



## Field Adjuster's Evidence Submission Checklist

# General Info All Claims



Checklists are provided for DPI clients as an aid in preparing for shipping evidence for inspection and to help produce the most accurate report possible. Please go through the list prior to completing the DPI claim form. Obtain as much information as possible. As always, submit your evidence for inspection even if all details are not available.

- ☐ Mark inspection level.
  - ◆ Level 3– Detailed engineer's report
  - ◆ Level 2– Standard engineer's report
  - ◆ Level 1– Basic or screening inspection
  - ◆ Identification Only Report (NO failure analysis)
- ☐ Add Express Service if desired.
- ☐ Report date of loss.
- ☐ Include on-site photos focused on the area of failure and the failed item.
- ☐ Record the actual age of the evidence item if known.
- ☐ Record how long the evidence item was in service.
- ☐ Record date it was installed if known.
- ☐ Record key legible manufacturer ID marks (brand, model, serial number, etc. of appliance and/or evidence part).
- ☐ Is purchase location known? If so, please identify.
- ☐ Include copy of purchase receipt or invoice if available.
- ☐ Indicate if the installer is known.
- ☐ Include copy of professional installer's invoice if available.
- ☐ Include installer statement (experience, read instructions, testing, settings, site observations, etc).
- ☐ Had recent repairs/service been performed? (What, when, by whom, other details)
- ☐ Include other professional statements: service technician, restoration service, C&O Report, etc.
- ☐ Report the approximate length of leakage time or fire event.
- ☐ Give brief description of property damage.
- ☐ Indicate if there are limitations on non-destructive disassembly.

### On-site Photo Tips:

- Best photos are prior to disassembly and repair
- Photos need to be in focus and without glare
- Photos should include:
  - ◆ Wide view showing complete appliance or system in place in installation area
  - ◆ Medium view showing failed item and proximate surroundings
  - ◆ Close-ups of evidence in place



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# Field Adjuster's Evidence Submission Checklist

## Fractured Plastic Coupling Nuts



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- ☐ Check for a legible manufacturer ID mark, label, or tag.  
(Check any matching lines in the home if tag has been removed for clues to ID.)
- ☐ Was item original to the toilet or faucet installation?
- ☐ Distance from nut to tub, wall, or other obstacle = \_\_\_\_\_ inches. Get photo.
- ☐ Was the supply line in a stretched or strained position?
- ☐ Had the supply line and/or nut been reused after recent maintenance or repair?
- ☐ Retrieve all parts of the nut (the main portion often remains on the toilet or faucet shank).

For nuts that are included with the toilet valve or faucet kit:

- ☐ Was the evidenced nut original to the valve or faucet?
- ☐ Was the fill valve or faucet retrieved or documented for identification?
- ☐ Report the brand and model of fill valve or faucet.
- ☐ Describe the type of leak: drip, spray, or uncontrolled flow.
- ☐ Report the approximate length of leakage time.
- ☐ Note and describe any damage or tool marks due to removal and restoration activity.

### Sample Description: Claim Circumstances and/or Details

The toilet was installed approximately one year prior to the leak. Big Box Plumbing installed the toilet with a new fill valve and supply line. Mr. Insured reported that the plumber had an assistant do most of the work while he talked on the phone in his truck. The assistant stated he was new to this work and had been a helper for only one month. The plumber looked everything over before leaving. Neighbors called to alert homeowner at work that water was running out under the front door. Six photos included. Copy of installer's invoice included.

### On-site Photo Tips:

- Best photos are prior to disassembly and repair
- Wide view showing toilet and tub, or sink area
- Medium view showing complete line in place
- Close-up of leak area





# Field Adjuster's Evidence Submission Checklist

## Stainless Steel Braided Supply Lines



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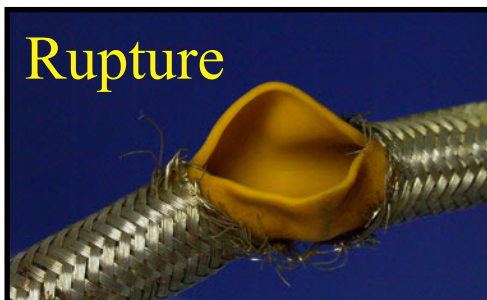
- ☐ Check for a legible manufacturer ID mark, label, or tag.  
(Check any matching lines in the home if tag has been removed for clues to ID.)
- ☐ For large appliances: was the appliance moved/repositioned? How many times?
- ☐ Had the supply line been re-used after service activity?
- ☐ Were chemicals (e.g. bleach, toilet cleaners) stored or used in the immediate area?  
If so, what type? How much? For how long?
- ☐ Are statements, affidavits, or photos available regarding chemical storage/use?
- ☐ Was the line in a stretched/strained position? Are "in-place" photos available?

