AROCLOR COMPLAINTS

1968

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TOWOLDMON0052389

V
A/F1324/550/DE31/1455/2/DH/SL/QZQ

W R WAYCOFF
H O HEHNER
J E SMITH

W A KUHN
G E GIBSON
W E AULT

Aroclor Complaints

073

ST LOUIS MO

T C COMPLAINT INVESTIGATION MESSAGE - ORGANIC CHEMICALS DIVISION

DIST - WILMINGTON DATE 12/27/68 COMPLT NO. 9-A-68

TO - W E AULT - ST LOUIS PRODUCT - AROCLOR 1254 AND 5442

CUST - PRODUCTS RES AND CHEM CORP - GLOUCESTER CITY N J

SHIPPERS NO. 565213 DATE SHIPPED 11/1/68

LOT NO. 1254 - AK 38 QUANTITY FOR 32 DRUMS 1254
5442 - AI 9 6 DRUMS 5442

FINDINGS -

CUSTOMER FOUND LOWER THAN NORMAL VISCOSITY OF LOT AK-38 OF AROCLOR 1254. CUSTOMER MEASURES VISCOSITY WITH BROOKFIELD INSTRUMENT AND REPORTS A VALUE OF 20 POISE VERSUS NORMAL OF 40 POISE. PLANT DOES NOT HAVE BROOKFIELD UNIT BUT A RECHECK OF RESERVE SAMPLE SHOWED VISCOSITY BY STANDARD METHOD OF 45.3 SUS VERSUS ORIGINAL ANALYSIS OF 45.4 SUS AND SPECIFICATION RANGE OF 44-48 SUS.

CUSTOMER COMPLAINED THAT THE AROCLOR 5442 WAS CLOUDY AND SOMEWHAT GREENISH IN COLOR IN SEVERAL DRUMS. PLANT DOES NOT HAVE RESERVE SAMPLE OF AI-9 AS IT WAS MADE IN 1967. RESERVE SAMPLES ARE ONLY HELD SIX MONTHS. GREENSIH COLOR IS TYPICAL OF COLOR VARIABILITY OF 5442 WHICH VARIES IN COLOR FROM YELLOW-ORANGE TO YELLOW-GREEN. NORMAL IS YELLOW. CLOUDINESS MAY HAVE BEEN DUE TO INSOLUBLES SIMILAR TO PROBLEM ENCOUNTERED IN 5460. STEPS ARE BEING TAKEN TO ELIMINATE THE SOURCE.

CONCLUSIONS - NORMAL IN ALL RESPECTS ON 1254. MEETS SPECIFICATIONS BUT OUTSIDE NORMAL RANGE ON 5442. SUBJECTIVE PROPERTIES INVOLVED /5442 COLOR/. JUSTIFIED.

CORRECTIVE ACTION TAKEN - CUSTOMER ALSO COMPLAINED THAT 5442 SHIPMENT WAS MADE IN GALVANIZED DRUMS VERSUS NORMAL STEEL DRUMS. THIS WAS ONLY MATERIAL AVAILABLE FOR SHIPMENT AND WAS CLEARED WITH CUSTOMER IN ADVANCE BY CUSTOMER SERVICE GROUP. STANDARD 5542 CONTAINER IS A LIGHT GAUGE GALVANIZED DRUM DESIGNED FOR EASY REMOVAL OF FUSED PRODUCT. PRODUCTS RESEARCH IS ONLY CUSTOMER WHICH TAKES STEEL DRUMS AND INVENTORY WAS ESHAUSTED. FUTURE SHIPMENTS WILL BE MADE IN STEEL DRUMS UNLESS SPECIFICALLY AUTHORIZED BY CUSTOMER.

INVESTIGATED BY - H L WILLIAMS ANNISTON ALA 12/30/68

CC
G W MILLER
W B PAPAGEORGE
R A HAYDEL
W B DUNLAP
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DH550/AH167/DE31/1455

MONSANTO TC