MONSANTO

# CALL REPORT – ORGANIC DIVISION

DICTATE IN SEQUENCE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES
3. NAMES OF CARBONEES
4. IMMEDIATE ACTION NEEDED
5. REPORT ON CALL

REPORT CAPTIONS:
1. OBJECTIVE
2. PERSONS CONTACTED
3. RESULTS
4. ACTION REQUIRED

| CUSTOMER NAME | | DATE OF CALL |
|---|---|---|
| LEVER BROS., INC. | | 1/27/70 |
| CITY AND STATE | DATE RECEIVED | DATE TYPED |
| Los Angeles, Ca. | 1/28 | 1/29 |

CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY

| NAME AND TITLE | PUT ON | TAKE OFF | MP | MAG. | CATEGORY CODES |
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| REGION | SERVICE CENTER | SALESMAN |
|---|---|---|
| Western | Los Angeles | J. H. Davidson/ jb |

TO J. R. Fallon/St. Louis CC D. E. Roush/St. Louis
R. A. Garcia/Akron

Persons Contacted: Rick Richards, Manufacturing Supervisor
Chris Fehling, Process Engr.

Purpose of Call: Meet with Lever personnel concerning condition of Therminol FR-2 in their systems.

Results: Recent Lever Brothers sample showed viscosity has risen to 9315 cs. and hi-boiler content to 11.5%. Today's meeting was set up after I had informed Richards by phone of the condition of the fluid and our recommendation that it immediately be replaced.

Only last summer, the condition of the FR-2 in this system was apparently good. Analysis at that time showed a viscosity of 38 cs. although further examination by CLC showed that the fluid contained about 5% contamination. After several tests by research, it was concluded that this contaminate was a high molecular weight organic acid. This was reported to Lever Bros. and it was emphasized that their research people should confirm this fact. Apparently, the presence of this acid (later reported to be stearic acid, by Richards) has caused a severe buildup of carbon in the system as well as significant degradation of the FR-2.

It was recommended that the present fluid be immediately drained from the system and replaced with FR-1. In addition, a seal flush system for the main Therminol pumps was recommended to reduce mechanical seal failures which have been occurring as a result of the carbon buildup. Details of the recommendations are contained in a letter to Lever Brothers dated 1/22.

All from Lever who were in attendance were very disturbed by the degraded condition of the Therminol, but agreed that it must be changed. At several points during the meeting, there was further evidence, particularly by Maintenance people, that such contamination of the Therminol had occurred. In one instance, it was reported that Therminol was seen pouring from one of the process pumps. Although the pump was tested for leaks, and none were found, it is obvious that Therminol was finding its way into the product and vice-versa. Richards stated that he would contact the engineering office in N.Y. to report fluid condition and confirm the fact that the fluid should be changed. They anticipate shutting down in the next 2 to 4 wks. in order to affect the change. Information on

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| Lever Bros. Inc. | | | | | | |
| CITY AND STATE | | | DATE RECEIVED | | | DATE TYPED |
| Page 2 | | | | | | |
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contacting Milt Togethoff of Findett was given to Richards since he felt that even if the recovered fluid would not be used here, it could be used in the FR-2 systems at Lever Bros. plants in Baltimore, Md. and Hammond, Ind.

Total system fill here is approximately 4500 gallons. It was recommended that the new fluid charge be FR-1 rather than FR-2 since this will give them more room for expansion. Richards indicated he would follow this recommendation unless engineering reported some reason why they should stay with FR-2.

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S-331 (REV. 12/68)

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