For lines that are included with the toilet, appliance, or faucet kit—

- ☐ Was the evidenced line original to the toilet, appliance, or faucet?
- ☐ Was the toilet, appliance, or faucet retrieved or documented for identification?
- ☐ Report the brand name of the toilet, appliance, or faucet.
- ☐ Describe the type of leak: drip, spray, or uncontrolled flow.
- ☐ Approximate length of leakage time?
- ☐ Note and describe any damage or tool marks due to removal and restoration activity.
- ☐ Include all parts of supply line (threaded portion of coupling nut, elastomer seals, labels).

### Sample Description: Claim Circumstances and/or Details

The supply line and new dishwasher were installed two years prior to the leak. Installation was arranged by the appliance store. The line burst on the dishwasher side of the cabinet (see on-site photo of installed location). Mr. Insured was not aware of any corrosive chemical usage or storage in that area. Repair technician's statement is attached.



### On-site Photo Tips:

- Best photos are prior to disassembly and repair
- Wide view showing toilet, appliance, or sink area
- Medium view showing complete line in place with surrounding items
- Close-up of leak area







# Field Adjuster's Evidence Submission Checklist

## Water Heater Connectors



Checklists are provided for DPI clients as an aid in preparing for shipping evidence for inspection and to help produce the most accurate report possible. Please go through the list prior to completing the DPI claim form. Obtain as much information as possible. As always, submit your evidence for inspection even if all details are not available.

- ☐ Include the manufacturer's ID label or tag.
- ☐ Had the connector been re-used after service or changing water heaters?
- ☐ Report or mark which connector end was attached to water heater.
- ☐ Retrieve, label as un-failed, and include for comparison the failed line's mating connector.
- ☐ Note area of leakage: body of line, crimp sleeve, nut.
- ☐ Describe type of leak: drip, spray, uncontrolled flow.
- ☐ Was the line in a stretched/strained/distorted position (too long or too short)?
- ☐ Report approximate length of leakage time.
- ☐ If possible, advise repair technician to take photos before repair and remove connector very carefully. *Avoid collapsing the line if at all possible!*
- ☐ Note any damage or marks due to removal and restoration activity.
- ☐ For shipping: DO NOT fold/bend/kink the evidence connector(s).
- ☐ Place connector(s) undistorted and padded in appropriate sized box.

### Sample Description: Claim Circumstances and/or Details:

The water heater connector was installed by Mr. Insured five years prior to leak. Mr. Insured is a retired master plumber. The heater is located under a stairway. No problems were observed when he inspected it a few weeks prior. Leak appeared to be coming from nut area on the heater end of the connector. Floor was damaged.



### On-site Photo Tips:

- Best photos are prior to disassembly and repair
- Wide view showing entire water heater area
- Medium view showing complete line in place
- Close-up of each connector end
- Close-up of leak area





