

QUALITY ISSUESFINISHED PRODUCT CONTAMINATION

Marketing reported that the finished product contamination issue applies to both metal and wood components. Residue is often found under the wood finish, resulting in an uneven appearance. This is especially true with regard to the Model 1100 Fore-end, which results in a finish mismatch between Fore-end and Stock. Other types of contamination pointed out by Marketing include: bluing salts and brazing flash around and under Ventilated Ribs; and bluing salts between Center Fire Barrels, Barrel Brackets, and Receivers. Also, the excessive use of steelguard when the firearm is packed distracts from the overall appearance of the product. Contamination of wood and metal by any foreign material conveys a negative image to the customer and may affect his decision in favor of competitive products.

Production indicated that numerous process changes to improve the spray room atmosphere have resulted in better finish application and less contamination in finished wood components.

In the area of bluing salts in finished metal components, Production noted that a major contributing factor is buffing compound from the Harper Buff operations. It was recently recognized that if components do not move directly from this operation to color, the buffing material dries, and cakes up. This does not dissolve in the pre-color wash, and provides a holding media for the salt solution. Extra care is now being taken after the buffing operation.

In response to recent complaints from Marketing about the appearance of steelguard, Production has begun investigating alternative methods of rust prevention. The intent is to provide a significantly better out-of-the-box appearance, while maintaining or improving rust prevention.