METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: United States Steel Corporation, Research Laboratory, 125 Jamison Lane, Monroeville, PA 15146

INDUSTRY CLASSIFICATION: Polyester Re

SALESMAN: Gordon L. Dickson w/R. E. Byrne, Jr.

REGION: Eastern

DATE OF CALL: 2/15/78

PRODUCTS DISCUSSED:

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

PERSONS INTERVIEWED:

Tom Smeal - Senior Research Engineer (Industrial Chemicals)
Bob Stickel - " " " " "
Wayne Smith - Technical Representative (Plastics)
John Guercione - Senior Research Engineer (Product Development
Marc Rabbits - Associate Research Engineer (Chemical & Environmental Process Engineering)

CALL OBJECTIVE:

Review status of RG-244.

PLAINTIFF'S EXHIBIT
UC-4784

RESULTS OF CALL: It appears that they have concluded that RG-244 is technically a very efficient thixotrope. The problem that they are continually encountering is that it is asbestos. Therefore, our discussion was primarily on that subject. Presented each of them with RG-244 blue brochure and Bob gave a very indepth review of the government regulations and how RG-244 can be safely handled. The potential here is fantastic and so we will continue to attempt to convince them that RG-244 can be used to advantage in their operations.

Apparently their 90MM lb. resin plant being constructed in Pittsburgh is slightly ahead of schedule and could be producing about the first of the year. This is putting additional pressure on their research group which is still undermanned. Oddly enough, none of the technology they obtained from American Cyanamid contained any RG-244 formulations. Possibly this was the result of American Cyanamid not having used any RG-244 during the past several years. Tom did mention that they have one customer who wanted a low viscosity resin (ca 200 cps) with a thix index of 2.0 or more. We told him that RG-244 and possibly a puffir agent would do the trick. Another question that came up was whether or not RG-244 can be bulk handled as pyrogenic silica can. Our response was probably not as encouraging as we would like it to have been.

FOLLOW-UP ACTION REQUIRED:

Maintain regular contact.

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