Final Report - Please refer to original report of 6/14/62.

COMPLAINT INVESTIGATION • ORGANIC CHEMICALS DIVISION

DISTRICT	DATE	TIME	COMPLAINT NO.	ACCOUNT NO.
	6/14/62		Complaint No. 20-K-62	2-000-730.01

NAME & LOCATION

TO: Mr. W. E. Ault - G. O.

☐ QUALITY ☐ SERVICE COMPLAINT

PRODUCT: Pyranol 1470

TYPE OF COMPLAINT:

CUSTOMER

Shipped To Federal Pacific Electric Co.

LOCATION

At Santa Clara, California

SHIPPER'S NO.	DATE SHIPPED	LOT NO.	QUANTITY
SN 530587	5/2/62	KB-1505	For 3 Drums

cc: Messers.
R. E. Soden - WGK
Elwood Martin/
R. Smith, WGK
G. E. Gibson - GO
G. R. Buchanan/
F. H. Langenfeld-
GO
H. O. Rehner - GO

FINDINGS

Customer has complained that the material in 3 drums of a 70 drum shipment of Pyranol 1470 contain a white precipitate. Lot KB-1505 produced on April 6, 1962 is within specification on all 23 items of analysis.

The material was returned and tested and found to be typical of Pyranol 1470 that has been exposed to cold. Pyranol 1470 will form a white precipitate (which is the chloride scavenger) at 10 - 20 Deg. F and the precipitate will easily go back into solution at 160 Deg. F.

The material returned went into solution at 160 Deg. F.

CONCLUSIONS

- ☒ NORMAL IN ALL RESPECTS
- ☐ MEETS SPECIFICATIONS BUT OUTSIDE NORMAL RANGE
- ☐ DOES NOT MEET SPECIFICATIONS
- ☐ SUBJECTIVE PROPERTIES INVOLVED
- ☐ DETERIORATED IN STORAGE
- ☐ JUSTIFIED
- ☒ NOT JUSTIFIED
- ☐ OTHER (SPECIFY)

RECOMMENDATIONS

- ☐ HAVE MATERIAL RETURNED
- ☐ ATTEMPT TO GET CUSTOMER TO KEEP SHIPMENT
- ☐ OTHER (SPECIFY) Inform customer of the nature of Pyranol 1470 and our findings.

CORRECTIVE ACTION TAKEN

Request Sales to pass physical characteristics and handing information to customer.

DSW 303629

☐ IN-76 REV. 6-61

INVESTIGATED BY: E. E. Martin P. E. Heisler R. E. Soden

DATE: 8/10/62

STLCOPCB4069079

Final Report - Please refer to original report of 6/14/62.

COMPLAINT INVESTIGATION • ORGANIC CHEMICALS DIVISION

DISTRICT	DATE	TIME	COMPLAINT NO.	ACCOUNT NO.
	6/14/62		Complaint No. 20-K-62	2-000-730.01

NAME & LOCATION
TO: Mr. W. E. Ault - G. O.

☐ QUALITY ☐ SERVICE COMPLAINT

PRODUCT
Pyranol 1470

TYPE OF COMPLAINT

CUSTOMER
Shipped To Federal Pacific Electric Co.

LOCATION
At Santa Clara, California

SHIPPER'S NO.	DATE SHIPPED	LOT NO.	QUANTITY
SN 530587	5/2/62	KB-1505	For 3 Drums

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FINDINGS

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- ☐ SUBJECTIVE PROPERTIES INVOLVED
- ☐ DETERIORATED IN STORAGE
- ☐ JUSTIFIED
- ☒ NOT JUSTIFIED
- ☐ OTHER (SPECIFY)

RECOMMENDATIONS

- ☐ HAVE MATERIAL RETURNED
- ☐ ATTEMPT TO GET CUSTOMER TO KEEP SHIPMENT
- ☐ OTHER (SPECIFY) Inform customer of the nature of Pyranol 1470 and our findings.

CORRECTIVE ACTION TAKEN

Request Sales to pass physical characteristics and handing information to customer.

DSW 303630

☐ IN-76 REV. 6-61

INVESTIGATED BY E. E. Martin 2 4/6 P. E. Heisler R. E. Soden

DATE 8/10/62

STLCOPCB4069080