



DPI Investigator

October 2020



NEW Research Screening Program

Due to the overwhelming success of our **Subro Screening Program** which allows our customers to send in a product for the low price of \$100.00 to see if we think you have subrogation potential for a Level I,II, or III report, we have decided to add a **Research Screening Program** to our list of services.



If you are sending us a product for an ID Only Report, we will do a preliminary review of the product for \$300.00 and determine whether we believe we can identify the manufacturer. Our 30 years of being in business has shown us that it takes a minimum of 3 hours to begin the ID process by searching our extensive database. If we believe we can identify the manufacturer, the initial \$300.00 fee will be credited toward the cost of your \$1,500.00 ID Only Report. A Research Screening Program submission form can be found [here](#).

We all know that if you can't identify the manufacturer, you have no subrogation potential.

We are here to help you!

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.

SUCCESSFUL SUBROGATION HIGHLIGHTS

Evidence	Claim	Recovered	Inspection Charges
Toilet Valve/Ballcock	\$28,833	\$14,415	\$525
Rubber Drain Line	\$24,000	\$19,500	\$342
Water Filter Cartridge/Canister	\$23,000	\$17,000	\$584
Water Inlet (Solenoid)	\$20,889	\$16,712	\$917
Water Level Switch	\$18,256	\$15,000	\$417

Fake Water Filters

In our March 2020 newsletter, we reported the risks associated with counterfeit water filters and our part in identifying numerous counterfeit filters and reporting them to NSF.

Additionally, Grand Rapids, MI, *InvestigateTV*, produced an excellent in-depth expose documenting the extreme measures counterfeiters take to get their deceptive products to consumers. View the documentary [here](#).

The Association of Home Appliance Manufacturers's filteritout.org website is an excellent source for information regarding water filters.



Class Action & Recall Alerts

Class Action

Grayson v. General Electric

A settlement has been proposed in a class action lawsuit pending in the United States District Court for the District of Connecticut (the “Court”). The lawsuit alleges that General Electric Company (“GE”) sold certain GE-branded microwave ovens that contained defects such that the glass on the door of these microwaves may break or shatter spontaneously. GE denies that the microwaves are defective and denies that it did anything wrong.

Details can be found [here](#).

Recalls Alert

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.

Pier 1 Recalls Three-Wick Halloween Candles Due to Fire and Burn Hazards [Recall details](#)



Intertex Recalls Blowers Due To Fire Hazard [Recall details](#)



Miles Industries Recalls Gas Fireplaces Due to Burn and Laceration Hazards (Recall Alert) [Recall Details](#)



Willis Electric Recalls Home Accents Holiday Artificial Christmas Trees Due to Burn Hazard; Sold Exclusively at Home Depot [Recall details](#)



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