COMPLAINT INVESTIGATION — ORGANIC CHEMICALS DIVISION

TO	Mr. W. E. Ault	AT	General Offices

COMPLAINT NO.	PRODUCT	
50-K-61	Aroclor 1154	
LOT NUMBER	QUANTITY	DATE SHIPPED
C-2	1-Drum (600 lbs.)	3/1/61
COMPLAINANT		LOCATION
Litwin Beauty Products Co.		Chicago, Illinois

NATURE OF COMPLAINT

Customer complained about excessive HCl fumes coming from drum of Aroclor 1154.

Messrs.
R. E. Soden - WGK
Elwood Martin - WGK
R. C. Smith - WGK
W. J. Gresham - WGK
K. L. McHugh-Research
G. E. Gibson - B2S
H. O. Hehner - B2N
R. Davis - B2S

FINDINGS

Lot C-2 did meet the specification of 0.7 on acid number. It's value was 0.58. However, this material has higher than the usual 0.2 because the material was not air blown. Apparently previous material had been air blown but this step was missed due to not being a written process and due to changes in supervision.

Sales of this crude Aroclor amount to about 10 drums per year and because of the special scheduling and drumming, storage and warehousing involved, is more expensive to produce than Aroclor 1254.

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)

The material was not air blown as has apparently been past practice. The need for air blowing was lost in changes in supervision.

RECOMMENDATIONS

- ☒ HAVE MATERIAL RETURNED
- ☐ ATTEMPT TO GET CUSTOMER TO KEEP SHIPMENT
- ☒ OTHER (SPECIFY)

Sell the customer Aroclor 1254 rather than 1154. Aroclor 1254 was used as a replacement and will probably be used by this customer in the future.

CORRECTIVE ACTION TAKEN

1. Future Aroclor 1154 will be air blown before packaging.
2. Sales was advised that 1154 is more expensive for us to make than the refined 1254 and that a price reduction for the crude 1154 is not justified.
3. We agreed also to bring all of Lot C-2 in our warehouse stock back to the department to avoid a future complaint.

DSW 303646

☐ IN 76 REV. 6/58	INVESTIGATED BY	DATE
	E. E. Martin P. E. Heisler R. E. Soden	3/7/61

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