CONCLUSIONS

Based on the nature of the above specifically identified chemicals, it is suggested that they are not from the window screens. These are relatively common chemicals that may be found in a residence from materials such as paints, cleaning compounds, and pressurized containers. They were all found at very low levels, well below what would generally be considered a health hazard. The levels found were also well below the reported odor thresholds[1], meaning that on the day sampled, the average person would not be able to smell them.

The "unidentified hydrocarbons" may include materials that are from the window screens. However, due to their combined low concentration they were not identifiable by normal GC/MS techniques.

In conclusion, it was not possible during this brief assessment to identify specific chemical compounds believed to be directly related to the coating on the screens. The following reasons may explain why no screen related chemicals were identified during this assessment:

1. The screens had been taken out several months ago, and due to aging and being in a cooler, non-sunny location (garage), may have changed in some way so that this test was not representative of what they off-gassed during prolonged normal installation;

2. On the day of the assessment, the ambient and indoor temperature was cooler than a hot summer day. As stated in the February 21, 1992 report[2] from The University of Alabama at Birmingham, as the temperature of the test samples were increased, additional compounds were released and identified (note that at some point sample pyrolysis was probably taking place).

3. Humidity differences may be important as well. The relative humidity in the 40-45% range is normal for this time of the year; however, during humid periods in the summer can be much higher.

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[1] Odor Thresholds for Chemicals with Established Occupational Health Standards; American Industrial Hygiene Association, Akron, Ohio.

[2] Report from Robert G. Meeks, Ph.D., D.A.B.T., University of Alabama at Birmingham, dated February 21, 1992 to Mr. Anthony Gamble, Phifer Wire Products, Inc.

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RECOMMENDATIONS

The following recommendations are made to assist you in determining what actions you may now wish to consider.

1. To determine if the above identified chemicals are not from the screens, a background sampling campaign can be performed. This should be done after the screens have been removed for some period of time.

2. In order to concentrate any chemicals being emitted from the screens, consider placing the screens in a closed environment, such as in a mylar or tedlar coated bag (these materials are relatively inert). Air sampling could then be performed on the bag while the screen is in sunlight. Note, however, that this may not be considered representative of potential exposure during normal use.

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LIBRARY SEARCH RESULTS

Scan 391 (7.204 min) of KPHS45.D
GRAY VINYL COATED FIBERGLASS FROM MAILING TUBE r.. k#4

Library file: DATA:NBS_REVE.L
Library name: NBS MASS SPECTRAL DATABASE

	CAS #	Library Index #	Match Quality
1: Propane, 1,1'-sulfonylbis- (9CI)	598038	7162	9321
2: 4-Hepten-2-one, (E)- (9CI)	36678430	2150	9318
3: 2-Heptanone, 6-methyl-5-nitro- (9CI)	66972029	11269	9296
4: 2,4-Oxazolidinedione, 5,5-dimethyl- (8CI	695534	4000	9293
5: Propane, 2-methyl- (8CI9CI)	75285	98	9290
6: 4-Penten-2-one (8CI9CI)	13891877	522	9282
7: Butane, 2,2-dichloro-3-methyl- (8CI9CI)	17773669	5489	9241
8: 4H-Pyran-4-one, 3,5-diacetyltetrahydro-2	55030665	17148	9239
9: 2,3-Pentanedione, 4-methyl- (8CI9CI)	7493585	2346	9195
10: Acetic acid, 2-propenyl ester (9CI)	591877	1249	9188

RETRIEVE
Which match (1 to 10):

Y: #5489 Butane, 2,2-dichloro
X: Scan 391 (7.204 min) of KP

LIBRARY SEARCH RESULTS

Scan 404 (7.436 min) of KPHS45.D
GRAY VINYL COATED FIBERGLASS FROM MAILING TUBE
r.. k#5

Library file: DATA:NBS_REVE.L
Library name: NBS MASS SPECTRAL DATABASE

	CAS #	Library Index #	Match Quality
1: Ethanone, 1-cyclobutyl- (9CI)	3019258	1083	8964
2: 3-Octen-2-one, 7-methyl- (9CI)	33046810	5670	8842
3: 1-Butanol, 3-methyl-, acetate (9CI)	123922	4155	8543
4: Cyanic acid, 2,2-dimethylpropyl ester (9	1459445	2250	8541
5: 2-Pentanone, 3-methylene- (8CI9CI)	4359777	1088	8514
6: 2H-Pyran, 3,4-dihydro-6-methyl- (8CI9CI)	16015115	1098	8500
7: 3-Hepten-2-one (8CI9CI)	1119444	2110	8480
8: 3-Butyn-2-ol (8CI9CI)	2028639	214	8405
9: 1-Propanone, 2-methyl-1-[2-(1-methylethy	56259155	7837	8394
10: 5-Undecene, 8-methyl-, (E)- (9CI)	39546855	10358	8373

RETRIEVE
Which match (1 to 10):

Y: #5670 3-Octen-2-one, 7-met
X: Scan 404 (7.436 min) of KP

LIBRARY SEARCH RESULTS

Scan 418 (7.690 min) of KPHS45.D
GRAY VINYL COATED FIBERGLASS FROM MAILING TUBE rnk 6

Library file: DATA:NBS_REVE.L
Library name: NBS MASS SPECTRAL DATABASE

		CAS #	Library Index #	Match Quality
1:	2-Butanone, 4-butoxy-3-methyl- (9CI)	54340942	8731	9260
2:	3-Buten-2-one, 3-methyl- (8CI9CI)	814788	509	9140
3:	3-Penten-2-one, 3,4-dimethyl- (8CI9CI)	684946	2106	9011
4:	2-Butanone, 4-hydroxy-3-(hydroxymethyl)-	6868979	4429	9008
5:	Cyclopenta[c]furo[3',2':4,5]furo[2,3-h][	55446270	29503	8949
6:	Ethanone, 1-cyclopropyl- (9CI)	765435	507	8890
7:	Ethanone, 1-(7-oxabicyclo[4.1.0]hept-1-y	15121014	5563	8881
8:	2-Pentanethiol, 2-methyl- (8CI9CI)	1633972	2830	8839
9:	Propane, 2-methyl- (8CI9CI)	75285	98	8779
10:	Heptane, 4-azido- (8CI9CI)	27126223	5730	8779

RETRIEVE
Which match (1 to 10):

Y: Set of 4 MS
X: Scan 418 (7.690 min) of KP

LIBRARY SEARCH RESULTS

Scan 818 (14.882 min) of KPHS45.D
GRAY VINYL COATED FIBERGLASS FROM MAILING TUBE rnk 7

Library file: DATA:NBS_REVE.L
Library name: NBS MASS SPECTRAL DATABASE

		CAS #	Library Index #	Match Quality
1:	Acetamide, N-[2-[3,4-dihydroxy-.alpha.-[	28177120	38099	9334
2:	Acetic acid, silver(1+) salt (8CI9CI)	563633	10151	9092
3:	Butanoic acid, 3-hydroxy- (9CI)	300856	1553	8942
4:	2-Butanone, 3-hydroxy- (8CI9CI)	513860	729	8832
5:	Propanoic acid, 2-(aminooxy)- (9CI)	2786223	1631	8779
6:	Compactinervine, diacetate (ester) (8CI)	2111855	35159	8725
7:	2-Propanone, 1-methoxy- (8CI9CI)	5878193	737	8702
8:	Butanoic acid, 3-hydroxy-, ethyl ester,	35608641	4434	8660
9:	2-Pentanol, 3-chloro-4-methyl-, (R*,S*)-	74685486	4917	8614
10:	Propane, 1-(1-methylethoxy)- (9CI)	627087	1490	8591

RETRIEVE
Which match (1 to 10):

Y: #1553 Butanoic acid, 3-hyd
X: Scan 818 (14.882 min) of K

JUN 8 1993 JUN 8 1993 EPDS

EPIDEMIOLOGIC INVESTIGATION REPORT

1. CASE NO.	2. INVESTIGATOR'S ID	3. OFFICE CODE
930512CCN1610	8052	830

4. DATE OF ACCIDENT (YR MO DAY)	5. DATE INVESTIGATION INITIATED (YR MO DAY)
93 05 03	93 05 19

6. SYNOPSIS OF ACCIDENT OR COMPLAINT: For 2 years, a consumer & her family have continuously experienced a foul smelling chemical odor being emitted from the window screens in their house. On 5/3/93, while the 44 year old female consumer was transporting one of the screens to the dealer for repairs, she developed a headache and an upset stomach. Contact with the screen manufacturer revealed that the vinyl coated fiberglass screens break down when sunlight hits the screens, causing the odor.

