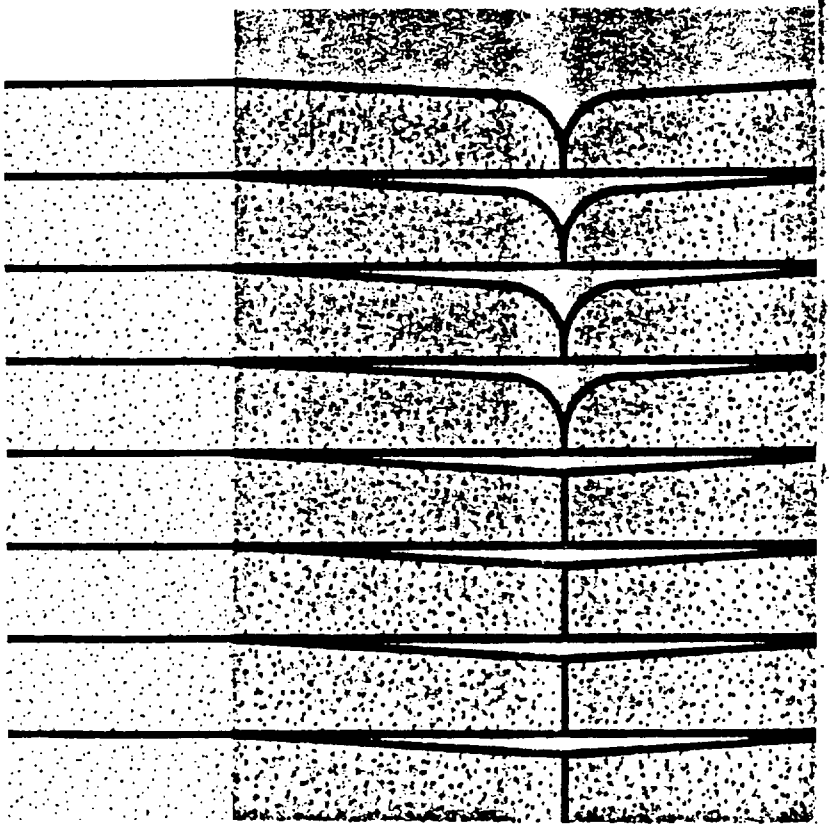
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USG-1815

UNITED STATES GYPSUM

HOW TO SELL and SERVICE U.S.G. JOINT COMPOUNDS



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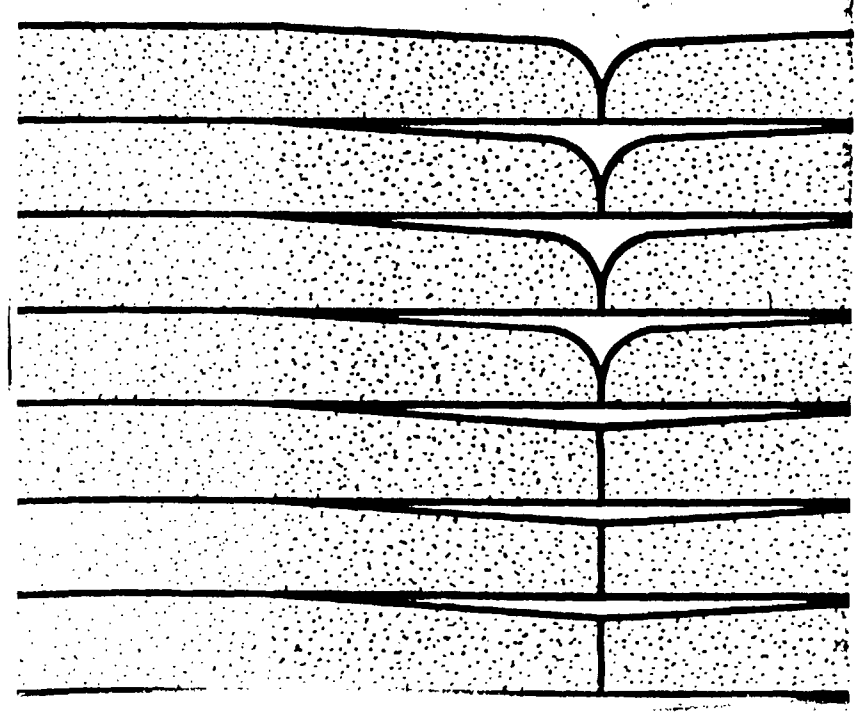
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UNITED STATES GYPSUM
BUILDING AMERICA
101 South Wacker Drive Chicago, Illinois 60606

