



DPI Investigator

October 2011

Help Us Help You *Please* Send Claim Forms

legible

It's a fact; almost everyone hates paperwork. But the truth is, if the paperwork is incomplete or illegible, mistakes are made and time is wasted.

For example:

- a wrong address for the insured created much confusion (it took the adjuster a couple of weeks to figure out where the loss actually occurred)
- creating your own claim forms often causes problems
- several days delay in processing an inspection due to illegible handwriting is a common problem
- poor penmanship produced perplexing profanity

You get the point. If you happen to be penmanship-challenged (ask your co-workers; they will know), please use the PDF version of the DPI claim form available on our web site. The form can be filled in, saved, and printed out to send with your evidence. The time saved and confusion avoided will benefit everyone.



FOLLOW UP SERVICES

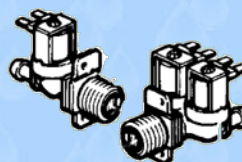
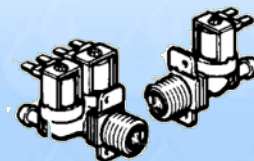
When requesting rebuttal letters or other add-on services to a completed report, please remember to return the evidence (specifically small items) if it is not being stored by DPI. In most cases, it is helpful—or absolutely necessary—to have the actual item in hand to accurately evaluate the adverse parties' liability denial contentions. Waiting on the evidence to be returned can significantly delay a response.

**Thanks!**

The Customer Service Department wants to send a big Thank You to those customers who have recently been updating their evidence storage status. The spreadsheets have been very helpful.

“Why Solenoid Valves Fail”

Solenoid valves are commonly used in washing machines, refrigerator ice makers, and dishwashers. Recently, John VanZyll, CEO of DPI, disassembled several valves and discussed common failures. The video of this demonstration is available at: <http://www.youtube.com/watch?v=7AxpTpXESrk> or at www.dpi-inc.com under “Training Library & Forms.”



This new video provides an overview of some causes for solenoid valve failures and how destructive testing may help identify the cause.

Have you heard? The economy has been in poor shape for a couple of years. Ok, that's not really surprising news. In an attempt to help out, DPI has not raised basic rates for over three years. Unfortunately, just like everybody else, our operating costs have continued to rise. So, January 1, 2012, the following rates will be in effect:



Updated Pricing	January 1, 2012
Level 1 Inspection	\$300
Level 2 Inspection	\$475
Level 3 Inspection	\$575
Return Shipping Fee	\$35
Tech Log Hour	\$80

NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE

September 14, 2011

Release #11-324

**HOME FIRES PROMPT DEHUMIDIFIER RECALL
RE-ANNOUNCEMENT FROM LG ELECTRONICS****More Than One Million Dollars in Property Damage Linked to Goldstar and Comfort-Aire Dehumidifiers**

WASHINGTON, D.C. - LG Electronics Tianjin Appliance Co., in cooperation with the U.S. Consumer Product Safety Commission (CPSC), is urging consumers to check if they have recalled Goldstar or Comfort-Aire dehumidifiers. The firm is re-announcing the recall of about 98,000 of the dangerous dehumidifiers that pose a serious fire and burn hazard, and are believed to be responsible for more than one million dollars in property damage.

The power connector for the dehumidifier's compressor can short circuit, posing fire and burn hazards to consumers and their property.

The dehumidifiers were first recalled in December 2009 following eleven incidents, including four significant fires. Since that time, the company has received sixteen additional incident reports of arcing, smoke and fire associated with the dehumidifiers, including nine significant fires. No injuries have been reported. Fires are reported to have caused more than \$1 million in property damage including:

Because of the severity of the risks, CPSC and LG Electronics are concerned with the lack of consumer response to the recall. Only two percent of the 98,000 consumers who purchased these units have received a free repair, which means that consumers and their property remain at serious risk.

Anyone who has the recalled dehumidifiers is strongly encouraged to immediately stop using them, unplug them, and contact LG Electronics for the free repair.

The recall involves the 30 pint portable dehumidifiers sold under the Goldstar and Comfort-Aire brands. The dehumidifiers are white with a red shut-off button, controls for fan speed and humidity control, and a front-loading water bucket. "Goldstar" or "Comfort-Aire" is printed on the front. Model and serial number ranges included in this recall are listed in the table below. The model and serial numbers are located on the interior of the dehumidifier, and can be seen when the water bucket is removed.

The recalled dehumidifiers were sold at The Home Depot, Walmart, Ace Hardware, Do It Best, Orgill Inc., and other retailers nationwide from January 2007 through June 2008 for between \$140 and \$150. They were manufactured in China..



For additional information about the recall and for the location of an authorized service center for the repair, contact LG toll free at (877) 220-0479 between 8 a.m. and 7 p.m. CT Monday through Friday, and between 8 a.m. and 2 p.m. CT on Saturday, or visit the firm's website at www.30pintdehumidifierrecall.com.