METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER &

CUSTOMER & LOCATION Highland Products
3650 North 40th Avenue
Phoenix, AZ 85019

INDUSTRY CLASSIFICATIO

SALESMAN

ASBE

SALESMAN Gordon L. Dickson REGION Eastern DATE OF CALL
w/ T. P. Norris

☐ ☐ ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information

☐ Dust Count Report ☐ Other, specify below

PERSONS INT

PERSONS INTERVIEWED:

Don Atkinson - Owner
Rich Atkinson
Reggie Atkinson (not seen)
Jim Jones - Purchasing

CALL OBJECT

CALL OBJECTIVE:

Assume account responsibility

PLAINTIFF'S EXHIBIT
UC-677

RESULTS OF

RESULTS OF CALL:

	1981 Budget	Sales to Date	E
Tons	40	72	
M$	10	18	

A small but progressive family enterprise. Purchased two carloads of SG-21 The only asbestos used here, therefore, our sales are dependent on how well grows. Also have a plant in Van Nuys, California, which does not use any a of state regulations. Phoenix plant budgeted for 40 tons ($11M) in 1982. today point to at least 72 tons.

FOLLOW-UP

FOLLOW-UP ACTION REQUIRED:

Semi annual visits should be adequate.

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Highland Stucco Products, 3650 North 40th Avenue, Phoenix, AZ 85019

INDUSTRY CLASSIFICATION: Construction Coatings

SALESMAN: Gordon L. Dickson REGION: Commercial DATE OF CALL: 4/12/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Jim Jones - Purchasing Agent

CALL OBJECTIVE: Account maintenance

RESULTS OF CALL:

	Tons			$M		
	Budget	To Date	Expected	Budget	To Date	Expected
SG-210	40	0	40	11	0	10

Their business, which is primarily connected with residential construction, is extremely poor. Therefore, they are using very little SG-210 and have an adequate inventory at the present time. Jim expects to order a carload near the end of the year unless their business gets a lot better, which is doubtful.

FOLLOW-UP ACTION REQUIRED:

GLD - Maintain semi-annual visits.

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dal 4/19/82

JOINT CALL REPORT

ALESMAN: I. E. WALSH INDUSTRY: DISTRIBUTOR DATE: 3-9&10-83

CTIVITY:

ales calls with Phil Henry, D & F Distributing, in the Phoenix area.

RESULTS OF CALL

Research Products - Phoenix, Arizona - Lynn Slocum, Plant Manager. According to Lynn Research Products formulated asbestos out five years ago and switched to a Hercules polyolefin fiber. They haven't had any problems with the Hercules product and would not return to using asbestos because of the hassle they got from OSHA when they were using it. Despite all the relevent facts including his own admission that he doesn't feel it is a health hazard, Lynn said he wouldn't use it again, period.

Cunningham Pool Plastering - Phoenix, Arizona - Bob Cunningham, Owner. An opportune call as Bob said he is now using up his last pallet of J-M fiber and was advised by his supplier that he could no longer get any more. Discussed our HPO and its differences from Canadian and a sample will be sent to Bob to work with. If it does as good a job as Canadian he said he would buy a pallet of it to start off. Phil will follow up on the evaluation.

Highland Stucco - Highland, Arizona - Jimmy Jones, Plant Manager. Highland uses SG210 but did not buy in '82 he said because of the economic slow down. All is well with 210 and they plan on continuing to use it. They have about 600 bags on hand now and he will reorder when they get down to their reorder point. The local market is starting to pick up again and Jimmy felt sure they would place another order by mid year.

Saguro Plastering - Phoenix, Arizona - Herman Gerbracht. When asbestos fiber became short during the Canadian strike, Saguro switched to Cal White and have been using it ever since. With just Cal White as a replacement Herman found that his finished plaster was gray spotted and he had to buy TIO_2 to use as a color mask to solve his problem. In '82 despite a recession 6M in ground pools were installed in Arizona and if we could help him it would go a long way to increasing his share of the market he said. Discussed what HPO will do for his formulating cost as a replacement for both the Cal White and TIO_2 and suggested starting levels based on our Southwest plastering experience. Herman said he would discuss our call with his plasterer and would probably call D & F next week with an order. Phil will follow with Herman for an order.

White Eagle Building Products - Phoenix, Arizona - Bob Cohn, Plant Manager. White Eagle is a distributor of redi-mix stucco materials whose parent company is Omega Coatings in Santa Ana, California. They buy the stucco raw materials, mix and bag them here Bob advised but under the direction of formulas supplied from California. They are working now with a compounder locally on a new plaster wall system of their own which we later learned will be under a franchise arrangement with a San Anotonio company we know of. The product has some handling problems Bob said and he suggested that we talk with their compounder to see if we could help him. With the compounders name and address we left to pursue the CALIDRIA sale.

American Building & Cement Company - Phoenix, Arizona - Van Garner, General Manager. American is White Eagle's compounder and the problem they were having wasn't a formulating one but an application one. When the thick finished plaster is applied over steel mesh the airless spray equipment continually was getting plugged up. A long Canadian fiber is being used in the formulations and is the most likely cause of the clogging problem.