UNITED STATES GYPSUM

HOW TO SELL and SERVICE U.S.G. JOINT COMPOUNDS



U.S.G. Joint Treatment leads the industry:

–PERF-A-TAPE Reinforcing Tape
–USG Ready-Mixed Joint Compounds
–DURABOND Joint Compounds
–USG Joint Compounds
. . . each designed for superior performance to meet specific job requirements.

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job demonstrations

Joint treatment demonstrations at job-level provide prime opportunity to convert your product claims into job-proven performance features. Skillful presentation of products and techniques also gives you stature as a professional drywall salesmen in the eyes of the contractor. After all, contractors know that the joint makes the wall–and joint failure is their major concern. When your demonstration establishes a strong relationship between U.S.G. joint products and the superior performance that minimizes problems, the contractor also will relate that same high quality to SHEETROCK Panels and other accessories. Here are other *benefits to you* from job demonstrations:

• GAIN NEW BUSINESS

Keep your priorities in proper order–your prime objective is to increase sales dollars. The best way to capture competitive business is to demonstrate the superiority of your joint treatment products under actual job conditions.

• MAINTAIN PRESENT SALES

Remember that lost business must be recovered before you can score gains. The best way to retain the customer's loyalty is to demonstrate new or improved products, or existing products that can improve his work, make it easier or more profitable. The best way to minimize future complaints is to demonstrate proper use of your product.

• STRENGTHEN SELLING SKILLS

The best way to increase knowledge about your own and your competitor's products is to watch both being applied under identical job conditions. The best way to gain confidence in your own product is to watch it outperform another. The best way to sell gypsum panels and accessories is to demonstrate superior joint treatment materials–unit responsibility then offers contractors a compelling reason for making U.S.G. their single source for all wall and ceiling requirements.

four parts of a successful demonstration

Successful job demonstrations involve more than showing how well your products perform. Of course, the actual demonstration is important–you've got top-notch products and given a chance, they'll live up to claims we make about them. But, you won't have a fair chance with a demonstration that's poorly timed, poorly prepared or poorly followed for the order.

1. TIMING THE DEMONSTRATION

- Arrange the demonstration when the contractor is operating a *normal* day-to-day schedule. If he's fighting a tough deadline, he'll view your interruption as an attack on job profit.
- Offer to demonstrate a product that will solve the contractor's well-defined problem. Don't promise everything. Investigate first–you may learn he's guilty of faulty job practices that even your product can't overcome.
- Don't move in until you know the contractor, his crew and their material preferences. Don't plan the demonstration just as a get-acquainted gesture.
- Try to demonstrate when the contractor *needs material*–not when he's just filled his warehouse with competitive compounds, unless he has expressed an urgent problem.
- Demonstrate for the exclusive benefit of the drywall contractor and his crew–not at a time when the builder or general contractor are present, or when a competitive salesman is likely to visit the job.

2. PREPARING FOR THE DEMONSTRATION

- Getting acquainted with the drywall contractor and his crew is the first phase of preparation. Make your first calls at the office. Then, if no objections are raised, visit the jobs.
- Get to know the drywall mechanics–build toward a first-name basis. Learn their work practices–how many men to each crew–taping and finishing practices.
- Learn how the crew measures production–a house, a floor or an apartment per day–then figure the rate in square feet.
- Determine who does the sanding–in some markets sanding is let on subcontract.
- With answers to these questions you'll know how many men to include in the demonstration, how the contractor breaks down his labor costs, and how to develop meaningful cost comparisons for demonstration follow-up.

