



**DEFECTIVE FIXTURE OR
CUSTOMER ERROR**

Unrefuted....Customer had received a shock while in the store!

But the questions remained:

- What Caused the Shock?
- Was the Lighting Fixture Defective?
- Was the Lighting Fixture Grounded?
- Was the Lighting Display Bonded to Ground?

Evidence Viewed

- Security Video Files
- Four Employees Statements
- Evidence Light Fixture
- Evidence Fixture Display Rack
- Tests of Exemplar Fixture

VIDEO EVIDENCE



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Witness One Statements



- “Customer was pulling on the contact points of the lighting fixture then the electric arced and it shocked him.”

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Witness One Statements



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- “The man told me that he wanted to check and see what type of pin was on our display fixture.
- He showed me how he grabbed it, and where he grabbed it, right where the bulb connects to the fixture.”

Witness Two Statements



- “I asked if it had fallen on him and he said he was touching the display when it electrocuted him.”

Witness Three Statements



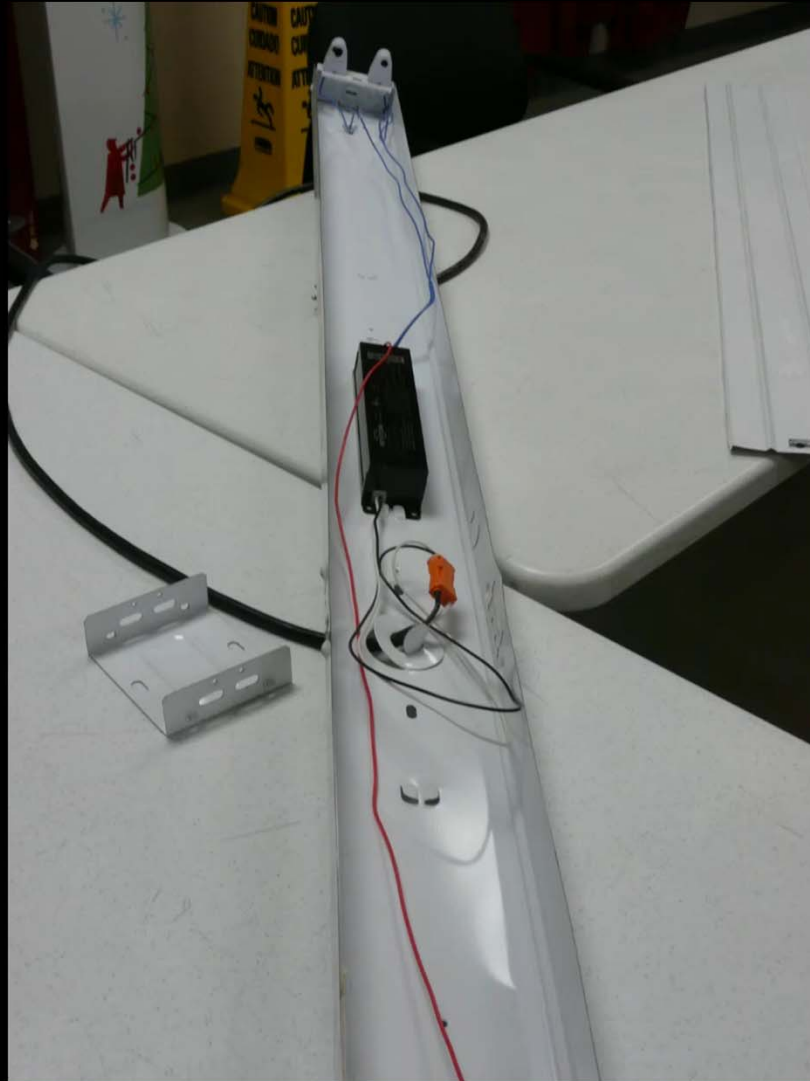
- “Customer stated he pulled back the plastic shield near where the pins plug in on the light fixture and got a shock.”

