CUSTOMER CALL REPORT

PLAINTIFF'S EXHIBIT UC-670

CUSTOMER & LOCATION Hanley Paint - El Paso, Texas

INDUSTRY CLASSIFICATION Coatings

SALESMAN J.E. Welsh REGION Southern DATE OF CALL 8-7-79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Allen Green, Technical Director

CALL OBJECTIVE:

Call made with Phil Henry, of D & F Distributing, on CALIDRIA prospect in coatings.

RESULTS OF CALL:

Hanley is the medium sized paint company of the three in El Paso and has a slightly larger percentage of industrial business than Given Paint, the biggest paint company. Allen is one of those busy bee types who is difficult to keep in one place very long, much less listen to anything for more than 30 seconds at a time. After starting in the lab, through the office, into the plant and even onto the roof with him, all the while trying to both stay with him and discuss CALIDRIA, we were able to get his attention on both HPO and 244. D & F will sample him with both grades and he will look at HPO as a mini-fibers replacement in their block filler formulation, where they are having a problem dispersing the mini-fibers. 244 will be evaluated as an Aerosil 200 replacement in their epoxy formulations, strictly because of the attractiveness of the economics.

FOLLOW-UP ACTION REQUIRED:

JW - Follow up with D & F on Green's evaluation of HPO/244 on next Texas trip.

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: H&H Supply, New Hudson, MI

INDUSTRY CLASSIFICATION: Sealants

SALESMAN: Edward J. Kleber w/J. M. Grubb (A. T. Callas Co.)

REGION: Midwest

DATE OF CALL: 1/16/80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED:

Lowell Heiserman

CALL OBJECTIVE:

Initial call on new customer

RESULTS OF CALL:

H & H was purchased by Tremco last April and Tremco is beginning to sneak into the sealer business via H & H. They have just started to buy RG-244 for use in a rubberized asphaltic undercoating. Up 'till now the only supplier of this material has been 3M.

We touched on other potential applications and Lowell has promised to give our products a look in his products which require a thixotropic agent. Volumes will be small initially, but could grow.

FOLLOW-UP ACTION REQUIRED:

GLD - Next time in Cleveland, see what you can learn from Tremco.

EJK/JMG - Keep pushing for new applications

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NF PERMANENT FILE ☐

dal 1/24/80

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Hampton Paint Company Hampton, Virginia

INDUSTRY CLASSIFICATION: Coatings

SALESMAN: J.E. Welsh REGION: Southern DATE OF CALL: 5-1-80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below:

PERSONS INTERVIEWED:

Colin Penny President

CALL OBJECTIVE:

Call made on CALIDRIA prospect manufacturing coatings.

RESULTS OF CALL:

Colin seemed most familiar and in checking out our backgrounds it was determined that we previously had crossed paths in the Baltimore area when he was with American Paint and the writer with C&P. Introduced Colin to the CALIDRIA story as he wasn't aware Carbide was in the business and checked out potential competitive materials. Mainly Hampton services the local Tidewater Contractor market with trade sale paints in 5 gallon buckets. They have a small maintenance line that is slowly growing and after listening to our story Colin said he couldn't think of anything right now that was a fit but did want and received our 244 brochure, bulletins and price list for reference should a requirement come up in the future where he thought he could make use of a thixotrope.

FOLLOW-UP ACTION REQUIRED:

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: H & H Supply, New Hudson, Michigan

INDUSTRY CLASSIFICATION: Automotive Specialties

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: March 10, 1982

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☒ Other, specify below

PERSONS INTERVIEWED:

Lowell Hizerman, Technical Director

CALL OBJECTIVE:

Call made with Mike Grubb, A.T. Callas Co. on RG 244 customer.

RESULTS OF CALL:

H&H is a subsidiary of Tremco and uses an occasional pallet of 244 in a sprayable asphaltic undercoating formulation. They tried 244 in an aerosol version of the formulation, but the fibers clogged the accuator button and they used Cab-O-Sil instead. Lowell advised that the plant manager wasn't really interested in increasing their asbestos usage during our introduction of the rest of the Calidria line and time was spent discussing the regulatory-toxicology-publicity issues. After the asbestos issue was overcome, it appears as if Lowell will be more willing to look at our HPO or 144 as new product applications come up and Mike will provide him with literature and samples. Lowell said that he does both tech service and new product formulation work and has authority to select raw materials as long as he keeps the home office advised of what he is doing. Mike will follow-up and also work with the plant manager who was not available today to increase Calidria usage here.

FOLLOW-UP ACTION REQUIRED:

RECEIVED
MAR 29 1982
UCC-CALIDRIA
NIAGARA FALLS, N.Y.

[illegible] TPN: [illegible] GM/KC-FILE; NF-FILE [illegible] PERMANENT FILE ☒