

Building on over 20 years of experience, WERC's Product Failure Analysis fixed-fee program provides cost-effective, professional evaluation of product failures ranging from household appliances to water supply lines and plumbing products, to electrical components. Whether the failure is due to installation error, manufacturing defect, freeze failure or normal wear and tear – utilizing our custom pressure testing table, digital microscopy and X-Ray equipment, the professionals at WERC are highly trained in the evaluation of these claims and can quickly provide you with guidance regarding failure mode and cause.

WERC's fixed-fee mail-in program is available nationwide and is a cost-effective, efficient way to find out why the failure occurred. Our guaranteed quick turn-around time allows you to process your claims quickly and efficiently.

For one price you will receive:

- An expert evaluation of your evidence
- A comprehensive report by a Professional Engineer (PE)
- Color photography
- Free shipping*
- One full year of evidence storage**

We're here to provide you with the answers you need for a reasonable fee in the fastest time possible. Your report will be issued in 10 business days or less from the time of receipt, or the evaluation is free***. Our engineers are available for rapid on-site response to larger losses.



Plumbing Products

- Water heater connectors
- Fractured coupling nuts
- Braided stainless steel supply risers
- Brass valves and components
- Water filter canisters
- Solenoids, regulators & check valves
- Hoses, pipes & tubing
- And more...



Electrical Components & Appliances

- Toasters & toaster ovens
- Coffee makers, blenders & mixers
- Sump pumps
- Hair dryers & electric blankets
- Crock pots, hot plates & counter top grills
- Batteries
- And more...



Ship your evidence to:

WERC Product Failure Analysis, 12421 E. 37th Avenue, Denver, CO 80239.

For more information, pricing and detailed instructions on shipping, evidence storage and the program please contact our office (800) 303-9800

* Large items may require additional shipping charges.

** Free storage is limited to small components and small appliances

*** Excluding fire claims, joint destructive testing and testing at outside facilities. The 10 business day guarantee does not apply when additional information is requested from the client.