



DPI Investigator

July 2012

Successful Dishwasher Inspections

It is not uncommon for a repairman to make an on-site evaluation that a dishwasher pump has failed and caused an overflow or leakage. Mr. Repairman then removes the pump, replaces it, collects a hefty parts and labor fee, and then turns the pump over to Ms. Adjuster who sends it to DPI. DPI inspects and tests the pump and can't find anything that is malfunctioning.

As mentioned from time to time in the DPI Investigator, the fault is often not with this-or-that component, but in how the components are assembled and work (or fail to work) together.

DPI has experienced this situation often lately, specifically with some of the more recent designs in dishwasher pumps. If there is no failure of the component during controlled testing, then all we can do is issue a "no failure" report regarding the evidence received.

When possible, do not disassemble a malfunctioning appliance. After taking a few photos of the appliance, its connections, and its immediate surroundings, DPI strongly recommends shipping the entire appliance for inspection rather than just individual components.



Recent Model Dishwasher Pump

BUYER BEWARE! Some faucets, supply lines, and other plumbing products purchased through eBay or salvage-type sources may have no warranty, no instructions, and no permanent marks to identify the manufacturer. The DPI Research Department is your best bet in the industry if you need to ID such items.

Recent Reports from Successful Subrogation

Evidence	Claim	Recovered
Dishwasher Supply Line	\$8,500.00	\$8,500.00
Toilet Supply Line Coupling Nut	\$61,676.14	\$55,000.00
Toilet Supply Line	\$6,840.27	\$3,000.00
Water Inlet Valve	\$8,312.00	\$8,312.00
Water Filter	\$59,755.49	\$20,000.00
Ice Maker Poly Supply Line	\$65,000.00	\$52,000.00
Coffee Maker	\$75,000.00	\$75,000.00
TOTAL	\$285,083.90	\$221,812.00

Can DPI Help Improve Your Bottom Line?

TECH TERMS Stress-Corrosion Cracking

"The phenomenon of stress-corrosion cracking is a great problem in many industries and types of parts because it may result in brittle fracture of a normally ductile metal. It is defined as cracking under combined action of corrossions and tensile stresses; the stresses may be either applied (external) or residual (internal). The stress-corrosion crack themselves may be either transgranular or intergranular, depending on the metal and the corroding agent. As is normal in all brittle fractures, the cracks are perpendicular to the tensile stress. Usually there is little or no obvious evidence of corrosion."

Source — Wulpi, Donald J. Understanding How Components Fail. 2nd ed. Materials Park, Ohio: ASM International, 2000. Print.



NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE
RELEASE
June 28, 2012
Release #12-212

Exhaust Fans Sold at Lowe's Stores Recalled Due to Fire Hazard; Made by Delta Electronics Dongguan

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:** Harbor Breeze Bath Fans with Heater and Light **Units:** About 68,000 **Importer:** Homewerks Worldwide LLC, Lincolnshire, Ill. **Manufacturer:** Delta Electronics (Dongguan) Co. Ltd., of China **Hazard:** The fan's heater blades can fail to rotate properly, causing the fan to overheat and posing a fire hazard. **Incidents/Injuries:** The firm has received 11 reports of the fan overheating with smoking or flames within the fan housing, including three reports of minor property damage. **Description:** This recall involves plastic Harbor Breeze bathroom fans with a center light and a heater. The fans are white and measure about 11 x 17 inches. Model number 7109-01-L, Lowe's item number 194492 and UPC code 820633985358 are printed on the fan's packaging. A date code beginning with either 0, 11, 12 or 13 is printed on the fan's housing, which indicates the fan was manufactured between August 2010 and March 2011. **Sold exclusively at:** Lowe's stores nationwide and at www.lowes.com from September 2010 through March 2012 for about \$90. **Manufactured in:** China **Remedy:** Consumers should stop using the recalled bathroom exhaust fans immediately and contact Delta Electronics Dongguan to schedule a free repair by a trained service technician. **Consumer Contact:** For additional information, contact Delta Electronics Dongguan toll-free at (855) 301-6578 between 9 a.m. and 8 p.m. ET Monday through Friday, or visit the firm's website at www.heaterfanrecall.com



Harbor Breeze Bath Fan with Heater and Light

The DPI Research Department has a large exemplar collection of bathroom exhaust fans to aid in failure analysis and identification.

