

HARRIS WRENCH COMPANY

PRODUCERS OF

HARRIS WRENCHES

MOUNT AIRY, N. C.

BOX 374

January 29, 1932.

Mr. A. W. Hecker,
1976 East 66th Street,
Cleveland, Ohio.

Dear Mr. Hecker:-

Before doing anything else, I want to thank you for the many courtesies extend while I was in Cleveland.

We have just wired you as follows:

WRENCH MAILED TUESDAY OK SHIP HUNDRED BY EXPRESS
IMMEDIATELY USING SAME TREATMENT. SECOND SAMPLE
TOO HARD

Both of the wrenches were tested just as thoroughly as time would permit. The sample you mailed Tuesday night seems to be just what we want, and we trust that you will have no difficulty in securing this same degree of hardness on all future shipments. The sample mailed Wednesday seems to be too hard as the teeth are a little brittle.

The sample mailed Tuesday seems to have exactly the same temper as that of the hand made sample you send about two weeks ago. Our master forgerman out at the quarry gave one of the heads from the fifty wrenches the heat treatment called for in our specifications and secured a very satisfactory degree of hardness although he did not get quite as good results as you did on the Tuesday sample.

We trust that you have been able to run down the cause of the trouble. A detailed report from you on the subject will be appreciated. You may be sure that we will not attempt to sidestep responsibility if the fault is with the specifications, but our present information inclines us to believe that there was a slipup somewhere in the treatments. This opinion is, of course, based almost entirely on the evident difference between the hand made sample and the other wrenches, which we cannot account for if the same metal and treatments were used. But, the matter of responsibility is something which

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cannot be decided until we have all the facts. We feel confident of your good faith and we can assure you on our part that we will play the game right.

It is quite a relief to know that you can get the proper degree of hardness with the steel we are using. What is worrying us now is the fact that we do not have any wrenches with which to fill the orders on our books. These orders are getting old fast and we certainly need your help in getting us out of the awkward position. Please do all you can to get the hundred off to us by express and follow these with freight shipments just as rapidly as possible.

Managed to get good houses lined up in Columbus and Cincinnati and got home Saturday night without any mishap except that it rained like old Harry from the time I left Cincinnati until I got home.

With kindest regards and best wishes,
we are,

Yours very truly,
THE HARRIS WRENCH COMPANY, INC.

JPF:F

General Manager