7. LOCATION (Home, school, etc.)	8. CITY	9. STATE
home 10	Trenton	MI

10A. FIRST PRODUCT	11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS
window screens 1828	Phifer Wire Products, P.O. Box 1700, Tuscaloosa, AL 35403
10B. SECOND PRODUCT	**11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS**
none 0000	n/a

12. AGE OF VICTIM	13. SEX (Use numerical code)	14. DISPOSITION	15. INJURY DIAGNOSIS
044	MALE - 1, FEMALE - 2, UNKNOWN - 3: 2	no treatment 0	headache 71

16. BODY PART	17. RESPONDENT(S) (Mother, Friend)	18. TYPE INVESTIGATION (ON SITE 1, TELEPHONE 2, OTHER 3)	19. TIME SPENT
head 75	(victim) consumer complainant 1	1	08.0

20. ATTACHMENTS	21. CASE SOURCE	22. REVIEWED BY	
multiple 9	consumer complaint 07	8311	YR MO DAY 930602 Travel = 1 hr.

23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY): CPSC MAY DISCLOSE MY NAME [X] CPSC MAY NOT DISCLOSE MY NAME [ ]

24. NARRATIVE (See Instructions on Other Side): See attached.

25. REGIONAL OFFICE DIRECTOR REVIEW — DATE

MFR/PRVLER NOTIFIED 1/19/94
- No Comments made
- X Comments attached
- Excisions/Revisions
- X Firm has not requested further notice

(USE OTHER SIDE AND ADDITIONAL SHEETS IF NECESSARY)

CPSC FORM NO. 182 (Revised 10/85) APPROVED FOR USE THROUGH 5/31/94 OMB NO. 3041-0029

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ACCIDENT INFORMATION

I visited the accident site, interviewed the consumer complainant (owner of the product), and observed the product (window screens). During my visit, the consumer cut out two separate pieces of the vinyl coated-fiberglass window screens from two separate screen frames at her home. I obtained these two pieces of window screens from the consumer, and identified them as Sample No. R-330-5015. I also took photographs of the window screens. I also inspected the retailer from where the consumer & her husband had purchased the windows & window screens for their home. My inspectional findings are reported under separate cover.

The consumer, and her family live in a single family house in a suburb to a large city. The consumer stated that in late June, 1988, she & her husband purchased new windows & window screens for the 14 windows in their home. They purchased these items from a local retailer, which was one of several retail outlets in the area that exclusively sell windows for this specific window manufacturer. (The window manufacturer only assembles the screening material to the frames, but does not actually manufacture the screening material itself.) The consumer stated that she & her husband installed most of the new windows & screens in their home themselves in early July, 1988. (She remembered that it was the 4th of July weekend for that year.) She stated that at the time the retailer installed the windows & screens for the two largest windows in the consumer's home.

From 1988 through early 1991 the windows & window screens were in place with no problem. However, from 1991 through the present time, she and other family members continuously experienced a foul smelling chemical odor being emitting from the window screens. She stated that the window screens on the sunny side of the house had the worst odor, and that the odor seemed to be the worst on sunny days. However, no one suffered any adverse symptoms at this time.

The consumer stated that on 4/29/93 she saw a local TV news broadcast that alleged that a certain type of window screen made by the screen manufacturer (manufacturer of the screening material & not the manufacturer of the frame, or the assembler of the screening material to the frame), emitted chemical fumes that were making some people ill. The consumer thought about it at the time, and believed that she might have the same kind of window screens in her home. She took some action a few days later when she went to the retailer to repair the hard plastic corner frame to one of the window screens that had broken.

On 5/3/93 (day of the accident) the consumer took the window screen to the retailer for repair. The consumer stated that while she was driving in the car with the window screen, she developed a headache & upset stomach from the fumes emitting from the screen. The consumer sought no medical treatment.

The consumer stated that when she arrived at the retailer, she explained the entire problem to the retailer. The consumer stated that the retailer was aware of similar complaints, and offered to work with the screening material manufacturer to replace the consumer's window screens made by the same manufacturer with a different type of screen. The consumer accepted the offer, and she is currently working with the manufacturer of the screen to accomplish this task.

Later on 5/3/93 the consumer called the screen manufacturer (Phifer Wire Products) in Alabama, and explained the problem to the manufacturer's representative, Charlie Brakefield. The consumer stated that Mr. Brakefield had told her at this time that the manufacturer was aware of the problem, and that the fiberglass screens had been coated with vinyl that gradually breaks down when sunlight hits the screens, causing the odor. The consumer stated that Mr. Brakefield had told her that the screens were made in 1988 & 1989.

The consumer stated that about a week later a regional representative from Phifer Wire Products, Will Evans, visited her home to confirm the problem. (She believed that Mr. Evans represents Phifer in the states of Michigan, Ohio, and Indiana.) She stated that Mr. Evans confirmed the problem, and made arrangements for Phifer to replace the screens in her home free of charge. As of the day of my visit to the consumer's home (5/25/93), the window screens have not yet been replaced. The consumer also stated that Mr. Evans had given her 3 one page documents from Phifer regarding the problem with the screens. The first document was a form letter from Beverly Phifer, President of Phifer Wire Products, admitting the problem & offering to replace the screens in question. The other 2 pages consisted of signed statements from 2 university professors (2 different universities) stating that they have researched the Phifer vinyl coated fiberglass screens, and have concluded the following (the professors' separate conclusion statements): "The research does not show that Phifer screening emits toxic gases.", and "...no chemical emissions from Phifer screening at levels that could be considered toxic or hazardous". Exhibit #1 consists of copies of these 3 documents.

SAMPLE COLLECTION

I obtained two pieces of the vinyl coated fiberglass window screens from the consumer. The consumer had cut these pieces out for me from two separate screen frames when I was at her home. I identified the sample (both pieces) as Sample No. R-830-5015. I sent the sample to Cathy Kelsey, CECA.

CERTIFICATION/STANDARDS

None.

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PRODUCT INFORMATION

The product consists of 14 window screens at the consumer's house. The window screens were brand new when that were installed in her home in July, 1988. The window screens are now 5 years old, but the problem with the foul smelling odors with the screens began approximately 3 years after they were installed. The screens are vinyl coated fiberglass screens. The manufacturer of the screens (screen material) is Phifer Wire Products, P.O. Box 1700, Tuscaloosa, AL 35403. Phifer actually manufacturers the screen material, and does not manufacture the frame or assemble the screen to the frame.

The manufacturer of the consumer's windows & the assembler of the window screens (screen material assembled to the frames) is The Pella Corporation, 102 Main St., Pella, Iowa 50219.

EXHIBITS

1 - Copies of the 3 documents from Phifer Wire Products that Phifer gave to the consumer.