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- Determine what physical properties in a joint compound appeal to the mechanics. During your demonstration, point out to each mechanic characteristics that satisfy his personal preferences.
- Learn other details of the contractor's operation:
  a. Does he use a non-casein powder and shop-mix early in the morning before delivery to jobs? Does he mix on the job?
  b. Does he use a large, batch mixer? 5-gal. buckets? A drill mixer? A potato-masher? Machine application formula? Hand application formula?
  c. Is water available on his job? Electricity? Heat? Ventilation? Emergency heat if needed?
  d. Do his jobs include identical units needed for a comparative demonstration? Is the footage of factory-edge joints, butt joints, inside angles and corner bead the same in both units?
  e. Does he buy his present material for price? Performance? To satisfy crew preference? Financially obligated to a dealer? Or is he related to your competitor?
  f. If you want to demonstrate drying-type compounds, will the contractor involve his crew for the three necessary days? If not, will tape embedding alone prove your point?
- Narrow down your choice of the specific compound to be demonstrated:
  a. If the contractor is using U.S.G. material, pick a compound to upgrade his work–from all-purpose to a two-compound system–to Ready-Mixed Compounds–or to top-quality DURABOND Compounds and SHEETROCK SW Panels.
  b. If he's a brand mixer or uses competitive products exclusively, point out the advantages of unit responsibility and stress the low on-the-wall cost and exceptional performance of comparably priced U.S.G. compounds.
- Consider the advantages to your contractor of each type of joint system:
  a. *Two-Compound Systems*–formulated for superior performance in each joint finishing step.
  b. *All-Purpose Compounds*–good performance in all joint finishing steps–ideal for large shop-mixing operations–avoid jobsite mix-ups–convenient for scattered jobs.
  c. *Ready-Mixed Compounds*–open-and-use convenience–save time and mistakes in mixing–minimum waste.
- Meet with the contractor, show him the J-66 Joint Compound Selector Chart, and explain reasons for your choice of product to be demonstrated. Mention these features as they apply:

  USG Ready-Mixed Joint Compounds–drying type–superb working qualities–excellent performance plus factory-controlled batch consistency.

USG Joint Compounds–drying type–finest non-casein powder compounds available–quickly mixed and ready for use–outstanding working qualities–for those who rank performance before price.

DURABOND Joint Compounds–unique hardening-type powder compounds for minimum shrinkage, maximum strength and fast production.

DURABOND XL Joint Compound–the only hardening-type powder specifically formulated for all joint finishing operations with USG Exterior Gypsum Ceiling Board.

- Allow time for a shipment of fresh compound. Check the material on arrival and see that the amount needed for your demonstration is set aside and held available.
- Don't be evasive if you're asked about price. If the unit price of the product you propose to demonstrate is higher than that of the contractor's present material, admit it–then explain that in-place cost and long-term performance are the only true measures of value.
- Arrange for the job location several days in advance. If possible, visit the job during gypsum panel installation. Look for any abnormal or unusual condition that might affect the demonstration results.

Review all available U.S.G. literature on the product–particularly the Drywall Construction Handbook WB-52 and "Quality Drywall Finishing" folder J-75. Be prepared to answer all questions.

3. THE ACTUAL DEMONSTRATION

- Gear your schedule to that of the contractor and crew–never cause delays for the contractor. Wherever mixing is done, arrive early–have your material mixed first in clean equipment and have it ready by normal start-up time.
- Have correct tools and equipment on hand, clean and in good working order. Carry a 10-12-ft. measuring tape and, if possible, an inexpensive scale for weighing compound.
- Review current U.S.G. bag directions with the man responsible for mixing–compare with directions for competitive materials. Note significant differences.
- With powder compounds, make certain that water proportions are correct. *Surest way is to carry your own pail, with correct* measurement marked for a single bag of each type compound (refer to water proportion chart in J-75). Next best method is to measure the depth of a pail of known capacity on the job, then convert inches to pints; or weigh the pail, then add necessary water on basis of 8-1/3 lbs. per gal
- To aid record-keeping and reduce chance of error, avoid mixing more than one bag of compound per 5-gal. pail. Use minimum amount of water initially, then add remainder to reach desired working consistency

- Go along with the contractor if he insists on mixing batches of another size more familiar to his crew. If he customarily over-thins compound and wants to compare your material mixed the same way, point out that promised performance depends upon scrupulous adherence to U.S.G. recommendations. Even if overthinned, U.S.G. joint compounds usually will outperform competitive material.
- Keep records of material coverage and application time. Measure amount of compound used, and note time required for each of following steps (*Caution*–Workmen may not work at their normal pace during demonstrations. Note any major variation in rate that might affect cost comparisons.):

Regular Tapered Edge SHEETROCK Panels

1. Taping coat, first-coat beads and fasteners.
2. Joint fill coat, second-coat beads and fasteners.
3. Joint finishing coat, third-coat beads and fasteners.
4. Sanding operations.