Witness Four Statements

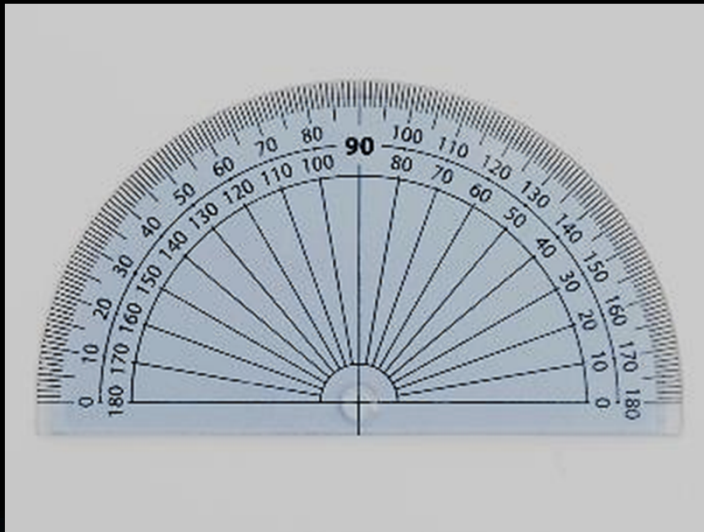
- “Customer let me know he shocked himself on the display bulb”.



Photos of Evidence Fixture and Display Rack



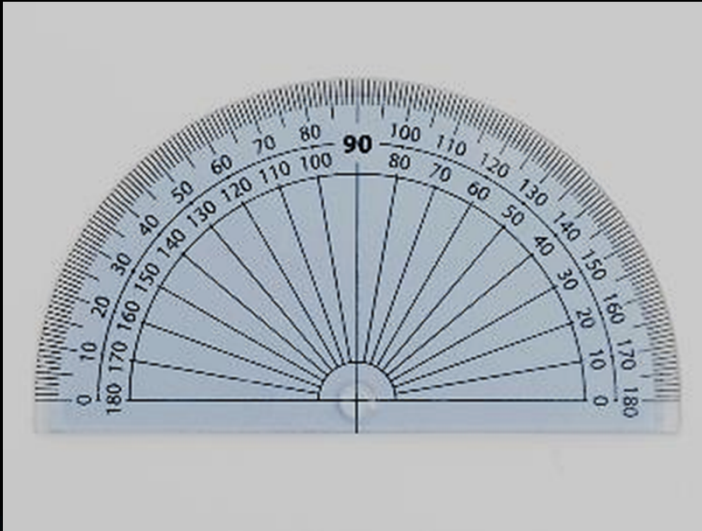
Photos What's the angle?



EVIDENCE FIXTURE

- Problem Noted!
Ground wire CUT and
missing

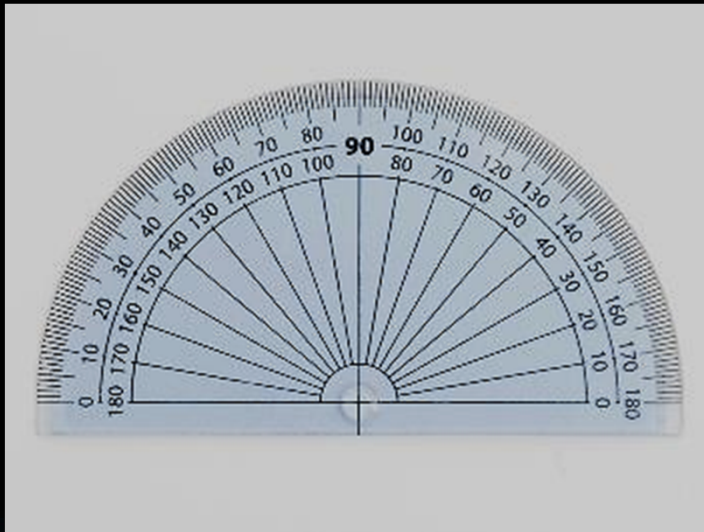
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EVIDENCE FIXTURE

