



Great Lakes Chemical Corporation

FUMIGATION FAX

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Returning Cylinders

Efficient use and return of cylinders allows Great Lakes to perform preventive maintenance and reconditioning on our cylinders to make them available for your next order. While our top quality objective is to keep the cylinders in optimum working condition, occasionally there may be a problem with a cylinder in the field. We need your help to make us aware of these problems so we can investigate and correct the situation.

The key to understanding the problem is to collect as much specific and detailed information as we can about the problem that you encountered. Often the only information we receive about a problem cylinder is, "the cylinder would not dispense". While it tells us that you had a problem, it may not help us troubleshoot the cause of the problem. It would be very helpful to us to know what you were doing when you experienced the problem, e.g. product didn't dispense right after hook-up; cylinder stopped dispensing after using 50 pounds; cylinder stopped dispensing after repeated (tell us how many) hook-ups, etc. This type of information will help us determine whether a mechanical problem may have occurred or if the cylinder somehow lost dispensing pressure (~180 psi) after numerous uses.

In addition, we would also like to encourage those of you who may experience difficulty in dispensing product from the cylinder to give our technical service staff a call at 800-378-9451 at the time you are having the problem. There may be a few problems that can be solved over the phone, which would allow you to continue using the product cylinder.

However, for those problem cylinders that must be returned, please contact our Customer Service Department at 800-428-7947 and they will arrange for return of the cylinder. We also ask that you follow our cylinder return procedure. To help us begin an immediate investigation of the problem, please fax a copy of the Cylinder Return form to our Customer Service Department. Your fax will start our official investigation report using the information you provide. Many of you are already using our special Cylinder Return form to collect information specifically for these situations. This multi-part form comes with instructions for the notification and return of problem cylinders. If you're not using this form, call us at 800-378-9451 to request forms. The Cylinder Return form includes a bright yellow self-adhesive sticker portion to be attached to the problem cylinder when it is returned. This makes it easy for the plant personnel to identify the cylinder on receipt.

To help in tracking problem cylinders, please write the cylinder serial number on the return form along side your description of the problem. This will let us use our cylinder tracking information to help complete the investigation. If your situation is a problem not listed on the form, please write in a complete and detailed description of the problem. Receipt of this information and completion of an investigation is required to process any credit you may be due from return of the problem cylinder. So, it's very important that you notify us and put the yellow sticker on the cylinder. We appreciate your help returning cylinders and providing information to help us improve the quality of our packaging.

ALWAYS READ AND FOLLOW LABEL DIRECTIONS



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