



DPI Investigator

Summer 2013

Tips From The Shipping Dept.

Many of the failed product inspections conducted at DPI involve small items. These items are often sent via UPS, FEDEX, or USPS in one of the courier's branded padded envelopes. However, we have learned that in the case of customers shipping from a UPS Store, use of the UPS Express Pak envelopes is sometimes refused.

The reason for refusal is that the envelopes are marked for express and not standard services. Understandably, the store would prefer to have materials purchased directly from them. It seems UPS isn't that concerned about the envelopes and will deliver regular ground in the Express Pak envelopes. If you wish to use these, some of our customers have informed us that an express envelope can simply be turned inside out and will be accepted without any complaints. This "trick" may be helpful in the event you have no other shipping envelopes on hand.

And More Shipping Tips...

As a courtesy, DPI issues prepaid UPS Ground Service shipping labels. These labels have a second half which is marked "Customer Receipt." From time to time, some of our customers have sent in evidence using the top portion and at a later date used the receipt portion as a shipping label. These situations have the potential to, in technical terms, get really messed up. The items will be shipped (somewhere), but they are not traceable. *Please be advised that DPI will not accept any responsibility for evidence that may be lost due to this situation.*



Less Is More If possible, please inform those who are sent to retrieve evidence from a loss location that complete disassembly of items is not necessary and can often greatly reduce the chances of determining a cause of failure.

Continuing Education Credits

For some time DPI has been working on getting our "Product Awareness & Subrogation" seminar certified for Continuing Education (CE) credits. We are happy to



announce that the first milestone has been reached. Our basic seminar has been approved for CE credits in the State of Tennessee. Also, we are applying for certification with other states that have reciprocity agreements through the National Association of Insurance Commissioners. We hope to develop other classes to help you in your business and to help you meet your CE requirements.



As part of this process, DPI has also been preparing to offer our traditional live on-site training seminar in a webinar presentation. We will send out a formal notice when all the "bugs" have been worked out. In the meantime, if this sounds like something that you would be interested in, please let us know and we will work with you to arrange something as soon as possible.



Handy checklists for field adjusters are available at the DPI website. Click [HERE](#) to download the latest versions.



NEWS from CPSC

U.S. Consumer Product Safety Commission

Recall date: May 10, 2013

**Meijer Recalls Touch Point Baseboard Convection Heaters
Due to a Fire Hazard**

Recall number: 13-189

Recall Summary

Name of product: Touch Point Portable Baseboard Convection Heaters

Hazard: The heaters can overheat, posing a fire hazard to consumers.

Recall Details

Units: About 4,560 **Description:** This recall involves Touch Point brand portable, electric baseboard convection heaters with model BBC-1500 and date code 0611. "Touch Point" can be found on the front of the product and the model and date code can be found on a silver sticker on the back side of the product. The heaters were manufactured in June 2011. The heaters are black and measures approximately 30-inches long by 6-inches deep by 12-inches high.

Incidents/Injuries: Meijer has received two reports of overheating incidents, including one report of a fire that resulted in minor property damage. No injuries have been reported. **Remedy:** Consumers should immediately stop using the recalled heaters and return the product to a Meijer customer service desk for a full refund. **Sold exclusively at:** Meijer stores from September 2011 through February 2013 for about \$50.

Importer: Meijer Distribution Inc., of Grand Rapids, Mich. **Manufacturer:** Foshan Guanmei Electrical Co., LTD., of Foshan, China **Manufactured in:** China



**Touch Point Baseboard Convection Heater – Model
BBC-1500 - Front View**



**Touch Point Baseboard Convection Heater – Model
BBC-1500 - Back View**

Consumer Contact:

Meijer at (800) 927-8699 anytime, or online at www.meijer.com and click on Product Recalls under the Help section.