



Diversified Product Inspections, LLC

Since 1991

# DPI Investigator

December 2018



I want to personally thank each of you for making this a successful year for DPI! We recently celebrated and rewarded our hardworking employees for their efforts in serving YOU, our customers! We are here to maximize your subrogation efforts. Do not lose valuable time and money by sending your products to other companies for failure analysis, only to find them being sent to DPI for manufacturer identification. A report identifying the failure without the manufacturer is useless. After 27 years in business, NO ONE has our extensive database and proven track record in identification and even our competitors know this. Make it your resolution to use DPI as your one stop shop in the upcoming year to ensure your 2019 is successful and profitable. On behalf of all of us at DPI, we look forward to continuing to provide you with the quality service you deserve in the upcoming year.

Warmest regards,

John VanZyll

**We helped these clients find money – let us help YOU!**

## **SUCCESSFUL SUBROGATION HIGHLIGHTS**

Evidence	Claim	Recovered	Inspection Charges
Vinyl Supply Line	\$100,000	\$30,000	\$1,402
Backflow Preventer	\$60,000	\$30,000	\$637
Gas Valve	\$40,000	\$40,000	\$677
S/S Braided Supply Line	\$29,700	\$20,000	\$575
Dishwasher	\$20,787	\$16,000	\$1,115



Over the past few years, natural disasters have cost the insurance industry billions of dollars potentially resulting in lower earnings, capital deterioration and rate hikes.

Now is the time to adopt an aggressive plan to offset payouts through recovery of subrogation dollars...let us HELP!



The McGraw-Hill Dictionary of American Idioms and Phrasal Verbs defines the saying, "One man's trash is another man's treasure," as something that one person considers worthless may be considered valuable by someone else. Our exemplars, made up of both disposed evidence and new products, are vital to our success in being the leader in manufacturer identification.

So, the next time you close a claim and request the evidence be returned, only to be destroyed, consider letting us dispose of the evidence. Not only will you save money in shipping costs, but it may be the exemplar used to help win your next large claim.



We recently completed an investigation of a failed water filter. The filter contained all of the right product markings, including an NSF mark, to identify it as a product manufactured by "Company A".

The demand letter sent to "Company A" was denied. As we always tell our clients, "Don't take 'No' for the final answer." Undeterred, our research department reached out to NSF International's fraud division for assistance.

Based on the NSF certification listing, NSF determined the filter was counterfeit and that the claimed point of purchase (an e-commerce seller) was no longer an active distribution site.

Unfortunately, the buyer would not have known any of this until the product failed.

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*Make sure your holiday is merry and bright,*

*But not from a product failure fire at night.*

*- John VanZyll*

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## *Holiday Hours*

Closed Monday, December 24 and reopen for business  
on Wednesday, January 2, 2019





# Trending Now - Recall Alert

## Trending Now at DPI

Kitchen and bathroom faucets are an indispensable part of any modern home. These water dispensers offer quick and easy access to our daily water needs, and many faucets may be used multiple times each day. With such frequent usage, it can be easy to forget that these usually dependable items do fail occasionally.

Once such failure mode seen recently by DPI is the tendency of some **Moen brand faucets** to leak without warning for no apparent reason. Of course, there is almost always a reason. DPI inspection has found that the cartridges of these faucets are loosening due to assumed normal use. When tested, water leakage will occur from the connection of the faucet handle and its body (left and middle photos). This failure occurs due to improper assembly of the cartridge and/or retainer nut during manufacture. Moen faucets may be identified by the typical product markings on the rear of the faucet base (right photo).



## Recall Alert

### A. O. Smith Recalls Ultra-Low NOx Water Heaters Due to Fire Hazard

This recall includes 30, 40 and 50 gallon natural or propane gas-fired Ultra-Low NOx emission gas water heaters. They are designed to comply with regulations in certain air quality districts in California, and were sold primarily in California. They were sold under the American, A. O. Smith, Kenmore, Reliance, State, U.S. Craftmaster and Whirlpool brand names and manufactured from April 8, 2011 through August 1, 2016. Only water heaters with the first four digit serial numbers between 1115 and 1631, where the first four digits represent the year and week of production, are included in the recall. The brand name, model number and serial number can be found on the data plate on the product located next to the gas control valve/thermostat. The brand name is printed near the top of the water heater. Consumers can look up their water heater's serial number to see if it is affected by this recall at [www.waterheaterrecall.com](http://www.waterheaterrecall.com).

[Recall details](#)

