



# DPI Investigator

Summer 2014

## Customer Service Report

DPI's Customer Service Department handles a variety of issues each day while providing excellent service to our customers and employees.

One simple way to help continue this fine tradition is to provide complete and accurate information on your claim forms.

- ◆ If you need new claim forms, simply call for one of our adjuster kits or visit the [DPI website Training & Forms page](#).
- ◆ If large items are being picked up for inspection, please have them disconnected and ready.
- ◆ Please include the circumstances and details concerning the loss and evidence.
- ◆ Include on-site photos when possible. Installation details can be important.
- ◆ Check the box on the claim form to verify which level of inspection—I, II, or III—is being requested.
- ◆ Check the Express Report\* box for expedited service on claims requiring quick turnaround. \*Additional fee applies



Also, the Accounting Department wishes to remind everyone to include pertinent company information with your payment for timely processing.

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THANK YOU!



## Working with ORNL



DPI recently fulfilled the requirements to become the Oak Ridge National Laboratory's provider of choice for inspections of failed

products. Upon completion, DPI received its first assignment. Due to the nature of ORNL's work, no details can be provided regarding the inspection.

Oak Ridge National Laboratory is the Department of Energy's largest multi-program science and energy laboratory, with scientific and technical capabilities spanning the continuum from basic to applied research. These resources enable the lab to tackle an exceptionally wide range of R&D assignments, from fundamental nuclear physics to applied R&D on advanced energy systems. In addition, ORNL has a well-deserved reputation for combining insights from fundamental science with an in-depth technical understanding of applied systems to deliver practical solutions to real-world problems.

## Legal Matters

Good news! DPI is pleased to report that a lawsuit filed by two former employees is over. The former employees filed a Voluntary Nonsuit with Prejudice, which essentially dismisses the case against DPI and its top executives and precludes them from re-filing similar charges.



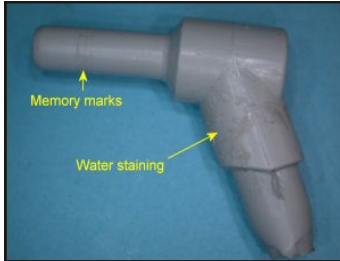


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## Trends/Product Recalls & CPSC Information

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### Trending Now at DPI



Over the past six months, DPI has received several **refrigerator/ice maker supply lines** of the pictured design. The part number for this line has been discontinued by the manufacturer. The line typically splits in the “throat” area of the over-molded elbow fitting. The split is likely caused by stress due to the presence of an integral insert. The insert is meant to provide strength, but the design is faulty.

**Electronic cigarettes (or e-cigs)** are a popular item among those looking to curb their smoking habit and improve their health. However, DPI has investigated several claims where the chargers overheat and cause damage. Though no official recalls have been issued, it is wise to read and observe the safety warnings and instructions for these units.



Failures of **kitchen and bath faucets** have risen over the past few years. This trend may be due to the influx of foreign-made products whose metallurgical properties may not meet traditional standards. However, a faucet can also have many integral parts including supply lines and cartridges. For subrogation purposes, it is important to retain all parts of the faucet assembly for testing and examination.

### Recall Alert

**Gree Reannounces Dehumidifier Recall Due to Serious Fire and Burn Hazards; More Fires and Property Damage Reported\***  
Recall date: May 15, 2014 Recall number: 14-179

**Name of product:** Dehumidifiers

**Hazard:** The dehumidifiers can overheat, smoke and catch fire, posing fire and burn hazards to consumers.

**Recall Details:** About 2.5 million units in the United States and 55,000 in Canada (This recall was first announced in September 2013, updated in October 2013 and expanded in January 2014).

**Description:** This recall involves 20, 25, 30, 40, 45, 50, 65 and 70-pint dehumidifiers with brand names **Danby, De’Longhi, Fedders, Fellini, Frigidaire, GE, Gree, Kenmore, Norpole, Premiere, Seabreeze, SoleusAir and SuperClima**. Recalled model numbers and date codes are listed below. The brand name and the pint capacity are printed on the front of the dehumidifier. The model number and date code are printed on a sticker on the back, front or side of the unit. The dehumidifiers are white, beige, gray or black plastic and measure between 19 and 24 inches tall, 13 and 15 inches wide, and 9 and 11 inches deep.



\*Information taken from the CPSC website. Visit <http://www.cpsc.gov/en/Recalls/2014/Gree-Reannounces-Dehumidifier-Recall/>.

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