-- 12/20/68 4:40 Aroclor Com ~~9-4-68~~ 2-00-730.01

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H.Williams & G.W.Miller-ANNISTON

ANNISTON-W.Papageorge
ANNISTON-R.A.Haydel
G.K.Gibson
WWAYC-W.F.Waychoff
HHENN-H.O.Hehner
JSMIT-J.K.Smith

Aroclors 1254 & 5442 Viscosity, Clarity Color,

Products Research & Chem. Corp. Wilmington

Gloucester City, N. J. -- --

565213 11/1/68 Anniston 32-Dr.1254;6-Dr.5442

1254,AK-38; 5442, AI-9 --

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I have talked to G. W. Miller about this complaint, but this is to register it through our formal procedure. Our customer has complained about two different products with a different property involved in each instance.

With regard to Aroclor 1254 they found a lower viscosity than usual. They determined a value of 20 poise using spindle number 4 at 10 rpm on a Brookfield instrument. Normally they find a value near 40 poise. In spite of the difference measured by the customer they used all of the material.

Concerning Aroclor 5442 the customer found that the product in several drums was cloudy and somewhat greenish in color instead of the normal clear condition and yellowish color.

What is viscosity of the complaint lot of Aroclor 1254. If it is abnormal, do you know the reason for it and what is necessary to prevent a recurrence.

What is the clarity and color of the reserve sample of lot AI-9 of 5442. If you have confirmed the complaint report, what was cause and what are corrective measures.

I have inquired about complaint samples, but do not know the outcome. We may be able to get one for Aroclor 5442, but it appears quite doubtful for Aroclor 1254.

The customer also complained of having received the Aroclor 5442 in galvanized drums. Our district office reports that it is imperative that we ship in steel drums such as are used for Aroclor 1254. Was the container used for lot AI-9 something different than usual. Can we ship in steel drums in the future. Note that this is a point of great importance to our customer.

(This is the only quality complaint concerning either of these two Aroclors that has been received in the past 12 months.)

W. E. Ault

jd

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TOWOLDMON0052391