

Helpful Hints

Ryan Engineering Center

Value-Driven Engineering Solutions



The Following Practical Information Can Save You Time and Money!

◆ INFORMATION

Provide as much information as possible

- Completely fill in the Claim Information Form
- Provide as much detail as possible

◆ ADDITIONAL INFORMATION

Provide copies of any additional information that is associated with the claim

- Pictures / Videos
- Documents
- Manuals
- Reports – Police, Experts, Adjuster, Fire Scene Investigation, etc.
- Repairman work orders
- Receipts

◆ ASSOCIATED PARTS

Preserve all the components of the investigation

- Keep all components that were replaced during a repair
- Send new and old parts for the investigation
- Describe any repairs that have been made to the product
- Send all pieces in any failure or fractured part (i.e. a leak at a joint, send pieces from both sides of the joint)

◆ SHIPPING

Maintain Chain of Custody and Package Properly

- Discuss the case with Ryan Engineering before shipping a large item (we may be able to clarify issues before the expense of shipping a large item)
- Will the member want the product back?
- Photograph and video package / crate before shipping via freight

◆ FIRES

Preserve everything possible

- Site visits are the best means for investigation
- Timing is critical – as soon after fire as possible
- Photograph, videotape and document everything
- Investigations often require more intensive analysis

◆ EVIDENCE SPOILIATION

It is always best practice to preserve all evidence to allow other parties inspection opportunities

- Retain the integrity of the item in its original condition as nearly as possible
- Maintain a proper chain of custody of evidence
- Document & Preserve everything possible
- Clearly and completely photograph and / or videotape everything
- Provide for proper final disposition of evidence

Professional Services

Forensic
Industrial
Structural
Digital Media

National Coverage International Experience

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PEs Licensed in

Alabama	Arkansas
Arizona	California
Colorado	Delaware
Florida	Georgia
Illinois	Indiana
Iowa	Kansas
Kentucky	Louisiana
Maryland	Massachusetts
Michigan	Mississippi
Missouri	Minnesota
New Hampshire	New Jersey
New York	North Carolina
Ohio	Oklahoma
Pennsylvania	South Carolina
Tennessee	Texas
Virginia	West Virginia
Wisconsin	

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