(OVER)

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JOINT CALL REPORT

SALESMAN: J. E. WALSH INDUSTRY: DISTRIBUTOR DATE: 4/24-25/8
4/24/84

ACTIVITY: Sales calls in the Phoenix area with Phil Henry, D & F Distributing.

RESULTS OF CALL

American Building Products - Phoenix, Arizona - Van Garner, General Mgr.
We went to Van's office only to find it burned to the ground. The people in the plant directed us across town to where he has set up a new office and when we arrived, Van said arsonists had torched the offices the end of January and he had been at the new location about 3 months. Since our last visit here and our attempt to get business off the ground by sponsoring a pool plasterer's social, Van said he has five plasterers buying from him now on a regular basis. He said the season is now just getting under way for building pools so he expects order frequency from the plasterers to increase. Van will let D & F know when he is getting low on stock so that they can restock him with one of their orders.

Highland Products - Glendale, AZ - Jimmy Jones, Plant Manager. Jimmy advised us that Highland had finally completed their objective six months ago to be asbestos free in all their product lines. They still have about 150 bags of 210 left from the carload they ordered from us three years ago but Jimmy said he is selling it to local pool plasterers and should have it all gone by the end of the pool building season. They are marketing a new stucco wall system with ⅛" fiberglass but are having some cracking problems with it. Suggested they try 210 to solve the problem and Jimmy said he would look at it to see if it solved the problem and if it did they would only use it after looking at all other possible alternatives as they were not interested in getting involved with asbestos again.

Brewercote - Glendale, AZ - Don Frye, Plant Manager.
We had a sample of HPO evaluated here in Brewcote's asphalt driveway sealer and according to the feedback it worked great and they were going to use it. Since then the technical man who did the work left Brewercote and Steve Brewer, the owner, could find no record of his work with HPO so another sample was sent in for testing. Unfortunately Steve Brewer was out of town till Friday nite and Don Frye wasn't aware of any work he might have done on our second HPO sample. Don did say he was getting ready to order and would talk with Steve Brewer about the HPO over the weekend and at least see if it has been evaluated. They have looked at a lot of samples Don said and nothing really does a good job as part of their problem is they have a low shear ribbon mixer and the synthetic fibers they tested require hi shear mixing. Phil Henry will phone follow with Steve Brewer on Monday on the status of HPO.

Ladehoff Paint Company - Mesa, AZ - Jim Ladehoff, President
Jim told us again that he is just about ready to launch his new acrylic roof coating with HPO as they are finishing up the final work on sample test fences around town. The coating has been on test for over six months now and still looks good. Jim said that there is no question about using HPO and he will call D & F within 30 days to break (over please)

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JOINT CALL REPORT

SALESMAN: J. E. WALSH INDUSTRY: DISTRIBUTOR DATE: 4/25-26/8

ACTIVITY: Sales calls made in the Phoenix area with Phil Henry, D&F Distributing

RESULTS OF CALL

Griggs Paint - Phoenix, AZ - Dom Comisso, President.
Griggs has been sampled in the past with both 144 and 244 and Dom claims they both work OK after having finally tested them in his epoxy filler formulation. Dom said he would like to do some additional test work before deciding which one to use and he asked us for additional samples of each grade which Phil Henry will provide. After the additional test work, Dom said he would come to a decision and let D & F know which grade he wanted to purchase. Truesdell Corporation is another small epoxy formulator in town who buys from Comisso so when we get a grade approved Griggs will also resell small amounts of it to them. Phil Henry will follow up on Comisso's further lab work.

Hawker Manufacturing Company - Mesa, AZ Dennis Hawker, Plant Manager.
On our last visit here, Hawker was in the process of removing J-M asbestos from their driveway sealer formulations and replacing it with Hercules Pulpex E. After about six months experience with the Pulpex, Dennis said that they had resolved some initial problems they had with it and it has been doing a fairly good job for them. Only if Pulpex fails or becomes unavailable would Hawker consider using asbestos again and if that did occur he would look at a sample of our HPO. Dennis promised to keep D & F's card on file and call for a sample if they encounter any problems.

F & W, Inc. - Tempe, AZ - Judy Rosenberger, Plant Manager.
F & W manufactures FRP spas and minature cars. We sent in a sample of 244 for evaluation as a silica replacement after our last visit here and Judy said they tried it in their hand lay up work and it worked well. She said she was going to place a small order for it to give it a further plant trial but her management advised her that they didn't want to use asbestos in the plant unless they absolutely had to. Being as the 244 only worked slightly better than silica and their yearly requirements were small to begin with she said that they have decided to stay with the silica.

Brand Products - Phoenix, AZ - Charles Shipley, Co-owner.
Brand was reputed to be J-M's local distributor to the pool plasterers' according to American Building Products, our HPO distributor. When we questioned Charles on how they were doing with the Canadian fiber, he advised that he didn't have any in stock and was getting set to reorder. We pushed HPO as a better additive to plaster and explained to Charles the reasons why, along with its record of wide acceptance in the southwest area. Charles estimated that when he used Canadian his sales ran about 5Mlbs/Month. Charles said he would discuss HPO with his partner and if we would call him Monday, he would let us know what they had decided about placing an order. Phil Henry will phone Charles Monday for an order.

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