

INTER-OFFICE MEMO **TENNECO CHEMICALS, INC.**

TO P.R. Scarito AT Burlington DATE July 13, 1973  
FROM H.B. Carr AT Burlington COPY TO P. Gawason  
SUBJECT Samuel Moore, Complaint #1257M, Dated 6/27/73  
File

In the referenced complaint, Samuel Moore complained of an excessive surface "graininess" when extruding tubing from pigmented (by the customer) 5614 compound. The customer claimed that the graininess apparently came from "excessive filler" that they were able to screen out but, in doing so, led to clogged extruder screen packs requiring frequent clean-out. A screen pack showing white particle accumulation, as well as a two-inch section of tubing, were forwarded by the customer in support of the complaint.

Our analysis of the screen pack showed that the white specks are high in lead content versus the surrounding area, from which we conclude that the white specks represent separation of Tribase (tribasic lead sulfate). There was no indication of filler in the compound, as we expected, since 5614 does not have filler in the formulation. The tubing, by visual inspection, had only a few gels (specks) on both the interior and exterior walls. We cannot, therefore, substantiate the "excessive graininess" portion of the complaint.

As for the clogged screen packs, it is possible that the Tribase particles are the problem, but more likely, the stabilizer separation may result in degradation of the compound and, hence, screen clogging.

We do not have the compound lot number involved in the complaint but only that "recent shipments" have caused the problem. Based on our investigation, however, we recommend the following action:

1. Substitute Eagle Picher Epistatic 100 for Tribase. Analagons to the 3805D All-Disc problem, EP 100, should disperse better and preclude stabilizer separation.
2. Quality Control will examine milled sheets during the next 5614 run for white particle separation although retained mill sheets do not indicate this problem.

*H.B. Carr*  
H.B. Carr

Attachment.

HBC/jst

JUN 29 1973

TENNECO INTERMEDIATES DIVISION

P. R. Scarito

TO: Burlington Compound Plant

DATE: June 27, 1973

FROM: D. C. Hawk

CUSTOMER COMPLAINT NO.: 1257 M

CUSTOMER

Samuel Moore and Company  
Mantua, Ohio

DETAILS FROM CUSTOMER

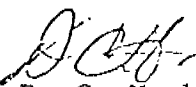
Screen plugging and grainy extruded surface on recent shipments of 5614 custom compound.

SUPPORTING EVIDENCE

Extruder screens from customer indicate some white accumulation; since 5614 is a custom formulation and contains no filler, the only possibility is the stabilizer. A sample of black tubing from the customer does show some flow marks or other surface interruptions on the inside surface, but only rare specks on the outside surface; I am not convinced that either of these observations is necessarily related to the screen accumulation, some of which can be found on almost any PVC compound after a few hours operation.

ANALYSIS AND CORRECTIVE ACTION

QC - please investigate this complaint and comment on its validity. Please advise if there are any corrective measures we can take -- perhaps to improve the dispersion of Tribase in the formulation.

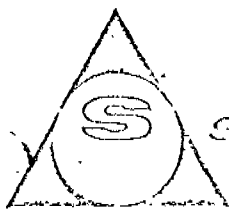
  
D. C. Hawk

ROUTE LIST

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M. Freifeld

COLORITE 013958



SYNFLEX DIVISION

SAAMUEL MOORE and COMPANY / Mantua, Ohio 44255 / 216-274-2270

JUN 26 1973

*PRS - Please advise*

*cc: GCH*

*Cummings over*

June 18, 1973

*BRG*

*Rob is investigating their complaint and will advise.*

*HBC  
DAB  
JWH*

Mr. Dave Hawk  
P.O. Box 2  
Picsataway, New Jersey  
08854

*Boff  
6/27*

Dear Mr. Hawk:

We are experiencing and observing problems on Tenneco 5614-15, PVC (6-033). The problem appears to be excessive filler or contaminant which will not blend with the vinyl. This causes an excessive "graininess" appearance to the tubing we extruded, both in the inside diameter and outside diameter of the tube. We could screen out most of this contaminant, but it would clog our extruder screen packs in a short period of time causing unacceptable or frequent "clean out".

We must get action on this problem. I am enclosing samples of pigmented Tenneco 5614 which shows the excessive filler or contamination. Also enclosed is a 3" sample of black tube showing excessive or not acceptable grain appearance in the inside diameter.

We are experiencing this problem intermittently in all lots received from Tenneco from the past 3-4 months. This trend in filler (talc appearance) or filler problem is getting worse.

Please contact us for further information. We need immediate action to correct this problem.

*Mark B. Cummings*

Mark B. Cummings  
Quality Assurance Manager P.E.

MBC/ch  
Enclosure  
CC: J. Kunkler  
D. Leiter  
A. Chow  
L. Phillippi  
B. Major