TF-5334

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Great Gulf Company Houston, Texas INDUSTRY CLASSIFICATION Compounders

SALESMAN J.E. Welsh REGION Southern DATE OF CALL 11-13-80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Ed Woods Plant Manager
Ron Owen Sales Manager

CALL OBJECTIVE:

Call made with Phil Henry of D & F Distributing on HPO sampled prospect.

PLAINTIFF'S EXHIBIT

UC-5412

RESULTS OF CALL: A few years back Phil and Ron were out selling for Thompson Hayward & Ribelin respectively and an HPO sample was requested by Ron for a new coatings application he was working on. It seems the main area of Great Gulf's activity is packaging products for the oil well drilling industry and this is how they first got involved with Dresser. Having then been picked by Dresser to manufacture the silane treated asbestos product covered by the patent, both Ron and Ed with coatings and plastics backgrounds saw an opportunity for selling a reputed non-asbestos product in these areas and have come to agreement with Dresser to pay them a royalty to produce and then market the product strictly to the coatings and plastics market. For the past year, though they have mainly been struggling with making the product and although they still encounter production problems, they feel they now have a better understanding of how to make it especially with all the recent help they have received from Dresser and our silanes people. A probe was made during our discussions by Woods to determine the differences between our various grades including CSV, but the waters were both sufficiently clear that their was a distinct difference and sufficiently muddy that they couldn't determine what it might be. Comments were made that they had tried Flowsall during their problem production times and, although it built an initial viscosity twice that of CSV, it came completely apart as soon as heat was applied to it; and they are now convinced that CSV is the only fiber that will work for them. Work with our HPO is still in the preliminary stage and both Ron and Ed's interest was more in learning what markets we thought it would most logically fit in for the coatings and plastics area. The writer's response was that, if they indeed did have a non-asbestos product with physicals and performance

FOLLOW-UP ACTION REQUIRED:

Continued

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Union Carbide trial exhibit UC-5412: J. E. Welsh Call Report on Great Gulf Company (Houston) Regarding HPO Sa... Published by AsbestosClaims.Law
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RE' 'LTS OF CALL: Continued from pg. 1

characteristics anywhere near asbestos, a good coatings application would be joint cements and sprays and for plastics filled phenolics and polyolefins. The projected price that Ron and Ed see for the coatings and plastics market on the silane treated product is in the area of $1/lb.

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