- Problem Noted!
Ground wire CUT and missing
- Viewed Evidence
Fixture Display

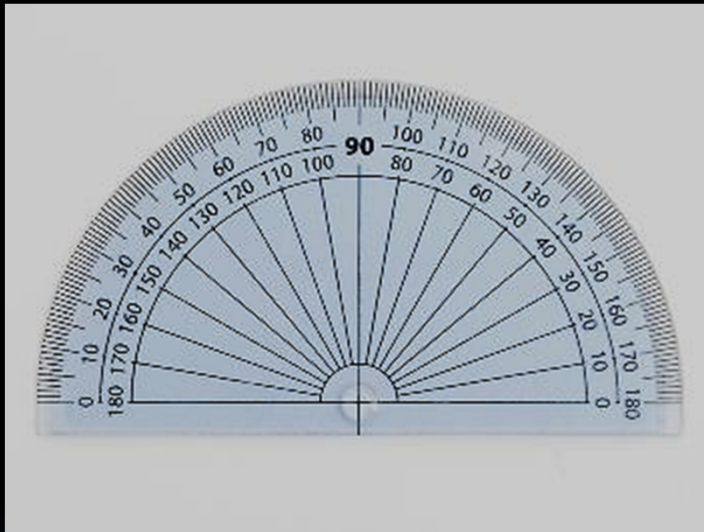
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EVIDENCE FIXTURE

- Problem Noted! Ground wire CUT and missing
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- Found Other Display Fixtures Missing Ground Wires too

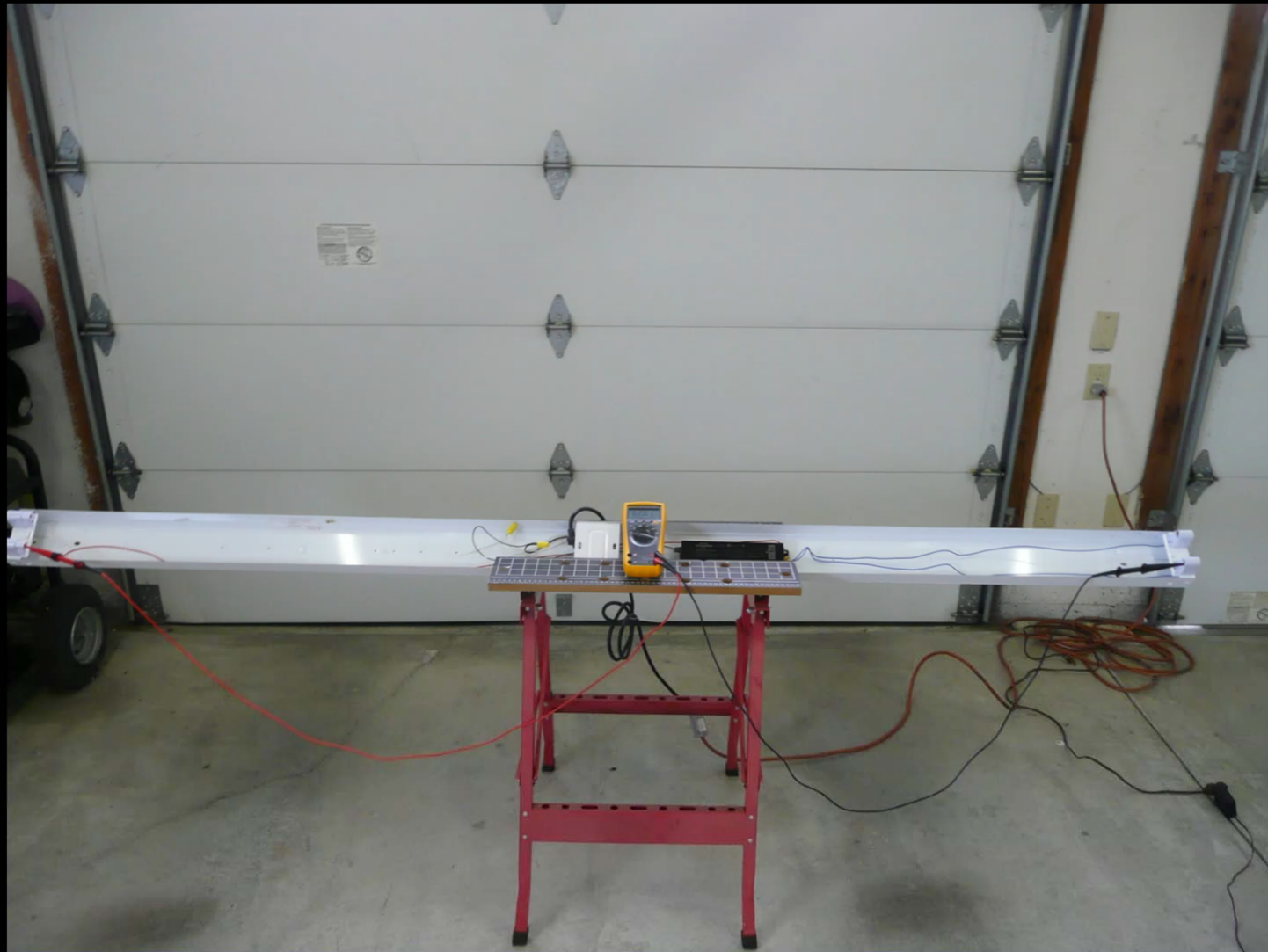
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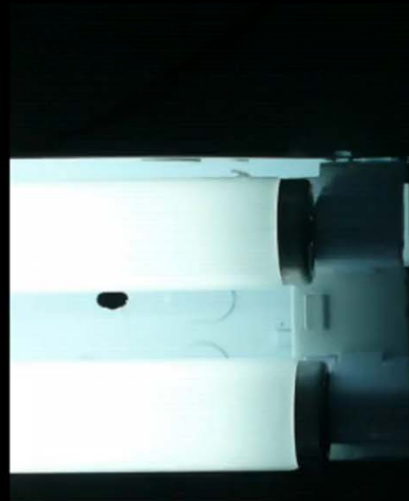
EVIDENCE FIXTURE

