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H. S. BERGEN - ST. LOUIS

OCTOBER 21, 1969

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ASKAREL SPECIFICATIONS

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The recent confusion with Westinghouse on Aroclor epoxide blends has again brought attention to the fact that we do not have established selling specifications and customer acceptance of these specifications in the area of power factor. If power factor is a subject of concern to our customers and they want a spec, then we should agree on one. If they do not want a spec and feel it is meaningless, then we should do away with our internal spec.

If the customer wants a specification, we should establish this based on the known variance of the Aroclor raw material and the epoxide, and come up with something that we can live with, our suppliers can live with, and the customers can live with.

The recent fiasco seemed to indicate that the cause was due to one of two factors, either epoxide quality or contaminant in the tankcar due to cleaning or for other reasons. If power factor is a valid specification and we must control it, then we must also control the quality of our raw materials and tankcar cleanliness and have some background information on what contaminants, such as water, etc., can do to power factor in the blend.

Would you develop a specification suitable to Monsanto and the customer and target this for December 31? This would also include control of raw material quality, blending procedures, and shipping procedures.

If agreement cannot be reached on a specification, then we should so inform our customers that we will not be held to a power factor specification even as a control tool.

Please work closely with all others who are involved in straightening out this troublesome and most important customer related problem.

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