



Tips for a Better Failure Analysis

- ◆ Please submit on-site photos with the claim form: this is better than after the report is completed.
- ◆ Send all the evidence parts; we need them! But please note, or mark, the suspected failed component or part(s). If every item has to be described in detail due to insufficient information, extra charges may be incurred.
- ◆ Include a few extra inches of pipe on either side of a failed plumbing fixture or pipe. This often helps with testing and manufacturer identification.
- ◆ Please respond as quickly as possible to DPI emails for a quicker process time.
- ◆ Please do not fold water heater connectors in half. This causes additional internal damage.
- ◆ Please only use the current DPI Claim Form. Please only use the current DPI address. Please only use the current shipping labels.
- ◆ Please mark only one (1) box at the top of the DPI Claim Form; plus Express for rush service.