- Problem Noted! Ground wire CUT and missing
- Viewed Evidence Fixture Display
- Found Other Display Fixtures Missing Ground Wires too
- Fixture Supply Power to Display Rack, Tested at 120 Volts Tests OK

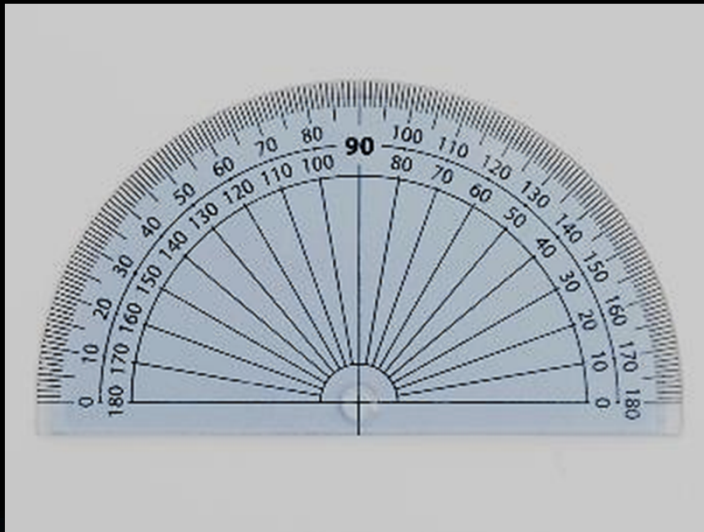
Photos of Exemplar Fixture



Movie of Arc Re-creation



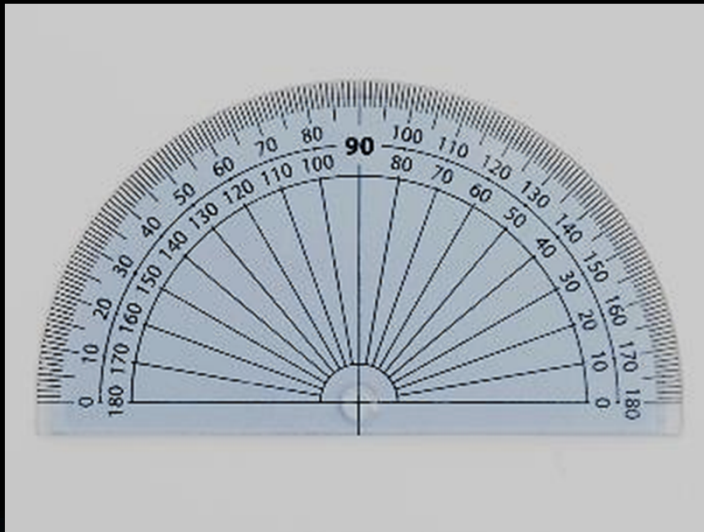
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EXEMPLAR FIXTURE

