METALS DIVISION

CUSTOMER CALL REPORT

PLAINTIFF'S EXHIBIT UC-273

CUSTOMER & LOCATION Contico [illegible] Structure

SALESMAN Edward J. Kaiser REGION Midwest DATE OF CALL 3/22/77

PRODUCTS DISCUSSED: Or [ ] Mol. [ ] Struc. [ ] El [ ] Cab. [ ] W [ ] [ ] Asb. [X] Other: _____

PERSONS INTERVIEWED: Al Kroch - General Manager, Plastics

CALL OBJECTIVE: Determine results of initial trial.

RESULTS OF CALL: Al greeted us with good news and bad news. First, the bad news: RG-600 did not solve his warpage problem. Now the good news: He was very impressed with the tremendous modulus increase at a 20% loading.

The part in question is Contico's "Amazon" Maid Truck (see attached). This is a very large part, measuring 54" x 46" x 20". Molding this is very difficult. One problem with the RG-600 test was that Al feels he needs a higher melt index resin because the resin has to flow a very long way. Al asked us to have someone from Adell Plastics call him and discuss their resin line. He is willing to pay for a compound by himself in order to mold a decent part. Al has repeatedly said that the Maid's cost is his biggest problem and, at this point, he seems willing to go to any lengths to make this project a success. They are so frustrated with their inability to produce a high-modulus, low-warpage part that they are currently using steel to reinforce the cars, something they do not want to do.

Ideally, it would be great for Adell to begin selling directly to Contico, so our best bet is probably to see how their discussions turn out.

FOLLOW-UP ACTION REQUIRED:

EJK - Find out [illegible] Adell discussions went and go from there.

COPIES TO: Gen'l. Sales Mgr. (2): R. L. Schult Mktg. Services: J.E.Lenahan Others: JRL:TPN:WCT:JDW:KC-FILE:NF-FILE:REB:MSL

Typed 3/30/77 cjb

INDUSTRIAL CARTS

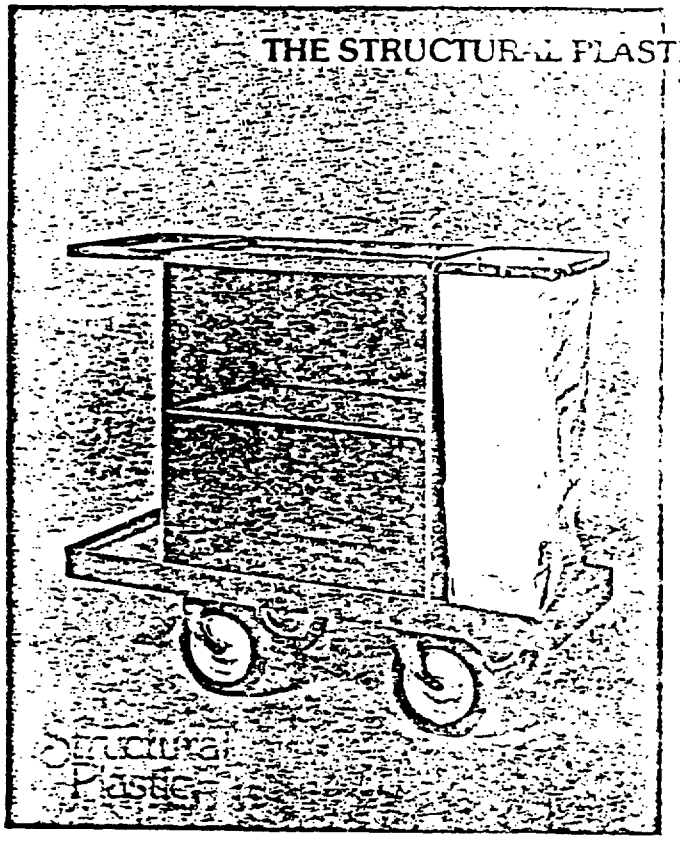
NEW Extra Rugged All Structural Plastic Maid Carts.



- Super strength structural plastic construction . . . made to last for years of rugged service.
- Permanent colors won't scratch, chip or peel . . . Stays bright and attractive for years.
- Flame Retardant plastic bag . . . draw strings for hanging and closing. 3 bushel capacity.
- Ball-bearing 4" rubber tired casters.
- Steel handle folds down for easy storing.
- Needs only 18" x 32" storage space with handle down.
- Plastic construction eliminates need for bumper attachments. Holds brooms, mops, etc. with additional hooks for brushes, dust pans, etc. Designed to accommodate a large bucket and wringer.

Dimensions:
Platform — 18" x 32"
Top Tray 13" x 18" x 5"
Bottom Tray 13" x 18" x 1½"
Overall Height 37½"
Order Code: 1-11-060-0

Blue Vinyl Flame Retardant Bag for #45XR Hold-All Cart. Packed individually.
Order Code: 1-04-045-8



THE STRUCTURAL PLASTIC EXTRA RUGGED 170XR

"AMAZON"

MAID TRUCK

- Structural Plastic Extra Rigid body reduces weight while adding strength and corrosion resistance.
- Permanent color won't scratch, chip or peel . . . resistant to corrosion from cleaning chemicals.
- Heavy, 4 bushel Flame Retardant Plastic laundry bag.
- Large front deck for cleaning tools.
- Handles both front and rear for easy maneuverability.
- Semi-pneumatic 10" ball-bearing wheels.
- Plastic construction eliminates need for bumper attachments.
- Extra large linen compartment measures 30" long, 20" deep and 32" high.

The amazing Structural Plastic "Amazon" is designed to provide everything you need in more 20 to 12 linear feet. Easy to handle in the smallest maid. Overall size: 54" long, 16" high, 20" wide. Ship packed.
Order code: 1-11-020-5.

4 bushel replacement bag for amazon truc...
Flame retardant vinyl laundry bag. Order Code: 1-04-015-1.