CUSTOMER REACTION REPORT

RETURN TO: COMPLAINT SECTION
ORGANIC ADMINISTRATIVE SERVICES DEPARTMENT
ST. LOUIS B - 2 - S

CUSTOMER
The Boeing Company (Aero Space Div.)

LOCATION
Seattle, Washington

PRODUCT
Pydraul AC

COMPLAINT NO.
110-Q-62

TO BE COMPLETED BY DISTRICT SALES OFFICE

DATE PRELIMINARY INFORMATION GIVEN TO CUSTOMER	DATE COMPLAINT FINALIZED WITH CUSTOMER
11/8/62	11/8/62

CUSTOMER REACTION: (This should include customer's reaction to our settlement and effect on future business relations.)

Peter Zandee requested a letter in triplicate of our analysis of the samples and the situation referring to the carbonization and performance of Pydraul AC in their Hardy-Tynes and Ingersoll-Rand air compressors.

During our conversation about this complaint today, it was determined the Ingersoll-Rand compressor which showed excess carbonization had been overhauled before being put into use after a considerable period of storage. All parts were covered with Cosmoline anticorrosion inhibitor and while Zandee stated they did the best to remove it all, it was possible some of the lines between the stages may not have been as effectively cleaned as they hoped. The heavy carbonization required valve scraping after 25 hours, followed with a period of operation of 48 hours and now is running slightly longer than 48 hours. We conclude Cosmoline deposits are being expended by the solvent action of Pydraul AC and that build-up of carbon will be reduced up to a balance point. Zandee also informed me they have cut back their lubrication as he feels there had been a tendency toward excess. Zandee appreciates the Cosmoline source could also have been carried by oil lubrication and that under such conditions, they would have had an extreme hazard. They are satisfied with Pydraul and appreciate the extensive analysis work we have done. They will continue to purchase Pydraul AC for these units.

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SIGNATURE

DATE
11/8/62

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