Also, attached to the narrative are photographs of the window screens.

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EXHIBIT 1 930512CCN1610

1 OF 3

PHIFER WIRE PRODUCTS

P.O. BOX 1700 • TUSCALOOSA, ALABAMA 35403-1700 U.S.A.

RE: Media Allegations Regarding Phifer Fiberglass Screening

Dear Sir or Madam:

Phifer screening products, manufactured by Phifer Wire Products, have been used successfully for over 40 years with millions of satisfied customers. Phifer has always maintained the highest quality standards as our years of success support.

In 1988 and 1989, we made a minor change in the manufacturing process of our fiberglass screening, that we expected would continue our manufacturing excellence. In 1989, we learned that the change could cause a deterioration of the vinyl coating of our fiberglass screening that in some cases may lead to the emission of an odor that is stronger than the odor of normal screening products.

The manufacturing problem was corrected in July 1989, and since that time Phifer Wire Products has attempted to locate and replace the fiberglass screens in question.

In addition, Phifer encouraged the testing of the odors by several independent scientists. These scientists agree that while the odor of deteriorating material can be annoying to some people, none of the research detected emissions of any substances at levels considered potentially harmful.

Phifer Wire Products, located in Tuscaloosa, Ala., is the largest manufacturer of screening products in the country. It has established a consumer toll-free telephone line for anyone with questions about their products. The toll-free number is 1-800-874-3007.

Sincerely yours,

Beverly Phifer

Beverly Phifer
President

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PHONE 205/345-2120 • FAX 205/759-4450 • TELEX 261326 (PHIF UR)

Presidentail "E" Award For Export Excellence

Founded 1952 By REESE PHIFER

EXHIBIT 1 930512CCN1610
2 OF 3

STATEMENT OF DR. CLIFTON D. CRUTCHFIELD

I am a Certified Industrial Hygienist affiliated with Health Effects Group, Inc. of Tucson, Arizona and employed by the University of Arizona.

In November of 1991, I was asked to research the content of emissions from PVC window screen material which I later learned was manufactured by Phifer Wire Products. Health Effects Group, Inc. is a completely independent firm and we were initially contacted and retained by an Arizona screen dealer not affiliated with Phifer Wire Products except as a customer. I submitted my report to this dealer on or about November 25, 1991. Following that report, research was done and reported by at least three other research organizations.

In February of 1993, Phifer Wire Products asked me to review my research data and the data compiled by the other three research facilities and submit an updated summary report on the possible health risk of exposure to Phifer screening. I submitted my final report on April 27, 1993. Phifer Wire authorized me to discuss my findings with any media representative or member of the general public.

In reviewing the transcripts and listening to the videotapes of recent television news broadcasts on the subject about which I conducted this research, I was surprised to hear the allegations that Phifer screening is "toxic" and that it emits "toxic gasses." I was even more surprised to learn that the stations reporting this had been provided copies of my reports and claimed to rely on those reports in reaching their conclusions. None of the research reports in question detected emissions of any substances from Phifer screening at levels considered potentially toxic. The research does **not** show that Phifer screening emits toxic gasses.

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Clifton D. Crutchfield, Ph.D., C.I.H. — May 3, 1993 Date

EXHIBIT 1 930512CCN1610

3 OF 3

STATEMENT OF DR. ROBERT G. MEEKS

I was a member of the faculty in the Department of Environmental Health Sciences at the University of Alabama School of Public Health when I supervised research on Phifer Wire Products PVC-coated fiberglass screening. I have reviewed the transcripts of recent television news broadcasts that purported to rely on my findings and conclusions in alerting their listeners to the dangers of "toxic screening" that "emits toxic gasses." The TV broadcasts inaccurately reported my findings and conclusions as well as those of other studies that were referenced in the broadcasts. I specifically advised the reporters who contacted me that it would be inaccurate to say "Phifer screens emit toxic gasses." Nevertheless, that allegation was made in the broadcast reports. My research and the in-home air testing done by Clayton Environmental detected no chemical emissions from Phifer screening at levels that could be considered toxic or hazardous.

Robert G. Meeks, Ph.D.

May 3, 1993
Date

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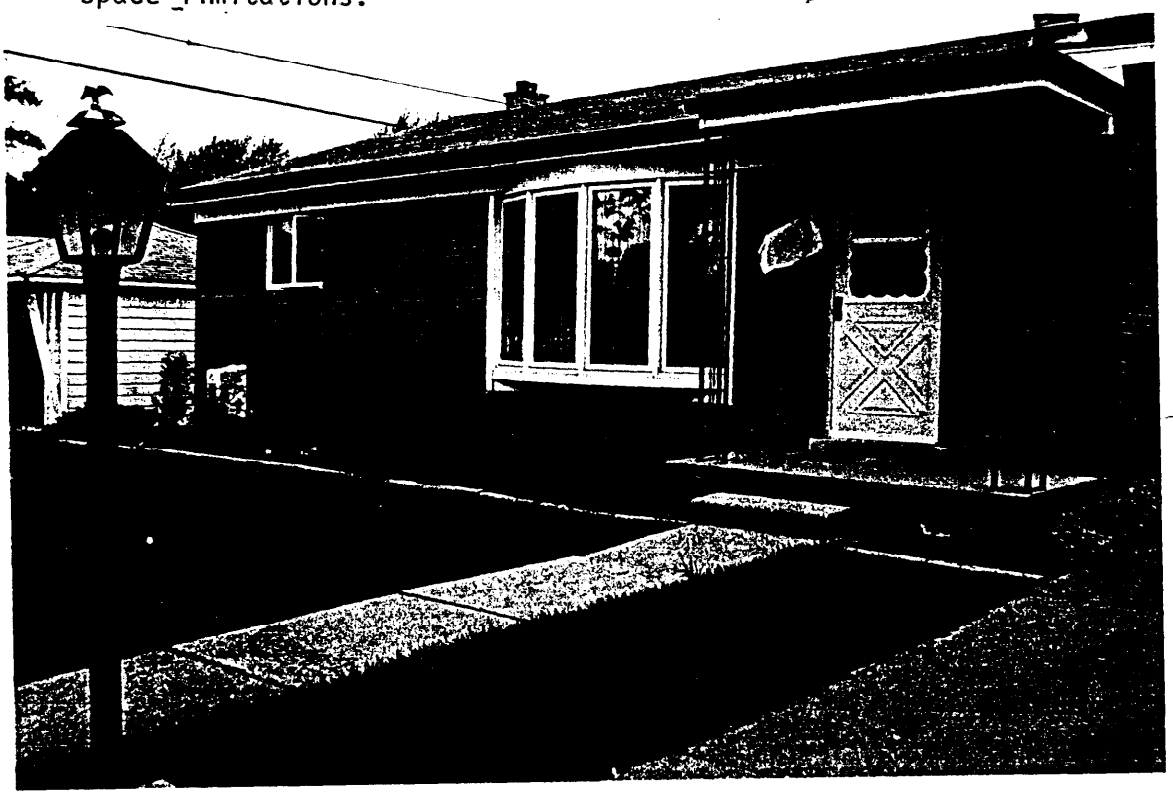
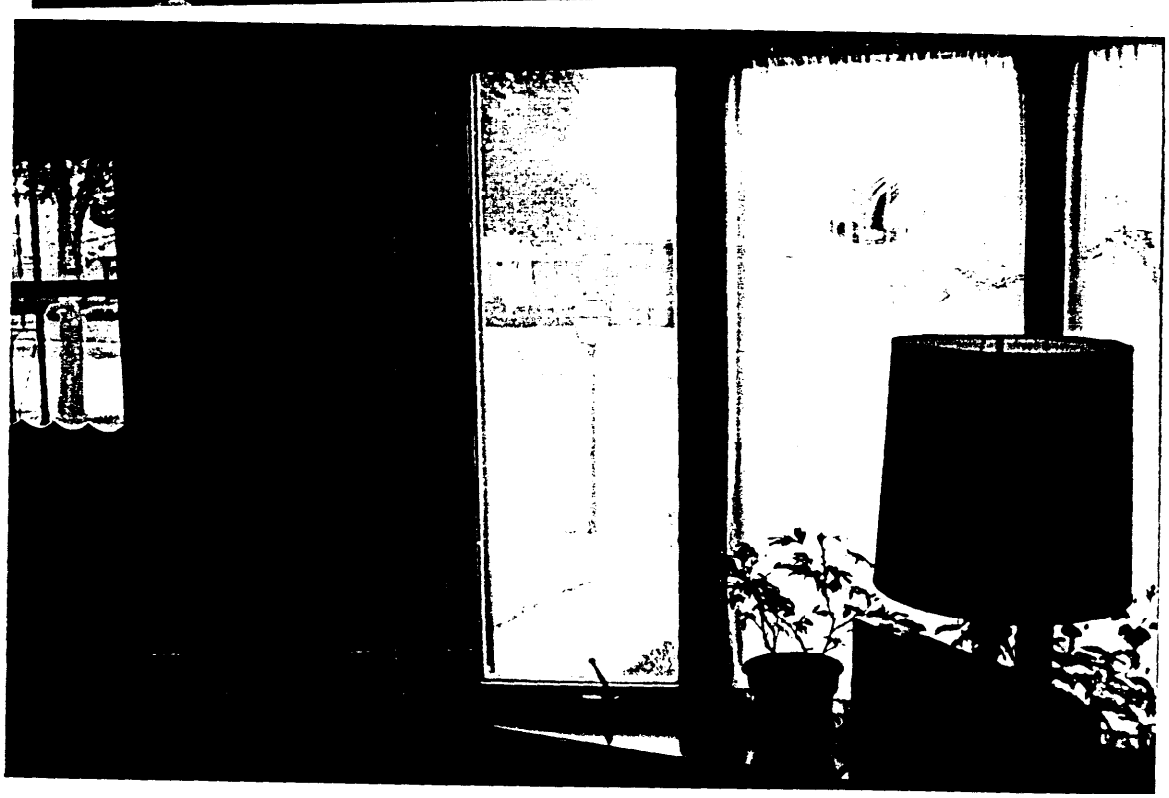
Photo #1 shows the front of the consumer's house, and some of the windows where the screens are located (door is not included). The front of the house faces south, and receives the most sunlight.

