

Common Inspections and Average Useful Life

Air-Conditioners, Room	10 years
Air-Conditioners, Unitary	15 years
Clothes Iron	10 years
Coffee Maker-Automatic	2 years
Copper Tubing (Flexible)	30 years
Dehumidifiers	8 years
Dishwasher	9 years
Dryers, Electric	13 years
Dryers, Gas	13 years
Electric Blanket	5 years
Exhaust Fan	10 years
Faucet, High Quality	20 years
Faucet, Low Quality	13 years
Garbage Disposal	10 years
Hard Drawn Copper Pipe	30-40 years
Heat Pumps	16 years
Humidifiers	8 years
Microwave Ovens	9 years
PEX Tubing	50 years
Refrigerators, Standard	13 years
Vinyl Supply Line	15 years
Washers	10 years
Washing Machine Hose	5 years
Water Filter Canister	10 years
Water Heaters, Electric	11 years
Water Heaters, Gas	10 years
Water Inlet (Solenoid)	10 years

Note: Life expectancy is based on first-owner use and will vary according to environment and application in which used.

Sources: HUD, NAHB, CNY Homes

What to Send

Copper Pipe

An 18" section of the pipe on either side of the failure including markings and nearby fittings

CPVC

An 18" section of the pipe on either side of the failure including markings and nearby fittings

Toilet Supply Lines

Both pieces of broken coupling nuts
Supply line and attached labels

Solenoid Valves

All fittings and the valve itself

Fire Items

Outlets with 18" of wiring
All items next to product when it caught fire
Fire scene photos
C & O report if available

Refrigerators

Water inlet valve
Supply tubing
Ice maker if applicable

Water Filters

Fittings, Cap, and Canister (Sump)
Filter Cartridge

Toilets

If leakage can be observed from the fill valve, send only the valve
If cracks and/or improper installation is suspected, send entire toilet

Washing Machines

Water inlet valve
Water level control
Water level switch with tube



Since 1991

Diversified Product Inspections



Product Failure Analysis

Industry Leader in Identifying the
Manufacturer / Distributor

Specializing in Small Value Claims

Clear, Concise, Cost-effective Reports

Easy, Efficient Evidence Submission
for Both Small & Large Items

Secure Evidence Storage

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

Phone (865) 482-8480 (800) 865-6220

DPI'S THREE LEVELS OF REPORTS

Level I Mail-In Inspection \$350:

Recommended for claims \$1,500 to \$15,000

- \$350** Level I inspections are performed by a trained technician. Approximate 14-business day turnaround time on Level I inspections.
- \$80** For express processing.
- \$37** Shipping fee charged for small items (1 cubic foot or less, or 4 lbs., whichever is less) that are returned. Actual shipping cost for all returned items over 1 cubic foot.
- \$80** Per hour charge for additional log hours performed by a technician and approved by client in advance.

Inspections are performed on items received through the Mail-In Program, Large Item Shipping Program, or the Large Item Pick-Up Program.

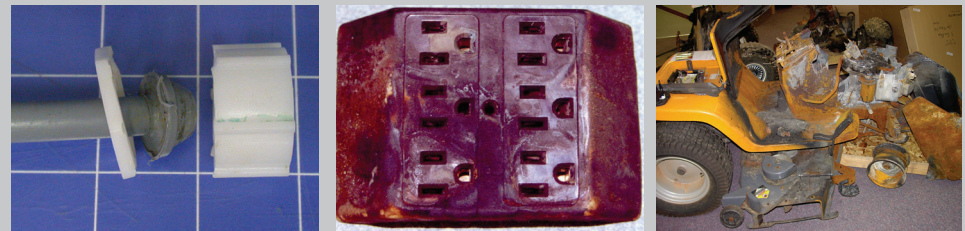


Level II Mail-In Inspection \$500:

Recommended for claims \$15,000 to \$30,000

- \$500** Level II inspections are performed on water, fire, and electrical items by a trained Technician under the supervision of a licensed professional engineer. The report is reviewed, sealed and signed by a licensed professional engineer. This report includes one hour of engineering time in the base fee. Approximate 14-business day turnaround time on Level II inspections.
- \$80** For express processing.
- \$37** Shipping fee charged for small items (1 cubic foot or less, or 4 lbs., whichever is less) that are returned. Actual shipping cost for all returned items over 1 cubic foot.
- \$200** Per hour charge for additional engineering hours that are approved by client in advance.

Charges for large items, i.e. dishwashers, refrigerators, washers, dryers or any item weighing more than 150 pounds, are quoted on an individual basis by calling DPI's Customer Service Department at 800.865.6220.



Level III Mail-In Inspection \$600:

Recommended for claims \$30,000 or more

Level III inspections are performed on water, fire, and electrical items by a trained technician with a licensed professional engineer present. Any testing is designed and approved by an engineer. The report conclusion is written, sealed and signed by a licensed professional engineer. Due to the complexity of Level III inspections, turnaround time may exceed 14 business days.

- \$600** Base price for a Level III report includes two hours of engineering time. Additional testing and engineering time are charged at \$200 per hour. All other log hour fees, shipping fees, and express processing fees are the same as Level I & II Inspections.

Clients will be contacted to discuss additional testing or research for more complex inspections.

