



Diversified Product Inspections, LLC

Since 1991

DPI Investigator

December 2011



CORRECT ADDRESS FOR DPI UPS SHIPPING LABELS

Please be advised
that starting
January 1, 2012,

Diversified Product Inspections, LLC will start charging an additional \$25.00 for the use of UPS shipping labels that have the 3 East Main Street, Oak Ridge, Tennessee address on them. DPI has not been at this address in over six years, and United Parcel Service charges DPI an address correction charge every time a label is used with the Oak Ridge address on it.

Our correct address is: 1059 E. Tri-County Blvd., Oliver Springs, Tennessee, 37840. This should be the address that is on the UPS labels you receive from DPI. If you are in possession of UPS labels with the Oak Ridge address, please call DPI's Customer Service at 1-800-865-6220 and request new UPS shipping labels. DPI will be more than happy to mail you labels with the correct address on them at no charge.

As long as you are using UPS labels that you received from DPI with the Oliver Springs, address on them, you will not incur this extra charge.



It's time for the annual Christmas reminder – be on the lookout for common holiday property loss situations. Recalled Christmas lights, surge protectors, and electric heaters seem to add festivities of the unpleasant sort to many people's celebrations.

Another example is from a recall earlier in the year – <http://www.cpsc.gov/cpscpub/prerel/prhtml11/11149.html>.

Gas logs can crack around the fittings, posing fire danger and carbon monoxide poisoning.



Everybody loves to open packages, especially at this time of year. In failure analysis, we often have to open the evidence in order to view the interior and come to a conclusion as to the cause of failure. When major, irreparable damage is done, the common industry term is *destructive testing*. But many items are assembled with nuts, bolts, and screws. Many appliances are designed to be disassembled in the field for repair. As a rule of thumb, if the item can easily be disassembled and reassembled, We consider this non-destructive inspection. From time to time, other parties may disagree.



In some cases, you may get a call from an inspector for authorization if an item seems to be in a gray area. If you are certain in advance you do not want *any* disassembly, ***please clearly state your directions on the DPI claim form.***

For some items, it may be more efficient to send in your evidence and have it placed on hold until other interested parties have been notified and given the opportunity to participate in a joint inspection. We are here to provide the services you need for every situation.

1059 E. Tri-County Blvd. | Oliver Springs, TN | 37840

Phone: (800) 865-6220 | Fax: (865) 482-8477 | www.dpi-inc.com

INSPECTION STATUS:

www.dpi-inc.com/status.php



A DPI CHRISTMAS POEM



'Twas the night before Christmas, and all through DPI's house
Not a creature was stirring, not even a masticating mouse.
The coupling nuts were tightened to the toilets with care.
'Cause we're all paranoid 'bout those things around here.

The evidence was all stored, and safely locked away
The burned up lawn mower by the mysterious wrecked sleigh.
It came with no claim form, (HA! nothing new there),
And was covered in fur, sorta like reindeer hair.

On inspection we found bits of chimney embedded –
An obvious collision, but where was it headed?
And the old sack in the back; what could it mean?
There is more to this story, it surely did seem.

Snap a few photos and draft a report,
Very odd evidence; we've never examined this sort.
We'll look at it more come the New Year,
For now it's safe in secure storage sitting right here.

Then at the front door there arose a great clatter,
The alarm bell rang and the glass it did shatter.
Swift in they came, plump Ninja-dressed elves
They roamed all the halls and they searched all the shelves.

They read the sleigh's file and learned in a wink,
The sleigh's GPS had gone on the blink.
They discussed and debated – what is the plan?
We have to be ready for the call from The Man.

Too late for repair; the old compass will do
And the new sleigh's been back-ordered since 2002.
They left milk and cookies to pay the receipt
And filled all our stockings with new claim forms complete.

Then up through a vent-pipe like magic it went,
Flying in spite of the dings and the dents.
Taking cool toys to all good lasses and lads,
And failure-prone products to their poor moms and dads.

So when the new washer floods your client's new floors
And when the new oven roasts his ceilings and doors
St. Nick will affirm DPI is all right
So Merry Christmas to all, and to all a dry night.



Merry Christmas From The Staff and Management of DPI