Photo #2 shows a location where four screens are located in the bay window in the living room (viewed from inside of the living room). The living room is located in the front of the house. All four windows comprising the entire bay window could not be photographed inside, because of space limitations.



1



2

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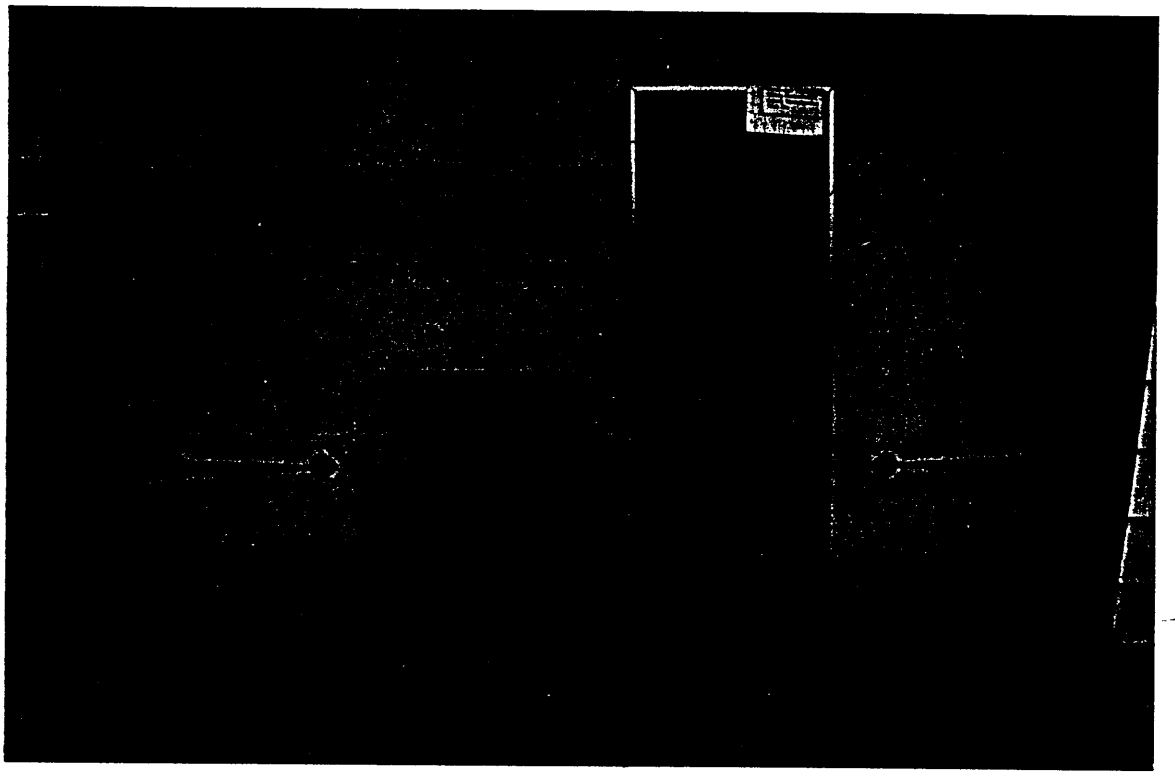
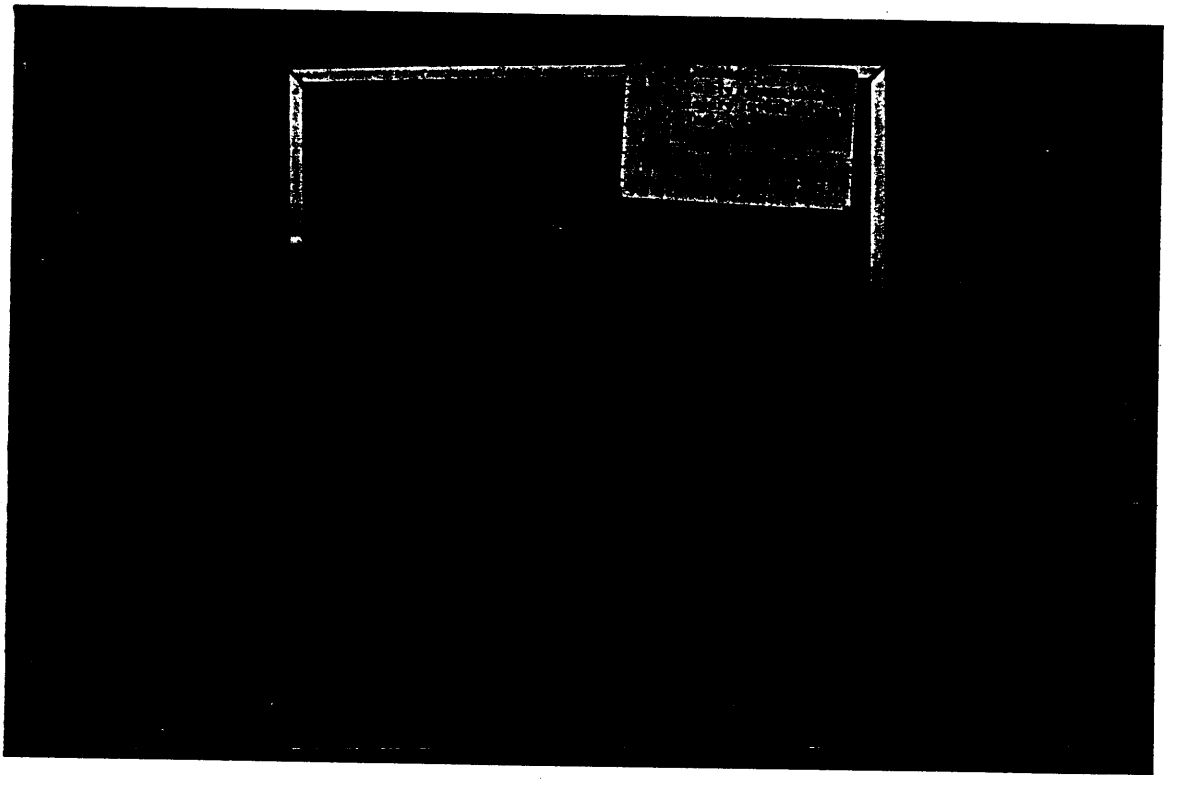
Task No. 930512CCN1610

