CUSTOMER CALL REPORT

CUSTOMER & LOCATION Mortell Company, Livonia, MI INDUSTRY CLASSIFICATION Sealants

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 4/14/77

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.
☐	☐	☐	☐	☐	☐	☐	☒

Other:

PERSONS INTERVIEWED: Dr. Taki Anagnostou - Lab Director
Wayne Whitney - Consultant
Don Daily - Chemist

CALL OBJECTIVE: Meet n' greet new lab director.

RESULTS OF CALL: Taki has been at Mortell since April 1. He is no stranger to "Calidria" (especially RG-244) since his last position was as lab director at Chrysler Chemical. Wayne Whitney was formerly the technical director at Thiem in Milwaukee and, likewise, is familiar with "Calidria".

Wayne's first question was that he couldn't understand why Mortell insisted on using 110 since Thiem uses SG-210 very successfully. I replied that although this was true, we had presented Mortell with both products and they had determined that RG-110 was superior. Wayne seemed satisfied, but wants us to send a sample to Don Daily for evaluation.

Taki took the pressure off that conversation by noting that RG-244 is beginning to be used at Warren and we should see an order soon (sure didn't take him long to learn the Mortell party line of promising to use RG-244). We shall see.

We went over the usual toxicology issue and both Don and Taki noted that the pressure seems to be off from the auto companies, at least temporarily.

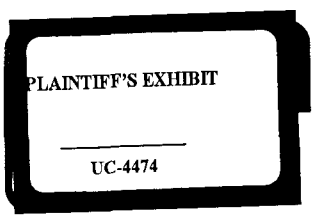
Wayne then asked if we had heard about the "new" asbestos product with fibers all shorter than 5 microns. He didn't know who makes it, but a distributor is going to get him a sample. I mentioned that this smelled an awful lot like Hedman fiber and went through that saga with him. He promised to let me know what the name of this magic asbestos is and said he'd get me a sample if we wanted it. Wayne's next little goody was to ask if we were aware that Carey was about to go to a wet process for better liberation and purity. I replied that I hadn't heard that one, but I sure am interested. According to Wayne, they are going to take tailings, wet them, separate out the magnetite and grind the fibers. Sound familiar? Anyway, Wayne has not yet seen a sample but says they expect to be producing in a couple of months.

FOLLOW-UP ACTION REQUIRED:

EJK - Continue normal calls.

- Send SG-210 sample to Daily.

REB et al - Have you heard about Carey's wet process?



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