T.C. COMPLAINT INVESTIGATION MESSAGE BLANK • ORGANIC CHEMICALS DIVISION

DISTRICT	DATE	TIME	COMPLAINT NO.	ACCOUNT NO.
Wilmington	12/27/68		Complaint No. 9-A-68	

NAME & LOCATION
TO: W. E. Ault - St. Louis

☐ QUALITY ☐ SERVICE COMPLAINT

PRODUCT
Aroclor 1254 & 5442

TYPE OF COMPLAINT

CUSTOMER
Shipped To Products Research & Chemical Corp.

DISTRICT

LOCATION
At Gloucester City, N.J.

SHIPPER'S NO.	DATE SHIPPED	LOT NO.	QUANTITY
SN 565213	11/1/68	1254 - AK 38 5442 - AI 9	32 drums For 6 drums

CC:
G. W. Miller
W. B. Papageorge
R. A. Hayde
W. B. Dunlap
W. F. Waycoff-St. L.
H. O. Hehner -St. L.
J. E. Smith -St. L.
W. A. Kuhn -St. L.
G. E. Gibson -St. L.

FINDINGS

Customer found lower than normal viscosity of Lot AK-38 of Aroclor 1254. Customer measures viscosity with Brookfield instrument and reports a value of 20 poise versus normal of 40 poise. Plant does not have Brookfield unit, but a recheck of reserve sample showed viscosity by standard method of 45.3 SUS versus original analysis of 45.4 SUS and specification range of 44-48 SUS.

Customer complained that the Aroclor 5442 was cloudy and somewhat greenish in color in several drums. Plant does not have reserve sample of AI-9 as it was made in 1967. Reserve samples are only held six months. Greenish color is typical of color variability of 5442 which varies in color from yellow-orange to yellow-green. Normal is yellow. Cloudiness may have been due to insolubles, similar to problem encountered in 5460. Steps are being taken to eliminate the source.

CONCLUSIONS

- ☒ NORMAL IN ALL RESPECTS (1254)
- ☐ OTHER (SPECIFY)
- ☒ MEETS SPECIFICATIONS BUT (5442) OUTSIDE NORMAL RANGE
- ☐ DOES NOT MEET SPECIFICATIONS
- ☒ SUBJECTIVE PROPERTIES INVOLVED (5442 color)
- ☐ DETERIORATED IN STORAGE
- ☒ JUSTIFIED
- ☐ NOT JUSTIFIED

RECOMMENDATIONS

- ☐ OTHER (SPECIFY)
- ☐ HAVE MATERIAL RETURNED
- ☐ ATTEMPT TO GET CUSTOMER TO KEEP SHIPMENT

CORRECTIVE ACTION TAKEN

Customer also complained that 5442 shipment was made in galvanized drums versus normal steel drums. This was only material available for shipment and was cleared with customer in advance by Customer Service Group. Standard 5442 container is a light gauge galvanized drum designed for easy removal of fused product. Products Research is only customer which takes steel drums and inventory was exhausted. Future shipments will be made in steel drums unless specifically authorized by customer

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☐ IN 78A REV. 4/68	INVESTIGATED BY		DATE
	H. L. Williams	H. L. Williams	12/30/68

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