



DPI Investigator

Spring 2015

They May Tell You Why, But We Can Tell You Why & Who!

Most every engineering firm can tell you why or how a product failed, but we are THE industry leader in product identification. When other engineering firms cannot determine "WHO" manufactured or distributed a product, they send it to DPI. We have collected manufacturer/distributor data for almost 25 years and have thousands of exemplar products cataloged and ready to use for comparison and identification.

Why pay up to five times more for an identification when you can minimize your recovery costs by sending your deficient product directly to DPI for inspection and identification? Contact our customer service department at 800.865.6220 for additional information.



Stop by Booth 205 at the PLRB 2015 Western Regional Adjusters Conference, June 16—17, 2015 for your complimentary S.T.P. sticker.

Subrogation Potential After Catastrophic Events



Investigate subrogation potential when acts of nature cause destruction and damage to homes and buildings. Starting in the mid 1980s, the construction industry was building homes at an excessive rate. The average time frame to construct a home from start to finish was 42 to 50 days.

To meet these schedules, multiple subcontractors were involved in the process. Many times, the subcontractors would fail to follow the existing building codes. This practice resulted in many buildings being prone to failure during catastrophic events where high winds or wind gusts were present.

Subcontractors are required to carry insurance for professional performance in regards to following construction codes. If construction codes are not followed, there may be subrogation potential. You may also consider that the debris from the failed buildings can cause additional damage to other nearby structures.

Structural engineering skills are not always needed to determine if roofing material or plywood fasteners were properly installed. In many locations you would also review the anchoring of the roof truss and plate fastening to the foundation.

Contact our training coordinator at 800.865.6220 if you are interested in our subrogation training.

Successful Small Claim

Subrogation Checklist

Improve your small claim subrogation recovery efforts by following this simple checklist:

- ◆ Arrive onsite as soon as possible. Secure the product in its original state. Make no modifications or repairs and immediately store it in a safe, secure location. Make the appropriate notifications.
- ◆ Obtain a statement from all individuals familiar with the failure.
- ◆ Take photos. Obtain copies of O&C reports if available.
- ◆ Gather as much information about the product, i.e. make, model, purchase date, original or replacement part, where purchased, receipt, how often is the product used.
- ◆ Provide detailed information regarding the failure.
- ◆ If possible, especially in cases involving toilet valves, solenoid valves, or T&P valves it's best to send the entire product the part is attached to, i.e. toilet tank and bowl, washing machine, dishwasher, refrigerator, water heater...it's not always the suspected part that causes a claim.



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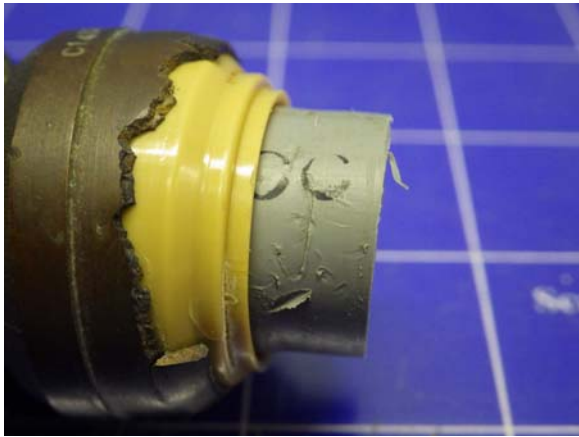




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Trends/Product Recalls & CPSC Information

Spring 2015



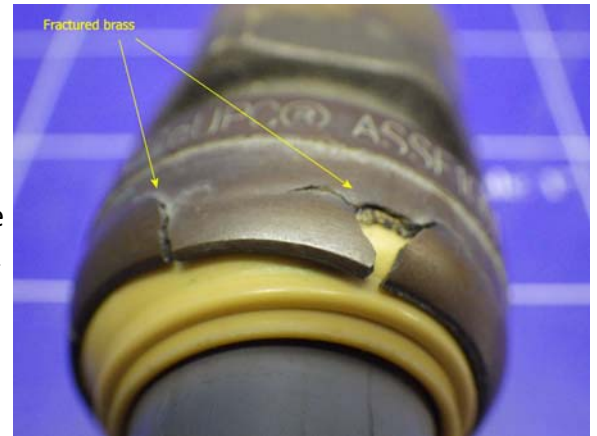
Trending Now at DPI

Push-fit and push-lock fittings for use with Copper, CPVC and PEX tubing and piping have become popular for DIY repairs and with professional plumbers. The reasons for this popularity include the relative ease of use and the lack of special (as in expensive) tools or technical skills necessary to make a stable connection.

However, an unfortunate failure trend with these type fittings has been uncovered by DPI investigations. Some of the newer, lead-free fittings seem to have a

weaker structure at their openings. A thicker area of brass material thins out toward the opening as the part curves to house the interior components — especially the polymer retainer.

The weak area is likely caused by the absence of lead and the presence of materials more susceptible to water temperature and pressure variations encountered during normal operation. In any event, the brass material suffers minute fractures that penetrate to the area of thicker material and then spread along the circumference of the fitting.



Recall Alert

GIANT FACTORIES RECALLS WATER HEATERS DUE TO RISK OF FIRE, EXPLOSION

Recall date: March 31, 2015 Recall number: 15-107

Name of product: Giant Factories gas water heaters

Hazard: On units with a space between the bottom of the water tank and the combustion chamber, the flame arrestor or flame arrestor plate can fail, posing a risk of fire or explosion if flammable liquids or gases are nearby.

Recall Details: About 240 units

Description: This recall involves atmospherically vented propane and natural gas water heaters in 30, 40, 50 and 60 gallon capacities. The recalled water heaters are white with a red “Giant” logo decal on the front. The water heaters have a nameplate near the gas valve with the model number, date of manufacture and serial number. Check the link below for model number and serial number ranges:



*Information taken from the CPSC website. Visit <http://www.cpsc.gov/en/Recalls/2015/Giant-Factories-Recalls-Water-Heaters-Due-to-Risk-of-Fire-Explosion/> for full details.

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