

CUSTOMER REACTION REPORT

RETURN TO: COMPLAINT SECTION
ORGANIC ADMINISTRATIVE SERVICES DEPARTMENT
ST. LOUIS B - 2 - S

CUSTOMER

Federal Pacific Electric Co.

LOCATION

Santa Clara, California

PRODUCT

Pyranol 1470

COMPLAINT NO.

20-K-62

TO BE COMPLETED BY DISTRICT SALES OFFICE

DATE PRELIMINARY INFORMATION GIVEN TO CUSTOMER

JUNE 13, 1962

DATE COMPLAINT FINALIZED WITH CUSTOMER

AUGUST 20, 1962

CUSTOMER REACTION: (This should include customer's reaction to our settlement and effect on future business relations.)

Tom Orrock, purchasing agent, was quite pleased with the way Monsanto handled this complaint.

He is quite aware of the specifications for electrical grade materials, such as PYRANOL 1470 and is sympathetic toward our recommendations of handling this material.

Their Quality Control Department also agrees with that they should filter PYRANOL 1470 before loading into transformers or capacitors. However, production does not feel they should spend any money in analyzing or processing raw materials; therefore the burden is on the original supplier, Monsanto.

When materials are received in bad shape, Federal Pacific's own production will not touch even to the point of heating for re-solution. To avoid difficulties we, in our own judgment, returned the three (3) drums of Pyranol 1470 to the plant.

DSW 303627

SIGNATURE

William J. Bryant

DATE

August 20 1962



DSW 303628