

O&W Heat Treat, Inc.

SPECIALISTS IN AEROSPACE METALLURGICAL PROCESSES \$ VACUUM & ATMOSPHERE BRAZING & HEAT TREATING

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June 7, 2017

To: All Customers

Subject: Cleaning of Parts

Cleanliness of parts as-received at O&W *has not been an issue* for some time now. The vast majority of our customers are aware of our policy requiring that all parts and material be supplied in a clean and dry condition, free of oils, tape, dyes, residual cutting fluids, etc. In the unusual event that parts or material arrive in need of cleaning, we will continue to provide you with a quotation for the cleaning process if it is within our capability, or alternatively, reject the order back to you for cleaning. (If you have a standing policy in place with us regarding parts or material that require cleaning, we will of course comply with that policy.)

This letter serves to clarify our policy regarding any *specification mandated* cleaning required before or after heat treating. When we Receive parts or material, and determine that they meet our own internal requirements for cleanliness, our policy will be to conclude that the specification mandated cleaning has been performed by you, the customer. Similarly, we will accept the order under the presumption that any mandated post-heat treat cleaning will be performed by the customer. If, on the other hand, we determine during the Receiving process that parts require cleaning, we will continue either to quote you for the specification mandated cleaning (if we are capable of performing the process), or to reject the order back to you for cleaning.

Please feel free to contact either Patrick Ohlheiser or Robert Simmons with any questions regarding this policy.

Sincerely,



Patrick Ohlheiser – President, Metallurgical Engineer



Robert Simmons – Quality Manager