



DPI Investigator

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When "Do It Yourself" becomes "Do It To Yourself"

Failure analysis can sometimes be humorous and entertaining. From the unexpected influences of pets and rodents to the deluge from creative plumbing endeavors, there are often surprises in the laws of cause and effect.

- Surprisingly, cutting the float switch off of the sump pump caused water problems for one homeowner.
- Ping pong balls, and a few unmentionable items, have been proven to cause many sump pump failures.
- Excess dog food in the oven can lead to a fire.
- Leaving the plastic wrapper on a water filter cartridge causes more problems than just bad tasting water.
- Dogs, cats, rabbits, and guinea pigs, when locked in a bathroom, may be tempted to chew through the toilet supply line.
- Replacing the refrigerator filter with a section of PVC pipe may not turn out as planned.
- Those magic wires from underwire bras routinely end up in electric dryer wiring, resulting in hotter presentations than anticipated.
- Excess cockroaches can result in microwave fires.
- A rat chewing on 220V stove terminals not only became an extra crispy critter but set the kitchen on fire.
- Live tarantula (this was not a cause of failure but was a cause for great excitement when the inspector opened the box).
- Homeowner-modified microwaves...this almost never turns out well.

**PARTS
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Please Include The Spare Parts

DPI often receives an item for inspection that is in perfectly good shape with no sign of failure. The actual cause of loss was likely due to how parts were assembled.



When at all possible, please remember to include adjacent components. If possible, try not to disturb the suspect connection. Also, include on-site photos of the failed item and immediate area if available.

Escalated Services

After the initial failure analysis is complete, DPI offers a range of escalated services to help our customers determine a course of action.

For instance, we often receive requests to review a letter of liability denial. Many times there will have been new or revised information discovered that affects a decision. Often with plumbing components, the issue is *age*. If facts are uncovered in a denial review that confirm the evidence item is older than originally reported, then a decision on subrogation pursuit can be made. In most cases with simple review and advice, DPI considers this as just good customer service and there is no charge.

Other situations require a formal letter of rebuttal. The base cost for this service is \$100, and many situations can be addressed with a simple letter of rebuttal or explanation. However, sometimes a letter of liability denial will include numerous counter-points that must be addressed, arbitration contentions, depositions for review, C&O report, etc. These projects can run into many hours of review, research, comparative illustrations, etc. These are handled with additional rebuttal log hours at our standard \$75 per hour rate. Most of these more detailed projects are handled with one or two extra hours above the base \$100. If a project is going to become more involved than this, excess charge approval is required.

Reports from subrogation specialists who regularly use this service have indicated that this "extra push" is resulting in more favorable settlements.

Other escalated services DPI offers include:

- ◆ Upgraded reports
- ◆ Expert representation for arbitration
- ◆ Research services
- ◆ Photo illustrations
- ◆ Video of testing
- ◆ Coordination of advanced material analysis

NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

June 30, 2011

Release #11-265

Hamilton Beach Recalls Toasters 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:** Hamilton Beach® classic chrome 2-slice toasters **Units:** About 300,000 **Importer:** Hamilton Beach Brands Inc., of Glen Allen, Va. **Hazard:** The heating element in these toasters can remain energized indefinitely when an item is placed in the toaster which may ignite the contents, posing a fire hazard if the toaster is near flammable items. **Incidents/Injuries:** Hamilton Beach has received 15 reports of toasters that did not pop-up as intended, including three reports of minor damage to kitchen cabinets. There were no reports of injuries. **Description:** The Hamilton Beach recall involves model 22600 toasters with specific series codes. These series codes begin with the letters C or D, and have the format of CXXXXBI or DXXXXBI, where XXXX is a four-digit number ranging from 0190 through 5290. The model number and series code are printed on the bottom of the toaster. The toaster has a chromed steel exterior, a front control panel with a rotary toast shade selector and function buttons arranged in an arc, a front removable crumb tray and Hamilton Beach printed across the front of the toaster. **Sold at:** Mass merchandisers and department, grocery and home center stores nationwide and various online retailers from February 2008 through June 2011 for between \$30 and \$40. **Manufactured in:** China **Remedy:** Consumers should immediately stop using the recalled toasters and contact the firm to receive instructions on how to obtain a free replacement toaster. **Consumer Contact:** For additional information, contact Hamilton Beach at (800) 379-2200 anytime, or visit the firm's website at www.hamiltonbeach.com. General toaster safety information available from Hamilton Beach at (<http://tinyurl.com/43va5sd>) (pdf).

