

## INCIDENT INVESTIGATION ASSIGNMENT INSTRUCTIONS

### NEISS Incident – Glass in Doors, Storm Doors, Patios Doors, and Tub and Shower Doors and Enclosures

DOCUMENT NUMBER:

DATE OF INCIDENT:

CATID: CASN05 2020

FOLLOW-UP REQUESTED

HAZARD ANALYSIS  COMPLIANCE

PRIMARY CONTACT: Mel Altman, CDI, 301-504-7419, [maltman@cpsc.gov](mailto:maltman@cpsc.gov)

BACK-UP CONTACT: Daniel Dunlap, CRE, 301-504-7733, [DDunlap@cpsc.gov](mailto:DDunlap@cpsc.gov)

#### ASSIGNMENT MESSAGE:

Initially, a determination should be made by telephone of whether the subject is installed in one of the architectural products covered by the standard at 16 CFR 1201.1(a). Also, determine the installation date of the product involved. *Further investigation is NOT required if the product was purchased (or the glass was installed) before July 7, 1977.*

If the product is a form of doorway or entrance way, bathtub door and enclosure, shower door and enclosure, or sliding glass doors (patio-type) and was:

- **Installed from January 1, 2016, to the present – conduct an on-site investigation.**
- **Installed between July 7, 1977, and December 31, 2015 – conduct an on-site investigation if there were large pieces of glass involved and/or a serious injury occurred.**
- **Installed between July 7, 1977, and December 31, 2015 – if the glass shattered in tiny pieces and there was no serious injury, conduct a very abbreviated telephone IDI and obtain only the following information, no photos are necessary:**
  1. Brand & model of the enclosure
  2. Date of installation/purchase
  3. Did it shatter while it was being opened or closed or while it was stationary?

For an **on-site investigation**, determine the following:

1. The type of product involved (i.e., storm door, patio door, shower door, etc.)?
2. Date of purchase or date of installation, before or after 2015?
3. Name and address of the firm where purchased or name and address of installer.
4. Was the frame professionally installed? If so, by whom?
5. Was the glass ever mishandled? Did it arrive chipped, scratched, scuffed?
6. Did the glass have to be cut/drilled to fit the enclosure? If so, by whom?
7. Name and address of the manufacturer if different than the installer.
8. Brand name, model name, and date code of product.
9. Any labeling on the glass itself?
10. What type of cleaning products were used on the glass?
11. How is the shower door mounted/supported?
12. Photos of the hardware supporting the door/glass.
13. Were there large chunks of glass around the hardware mounting points?
14. When moved – did the handle or other hardware slide/wiggle/shift within the glass?

15. If anyone was around, were there any loud audible noises (cracking/popping) before the product failed?
16. Can the glass enclosure be slammed against the wall or other hardware piece?
17. Are there any mechanisms that prevent the glass from slamming against the wall of the enclosure?
18. Do these mechanisms appear to have been moved or out of place? (Signs of sliding, streaking, scraping, etc.)
19. Are there any bumpers in place to prevent the raw edge of the glass from striking any other piece?

**Please include all primary and all backup contacts in the distribution of the completed IDI.**  
(Effective 2/20/2019, you should no longer include Troy Whitfield in the distribution.)

----- Area below will be completed in Data Systems -----

**Person(s) to Contact:** Consumer/victim (see “Victim” button/screen in IFS)

**Guidelines:** Appendix 52 – Architectural Glass

**Task Number:**

**Date:**

**Assigned to:**

**Processed by:** lew