



DPI Investigator

Winter 2015



2016 is Going to be a GREAT Year!

President Theodore Roosevelt once said, "Nobody cares how much you know, until they know how much you care." As we end 2015, let me first thank all of our clients that cared enough to participate in our charitable organization campaign. It was a pleasure and honor to contribute - everyone involved wins!

Secondly, thank you for caring enough to trust us with your subrogation cases. We take great pride in identifying the cause of failure, but even greater pride when we are commended for our ability to identify the manufacturer when the competition cannot. Our customer service is the best in the industry.



2016 is going to be a GREAT year because we will be beside you through every step of the investigation process: from cause to recovery. We will continue to offer the

same cost-effective services to minimize your recovery costs while maximizing your profits.

So, here's to 2016, a GREAT year to be working with our gang of **licensed** engineers and **highly skilled** technicians.

Warmest regards,

John VanZyll
Founder/Owner

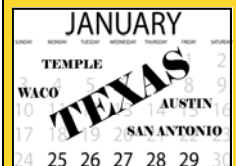
TRAINING OPPORTUNITIES

As we prepare our training schedule for first quarter 2016, please let us know if your office location is not included, or if you have a particular training need or time when you prefer on-site training.



Our free training is approved for one general CE credit for adjusters licensed in Florida, Texas or California.

1st QUARTER TRAINING SCHEDULE



SUCCESSFUL SUBROGATION HIGHLIGHTS

Evidence	Claim	Recovered	Inspection Charges
Stainless Steel Braided Supply Line	\$7,593	\$7,558	\$385
Washing Machine Pump	\$15,634	\$14,353	\$375
Elastomer Seal	\$6,000	\$5,000	\$350
Dishwasher	\$13,167	\$12,186	\$1,165
Washing Machine	\$14,736	\$5,124	\$1,080
Expansion Tank	\$3,882	\$1,942	\$402

Many companies are taking advantage of asking DPI to come to their facilities to provide free product awareness and subrogation training. If you are interested, call our Customer Service Department at (800) 865-6220 to schedule your training today. CE credit available for Texas, Florida, and California licensed adjusters.



In with the New

The son of our maintenance supervisor is starting to show signs of becoming a future failure analysis engineer by getting "into" his work.

With an "inside" perspective of the situation, engineer in training (EIT) Cayden determined no failure existed in either appliance.

Rest assured, EIT Cayden ensured all safety precautions were taken and proper notifications were made before conducting this inspection.





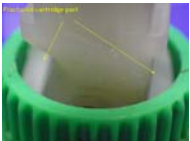
DPI Investigator

Trends/Product Recalls & CPSC Information

Trending Now at DPI



As many manufacturers/distributors are simply rebranding foreign-made faucets, faucet failures remain something we encounter on an almost daily basis here at DPI. Faucets are handy household and workplace items we all use every day with little regard to their inner workings and faults.



A leaky faucet isn't unusual, and the leakage can occur out-of-sight and mind. And complete failures can result in costly damage. It doesn't help that faucets have multiple points where failure may occur: fracture at the thread shank(s), fracture of the cartridge, improper connections and failure of the integral supply lines. That's why it's important to send the entire faucet for inspection -- a leak found in one area may originate somewhere else.



Harbor Freight Tools Recalls Cordless Drills Due to Fire and Burn Hazards

Recall date: December 1, 2015

Name of product: Drill Master 18-Volt Cordless Drills

Hazard: An internal switching mechanism can become stuck in the "on" position and overheat, posing fire and burn hazards.

Units: About 1.7 million units

Description: This recall involves Drill Master 18-volt cordless drills with item number 68239 and item number 68287. The drills are black with a red switch and were sold with an 18 volt rechargeable battery pack. Item number 68239 was sold individually and item number 68287 was sold as part of a kit, which included a flashlight. The flashlight is not included in the recall. The item number is located on a black label on the right side of the drill, just beneath the serial number. Drills with item number 69651 and item number 69652 are not included in the recall.

Incidents/Injuries: Harbor Freight Tools has received 25 reports of the drill switch overheating, including six reports of burns to the hands and fingers, and five reports of minor property damage.

Remedy: Consumers should immediately stop using the recalled drills and return the unit to the nearest Harbor Freight Tools store to receive a replacement drill.

Sold at: Harbor Freight Tools stores nationwide, Harbor Freight Tools catalog, and online at www.harborfreight.com between May 2011 and September 2015 for about \$35 for item number 68239 and \$46 for item number 68287.

Importer(s): Harbor Freight Tools, of Camarillo, Calif.

Manufactured in: China



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Check
Inspection
Status

