MONSANTO CANADA

CALL REPORT

RE 14 Can you help Oneson?

FIRM . Schonbek & Co. Ltd., SALESMAN T. W. Oneson,

950 Montee de Liesse Rd. - ST. LAURENT, Que

CONTACT 514-341-4350

Mr. Wall, Plt. Eng.

DATE OF CALL September 28 & 29/71

PERMANENT FILE CHANGES

Schonbek mfr. high quality luxurious eleotric ceiling fixtures, chandeliers etc. They import cut glass beads, dangles etc. from Austria. 65% of their production is sold in the U.S.A. They hold several contracts to furnish new hotels with ballroom lustres worth up to $2,500. ea. Their metal finishing operation includes a vacuum metal spraying operation and relies on a Stokes Diffusion pump.

REPORT

Tuesday evening (Sept. 28) Ross Braun got a phone call from Mr. Wall, reporting that their plant had been shut down for two days, with 50 employees idle, because their Diffusion Pump was inoperative. Since AROCLOR 1248 has been withdrawn from the market they had not been informed of the SANTOVAC replacement product and our distributor Adams Chemicals offered them a blend of AROCLOR 5460/1221 which boiled in the Diffusion Pump and prevented its proper function.

At our suggestion, Ross Braun arranged to have a 5 gal. can filled from the MERSIZE Dept. THERMINOL FR 2 reserve. This was delivered to Mr. Wall by 10:00 PM enabling him to put the graveyard shift to work.

The next morning when I called to complete the business aspect of the deal, Mr. Wall was most grateful for the special service and a hearty thanks goes out to Ross, John Wright and the crew at the MERSIZE Plant.

As Diffusion Pump operators buy only small quantities of fluid, their orders for AROCLOR 1248 and 1254 have always been turned over to distributors. As a result we have had no contact with this market.

ACTION REQUESTED

A meeting will be held with Mr. Wall and his technical people next week to determine their future needs, make sure they understand the PCB problem and our used fluid disposal program. At that time, we will try to get more insight in this market to determine its scope and the volume of SANTOVAC that they will use. It may be to our advantage to use the services of the equipment suppliers to market our product.

DSW 147877

H. F. Dixon,
Ross Braun, J. Wright - LaSalle D. E. Roush - St. Louis.

ADDITIONAL COPIES

PRODUCT MANAGER

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