



DPI Investigator

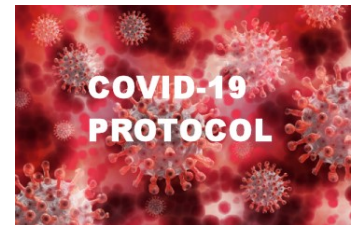
August 2020



COVID-19 Protocol for Third Party Inspections

DPI has developed the following COVID-19 protocol for third party inspections conducted at our facility.

- All third party attendees are required to wear protective face masks and gloves during the inspection.
- New masks and gloves are provided by DPI upon arrival.
- Third party attendees will be given a temperature check upon entry.
- Third party attendees are required to maintain social distancing during the third party inspection.
- The third party room and testing area will be disinfected prior to the third party inspection.
- The outside container or box with evidence inside will be disinfected prior to and after the third party inspection.



We are confident this protocol will insure everyone’s safety, but as a further precaution, we offer Zoom video collaboration services for those who prefer attending from the comfort and safety of their own office.

For additional information, or to arrange for a virtual third party inspection, contact our customer service department at 800.865.6220 or customerservice@dpi-inc.com.

SUCCESSFUL SUBROGATION HIGHLIGHTS			
Evidence	Claim	Recovered	Inspection Charges
Water Fill Assembly	\$36,000	\$28,439	\$385
Toilet	\$37,000	\$36,500	\$1,322
Vinyl Supply Line	\$25,000	\$25,000	\$225
S/S Braided Line	\$22,151	\$22,151	\$500
Dishwaster	\$6,000	\$4,439	\$1,040

They May Tell You *Why*, But We Can Tell You *Why & Who!*

Most every engineering firm can tell you why or how a product failed, but we are THE industry leader in product identification. When other engineering firms cannot determine “WHO” manufactured or distributed a product, they send it to DPI. We have collected manufacturer/distributor data for almost 25 years and have thousands of exemplar products cataloged and ready to use for comparison and identification.

Why pay up to five times more for an identification when you can minimize your recovery costs by sending your deficient product directly to DPI for inspection and identification? Contact our customer service department at 800.865.6220 for additional information.



Class Action & Recall Alerts

Class Action

InSinkErator F-201 Water Filter Class Action Settlement

A \$3.8 million class action settlement has resolved claims over InSinkErator water filters that allegedly leaked and caused property damage. Persons who suffered losses related to the F-201R instant hot water filter may qualify to receive compensation or a replacement filter.

Claim form deadline is December 31, 2022.

Details can be found [here](#).

Recall Alerts

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

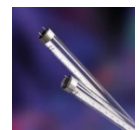
Due to the extraordinary circumstances surrounding COVID-19, some of the remedies identified in recall press releases may not be available at this time. Consumers should check with recalling firms for further details.

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

Sterno Home Recalls Path Light Kits With LED Power Supplies Due to Shock Hazard
[Recall details](#)



Ushio America Recalls Indiglow LED T8 Lamps Due to Injury Hazard
[Recall details](#)



Lochinvar Recalls Condensing Residential Boilers Due to Risk of Carbon Monoxide Poisoning
[Recall details](#)



Edwards Recalls Mechanical Heat Detectors Due to Failure to Alert to Fire
[Recall details](#)



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Check
Inspection
Status

