COMPLAINT INVESTIGATION • ORGANIC CHEMICALS DIVISION

DISTRICT	DATE	TIME	COMPLAINT NO.	ACCOUNT NO.
	10/2/62		Complaint No. 32-K-62	2-00-730.01

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

☒ QUALITY ☐ SERVICE COMPLAINT

PRODUCT: Aroclor 1254

TYPE OF COMPLAINT: Quality

CUSTOMER
Shipped To: Tremco Manufacturing Co.

LOCATION
At: Cleveland, Ohio

SHIPPER'S NO.	DATE SHIPPED	LOT NO.	QUANTITY
SN	Not Avail.	KB-603	For

cc: Messrs.
R. E. Soden
E. E. Martin/R. Smith
G. E. Gibson-B2S
H. S. Bergen-B2S
H. O. Hehner-B2N
W. J. Gresham

FINDINGS

Through a packaging error in January, Aroclor 1248 was filled into 1254 drums and improperly stencilled 1254. When this error was detected in June through Complaint 19-K-62, all Krummrich stocks were checked. We had no record of any material being transferred to branch warehouses.

The sample returned from Tremco was Aroclor 1248 not 1254. This was indicated by identification by Refractive Index. Material was shipped from Cleveland Warehouse and was not, therefore, retrieved before.

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)

All containers of Lot KB-603 should be returned.

CORRECTIVE ACTION TAKEN

We will inventory our warehouse again to be sure no material from KB-603 is on hand.

Our Shipping Department will check all orders for 1962 and list all shipments of Lot KB-603. Mr. Ault will notify all Branch Warehouses of the problem and determine if any of this lot is on hand. We will then arrange to have any material still on hand either analyzed or returned.

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INVESTIGATED BY			DATE
E. E. Martin	P. E. Heisler	R. E. Soden	10/2/62

☐ REV. 6-61

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