Photos #3 & #4 show two of the window screens. I obtained the two pieces of the screen that comprise the sample from these two screens.



3



4

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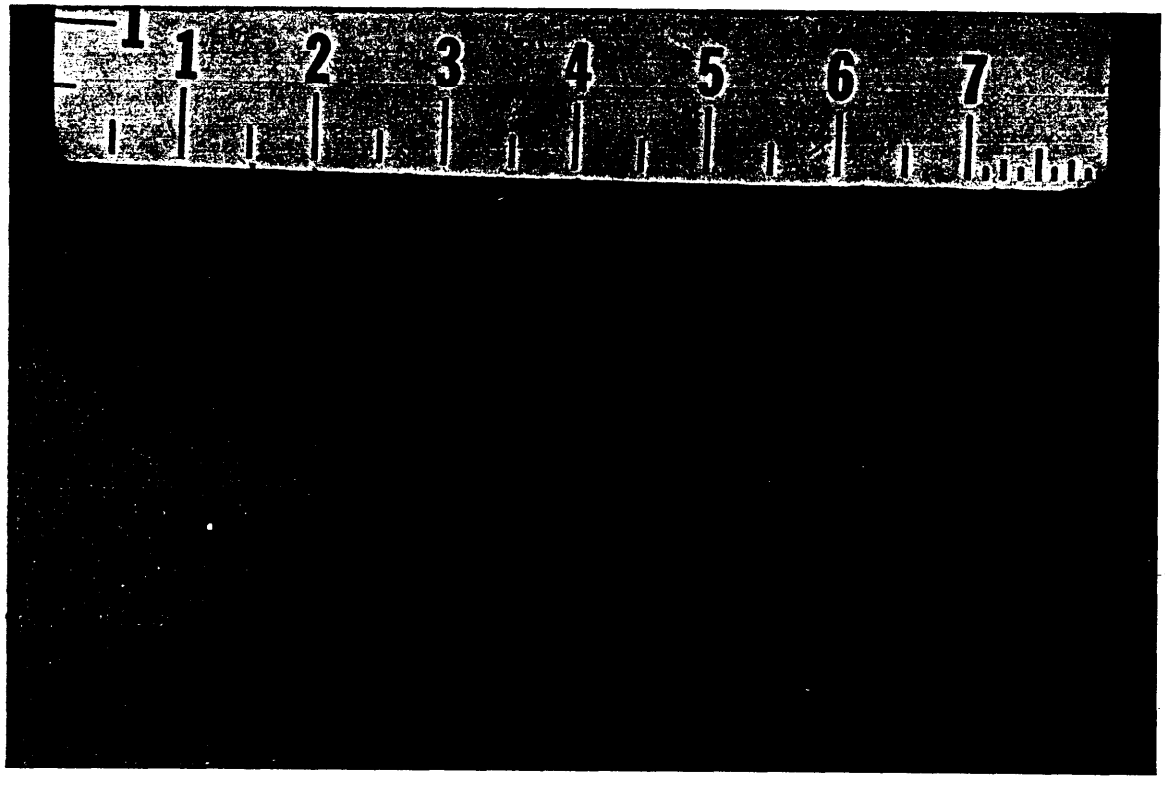
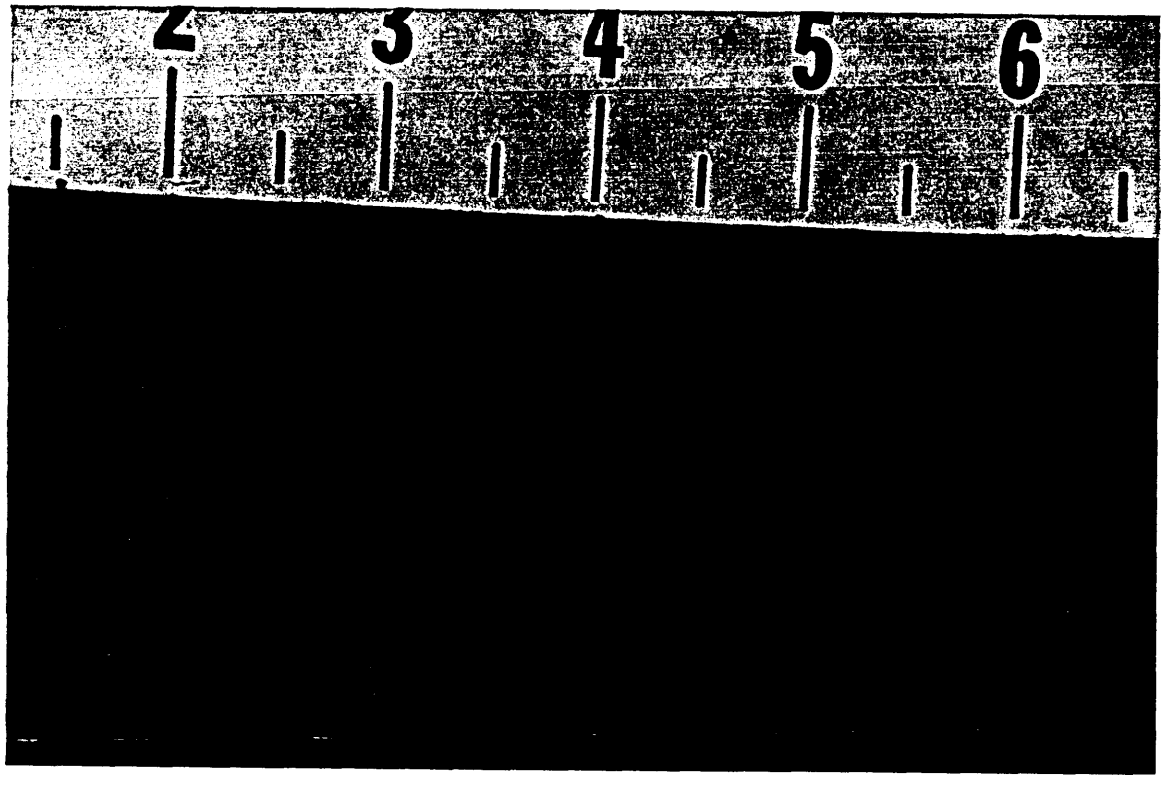
Task No. 9305101610

Photos #5 & #6 show close-ups of the one of the screens.



