

Monsanto

FROM (NAME & LOCATION) N. J. Kamper-St. Louis

DATE	January 27, 1972	cc	F. J. Camargo
			W. R. Corey-BESL
REMARKS	FCB - HEAT TRANSFER FLUIDS		W. J. Fisher
			T. Gossage-B2SL
REFERENCE	Therminol FR		E. Greene
	F. J. Camargo Jan. 19 memo		H. W. Hayden-C2SD
TO			C. Paton-B2SH
			J. Roder-B2SC
	ALL MONSANTO AGENTS		W. A. Stewart-C2SD
	AND REPRESENTATIVES		J. F. Stapleton-C1NA
	IN THE LATIN AMERICA AREA		J. E. Tucker
			R. G. Witterschein-C2SD

Announcement of our withdrawal of Therminol FR* products from the market was made in F. J. Camargo's January 19 memo and January 7 cable.

No shipments of FR will be made after January 31, 1972.

We are mailing a letter of notification from our office to your Therminol FR customers. A copy of the letter, and a list of the customers (if any), to whom we are sending it, is attached. If we have overlooked any customer in your area, it is your responsibility to cable the customer's full name and address to me immediately. DO NOT send notification letters from your office to customers. These must be mailed to customers from our office.

While the letter of notification must be standard, each customer's conversion and disposal problem must be handled on a case-by-case basis. He is naturally going to feel that he is being put to a lot of expense and trouble by our decision. In your personal contacts, you must convince him that we sold him material in good faith, and that only the most compelling reasons have forced us to this decision. But ultimately conversion and disposal are his problems. You should be helpful but avoid accepting any direct responsibility for successful conversion and safe disposal. The stakes are simply too high for us to accept any such risks.

We, obviously, cannot offer personalized conversion counselling, but will handle your mail inquiries as promptly and as fully as possible.

*Material from MCL may be sold as Santotherm FR.

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Complete destruction of FR fluids require incineration temperatures of 2000°F, and it is highly doubtful that such facilities would be available in your area. The business group has agreed to prepare a description of suitable disposal techniques for the guidance of your customers as far as this may be possible. We certainly cannot accept responsibility for supervising each customer's disposal, but we will try to tell him methods to avoid, at least.

Obviously, he should avoid sewerage, any possibility of contaminating water supplies, feeding areas for wildlife, open dumps where scavengers might have access to the fluids, or materials or containers which have had contact with the fluids.

You will probably find there are some carefully selected and properly supervised covered landfills for the disposal of toxic chemicals. Also, your customer would find himself in the most secure legal position if he seeks out and follows the advice of local authorities.

We do not yet know whether or when Bayer, Prodelco and other competitors will follow our lead, and some of your customers may choose to go to them for continuing supplies.

We are prepared to lose this business, but would like to be fully informed of competitive developments.

As the product literature points out, Therminol 55 and 66 can be used in some of the same heat transfer applications as the FR series. However, they are not fire resistant and require different gaskets and fittings so do not recommend 55 and 66 as direct substitutes.

Further, recommending another Monsanto fluid simultaneously with the withdrawal of the FR series might make the whole exercise look like a sales gimmick and dilute the sense of urgency we wish to convey to our customers.

The ban on further sales of PCB heat transfer fluids applies to local stocks as well as to indent sales. Let us know what materials you have in stock, and how you would propose disposing of them.

Under no circumstances, is any Monsanto agent or representative to sell these FR products after January 31, 1972. Please continue to address your correspondence and inquiries to F. J. Camargo or me. Thank you.


N. J. Kamper

International Division MONS 100069

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Attachments