# Field Adjuster's Evidence Submission Checklist

## Toilet Fill Valves

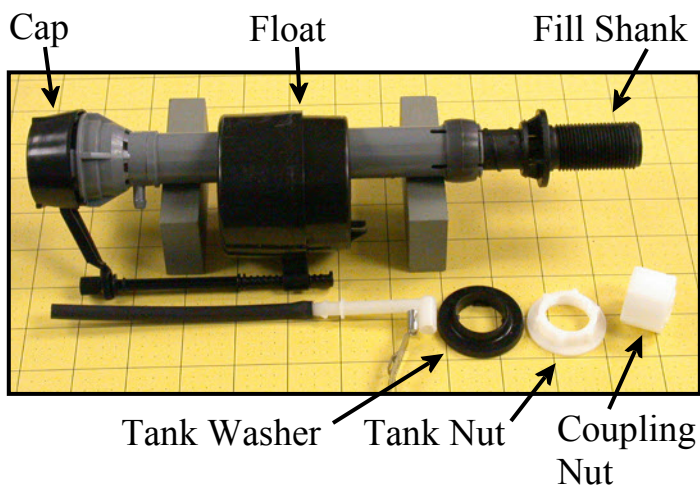


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- ☐ Had the valve been re-used after recent service?
- ☐ Report and indicate in photos the area of leakage or overflow: tank, bowl, fill shank, valve cap.
- ☐ Were disinfectants used in the tank? What type? How long?
- ☐ Were intermittent problems observed in the past? Brief overflows? Water running in tank?
- ☐ Type of drain system? City sewer? Septic tank and leech field?
- ☐ Were there recent back-ups or repairs on drain system?
- ☐ Type of leak: drip, spray, uncontrolled flow, overflow of tank, overflow of bowl.
- ☐ Include all valve components, particularly broken parts and especially the fill shank.
- ☐ Report approximate length of leakage time.
- ☐ Note any damage or tool marks created during removal and restoration activity.
- ☐ If possible, send complete toilet (or tank) and installed valve as a single unit.
- ☐ Pack evidence components carefully for shipping.

### Sample Description: Claim Circumstances and/or Details

The toilet valve was included with a new toilet installed by Plumb Good Plumbing about two years prior to leak. The toilet was overflowing from the tank when discovered. Water was shut off at stop valve. Ms. Insured said the cap of the valve was off when she removed the tank lid to inspect it. No recent problems or repairs were reported. The toilet was upstairs, resulting in damage to both floors before leak was discovered.



### On-site Photo Tips:

- Best photos are prior to disassembly and repair
- Wide view showing toilet area
- Medium view showing valve in place in the tank with surrounding items
- Medium view showing exterior supply line and shank
- Close-up of leak area





# Field Adjuster's Evidence Submission Checklist

## Water Filters



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- ☐ How often was the filter serviced?
- ☐ Were manufacturer recommended cartridges used? Were o-rings replaced regularly?
- ☐ Report and indicate in photos the area of leakage. Cap, supply line, fittings, base?
- ☐ Include cartridge(s) with canister(s) (a.k.a. sumps), mounting brackets, and other components.
- ☐ Was the filter sump wrench used during servicing?
- ☐ Include filter wrench with evidence if available.
- ☐ Approximate length of leakage time?
- ☐ Note any damage or marks created during removal and restoration activity.
- ☐ Report appliance model and serial numbers if filter is part of refrigerator or ice maker.
- ☐ Consider sending refrigerator and filter, as appliance design may cause filter failure.

### **Sample Description:** Claim Circumstances and/or Details

The filter under the kitchen sink broke at the bottom. It was installed by Best Tasting Water four years prior to leak. The water was flowing from the cabinet when discovered. Water ran at least four hours. Mr. Insured said the filter was serviced under regular contract with BTW. They used only recommended cartridges and parts. No recent problems were reported.

### **On-site Photo Tips:**

- Best photos are prior to disassembly and repair
- Wide view showing cabinet or installation area
- Medium view showing complete filter system in place
- Close-up of leak area







## Field Adjuster's Evidence Submission Checklist

# Washing Machines



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### Dishwashers and Clothes Washers

- ☐ **IF AT ALL POSSIBLE, SEND COMPLETE APPLIANCE!**
- ☐ If at all possible, do not allow field disassembly or repair!
- ☐ Include supply lines and drain hoses. If possible, do not remove from appliance.
- ☐ If appliance is inspected or repaired prior to adjuster notification, include professional evaluation statements, invoices, and any photos.
- ☐ If sending components only, report appliance brand, model, and serial numbers.
- ☐ Report length of time appliance was in service.
- ☐ Include original installation manuals if available.
- ☐ Report approximate length of leakage time.
- ☐ Note any damage or marks created during removal and restoration activity.
- ☐ Report type/location of leakage.

#### Sample Description: Claim Circumstances and/or Details

The washing machine was installed by Big House Depot six months prior to loss. Washer was located in third floor rental condo. It overflowed the tub while renter was at pool. Approximate leak time was one hour. Water ran down walls of two un-occupied units below. Building maintenance supervisor opened appliance and noted disengaged hose. His statement and photos are included. No repairs were made to appliance.

#### Sample Description: Claim Circumstances and/or Details

The dishwasher was installed by Stacy's Appliance Emporium six years prior to loss (invoice is included). Dishwasher was started by insured at 9:00. The insured was in the shower about 10:30 and smelled smoke. Insured got out of shower and found kitchen on fire in corner containing dishwasher. Insured ran to the neighbor's house across the road and called the fire department. Fire C&O report is enclosed.



