



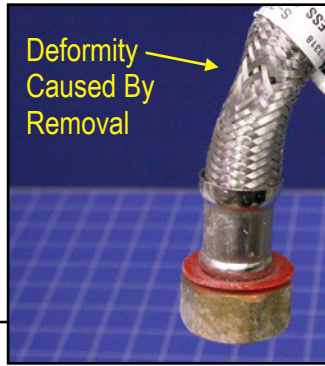
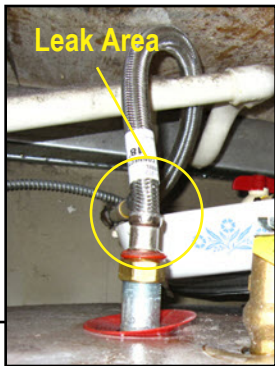
DPI Investigator

June 2011

Evidence Submission 101

TIPS FOR ADJUSTERS

- ☑ When sending in stainless steel braided water heater connectors, please try and have the field adjuster send in on-site photos of the evidence in place, preferably prior to detaching the connector from the heater. These connectors often become deformed during removal and the adverse party will claim that the item was damaged when *initially* installed.
- ☑ Close-up photos from different sides of the leakage area before and after disassembly are helpful in the event there are questions concerning damage or spoliation.
- ☑ Water heater connectors are attached with one end to a pipe and the other to the heater. Please clearly label or indicate which end of the connector was attached to which item.
- ☑ More tips are included in the attached checklist for field adjusters.



2011 CLAIM FORM

www.dpi-inc.com/?page_id=8

Help Us Help You

Please Fill Out The Claim Form Carefully

When it comes to the address box on the DPI claim form, please know your company's policies on receiving reports. If you receive mailed reports, please use the appropriate address. If you only receive email reports, we need to know that. If your company has everything go to an Imaging Center, please use that address.

If you haven't seen your report, double check the address on the claim form to see where it was sent. And of course, if all else fails, DPI's Customer Service Department will track it down for you.

Business has been brisk lately and we are currently about two weeks behind our normal report turn-around time. If your reports have been showing up routinely at the correct location in the past, any recent delays are probably due to our backlog. We have been working overtime to catch up. And don't forget, report status can now be checked online.

Subro Results Tracking



Thanks to all those that have been giving us feedback on subrogation results. Some have responded by email, others by phone and personal discussion concerning wins and losses. A few have even used our new PDF version Subrogation Results Survey form. Soon a pre-populated web-based form will be available so you can just fill in a couple of boxes, then check, check, and click submit. What could be easier?

Email notes and phone calls with suggestions are always appreciated. DPI continually strives to provide an accurate, objective failure analysis that answers your questions and meets your needs.

DPI provides a cost-effective failure analysis for small claims. To keep costs down, our workflow is standardized as much as possible. The inspector and other personnel depend on our standardized claim form. Additional information is always welcome, but old forms or non-standardized evidence submission will often slow down the workflow and increase the chances of error.

Please discard any older versions of the DPI Claim Form and use the new version with your inspections. A fillable PDF version is available on the DPI website. Please use a new copy or delete the old data from the PDF fields if re-using a prior claim form.

NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE
 May 31, 2011
 Release #11-236

Model Helicopters Recalled by Horizon Hobby Due to Impact and Laceration Hazards

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission and Health Canada, 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:** Blade mCP X Bind-N Fly and Ready to Fly Remote Control Model Helicopters and replacement Blade mCP X Main Blade Grips with Bearings **Units:** About 16,600 in the U.S.; 1,300 in Canada **Importer:** Horizon Hobby, Inc., of Champaign, Ill. **Hazard:** The main blade grips and main rotor blades can release from the main rotor head, posing an impact and laceration hazard. **Incidents/Injuries:** Horizon Hobby has received 312 reports of the rotor blades releasing from the rotor head, including 34 reports of a blade striking a user, resulting in 12 laceration injuries. **Description:** Blade ultra-micro indoor/outdoor helicopters have red and blue canopies with the name "Blade mCP X" printed on both sides. The model numbers are printed on the underside of the products' boxes with the bar code. The following are recalled:

Product Name	Size	Model Number
Bind-N-Fly Helicopter	Length 9.65 inches	BLH3580
Ready to Fly Helicopter (transmitter included)	Length 9.65 inches	BLH3500
Main Blade Grips with Bearings (replacement part)	Rotor Diameter .6 inches	BLH3514

Sold at: Retailers nationwide during March 2011 for \$180 to \$220 for the model helicopters and \$10 for the replacement part. **Manufactured in:** China **Remedy:** Consumers should contact Horizon Hobby for free replacement of main rotor grips and do-it-yourself instructions. **Consumer Contact:** For additional information, contact Horizon Hobby Support Team toll-free at (877) 504-0233 between 8 a.m. and 7 p.m. CT Monday through Friday, between 8 a.m. and 5 p.m. CT on Saturdays, and between 12 p.m. and 5 p.m. on Sundays, or visit the website at www.bladehelis.com/MCPX





Field Adjuster's Evidence Submission Checklist

Water Heater Connectors



Checklists are provided for DPI clients as an aid in preparing for shipping evidence for inspection and to help produce the most accurate report possible. Please go through the list prior to completing the DPI claim form. Obtain as much information as possible. **As always, submit your evidence for inspection even if all details are not available.**

- Add Express Report service?
- Report date of loss.
- Include three to six on-site photos.
- How long in service?
- Legible manufacturer ID label or tag?
(check other lines in home if tag has been removed)
- Purchase location known?
- Purchase receipt available?
- Installer known?
- Professional installer receipt available?
- Include installer statement.
- Had recent repairs/service been performed? By whom?
- Had the connector been re-used after service or changing heaters?
- Report or mark which end was attached to water heater.
- Note area of leakage: body of line, crimp sleeve, nut.
- Describe type of leak: drip, spray, uncontrolled flow.
- Was the line in a stretched/strained/distorted position (too long or too short)?
- Report approximate length of leakage time.
- Include brief description of property damage.
- Note any damage or marks due to removal and restoration activity.



Sample Description: Claim Circumstances and/or Details:

The connector was installed by Mr. Insured five years prior to leak. The heater is located under a stairway. No problems were observed when he inspected it a few weeks prior. Leak appeared to be coming from nut area on the heater end of the connector. Floor was damaged.



On-site Photo Tips:

- Best photos are prior to disassembly and repair
- Wide view showing water heater area
- Medium view showing complete line in place
- Close-up of leak area

Please download and use the most recent mail-in claim form at www.dpi-inc.com Training Library & Forms

