KAISER CEMENT & GYPSUM CORPORATION

INTER-OFFICE MEMORANDUM

TO J. P. Rowe

DATE October 28, 1975

COPIES TO G. J. Chavalas, W. D. Hopper, W. E. Ousterman, J. I. Walker

FROM I. M. Watson

SUBJECT WALLBOARD ACCESSORIES QUALITY (W.O. #696-452)

In response to your memorandum of October 8, 1975 and the telexes from Southern California Sales/Marketing of October 7 and 14, 1975, C.E. & D. has been carefully reviewing the problems being experienced with the Accessory Product Line and wish to advise you of the corrective action being taken.

The problems as noted in the foregoing correspondence can be categorized as follows:

Dual Purpose Compound

Viscosity Problems
- Hard to mix
- Gummy
- Jello-like consistency
- Lumpy
- Inconsistant

Physical Handling
- Not bonding properly
- Won't adhere to tools

Cover-Tex
- Soft and Gritty

K-Spray Ceiling Texture
Joint shadowing over topping or D.P.

To get on top of these problems as quickly as possible, G. Kirk and T. Smith were dispatched on October 21, 1975 to Santa Ana plant and Los Angeles, San Diego and Phoenix to review the following:

- Formulation of Products
- Quality of raw materials
- Production procedures
- Quality control procedures
- Sales personnel comments and suggestions
- Customer complaints

Kaiser Cement & Gypsum Corp.
OCT 29 1975
J. I. WALKER

The following is current status of each of the above:

FORM 150

Dual Purpose Compound

Formulation - The non-asbestos product was formulated with "cellosize" as a thickener. A second thickener "methocel" is to be added to the formula. This dual thickener will correct the liquid separation. Successful field tests have been conducted in both Southern and Northern California. The revised "Operating Bulletin" has been approved and issued to Santa Ana plant.

Review the Vicat viscosity as mixed to the as-used requirements and modify the "Operating Bulletins" accordingly.

Raw Materials - All raw materials are being visually and physically inspected for grit, discolor, etc. before each batch of product is made. Samples of each bag of raw materials are retained for reference until after each batch is made and tested.

Product and Quality Control Procedures

The following measures are being taken for all products produced:

1. Batch cards, which record details of each batch, will also include the amount of water, viscosity, workability and bond test results.

2. A Vicat instrument will be installed at the mixer to check viscosities of each batch as made.

3. An ammeter will be installed on the mixer as a further viscosity check as reflected by mixer load.

4. Products will not be shipped until test results, including bond, are known.

5. Pre-mix containers will be marked with a precaution "Mix before adding water".

Sales Comments and Customer Complaints

The change from asbestos to non-asbestos base products has resulted in a product that appears to be too thick and which comes out of the container as a blob. Reaction of customers and Sales personnel is that it is too viscous and to immediately add water, resulting in an over-thinned product when mixed.

Mixing of the product before adding water will bring it to a near-workable viscosity. There needs to be customer education in regard to this item. The stamping of containers with 3/4 inch high letters as noted in Item 5 above will hopefully bring this to the attention of the tradesmen.

It is also recommended that a meeting be held with Southern California Sales and Marketing personnel at which time Tom Smith will demonstrate the new products and methods of handling job situations.

K-Spray Ceiling Texture

The elimination of the joint shadowing, which occurs when K-Spray is used over our Dual Purpose or Topping Compounds, is receiving top priority in the laboratory.

As you are aware, the joint shadow can be eliminated by sealing the joints (and/or ceiling) before application of the K-Spray. Sealing instructions are already carried on the Topping and K-Spray containers, but the instructions are not followed in the West, only on the East Coast.

We understand the above is not acceptable to you, and a solution to the problem is being pursued along the lines of:

- Improving D.P. and Topping Compounds to reduce moisture absorption from the covering K-Spray.

- Improving K-Spray properties to resist being absorbed by the joint compounds.

We have developed a lab test which can be readily used to evaluate the modifications to the above to overcome the shadowing condition which to date we were not able to duplicate in the lab. This will reduce the amount of field testing required.

Cover-Tex

The few complaints indicated that material was gritty and retainers are being checked where possible.

The action noted for raw materials inspection under "Dual Purpose" will also apply here and should prevent reoccurrence.

Dry Powder - Three Purpose Compound

A workable formula for Non-Asbestos compound needs to be completed for the Antioch(and Delanco) plant, the only two areas where the product is used.

Marketing and Sales will be kept advised of the progress of each of the above.

IMW:ll