



Complaint Number: 101469

Report 8D

Generated By: Serena Olmo
Generated On: 24 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	03 Oct 2011		
Sales Name	Lorenzo Frattini	Sales Office	Ghislarengo
Telephone		Fax Number	
Email	Lorenzo.frattini@scapa.com		
Customer Complaint Ref			
Customer Name	Distribuciones Julmarsa S.L.		
SAP Customer Number	126350	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9400012710	Invoice Date	22 Mar 2011
- Material	163965	Batch	0000569380
Material Description			
H235 Transp.29mm x 200m 7789			

2) Problem Description

when the temperature went up, the tape became sticky and some difficulties due to the adhesive appeared.

Customer works with the following parameters:

Temperature above 110°C

Temperature below 70°C

Pressure: 2,5 bar

Time: 3s

BATCH n° 0000544073

Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received

No

Date

Process Owner

Seb Houle

Team Leader

Is Complaint Valid?

No

Return The Goods

Dispose The Goods

Comments

1) Analysis

This product is activated by using heat as outlined below.

For bonding temperature and dwell:

Temperature Dwell

121°C 15-45 sec.

163°C 5-15 sec.

204°C 1-5 sec.

If the processing conditions reach these temperatures the product will start to activate. As the material sees elevated temperatures the user will likely experience difficulty processing this material.

We would need a better understanding of the temperatures that the product is seeing while being processed.

Standard QA Testing was conducted on the sample material received. Results were:

Tests Spec: Min Max Avg

Peel 9 15 12.5

A/R - 20 8.1

Stress@50% 2.5 4.5 2.823

Stress@Break 10 16 14.9

Strain@Break 500 900 770.0

Author

Jaret Baranek

Date

14 Oct 2011

2) Root Causes

Author

Date

3) Possible Solutions

Author

Date

4) Implemented Perm Corrective Actions

Author		Date	
Estimated Date		Implementation Date	
Validation Date			

5) Corrective Actions Validation

Author		Date	

6) Preventive Actions

Author		Date	
Estimated Date		Implementation Date	
Validation Date			

7) Review Of Documentation

(a) MSR

Reviewed?	No		
Reference		Date	

(b) Flow chart, control plan, work inspection instructions

Reviewed?	No		
Reference		Date	

(c) FMEA

Reviewed?	No		
Reference		Date	

(d) Customer specification

Reviewed?	No		
Reference		Date	

8) Congratulate The Team