

HARRIS WRENCH COMPANY

PRODUCERS OF

HARRIS WRENCHES

MOUNT AIRY, N. C.

BOX 374

February 6, 1932.

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

Dear Mr. Hecker:-

The hundred wrenches have arrived by express and we have thoroughly tested about seventy of these.

Fifty five of the seventy seem to be all right. Five had more or less minor defects; two had very poorly cut teeth in the rack; eight of the movable jaws broke off about half an inch from the end of the jaw. Each of the jaws that broke showed a "water crack" about one eighth of an inch in depth. We do not expect perfection, but eight broken jaws out of seventy wrenches is a pretty serious situation. There is no telling how many more which are defective and will soon break when put in service.

This trouble is probably caused by the case hardening. We are taking a long chance and shipping out the wrenches which pass our tests as samples, although we are very much afraid that the results may kill our wrench with the dealers we have lined up.

It would seem that we have been given some rather poor professional advice in connection with the design and specifications. I am personally convinced from what I know of you that you have done the best you could under the circumstances.

No doubt we will have to have new jaws made for the entire lot of wrenches using the proper metal and treatments. In case this becomes necessary, we will want a little more metal in the lower half of the movable jaw and larger gripping teeth. Perhaps you can help us find out what metal we should use and also the proper treatments to specify. Any assistance you can give in this connection will certainly be appreciated as we feel that you are really interested in seeing the wrench made right. Please quote us on 1000 movable and stationary jaws. We can take care of taking out the old jaws and putting in the new ones here. It is important that we receive these figures promptly as we may want you to get started making the new jaws right away.

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We do not suppose increasing the size of the gripping teeth will require any tool charges, and we hope that the dies can be slightly altered to put more metal in the movable jaw without much expense. Needless to say, we should like very much to get the new lot of jaws with as little extra expense as possible and hope you can see your way clear to let us have them at very close to cost. On our part we can promise to let you have payment very promptly after the parts are shipped.

It is to be regretted that both of us have had so much worry and annoyance in connection with this first lot of wrenches. We sincerely hope that our future transactions will be free from all hitches, and we see no reason why this cannot be true one we really get into production.

Please let us hear from you immediately about your recommendations as to steel and treatments for the new lot of jaws as well as the cost of manufacturing them.

With kindest personal regards, we are,

Yours very truly,
THE HARRIS WRENCH COMPANY, INC.

JPF:F

General Manager