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

DISTRICT	DATE	TIME	COMPLAINT NO.	ACCOUNT NO.
New York	4/28/69		Complaint No. 3-A-69	

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

[X] QUALITY COMPLAINT
[ ] SERVICE

PRODUCT
Aroclor 1242

TYPE OF COMPLAINT
High moisture

CUSTOMER
Shipped To Essex Chemical Corp.

DISTRICT

LOCATION
At Sayreville, N.J.

SHIPPER'S NO.	DATE SHIPPED	LOT NO.	QUANTITY
SN 494778	4/9/69	AL-19	For 24,000 Lbs.

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

FINDINGS

Customer complained material contained 100 ppm moisture versus 50 ppm specification. Original analysis of lot was 30 ppm. A recheck of the reserve sample showed 32 ppm. Two drums of this lot remaining in the warehouse were sampled at random. Moisture analyses were 25 ppm and 28 ppm, respectively.

CONCLUSIONS

- [X] NORMAL IN ALL RESPECTS
- [ ] MEETS SPECIFICATIONS BUT OUTSIDE NORMAL RANGE
- [ ] DOES NOT MEET SPECIFICATIONS
- [ ] SUBJECTIVE PROPERTIES INVOLVED
- [ ] DETERIORATED IN STORAGE
- [ ] JUSTIFIED
- [X] NOT JUSTIFIED
- [ ] OTHER (SPECIFY)

RECOMMENDATIONS

- [ ] HAVE MATERIAL RETURNED
- [X] ATTEMPT TO GET CUSTOMER TO KEEP SHIPMENT
- [X] OTHER (SPECIFY)

Attempt to get sample of complaint material.

CORRECTIVE ACTION TAKEN

0354965

[ ] IN 76A REV. 4/62	INVESTIGATED BY	DATE
	H. L. Williams	5/6/69

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