

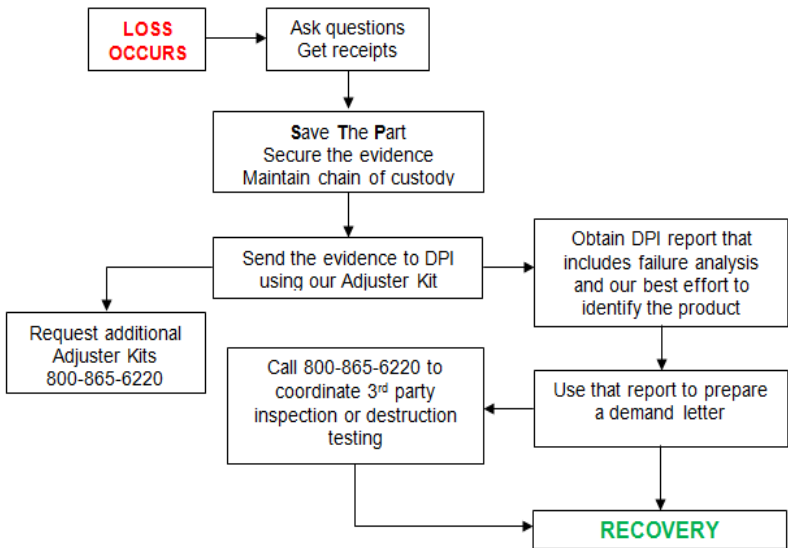


# DPI Investigator

Winter/Spring 2014

## Back to Basics

SPRING into action and get BACK TO BASICS! DPI has adopted a BACK TO BASICS campaign for 2014 and we want you to do the same! We have been meeting with many of you at training sessions and at the recent PLRB Insurance Conference and know many of you are new to the subrogation process. So let's get BACK TO BASICS:



Check out our new “Trending Now” section on page 2. Each quarter, we will feature product trends that we have seen with subrogation potential.

## TECH TERMS

### Brittle Fracture

Brittle fracture is a failure without a significant amount of macroscopic material deformation (stretching) prior to fracture. This is a common material failure mechanism. Looking at the fracture surfaces of broken glass (glass is a very brittle material) is probably the easiest way to visualize this failure mechanism. Brittle fracture is often seen at the end of a slow growing crack progression. This mechanism transition region is referred to as the area of final fracture.

### We Want to Stay in Touch

We recently established DPI’s presence on Facebook and we will be using that to provide you with product recall information and failure trends. Also check your emails! DPI is using Constant Contact to deliver timely information and updates.



## Denial is Not Just A River in Egypt



Denial is what happens when the responsible party denies your claim. They have attorneys who are eager to send form denial letters to you. Do not stop there! If you have relied on a DPI Report, contact us immediately! We will help you with preparing a letter of rebuttal to those denial letters.

## Continuing Education Credits For Free

Not much in life is free, but you can get 1 hour of Continuing Education credit for free if you are licensed in Texas or Florida and attend our onsite “Product Awareness & Subrogation” training or online webinar.



We recently conducted our first webinar and received rave reviews! Let us help you meet your CE requirements by contacting our customer relations and training coordinator at 800-865-6220 to arrange for free onsite or webinar training.



**IN THE NEWS** WATTS SETTLEMENT made for toilet connectors. Settlement information can be found [here](#).

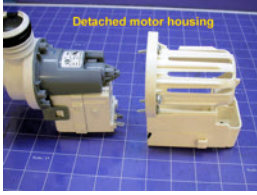
A **DPI REPORT** was recently featured in an investigative article on KDFW Fox 4 news regarding a baby monitor fire. Click [here](#) to view the article. We are confident had the family been enrolled in our [HomeCheckSafety.com](#) program, they would have been alerted to the recall of this monitor. Call 800-865-6220 for information regarding [HomeCheckSafety.com](#).



## Trending Now



**Frost-Proof Sillcock** - With one of the coldest winters on record, we have seen an increase in the number of sillcocks with freeze ruptures. Typical failure reasons include improper installation or consumer misuse. Correct installation requires a slight downward pitch and that there be no restriction at the hose nozzle to prevent the faucet from draining. When a hose or other restriction is left attached, the water cannot drain from the faucet properly.



**Samsung Washing Machine Drain Pump** - Based on the examination of the evidence, the cause of the reported loss was due to the subsequent leakage caused by the fracturing and separation of the drain pump from its polymeric mount and the tub of the insured's washing machine. The designed installed position and location cause the fractured locations to become areas of high stress concentration, and over time (approximately six months in this claim) the polymeric housing/mount are unable to maintain their integrity, resulting in the observed fracturing and separation.



**Honeywell Water Heater Gas Valve Assembly** - Based on the evidence inspection and documentation of the fractured polymer back plate, the cause of this failure was due to a manufacturing defect such that the back plate developed a fracture permitting water to leak into the gas control valve area and out of the assembly.

## NEWS from CPSC

## U.S. Consumer Product Safety Commission

Recall date: March 05, 2014

### Twin-Star Recalls Duraflame Electric Space Heaters Due to Fire and Burn Hazards

Recall number: 14-120

#### Recall Summary

**Name of product:** Duraflame electric space heaters

**Hazard:** The heater can overheat and cause the units to melt, catch fire and ignite nearby items, posing a fire and burn hazard to consumers.

#### Recall Details

**Units:** About 31,000 **Description:** This recall involves Duraflame-branded electric space heaters, model DFS-220, sold in three colors, black, red and white. The heaters' flame effect resembles a fireplace and works with or without heat. The heaters measure about 14.5-inches high, 13-inches wide and 8-inches deep. The on-off switch and the high/low heat settings are located on the upper left back side of the unit. The Duraflame logo appears on the front of the unit. The model number can be found on a white label located on the heater's back panel.



**Incidents/Injuries:** Twin-Star has received 32 reports of heaters burning or melting, including eight reports of the units catching fire, one of which resulted in minor property damage. No injuries have been reported. **Remedy:** Customers should immediately turn off and unplug the electric space heater and contact Twin-Star for a full refund. **Sold at:**

Farmer's Furniture, Meijer, QVC, R.C. Willey, Ross and other retailers nationwide and online at Maxtool.com between August 2013 through January 2014 for about \$60. **Manufacturer:** Twin-Star International, of Delray Beach, Fla. **Manufactured in:** China

#### Consumer Contact:

Twin-Star toll-free at (855) 884-9651 from 9 a.m. to 6 p.m. ET Monday through Friday or online at [www.twinstarhome.com](http://www.twinstarhome.com) and click on "Product Recall" in red at the bottom of the page under the Support column for more information.