



DPI Investigator

May 2020



100 New Customers

Even during the COVID-19 crisis, DPI's customer base continues to grow.

We have been providing product failure analysis services since 1991. Our large database of product failures includes over 15,000 exemplars and over one million digital photographs which are available to use for product failure analysis and manufacturer identification. We maintain an outstanding success rate with identification of manufacturers and/or distributors. We also offer flat rate pricing.

AWESOME SUBROGATION RECOVERY

We learned that a customer collected \$130,000.00 on a camera battery fire file without an attorney. A 54% recovery! The customer collected \$2,000.00 from the retailer here in the US, but the biggest thing was \$128,000.00 was collected directly from the Chinese manufacturer! A fantastic recovery all from DPI's expert report which only cost the customer \$610.00.

New Service — Text to 865-804-2710 — for Subro Screening

To assist all who are working remotely...text a photo to our DPI designated phone number—865.804.2710 and DPI will review the photo free of charge and advise if there is subro potential or not. Should there be subro potential, DPI can send a box to you or your insured to have the item/evidence shipped to DPI. Large items can be scheduled for pick up by contacting our DPI at customerservice@dpi-inc.com or call 800.865.6220.

When large items need to be picked up, we are here to help with our own courier service within areas we are allowed to access due to the COVID-19 crisis. Our customer service department can arrange for this personalized service.



SUCCESSFUL SUBROGATION HIGHLIGHTS

Evidence	Claim	Recovered	Inspection Charges
Water Heater	\$700,000	\$700,000	\$4,419
Galvanized Fittings	\$54,145	\$50,145	\$560
Dishwasher	\$49,879	\$19,951	\$1,255
Toilet	\$37,000	\$36,500	\$1,322
Microwave	\$35,564	\$29,656	\$1,915



Since DPI's confirmation as a provider of choice for Oak Ridge National Laboratory, we recently received our second assignment and helped play a critical role in determining the origin and cause of the failure.

Due to the sensitive nature of ORNL's work, no details can be provided regarding the inspection.



Recall Alert

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Important: CPSC Recall—Remedy Notice Due to COVID-19

Due to the extraordinary circumstances surrounding COVID-19, some of the remedies identified in recall press releases may not be available at this time. Consumers should check with recalling firms for further details.

It is important to remember that CPSC and recalling firms urge consumers not to use recalled products.

Stelpro Design Recalls Sonoma Wall Fan Heaters Due to Fire Hazard [Recall details](#)



Hawthorne Hydroponics Recalls Grower's Edge Vaporizers Due To Burn, Shock and Fire Hazard [Recall details](#)



American Honda Recall of Portable Generators Due to Fire and Burn Hazards [Recall details](#)



Fanim Industries Recalls Harbor Breeze Santa Ana Ceiling Fan Due to Injury Hazard; Sold Exclusively at Lowe's Stores [Recall details](#)



Yamaha Guitar Group Recalls Digital Wireless Equipment for Electric Guitars Due to Fire and Injury Hazards [Recall details](#)



Kichler Lighting Recalls Ceiling Fans Due to Injury Hazard [Recall details](#)



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