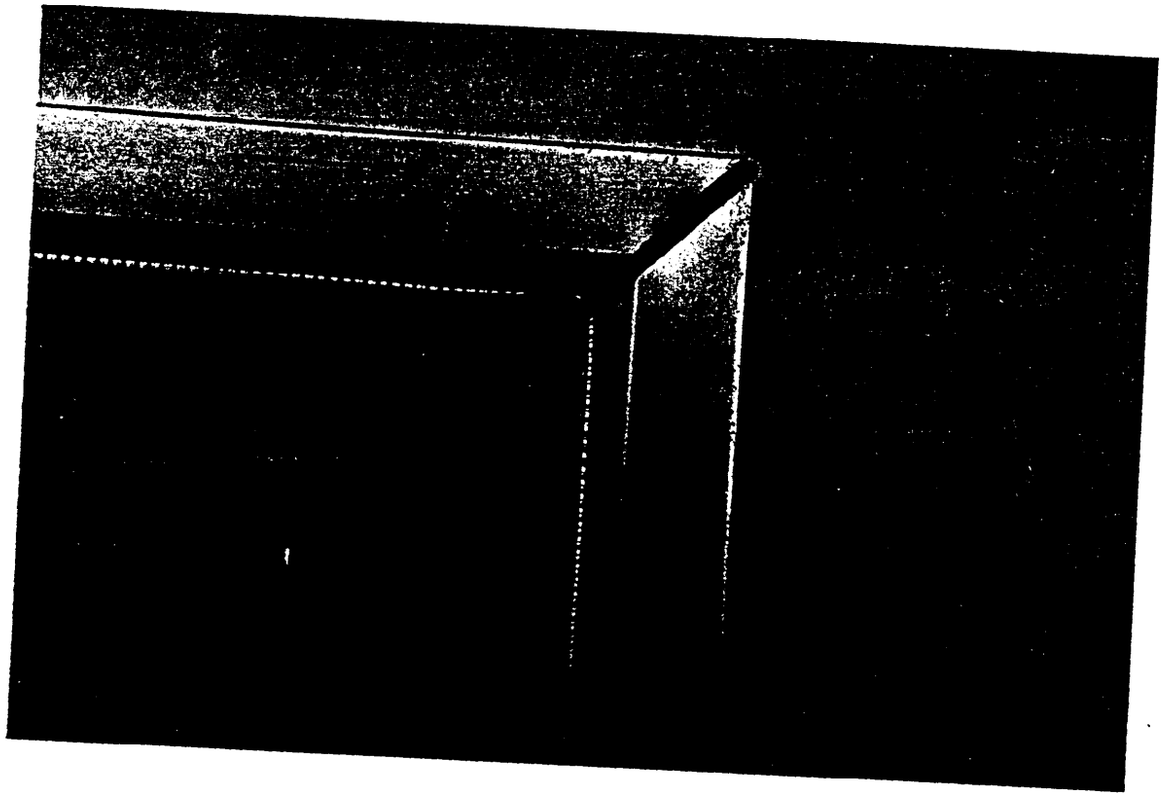
5



6

Task No. 930512CCN1610

Photo #7 shows a close-up of a corner to one of the screens to show how the screen material is affixed to the frame.



7

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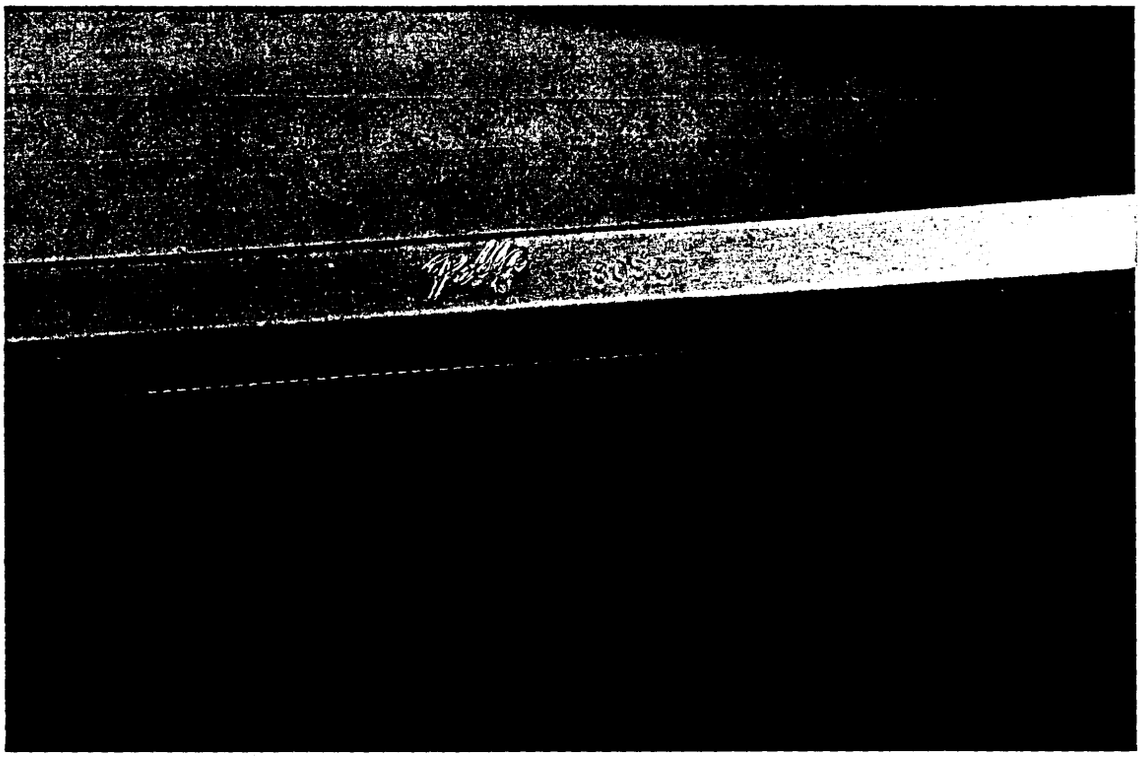
Task No. 930512CCN1610

Photo #8 shows the identification of "Pella 808C" on the frame. Pella is the manufacturer of the frame, and the assembler of the screen material to the frame. However, Pella is not the manufacturer of the screen material.

Phifer Wire Products is the manufacturer of the screen material, but I found no identification of it on the product. I found no other product identificati



8

U. S. CONSUMER PRODUCT SAFETY COMMISSION

SAMPLE COLLECTION REPORT

1. Flag	2. Date Collected: 5/25/93	3. Sample type & number: [XXX] Physical R-830-5015; [ ] Documentary
4a. Product name: Window Screen (vinyl coated fiberglass)	4b. Model: n/a	4c. NEISS: 1828
5. Assignment ref.: 930512CCN1610		
6. Complete for import samples: a. Port of Entry: n/a; b. Entry # & date: ; c. Country of Origin: ; d. HSUSA code: ; e. Customs Contact:	7. MIS: 32626	8. Hours: a. Activity 2 hrs.; b. Travel 1 hr.
9a. Home RO: FOCR	9b. Collecting RO: FOCR	
10. Sample Cost: No Cost	11. Invoice value of lot: $ 0.00	12. Size of lot: 12 other window screens (consumer)
13. Manufacturer/Importer: Phifer Wire Products Co., Box 1700, Tuscaloosa, AL 35403; ID #	14. Shipper/Foreign Mfr.: Same as #13.; ID#	15. Dealer/Import Broker: Janet Carmack - CONSUMER, 3284 Humber, Trenton, MI 48183; ID#

16. Supporting documents attached:
a. Invoice # & date: n/a b. Date Shipped: n/a
c. Shipping record # & date: n/a
d. Affidavit signer's name, title & date: n/a

17. Product Identification:
Two pieces of vinyl coated fiberglass window screens that the consumer cut out of two separate screen frames at her home during the IDI on 5/25/93. Sub 1 piece is approx. 18-inches x 24-inches. Sub 2 piece is approx. 14-inches x 20-inches. The manufacturer of the wire screen is Phifer Wire Products Co., as listed in Block #13 of this Sample Collection Report.

