cc: H. S. Bergen - HBERG
D. A. Olson
D. E. Roush
J. H. Davidson - Los Angeles

December 24, 1969

Mr. Walter Forsyth
Plant Superintendent
Jerseymaid Milk Products Co.
1040 W. Slauson
Los Angeles 44, California

Dear Mr. Forsyth:

Thank you for calling to our attention the situation wherein you experienced difficulty in contacting someone at Monsanto to discuss your heat transfer system and Therminol FR-1.

Your letter of December 11, 1969 to Messrs. E. J. Bock and C. H. Sommer was received and my response will, I hope, provide some answers to your questions.

J. H. Davidson visited you on December 16 to review the situation and make recommendations so that you can obtain a better operating system. Mr. Davidson did make a pump recommendation, which Mr. D. E. Roush has or will confirm to you shortly by telephone, and which should minimize the pump seal leakage. Another recommendation which will help to eliminate leakage is to weld any joints over one inch -- this is standard in all Therminol FR-1 systems. These measures plus continued maintenance of the system will result in a system with little or no leaks.

As regards Mr. Olney, I am sorry that any impression was created that Mr. Olney was speaking for or had any relationship with Monsanto Co. No agreements, contracts or other relationships existed or exist between Mr. Olney and Monsanto. To the best of our knowledge he operated as a consultant and manufacturer of heaters and/or heat transfer systems. Mr. Olney may have made comments regarding Therminol FR-1 from personal experiences. Such comments, however, should not be interpreted as any statement of Monsanto policy.

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I hope Jerry Davidson and I have clarified your areas of concern, such as:

1. Reclamation of Fluid

Therminol FR-1 can be reclaimed if analytical results indicate fluid is in a degraded condition. We do not perform any reclaiming service, but we can recommend an independent company:

Findett Service Company
P. O. Box 13-C
R. R. #1
St. Charles, Mo. 63301

This company will review the analytical results, advise if the fluid is reclaimable, indicate the costs of reclamation and the time required. If a customer decides to reclaim the fluid then a new charge of fluid is purchased and the reclaimable fluid is sent to Findett Service Company for reclamation.

2. Approved List of Installers

We have no list of approved installers. We do have a list of companies who have successfully assembled Therminol systems which have started up and operated with a minimum of attention. Any company knowledgeable in high temperature heat transfer and the use of synthetic organic fluids in such systems should be qualified to assemble a system.

3. Monsanto Involvement

We manufacture and supply the Therminol fluids to precise specifications. Because we do not manufacture hardware or assemble systems, we only advise on design and type of equipment. The extent to which our recommendations are followed rests with the equipment builder. Generally, such companies are very cooperative.

In the area of system operation, again, we only recommend since the equipment builder usually furnishes an operating manual. We do furnish literature on our fluids and I am enclosing copies of such literature -- Therminol Design Guide and Therminol Applications Unlimited.

We hope you will continue to call upon us and I assure you we will be more prompt and understanding in the future. Jerry Davidson, is our fluids specialist for the West Coast and any questions or requests for assistance should be sent to him.

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J. R. Fallon
Marketing Manager
Heat Transfer Fluids