



DPI Investigator

March 2019

It's All In The Research

The DPI Research Department has attained a reputation in the failure analysis industry as being the premier place to turn when your evidence has no label or looks like road kill. Paula Furlong continually catalogs product information from a multitude of sources, maintains an exemplar collection of thousands of items, and assists with providing product, manufacturer, importer, and distributor information. She can provide statistical information on common failure patterns to help bolster a case for litigation or arbitration.

Paula has also been instrumental in identifying and reporting a number of water filter distributors who were selling counterfeit products.

Many insurance companies, private engineers, and other failure analysis firms use DPI's Research Department services to aid their own investigations.



Help Us Help You!

We are here to help you maximize your subrogation recovery efforts while minimizing your costs. You can spend thousands of dollars sending your evidence to an engineering firm or other facility for analysis, but if they can't identify the manufacturer, you are going to spend another \$1,500 minimum when you send it to DPI to get that ID! Why not save MONEY and TIME and send it to DPI from the start?

SUCCESSFUL SUBROGATION HIGHLIGHTS			
Evidence	Claim	Recovered	Inspection Charges
Water Filter Cartridge	\$58,000	\$45,000	\$510
Microwave Oven	\$35,564	\$29,656	\$1,915
Icemaker	\$35,000	\$15,000	\$502
S/S Braided Supply Line	\$29,700	\$20,000	\$575
Gas Valve	\$21,000	\$21,000	\$575

The [DPI Mail-In Program](#) provides a tremendous service to the insurance industry.

DPI will mail you an Adjuster's Kit at no charge. The Adjuster's Kit contains: five pre-addressed, pre-paid UPS labels, a variety of shipping containers, literature describing our services, and five blank claim forms requesting such information as the name and address of the insured, the type of product to be investigated, and general information about the claim. Claim forms and the documentation from the adjuster's kit can be downloaded [here](#).



Check your bottom line for successful claims...DPI has been the one leading the way.

TOP 5 INSPECTED PRODUCTS FOR 2018

Stainless Steel Braided Lines/Coupling Nuts | Water Inlet (Solenoid) Valves | Faucets/Supply Lines | Water Filters | Washing Machine Hoses



Trending Now - Recall Alert

Trending Now at DPI

Household single-handle valves are usually installed in-line with plumbing and are thus situated behind walls, under floors and so on. And even though they are designed to control water flow, such valves are typically installed and remain in an open position. Traditionally, these valves were made of sturdy materials and offered long-term performance.

Since the introduction of “no lead” laws across the country, DPI has seen an increase in the amount of failed single-handle valves. Either due to changes in design, the use of lower quality materials, or both of these factors, some valves seem to have less reliability than before. Recently, DPI has received more of these valves where sections have completely fractured and separated, and the brass material has deteriorated (left photo) after a short time in service. Also, some of these valves suffer multiple small cracks at one port or another (right photo). Click [here](#) for more detailed information.



Recall Alert

Academy Sports + Outdoors Recalls Turkey Fryer Due to Fire Hazard

This recall involves the Academy Sports + Outdoors Outdoor Gourmet Turkey Keg which is a turkey fryer made of stainless steel and powered by propane. The fryer, including the legs, measures 34 inches high by 17 inches wide. The item number is 157826 and is located on a label on one of the four legs.

Consumers should immediately stop using the recalled Outdoor Gourmet Turkey Keg and return it to any Academy Sports + Outdoors store for a full refund and a \$50 Academy gift card.

[Recall details](#)