18. Reason for collection & analysis needed: FHSA___ CPSAXX FFA___ PPPA___ RSA___
Consumer & family complain of terrible odor coming from screens. Consumer developed headache, and upset stomach while transporting them. Analysis: Cathy Kelsey, CECA.

19. Summary of Field Screening:
The screens do emit a foul odor.

20. Sample Size, Method of Collection:
Two pieces of vinyl coated fiberglass window screens obtained from the consumer. Sample was held overnight in locked desk of locked DET-RP office. Both subs were identified with sample #, date, initials, ans sub #. Sample was placed in Ziploc plastic bag (supplied by consumer.) I then placed the sample in a Jiffy Pak which was then officially CPSC Sealed with Form 165. Placed in another Jiffy Pak for shipment.

21. Identification on sample: "R-830-5015 5/25/93 SUB 1 - 2 JJT"	22. Identification on seal: "R-830-5015 5/26/93 James J. Testasecca"	
23a. Sample delivered to: United Parcel Service, Detroit, MI	23b. Date: 5/26/93	24. Orig. report/records sent to: FOCR

25. Laboratory/Office: ESEL [ ] HSHL [ ] CERM [XXX] CECA [ ] OTHER [ ]

26. Remarks
Consumer filed a consumer complaint regarding the product to CPSC on 5/4/93. An on-site IDI was performed (IDI Task No. 930512CCN1610), the sample was collected from the consumer, and an inspection of the dealer was performed. A copy of the consumer complaint was attached to Sample C/R Lab Copy.

27. Related Samples None

28a. Collector's name, title & employee #: James J. Testasecca, Investigator, 8052	28b. Collector's signature & date: James J Testasecca 5/26/93
29a. Reviewer's name, title & employee #	29b. Reviewer's signature & date

Distribution: Orig [ ] Lab [ ] Fiscal [ ] Data [ ] Hdqtr [ ] Other [X]

CPSC Form 166 (Rev. 9/91)

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930512CCN1610

FIELD ACTIVITY COVERSHEET

1. REGION/STATE
FOCR

2. OPERATION *(Check One)*
(XX) Inspection ( ) Establishment Visit
( ) Telephone Contact ( ) Investigation
( ) Other

3. DATE
5/25/93

4. NUMBER *(For RO Use)*

5. ESTABLISHMENT
Name PELLA WINDOW & DOOR CO.
Address 22119 Eureka Rd.
City Taylor State Michigan Zip 48180 Telephone No.

6. RELATED FIRM ( ) Parent (XX) Headquarters ( ) Subsidiary ( ) Other
Name The Pella Corporation City Pella State Iowa

7. PRODUCTS COVERED
window screens manufactured by
Phifer Wire Products, Tuscaloosa, AL

8. OTHER CONSUMER PRODUCTS
windows, screens, home products

9. ESTABLISHMENT TYPE
( ) Manufacturer ( ) Importer
( ) Wholesaler ( ) Own Label Distributor
(XX) Retailer ( ) Repackager
( ) Other

10. ANNUAL PRODUCTION
Product Covered $ unk. Units
Other Products $ unk. Units

11. I.S. BUSINESS
% Received 95
% Shipped 0

12. SAMPLES COLLECTED
none

13. MIS CODE
32626

14. HOURS
Activity 6 hrs.
Travel 2 hrs.

15. REASON FOR ACTIVITY *(Assignment Reference)*
Follow-up to IDI Task No. 930512CCN1610.

16. ANNOUNCED ( ) Rationale for Announced Inspection
UNANNOUNCED ( )

17. EMPLOYEE'S NAME
James J. Testasecca

TITLE
Resident Investigator
DET-RP

SIGNATURE
James J. Testasecca

18. (X) ENDORSEMENT ( ) REMARKS ( ) SUMMARY ( ) OTHER

This firm was inspected as follow-up to an IDI where window screens were giving off a foul objectionable odor. The manager explained that Phifer Wire Pdts., Tuscaloosa, AL 35403 has a replacement program underway.

FYI: As needed.

19. REVIEWER'S NAME
JAMES A. MIERSCH

TITLE
SPSI

SIGNATURE
James A. Miersch

20. REVIEW DATE
6-2-93

21. DISTRIBUTION
Fo c/s IDI's

CPSC FORM NO. 167 (Revised 8/86)

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PELLA WINDOW & DOOR CO.
22119 Eureka Rd.
Taylor, Michigan 48180

EIR 5/25/93 JJT

INSPECTIONAL FINDINGS

I conducted the inspection of this Pella window dealer as a follow-up to IDI Task No. 930512CCN1610. The IDI involved the vinyl coated fiberglass window screens at a consumer's home that emitted a foul smelling odor. The consumer & her husband purchased the windows & window screens from this Pella window dealer. The manufacturer of the window screens (screen material), Phifer Wire Products, P.O. Box 1700, Tuscaloosa, AL 35403, admitted that vinyl coated fiberglass screens that were made in 1988 & 1989 had a problem of causing a foul odor, because the vinyl coated fiberglass gradually breaks down when sunlight hits the screens. Phifer is in the process of replacing the consumer's window screens free of charge, and may also be in the process of replacing others around the country.

I showed my credentials & issued the Notice of Inspection to Russ E. Delong - Sales Manger of the dealer. Mr. Delong provided me with most of the inspectional information contained within this report.

I told Mr. Delong about the consumer's incident, and explained to him the purpose of my visit. Mr. Delong stated that he was aware of the consumer's problem with the foul smelling odor from the vinyl coated fiberglass screen, because he had spoken with the consumer about it. Mr. Delong stated that Phifer Wire Products admitted responsibility in the matter (as told to him by his firm's district headquarters in West Bloomfield, MI), and that to the best of his knowledge Phifer is in the process of replacing the consumer's window screens free of charge. Mr. Delong stated that besides the consumer's incident, there has been only one other consumer complaint of an identical nature involving a consumer who had purchased vinyl coated fiberglass window screens from his store, and this occurred about one month previously. He stated that he has heard that Pella's district headquarters & Phifer have already replaced that consumer's window screens. Mr. Delong stated that he knows of no other incidents, but that there are several other Pella dealers in the Southeast Michigan district. He stated that he has been told by his district headquarters that if any other consumers who have these screens call his store, his store (he or the other employees) should provide the consumer with Phifer's toll free phone number, because Phifer has a replacement program in effect to replace the window screens, and that Phifer would pay for the replacements. When I asked him, Mr. Delong stated that he had no service bulletin, or any other document involving the replacement program. Mr. Delong stated that The Pella Corp., 102 Main St., Pella, Iowa 50219 is Pella's corporate headquarters, and that Pella only assembles the screens to the frames. (He also stated that Pella manufactures its windows & assembles the screens at this Iowa location.)

Mr. Delong stated that Phifer Wire Products was the actual manufacturer of the screen material.

Mr. Delong stated that when he received the first complaint from the other consumer, he telephoned Phifer Wire Products. He stated that he believed he spoke with a Mr. White at Phifer, but he was not positive of the name. He stated that he remembered that Mr. White had told him that the problem involved the vinyl coated fiberglass screens made in 1988 & 1989, but he did not recall if Mr. White told him what had caused the problem.

