisers, department stores and independent vacuum retailers nationwide and online from March 2003 to December 2008 for between \$250 and \$280. **Manufactured in:** China **Remedy:** Consumers should immediately stop using the recalled vacuum cleaners and contact Hoover for a free repair.

Consumer Contact: For additional information, contact Hoover toll-free at (888) 564-2066 between 8 a.m. and 7 p.m. ET Monday through Friday, or visit the firm's website at www.hoover.com/windtunnelcanisterrecall