- Fixture Grounded

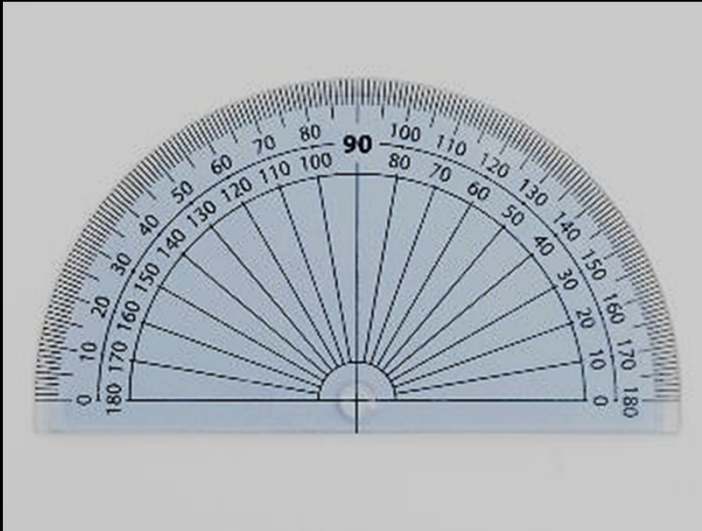
Photos What's the angle?



EXEMPLAR FIXTURE

- Fixture Grounded
- Voltage Measured to Ground

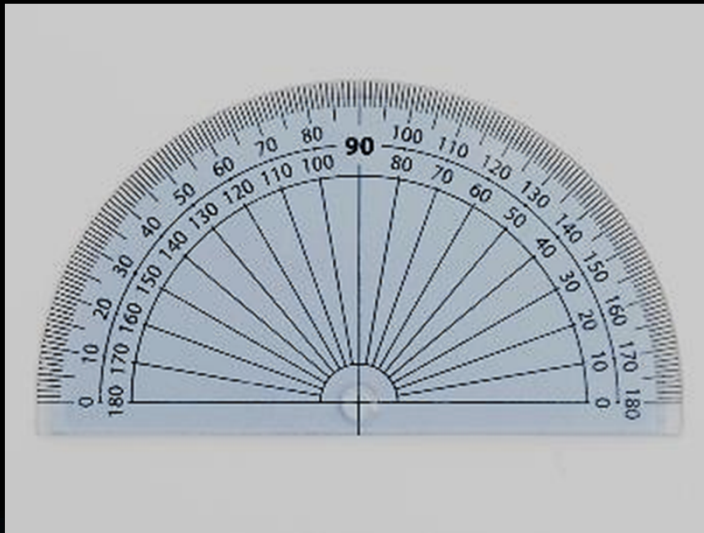
Photos What's the angle?



EXEMPLAR FIXTURE

- Fixture Grounded
- Voltage Measured to Ground
- Burn Mark Re-created

Photos What's the angle?



EXEMPLAR FIXTURE

- Fixture Grounded
- Voltage Measured to Ground
- Burn Mark Recreated
- Video Evidence Captured

How does it total up?

- Fixture and Display Found to be Grounded!



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- Fixture and Display Found to be Grounded!
- Burn on Lamp Holder Was Duplicated During Testing.
- Witness Reports State That Customer Touched End of Lamp While ON.
- Fingers and Forearm Were Burned.
- Testing of Exemplar Yielded a 355 Volt Shocking Discovery.



Conclusion

- Based on the facts of the case that I reviewed and the electrical tests I conducted on the exemplar fixture and, to a reasonable degree of engineering certainty, I have the following conclusions:



Conclusion

- Customer DID Receive a Shock From Fixture Lampholder



Conclusion

- Customer DID Receive a Shock From Fixture Lampholder
- Fixture on Display was NOT Defective



Conclusion

- Customer DID Receive a Shock From Fixture Lampholder
- Fixture on Display was NOT Defective
- Shock was Caused by Customer Pulling Back the Lamp with His Hand Next to the Arcing Pin and the Electric Arc Conducted to the Nearest Grounded Surface..... the Customers Finger to the Grounded Forearm.



Questions?



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