

CUSTOMER ACCEPTANCE STANDARDS

1304

REFERENCES

| | | | |
|--------|------------|--|--|
| Number | 01 | | |
| Date | 01/07/1993 | | |

REFERENCE DOCUMENT

None




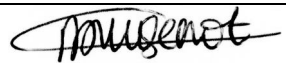
VALIDATION

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VETROTEX ITALIA - VADO LIGURE

Production Plant

| AREA OF RESPONSABILITY | TITLE | NAME At the date of coming into effect | SIGNATURE |
|------------------------|-----------------------|---|---|
| BUSINESS MANAGEMENT | MARKETING MANAGER | P. GILARD |  |
| VALIDATION | PRODUCTION MANAGER | A. FERRANTE |  |
| QUALITY VALIDATION | QUALITY ASSURANCE | E. CORTI |  |
| DISTRIBUTION | COMMUNICATION | E. MANGENOT |  |

MILLED FIBRE 1304

These Customer Acceptance Standards specify the quality and presentation characteristics to which Vetrotex is committed for the milled fibre 1304.

1 DESCRIPTION

The milled fibre 1304 is produced from E glass filaments with a nominal diameter of 13 microns and a nominal strand length of 100 microns. They have not been coated with any sizing.

2 UTILIZATION

The milled fibre 1304 has been engineered as a reinforcement for foamed polyurethane and thermoplastics and may be used under all normal conditions.

3 IDENTIFICATION

According to the ISO standard 2078 : 1993, this product designation will be presented in the following general form :

EC13 1304

| | | |
|------|---|--------------------------------------|
| E | : | glass type |
| C | : | type of process : continuous |
| 13 | : | nominal filament diameter in microns |
| 1304 | : | Vetrotex product classification code |

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PRODUCT CHARACTERISTICS**4.1. Guaranteed Characteristics**

This product is inspected according to a specific internal method which allows the following characteristics to be guaranteed :

| Characteristics | Methods of Measurement | Individual Values | | |
|--|--|-------------------|---------|---------|
| | | Minimum | Nominal | Maximum |
| 1 Moisture Content (%) | ISO 3344 : 1977 | - | - | 0.08 |
| 2 Strand Length (µm) | INTERNAL METHOD Vetrotex Italia CCV / 001 | - | 100 | - |
| 3 Bulk Volume (g/cm ³) | INTERNAL METHOD Vetrotex Italia CCV / 005 | 0.30 | 0.50 | 0.65 |

If Characteristics 1 and 3 are not fulfilled, the batch can be refused as long as the conditions quoted in Paragraph 7 are met.

4.2. Appearance Characteristics

The milled fibre 1304 is white in colour and should be free from any general contaminants.

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PACKAGING AND LABELLING**5.1. Individual Packaging**

The milled fibre 1304 is packaged either in :

- an octagonal cardboard container (octabin) of 300 kg (net weight), bottom discharge,
- needled paper bags of 25 kg.

5.2. Collective Packaging :

The container is placed on a wooden pallet with external dimensions :
1100 x 1100 x 1000 mm (L x l x h).

Net pallet weight = 300 kg ; gross pallet weight = approx. 330 kg

No static or dynamic stacking possible.

20 bags are put together in a cardboard box and placed on a wooden pallet with external dimensions : 1100 x 1100 x 1120 mm (L x l x h).

Net pallet weight = 500 kg ; gross pallet weight = approx. 540 kg.

The box and the pallet are wrapped together in a stretch film.

No static or dynamic stacking possible.

5.3. Labelling**Octabin**

Each octabin shall bear, on one side, one label giving the following information :

- the product reference,
- the packaging and product code,
- the net and gross weights in kilos,
- the identification code of the palletised unit.

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STORAGE

The milled fibre 1304 should be kept in its original packaging and stored in a sheltered area. The optimal conditions are :

- ⇒ a temperature of between 10 and 35°C inclusive,
- ⇒ a relative humidity level of between 35 and 85 % inclusive.

If these storage conditions are respected, the glass fibre product delivered should not undergo any significant transformation, even if it remains in storage for an extended period of time.

Vetrotex recommends that products be consumed using the first in, first out method.

Note: If the storage temperature is less than 15°C, it would be advisable to put the pallets in the processing area for 24 hours before use. This is to avoid condensation.

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A CCEPTANCE OR REJECTION CONDITIONS**7.1. Sampling Regulations**

A delivered batch is made up of a collection of products produced within the same time period.

A delivered batch corresponds to a complete unit of transport : for example a truck or a container.

Sampling to control the reception of a batch should be carried out according to the recommended procedures in Standard ISO 1886 : 1990

"Inspection by Variables - Standard Inspection - Level II of ISO Standard 3951 : 1989".

7.2. Acceptance or Rejection of a Manufactured Batch

For guaranteed Characteristics "Moisture Content" and "Bulk Volume", the Acceptable Quality Level (AQL) is set at 2.5 %. This level can be checked when the goods are received, according to the recommended standard procedure ISO 1886 : 1990

"Inspection by Variables - Standard Inspection - Level II of ISO Standard 3951 : 1989".

For Appearance Characteristics in part 4.2., any eventual defect with the packaging unit cannot lead to the rejection of the batch but only to the rejection of the unit in question. If the number of units in question (pallets, bags...) is a large quantity, the batch may be rejected as long as the procedure described by the ISO Standard 1886 : 1990 is carried out:

"Inspection by Attributes - Standard Inspection - Level II of ISO Standard 2859-1 : 1989".

If there is a complaint concerning the conformity of the milled fibre 1304, Vetrotex must be notified immediately. In other words, Vetrotex's technico-commercial staff must be notified, and they will take appropriate corrective action.

If a complaint is made, the customer should provide the following documents :

- Invoice number or packing list of the batch concerned
- Number of faulty packaging unit (photocopy of the label)
- A detailed description of the fault

Any complaint notified to Vetrotex more than six months after the delivery date of the product in question will not be accepted.

The use of a product presumed or declared by the customer to be not in compliance with the customer acceptance standards should be suspended until the problem in question has been resolved.

Vetrotex undertakes in accordance with these customer acceptance standards to guarantee the quality of the glass fibre it supplies but not the quality of the composite performance characteristics : the latter can be assessed and guaranteed only by its manufacturer.

Other Acceptance or Rejection conditions (commercial or transportation) can be found in the General Sales Conditions.

8**D**OCUMENTS

checked according to specific procedures and that it conforms to these customer acceptance standards.

Upon customers request, a Control Report may be provided with each batch delivered which details the results of measurements made within the batch.