



# DPI Investigator

December 2019



## DPI Founder's Message

I have seen numerous occasions where there were product failures, yet subrogation was unsuccessful. The original failure analysis report can only provide the basic facts of the failure. The back-up support after a denial from the responsible party is critical for success.

DPI has a wealth of information because of our 30 years of experience in product failure analysis and from the testing that we have done. One of the most important and valued aspects is our commitment to continue to support you through the Subrogation Process.

Each year many lives and dollars are lost because of product failures. DPI feels that we are part of an army in a fight against those losses. Insurance adjusters are the front line generals and we at DPI are your troops. We are ready to serve!

Thank you for allowing DPI to serve you. \*\*\*\*\* Merry Christmas and Happy New Year!

John VanZyll  
CEO/Owner/Founder

SUCCESSFUL SUBROGATION HIGHLIGHTS			
Evidence	Claim	Recovered	Inspection Charges
DVD Player	\$173,000	\$130,000	\$527
Brass Fitting	\$67,735	\$63,000	\$735
Toilet	\$49,396	\$22,977	\$1,100
Dishwasher	\$41,952	\$34,500	\$2,130
Gas Valve	\$21,000	\$21,000	\$575



## Subrogation Screening Program

Our Subrogation Screening service is a great way to Efficiently and Effectively Determine the future of your claim with a Cost Effective Approach. DPI will provide a quick review of your claim and inform you if you have subrogation potential.

## DPI Special Projects

Recent investigations into water heater, garbage disposal and expansion tank failures indicated the failure may have been part of the manufacturing process before the item is installed in the home.



# Recall Alert

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As of September 2019, over 20,368,538 units of products sold were listed on the Consumer Product Safety Commission's Recall List. Following is a small sampling of those recalls.

Apple AC World Travel Adapter Kits; The three-prong AC wall plug adapters can break and expose the metal portion of the adapter, posing an electric shock risk. [Recall details](#)



H.E. Industrial Recalls Electric Garage Heaters; The heating element can overheat, posing a fire hazard. [Recall details](#)



Bodum Bistro Toasters; The recalled toasters can leak electric current when operating at the maximum normal temperature, posing a shock hazard to consumers. [Recall details](#)



AmazonBasics 1500 Watt Ceramic Space Heaters; The heater can overheat, posing fire and burn hazards. [Recall details](#)



Hunter Brunswick three and four light ceiling fans; The light kit wires can be damaged, posing an electric shock hazard to the consumer. [Recall details](#)



ASKO dishwashers; The dishwasher power cord can overheat, posing a fire hazard. [Recall details](#)



VIQUA Solenoid Valve Kits; Electrical current could leak from the solenoid valve, posing an electrical shock hazard to the user. [Recall details](#)



Carrier- and Bryant-branded 1.5-ton multi-zone, 4-ton multi zone and 4-ton single-zone ductless heat pumps; The fan motor on the heat pumps can fail, causing the units to overheat, posing a fire hazard. [Recall details](#)

