

INTER-OFFICE MEMO **TENNECO CHEMICALS, INC.**

TO W.D. Wesely AT Piscataway DATE April 10, 1975
FROM W.C. Champion AT Burlington COPY TO W.A. Britton
SUBJECT Specialty Records H.B. Carr
Customer Complaint 11C G.E. Disch
Reference: Your Inquiry of March 25, 1975 P. Gawason
G.I. Rozand
P.R. Scarito
11C File
File

1. The use of Pantasote resin is the probable cause of the scratched stampers.
2. The return to CR-1 from H&S DBLS and Epistat 100 was based on a report from J.W. McBroom (telephone, 3/4/75) that no improvement was noted with the latter system.

W.C. Champion
(jt)
W.C. Champion

WCC/jst

Attachment

TENNECO CHEMICALS, INC.

ORGANICS & POLYMERS DIVISION

FEB 10 1975

QUALITY COMPLAINT -- RESIN/COMPOUND

MAR 10 1975

Date: 2/11/75	Entered By: J.D. Wesely	No: IIC
Customer: Specialty Records		
Product: CD-01225	Plant: Burlington Compound	
Identification: Lot #8-015012		

Details of Complaint:

Customer has gotten metal particles which scratched stampers while running the above lot. Two records with metal particle visible in record were forwarded to us and are attached. In view of recent CBS complaint on contamination causing scratched stampers (same product involved), common ingredients to both runs may offer a key to source of problem.

Manufacturing Analysis and Corrective Action:

This complaint is similar to CBS complaint 10C, with one added variable, Pantasote resin which was used during this production run of 50M lbs.

CR-1 was replaced with a 3/2 ratio of H&S dibasic lead stearate to Epistat 100 (tribasic lead sulfate) via SPA 01225 to eliminate contamination problem. Two production runs of this material was produced with the customer (CBS) finding no improvement. This compound was then switched back to CR-1 and assigned the new Tenneco designation of 3806 Black.

By:

P. Gowan / M.B. Smith / M. McIntyre

Date of Reply: 3/17/75

Marketing Action:

WCC:

3/25

cc: G. Roy and
G E S

- 1- Is the use of contaminated Pantasote resin the cause of the scratched stampers?
- 2- CBS got much less stamper damage with the two production runs using H&S and Epistat.
- 3- The above Mfg. reply is inaccurate and unacceptable.

Date Closed:

WCC, RWS, GED, HBC, GIR, PRS, WAB, DAG,

WAB

W.C. Champion

COLORITE 010303