



DPI Investigator

September 2012

Help Us Help You Claim Form Tips

- Please remove water from the evidence and place your DPI claim form in a plastic zip bag. Those jumbo-sized spit balls are very hard to read.
- With fire items, it is also important to place the claim form in a plastic zip bag, as soot and smudging also can cause problems for reading.
- Please do not hide your claim forms (or small evidence parts) by rolling them into the shipping envelope flaps. We might not always remember to look there.

**This is a Claim Form**

Copper Pipe Tips

Often, leaks in copper pipe plumbing occur at a soldered joint. In these situations, it is very important that the joint itself not be disturbed. Unfortunately, we often receive evidence for inspection where the fittings have been dismantled by desoldering as in the example photo below. This may spoliates the item to such a degree that a failure conclusion cannot be determined. Whenever possible, have the on-site restoration service or plumber document, photograph, and carefully cut the pipe at least 6" on either side of the joint. Do not heat and desolder the joint. Advise them to avoid tool damage near the joint if possible.

**Copper Pipe Desoldered from Fitting**

Guidelines For Gas Grills and Propane Tanks



Propane tanks and gas grills are common items inspected by DPI. For the best analysis:

- Be sure the tank is **empty**
- Please secure the grill *and* tank together if both items were involved
- Do not disassemble – leave the evidence intact
- Include on-site photos, instruction manuals, and receipts if available
- Include the Fire Department C&O report if one was prepared
- See the attached flyer for more details.

Pointers for safe grilling

http://www.findwhitepapers.com/media/whitepaper/1/19716-Rainbow_BBQ_asset_June.pdf

TECH TERMS Liquid-Erosion Failure

Liquid-erosion failure – a type of failure in which liquid is responsible for the removal of material.

Probably the most common variation of this failure seen by DPI is **erosion-corrosion** of copper pipe. If a localized, high turbulence water path develops, the normal protective corrosion layer on copper is abraded off and must reform. The attack on the metal is by the corrosive nature of the water combined with the erosive factor of mechanical removal of the corrosion product from the surface. The common presentation is a smooth, water-swept pit.

Erosion-Corrosion of Copper Pipe



NEWS from CPSC

U.S. Consumer Product Safety Commission

FOR IMMEDIATE RELEASE
June 21, 2012
Release #12-201

Flushmate Recalls Flushmate® III Pressure-Assisted Flushing System 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:** Flushmate® III Pressure-Assist Flushing System **Units:** About 2,330,600 in the U.S. and 9,400 in Canada **Manufacturer:** Flushmate, of New Hudson, Mich., a division of Sloan Valve Company **Hazard:** The system can burst at or near the vessel weld seam releasing stored pressure. This pressure can lift the tank lid and shatter the tank, posing impact or laceration hazards to consumers and property damage. **Incidents/Injuries:** Flushmate has received 304 reports of the product bursting, resulting in property damage and 14 impact or laceration injuries. **Description:** This recall is for Series 503 Flushmate® III Pressure Assist flushing systems installed inside toilet tanks. The recalled systems were manufactured from October 1997 to February 2008. The units are rectangular, black, two-piece vessels made of injection molded plastic. The date code/serial number is 16 characters long and is located on the label on the top of the Flushmate III. The first six numerals of the serial number are the date code. The date code range for this recall begins with 101497 (October 14, 1997) and continues through 022908 (February 29, 2008). **Sold at:** The Home Depot and Lowe's stores, distributors and plumbing contractors nationwide for about \$108, and sold to toilet manufacturers including American Standard, Crane, Eljer, Gerber, Kohler, Mansfield and St. Thomas. **Manufactured in:** United States **Remedy:** Consumers should immediately turn off the water supply to the recalled Flushmate III unit and stop using the system. Consumers should contact the firm to determine if their Flushmate III serial number is included in the recall and to request a free repair kit. **Consumer Contact:** For more information, contact Flushmate toll-free at (800) 303-5123 between 8 a.m. and 4:30 p.m. ET Monday through Friday or visit the firm's website at www.flushmate.com and <http://recall.flushmate.com> Note: Health Canada's press release is available at http://cpsr-rspsc.hc-sc.gc.ca/PR-RP/recall-retrait-eng.jsp?re_id=1633





INSTRUCTIONS FOR SHIPPING GAS GRILL/PROPANE TANKS

Thank you for choosing to send your evidence to DPI for inspection.

DPI works with carriers nationwide to pick up and transport evidence to our facility. Please follow the instructions below on how to prepare and ship your evidence to DPI.

- While at the loss location, photographically document the loss from all angles.
- If grill components, or grill/tank installation, may have contributed to the loss, please secure the grill and propane tank for inspection.
- Be sure the tank is **empty**. If you have questions or concerns about gas being in the tank, please contact your local gas company to have a representative empty the tank and certify it as empty.
- If the tank cannot be emptied, contact UPS (800-742-5877) or FedEx (1-800-463-3339) for the location of an authorized hazardous material shipping agent.
- Please leave the evidence intact. Do not disassemble.
- Call DPI's Customer Service Department for a quote or shipping cost comparison to see if we can save you money on shipping your propane tank. If you chose to have DPI facilitate the transport of your evidence, you will be contacted by our authorized carrier to schedule a time for pickup of the evidence.
- If you choose to send the evidence to DPI without our transport assistance, please call DPI's Customer Service Department and request a shipping label & instructions to guide you through the packaging and shipment of your item.
- When possible, please include the following items with your claim submission or email to customerservice@dpi-inc.com to be added to your file:
 - Copies of any instruction manuals and receipts for the grill and tank
 - A copy of the photos from the loss scene
 - A copy of the Fire Department report or Cause & Origin Investigator report
 - A copy of the homeowner narrative describing the events leading up to, and during, the loss.
- For any other questions or concerns, please contact DPI's Customer Service Department at 1-800-865-6220.