



Diversified Product Inspections, LLC

Since 1991

# DPI Investigator

Happy 4th of July

Summer 2015

## Don't Let a Date Code Stop You



We have found through research, receipts and insured affidavits that a product may sit in a distributor's inventory for months and sometimes years before it is put into service.

Date codes are important, but it's more important to confirm when the product was actually purchased and put into service.

## Are You Getting Similar Returns on Your Investments?

### Successful Subrogation Highlights

Evidence	Claim	Recovered	Inspection & Storage Charges
Sump Pump	\$5,000.00	\$3,250.00	\$502.00
Oven	\$5,600.00	\$1,000.00	\$960.00
Polymeric Fitting	\$7,559.00	\$2,600.00	\$450.00
Sump Pump	\$4,259.00	\$3,407.00	\$400.00
Stainless Steel Braided Line	\$4,841.00	\$250.00	\$410.00
Shutoff Valve	\$29,079.00	\$20,355.00	\$2,447.00
Dishwasher Pump	\$6,331.00	\$3,200.00	\$400.00
Water Inlet (Solenoid)	\$6,000.00	\$2,880.00	\$402.00
Water Inlet (Solenoid)	\$22,225.00	\$22,225.00	\$527.00
Expansion Tank	\$3,242.00	\$1,540.00	\$352.00
TOTAL	\$94,136.00	\$60,707.00	\$6,850.00

Note: Reported amounts may have been rounded.

## Imitation is the Highest Form of Flattery



It has come to our attention that a number of engineering companies have chosen to duplicate services provided by DPI. One example is DPI's Adjuster Kit. DPI developed the adjuster kit in the early 1990's.

Even though the saying "Imitation is the highest form of flattery" is complimentary, do you want a copy or do you want the **BEST**?

DPI provides a full spectrum of services, maintains competitive pricing, and has helped the insurance industry recover \$\$\$\$\$\$!

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### Product Identification Expert

DPI recently played a critical role in successfully identifying a coffee maker and toaster for



a leading law firm for two substantially large claims.



### Free Training



DPI provides free product awareness and subrogation training at your location or by webinar. Call our Customer Service Department at

We can do this for **YOU!**

We wish you a safe and Happy Fourth of July!

Sincerely,



John VanZyll  
Founder and Owner  
Diversified Product Inspections LLC

(800) 865-6220 to  
schedule your training  
today. CE credit  
available for Texas,  
Florida, and  
Tennessee licensed  
adjuster.

1059 E. Tri-County Blvd. | Oliver Springs, TN 37840

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## DPI Investigator

Trends/Product Recalls & CPSC Information

### Trending Now at DPI

Just as dishwashers run through cycles, so do product failures. In recent months, DPI has seen an increase in the amount of stainless steel clamps submitted for investigation. These clamps often come from KitchenAid dishwashers, but the problem is not exclusive to that brand. In fact, a related Technical Service Pointer (W10547922) was released in October, 2012, concerning similar failures.



Clamp

The problem is that the clamp was not sufficiently crimped at installation by the manufacturer, and the outlet hose coupler to the sump can detach and, of course, potentially lead to significant water leakage. As not all consumers are aware of the problem, the issue has cycled back to grab our attention.



Detached Coupler

### Recall Alert

#### Name of product

Beats Pill XL speaker



### Hazard

The battery can overheat, posing a fire hazard.

### Description

This recall involves all Beats Pill XL portable, wireless speakers. The recalled products are plastic, capsule-shaped speakers about 4 inches tall by 13 inches wide by 4 inches deep with a plastic mesh grille on the front and a built-in carrying handle to the rear. The small "b" Beats logo is on the grille and "beatspillXL" is on the handle. The speakers come in five colors black, white, pink, metallic sky and titanium.

### Incidents/Injuries

Apple has received eight reports of incidents of the speakers overheating, including one with a burn to a consumer's finger and one with damage to a consumer's desk.

### Remedy

Consumers should immediately stop using the recalled product and contact Apple for a \$325 Apple Store credit or electronic payment. Apple will provide a postage paid box for consumers to send their Pill XL speaker to Apple.

### Sold at

Apple Retail Stores and major retail stores nationwide and online at Apple.com and Beatsbydre.com from January 2014 through June 2015 for about \$300.

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