September 26, 1977

CASE [redacted] KERRVILLE, TEXAS

On Monday, August 29, 1977, I contacted Mrs. [redacted] of Kerrville regarding their letter to U.L. [redacted] air ducts.

On Tuesday, August 30, mid morning, I met with both Mr. and Mrs [redacted]. They presented themselves as every day, reasonable people. Ages: mid 60's. They were calm but interested and talkative and friendly. [redacted] is a retired concrete and highway contractor.

During my visit to their house, I listened and tried to put together some kind of basis for their story. I learned Mr. [redacted] a few years back had cement poisoning and also is allergic to many other things. Also, a short time ago had a heart attack (2-3 years ago. Stroke!

Kerrville has many cedar trees and is in limestone type rock country.

Th[redacted] house today would value about $45,000. They purchased it new in 1971. I would say its in the upper 25% of nice homes in the area.

I learned very fast that its evident M[redacted] surely wears the pants in their home life, as she did [redacted] the talking.

She told me, since the time they began to notice or think they themselves were having some effect from fiber glass duct, she began to follow the newspapers, radio, television, for faults or further ideas or information (as I've enclosed with this report). All these ideas warping her mind that fiber glass is bad. She further stated now after the fact, that had she known this house had fiber glass ductwork in it, she (they) wouldn't have bought it. (The house).

READ THIS) SENTENCE) AGAIN!)

She claimed that every day, dust was evident on her kitchen stove and Vent-A-Hood. Also, her furniture. But none since the fiber glass duct had been removed and replaced with metal. I could not find any evidence of what she's talking about, in any part of the house.

Th[redacted] household appeared neat and clean. The house in [redacted] respect was tidy.

The air conditioning unit was clean. Also the filter.

* I did notice, as it was mid day in late August, they had the doors open and windows; when I asked why, she told me they didn't run the air conditioning unit too often. After fiber glass duct was removed, [redacted] stated that they had the ca[redacted]

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CASE ON [redacted] KERRVILLE, TEXAS 9/26/77

The ductwork that I found laying loose in the attic (replaced with sheet metal), was installed in 1970 by Lone Star Gas with a sub contractor that is no longer in business. Lashley [illegible] the material. Mrs. [redacted] contacted the gas company several times. They went out as I learned, looked around and could find nothing. NOTE!! *

Never was I contacted by any persons regarding this situation until I learned of her letter to U.L.

* Evidently after a while, the gas company acted like they didn't want to hear about this any more. Could be they know t[redacted] better than I was getting to know them.

In looking at the fiber glass ductwork, I find its our older type Brown Board W/smooth ALX facing. It has U.L. labels but with no numbers (like todays).

Some minor soft spots were noticeable, some parts of the board more firm than others. The board showed no evidence of flaking, erroding or peeling on its airstream surfaces.

The workmanship was rotten and sloppy. There were many raw cuts in the airstream, along with bare edges exposed. Again, I state bad-bad duct construction performed by the air conditioning contractor (sub).

I really feel, we have here, a case of (2) two older persons in late 60's with nothing to do with their time but worry [illegible] find faults. Remember [redacted] already has gone down [illegible] with a) cement poisening, b) stroke and God knows what [illegible] being confined in a house with his lady would drive [illegible] She said they even went out of their way to go out and see [illegible] kind of duct systems were installed (they found all had J-M fiber glass ducts).

I even went through the Dog and Pony Show. And explained the story - history and todays of fiber glass ducts, its advantages and usefullness, and what it's doing for industry. But it fell on deaf ears! In summary, these folks are allergic to many things and to top it off, they read a lot and talk to lots of folks and worry!

Towards the end of my visit, I asked [redacted] what did she want me to do with this information regar[redacted]uation' She answered, "They wanted us to realize that maybe we have product on the market that was faulty, dangerous and shouldn't be used [illegible] purposes. But that time jumped in with two feet and [illegible] studies and story again, as to fiber glass' [illegible] air conditioning market.

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CASE ON [redacted] KERRVILLE, TEXAS 9/26/77

HERE'S THE PUNCH LINE FOR A FREE MEAL.) Again I asked her what does she really wanted me to do with her situation. She answered, "NOW, WHAT WOULD J-M BE WILLIN' TO D I"

I answered her with 1) I stated again that I was not an insurance adjustor and had no authority to give nothing. All I was there for was to gather the facts. 2) I mentioned if anything, we may be interested in helping on the duct replacement. Not to show guilt or find fault but to show concern of their expense in their senior years.

* I think here, to show good faith, and to cool things down, pay them for their duct replacement and even consider the carpet cleaning.

Johns-Manville and Southwest District presently enjoy 2 truckloads plus per month into Kerrville air conditioning market. About all of ducts in this town are J-M glass. I'd say the 80% represents the percentage of glass total of ducts installed. I would hate for this situation to get strung out in the papers and on the street. Kerrville will double in size by 1980.

The ductwork removed will be sent in its entirety to Rex Pritchard at CBX.

Now that I've finished this dance around about [redacted]'s and I say again, I think they are touched in the head somewhat. Please find here the last little pen pal note from her. Somebody or somewhere, someone must be pumping ideas into her head.

When I received this last note, I started to call her up and suggest she turn herself into the State Hospital. But as it was or is, I've made no more contact!!

A. E. Bentz

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