Monsanto — CALL REPORT – ORGANIC DIVISION

DICTATE IN SEQUENCE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES
3. NAMES OF CARBONEES
4. IMMEDIATE ACTION NEEDED
5. REPORT ON CALL

REPORT CAPTIONS:
1. OBJECTIVE
2. PERSONS CONTACTED
3. RESULTS
4. ACTION REQUIRED

CUSTOMER NAME						DATE OF CALL
DESIGN & PROCESS COMPANY						8/18/71
CITY AND STATE				DATE RECEIVED		DATE TYPED
Waltham, Massachusetts				8/26/71		9/14/71
CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY						
NAME AND TITLE		PUT ON	TAKE OFF	MP	MAG.	CATEGORY CODES
REGION	SERVICE CENTER	SALESMAN				
N.Y.	N.Y.	J.S. Pullman/gmt				

TO C. Paton - St. Louis CC P.L. Slayton - N.Y.

CONTACT: CP

Russ Khoylian, Jack Gonya and Ted Dombrowski.

The purpose of this call was two-fold, one to report on my meeting with Robert Schmidt of Inredeco and at their request to assist them in explaining the Therminol concept to Dombrowski of M & M Company of Albany, Georgia.

Schmidt is Vice President in charge of purchasing capital equipment for M Nestles' plants in Europe. Their offices are in Stamford. Schmidt was interested in the relative toxicity of Therminol 66 of the heat transfer material for their operation in Grimsby in England. The questions had arisen from Nestles' headquarters in Vevey, Switzerland regarding toxicity and Schmidt is to be brought up-to-date on the subject. He was not sure he thought that they had changed over their system in Grimsby to Therminol 66.

Dombrowski was in to review final details before settling on a supplier for a new peanut brittle plant to be built in Hacketstown, New Jersey. It will be a fairly large job with several lines and should require about 20 drums of Therminol 66. This is a fairly large job, about 200,000-dollars, and Design & Process was very anxious to get it. Up until a few weeks ago they were number one but in the past couple of weeks Heat & Controls have bid on the basis of using steam as a heat transfer agent because of safety and have thrown quite a bit of doubt in M & M's eyes insofar as toxicity is concerned.

Reviewed with Dombrowski our experiences in the past with FR fluids, and the reason for changing to Therminol 66.

Russ and Jack feel quite bitter about the FR situation. Ever since the problem started, they have not been able to sell a single fryer installation in the United States. They feel that Monsanto romanced them very heavily in the beginning to get them into this business and then left them flat. They claim they have a letter signed by Henry Gilbert in which he says that Therminol FR is safe enough to drink. (former Monsanto salesman)

Discussed the Mrs. Paul's change overs to Therminol 55 as well as Brilliant and Howard Johnson's. The only remaining FR system would be the one in Nova Scotia. J. MOC And following! (702) fluid shipped

S-331 REV. 12/68

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