At Mr. Delong's suggestion (because he did not know any more information about the problem), I telephoned Pella's district headquarters, Pella Window & Door Co., 2000 Haggerty Rd., West Bloomfield, MI 48322, and spoke with Ronald Hanson - Service Manager. I discussed the matter with him. Mr. Hanson stated that he was aware of the problem of the Phifer vinyl coated screens giving off a foul smelling odor. Mr. Hanson stated that he believed that his firm (southeast Michigan headquarters) had received its first complaint about the screens sometime in 1992. When I asked him as to how many complaints his firm had received from its customers (consumers), Mr. Hanson stated that he did not know for sure, because his firm did not keep a log of this. However, he estimated that there had been a total of 15 complaints. He stated that this estimated number of complaints covers the Pella stores in his district (southeast Michigan). He stated that he was not aware of any illnesses associated with the estimated 15 complaints. Mr. Hanson stated that to the best of his knowledge, Phifer Wire Products has either replaced these estimated 15 consumers' window screens, or are in the process of doing so for the recent complainants. Regarding any nationwide problem, Mr. Hanson stated that only Pella's corporate headquarters in Iowa could discuss information about Pella's sales & complaints nationwide, as he did not have that information.

Mr. Hanson stated that he was aware of the local TV broadcast that the consumer had referred to, but that when he checked it out, he learned that it did not involve any Pella window screens. He stated that involved other window & screen manufacturers and/or assemblers.

Mr. Hanson stated that because Phifer Wire Products manufactured the vinyl coated fiberglass screen material, and consequently was responsible for the problem, Phifer has assumed the cost & actions to replace the consumers window screens when they lodge their complaints with his firm. He stated that when Pella customers (consumers) now call his firm if they have the subject screens, they are given the Phifer toll free phone number, as Phifer does all of the screen replacements, and not Pella.

James J. Testasecca

JAMES J. TESTASECCA
Resident Investigator
Detroit Resident Post

U.S. CONSUMER PRODUCT SAFETY COMMISSION

NOTICE OF INSPECTION

1. DATE: 5/25/93

2. TIME: 11:20 A.M. _____ P.M.

3. FROM (Area Office and Address): U.S. CONSUMER PRODUCT SAFETY COMMISSION, McNAMARA FED. BLDG. ROOM M-5, 477 MICHIGAN AVENUE, DETROIT, MICHIGAN 48226

4. TO

A. NAME AND TITLE OF INDIVIDUAL: ROGER E. DELONG – SALES MANAGER

B. FIRM NAME: PELLA WINDOW + DOOR CO.

C. NUMBER AND STREET ADDRESS: 22119 EUREKA RD

D. CITY, STATE AND ZIP CODE: TAYLOR, MICHIGAN 48180

Notice of Inspection is hereby given pursuant to:

- Flammable Fabrics Act (15 U.S.C. 1191 *et seq.*);
- Federal Trade Commission Act (15 U.S.C. 41 *et seq.*);
- Sections 16, 19 and 27 of the Consumer Product Safety Act (15 U.S.C. 2065, 2068 and 2076)
- Section 704(a) of the Federal Food, Drug, and Cosmetic Act (21 U.S.C. 374(a)) [Authority for inspections in connection with the Poison Prevention Packaging Act of 1970 (15 U.S.C. 1471 *et seq.*)] and/or
- Section 11(b) of the Federal Hazardous Substances Act as Amended (15 U.S.C. 1270(b)).

Refer to the back of this form for a discussion of inspectional authority and for pertinent statutory language.

5. PURPOSES OF INSPECTION AND NATURE OF INFORMATION TO BE OBTAINED AND/OR COPIED.

The purpose of this inspection is to obtain information: to review and obtain copies of items including but not limited to records, reports, books, documents; and labeling; and to obtain samples, in order to enforce or determine compliance with the Acts administered by the Consumer Product Safety Commission.

6. FREEDOM OF INFORMATION REQUIREMENTS

Those from whom information is requested should state whether any of the information submitted is believed to contain or relate to a trade secret or other matter which should be considered by the Commission to be confidential and whether any of the information is believed to be entitled to exemption from disclosure by the Commission under the provisions of the Freedom of Information Act (15 U.S.C. 552). Any statement asserting this claim of confidentiality must be in writing, and any request for exemption of the information from disclosure must be made in accordance with the Commission's Freedom of Information Act regulations, 16 CFR Part 1015.

7. SIGNATURE (Authorized CPSC Official): James J. Testaverca

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CPSC Form 296 (9/79)

U.S. GOVERNMENT PRINTING OFFICE: 1991-618-102

TASK NO. 930512CCN1610

U.S. CONSUMER PRODUCT SAFETY COMMISSION

AUTHORIZATION FOR RELEASE OF NAME

Thank you for assisting us in collecting information on a potential product safety problem. The Consumer Product Safety Commission depends on concerned people to share product safety information with us. We maintain a record of this information, and use it to assist us in identifying and resolving product safety problems.

We routinely forward this information to manufacturers and private labelers to inform them of the involvement of their product in an accident situation. We also give the information to others requesting information about specific products. Manufacturers need the individual's name so that they can obtain additional information on the product or accident situation.

Would you please indicate on the bottom of this page whether you will allow us to disclose your name. If you request that your name remain confidential, we will of course, honor that request. After you have indicated your preference, please sign your name and date the document on the lines provided.

- [x] You are hereby authorized to disclose my name and address with the information collected on this case.
- [ ] My identity is to remain confidential.

Janet M. Carmack (Signature) 5/25/93 (Date)

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U.S. GOVERNMENT PRINTING OFFICE: 1984—804-728

FOR OFFICIAL USE ONLY

C

CONSUMER PRODUCT INCIDENT REPORT

L-283

1. NAME OF RESPONDENT	2. PHONE NO. (HOME)	WORK
Janet Carmack	313-675-1445	same

3. STREET ADDRESS	4. CITY	STATE	ZIP CODE
3284 Humber St.	Trenton	MI	48183

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES (USE 2ND PGE IF NEEDED
'91 to present, Consumer and family members noticed a chemical odor emitting from window screens whenever it was sunny, but no one developed any symptoms.

4/29/93 Consumer saw a local TV news broadcast on WDIV, Channel 4, Detroit, MI, alleging a certain type window screen manufactured
one incident two products -cont.-

6. DATE OF INCIDENTS	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME
'91	44 YR/F AND DESCRIBE INJURY: headache and upset stomach	self RELATIONSHIP self

9. DESCRIPTION OF PRODUCT	10. BRAND NAME
14 fiberglass window screens w/grey vinyl coating	unknown

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE	12. MODEL, SERIAL NUMBERS
Phifer Wire Products, Inc. unknown unknown, AL (zip code unknown) 205-345-2120 unknown unknown unknown 1-800-874-3007 22119	unknown 13. DEALER'S NAME, ADDRESS & PHONE Pella Window & Door Co. Eureka Rd. (across from Southland) Taylor, MI 48180 & Artvale 313-287-4220

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED?	15. PRODUCT PURCHASED
YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged there was no visible damage, but screens emit a chemical odor	NEW x USED DATE PURCHASED '88 AGE 3 yr. est. 16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: none

17. HAVE YOU CONTACTED THE MANUFACTURER?	18. IS THE PRODUCT STILL AVAILABLE?	19. MAY WE USE YOUR NAME WITH THIS REPORT?
YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	YES x NO IF NOT, ITS DISPOSITION	YES x NO

FOR ADMINISTRATION USE

20. DATE RECEIVED	21. RECEIVED BY (NAME & OFFICE)	22. DOCUMENT NO.
05/04/93	ldm, HL	H350011A1

23. FOLLOW-UP ACTION	24. PRODUCT CODE(S)
IDI # 930518CCN1610	

25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE

CPSC FORM 175 (9/89)

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