#### On-site Photo Tips:

- Best photos are prior to disassembly and repair
- Photos need to be in focus and without glare
- Photos should include:
  - ◆ Wide view showing complete appliance or system in place in installation area
  - ◆ Medium view showing failed item and proximate surroundings
  - ◆ Close-ups of evidence in place





# Field Adjuster's Evidence Submission Checklist

## Fire Sprinkler Heads



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### Incident Information

- ☐ Date and Time of incident \_\_\_\_/\_\_\_\_/\_\_\_\_: \_\_\_\_ ☐ AM ☐ PM
- ☐ Report name and contact information of installer if known.
- ☐ Report name and contact information of person that removed the sprinkler.
- ☐ Report and indicate in photos any damage to evidence items that occurred during removal.
- ☐ Report site information, i.e. Warehouse, Factory, Apartment, Single Family Residence, etc.
- ☐ Report use of immediate area where sprinkler was located.
- ☐ Is accidental damage or vandalism suspected? Y N
- ☐ Normal temperature exposures in sprinkler area: Min \_\_\_\_°F Max \_\_\_\_°F
- ☐ Estimated time (length) of discharge: \_\_\_\_\_

### System Information

- ☐ Type of system: Wet Dry Antifreeze
- ☐ Type of piping: Steel Copper CPVC
- ☐ When was system installed? \_\_\_\_\_
- ☐ When was system last serviced? Date \_\_\_\_\_
- ☐ Describe any recent problems and repairs.
- ☐ Report number of same model sprinklers on the property. \_\_\_\_\_
- ☐ Was the sprinkler close to a source of heating/cooling?

### Evidence For Inspection

- ☐ Include all sprinkler components, particularly detached parts if they can be retrieved.
- ☐ Include extender fittings if used.
- ☐ Include an intact sprinkler head that is in close proximity to the failed item. ♦ This is helpful to aid in ruling out activation from high temperatures.
- ☐ Please include system drawings or copy of schematics if available.
- ☐ Pack evidence components and non-discharged heads carefully for shipping.

### Sample Description: Claim Circumstances and/or Details

Sprinkler was located in center of lunch room and discharged during a company party.  
Item had been replaced before adjuster arrived.  
On-site photos enclosed show party decorations tied to other sprinklers.



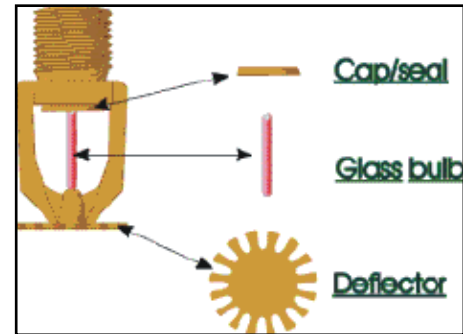
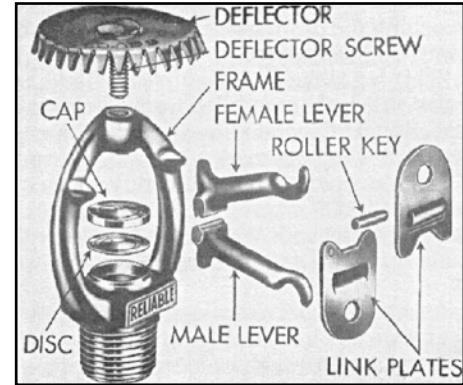


## Field Adjuster's Evidence Submission Checklist

# Fire Sprinkler Heads



### Fusible Link Sprinkler Head



### Glass Bulb Sprinkler Head

MAXIMUM CEILING TEMPERATURE	SPRINKLER TEMPERATURE RATING	TEMPERATURE CLASSIFICATION	COLOR CODE FUSIBLE LINK	COLOR CODE GLASS BULB
100° F	135° F – 170° F	Ordinary	Uncolored or Black	Orange or Red
150° F	175° F – 225° F	Intermediate	White	Yellow or Green
225° F	250° F – 300° F	High	Blue	Blue
300° F	325° F – 375° F	Extra High	Red	Purple
375° F	400° F – 475° F	Very Extra High	Green	Black
475° F	500° F – 575° F	Ultra High	Orange	Black
625° F	650° F	Ultra High	Orange	Black

#### On-site Photo Tips:

- Best photos are prior to disassembly and repair
- Wide view showing damaged area
- Medium view showing sprinkler in relation to immediate items and appliances
- Closer view showing piping if visible
- Close-up of sprinkler head and adjacent system components