SHEETROCK SW Panels

1. Pre-fill, first-coat beads and fasteners with DURABOND 90 Compound.
2. Taping coat; second-coat beads and fasteners.
3. Joint fill coat.
4. Joint finishing coat, third-coat beads and fasteners.
5. Sanding operations.

Note: When using SW/DURABOND System throughout, Step No. 3 can be run as part of Step No. 2. This eliminates a so-called 4th or "extra" step in SW/DURABOND System. See Folder J-17.

- Show knowledge of the tools used. Drywall mechanics don't expect you to be skilled, but they respect salesmen who know tools and tool technique.
- Be diplomatic when offering suggestions–especially when mechanics depart from recommendations.
- Don't tell mechanics that the demonstration will improve their job performance. Instead, stress the fact that superior joint compounds make work easier–that your materials apply with less effort, finish better and reduce callbacks.
- Compare results with the competitive product using two identical work areas–adjoining units in an apartment building are ideal. Arrange for the same crew to do both units, since crew efficiency varies. Suggest that the competitive material be applied first–give the crew time to work out production snags and adjust to work conditions before using your material.

- Ask the mechanics how they like your material's performance; make sure you understand their response. For example, a "sticky" compound might please or displease a mechanic–depends on his preference. If in doubt ask for clarification. Satisfy any negative comments immediately.
- With SHEETROCK SW/DURABOND System, sell the concept of more trouble-free walls and ceilings. A comparative demonstration against tapered edge panels and conventional compound helps overcome resistance to change and concern for extra labor and material cost. However, a long-term trial–weeks or months–is needed to fully evaluate this system since crews require time to adjust to the slight differences in procedures and work techniques.

Demonstration Checklist

1. Job address.
2. Job conditions–type of construction, weather, etc.
3. Contractor's name.
4. Applicators' names.
5. Company personnel present.
6. Quantity takeoffs–beginning of job:
   a. Sq. ft. of panels placed on the job.
   b. Lin ft. of joints–flats, butts, interior angles, metal corners.
   c. Pounds or gallons of joint compound placed on job.
7. Mixing technique–hand or drill, mixing time, solution time, etc.
8. Working technique:
   a. Types and condition of tools.
   b. Steps of job procedure.
   c. Dates, elapsed time of each job step, and elapsed time between steps.
9. Quantity takeoffs–end of job–computed on basis of:
   a. Amount of time and material used per step, or
   b. Amount of time and material used per type of joint, and
   c. Amount of time and material used per job.
   d. Material use factors–telative amount of compounds used per type of joint. flats–1; butts & beads–2, interior angles–1/2.
10. Pricing of job by the hour, foot, piece, unit.

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4. DEMONSTRATION FOLLOW-UP

If the drywall contractor is present at the close of the demonstration, sum up the main benefits. Encourage his men to confirm the good features. Emphasize our advantages in physical characteristics:

1. *Wet Mix Properties*–ease of wet-down and stirring; wet mix viscosity stability; odor of wet mix; solution time.
2. *Freedom From Lumping.*
3. *Application Properties*–slip; working time; handling under tools.
4. *Bond*, under good drying conditions and adverse drying conditions.
5. *Condition When Dried*–shrinkage; crack resistance; cratering.
6. *Edge Crack Resistance.*
7. *Resistance To Discoloration.*
8. *Finish Texture*–smoothness, sanding ease.
9. *Coverage*

If the drywall contractor is not on the job at the end of the demonstration, contact him as soon as possible, then show him the facts and figures developed.

During this presentation, make sure the contractor understands the product limitations.

Ask for the order!

trade factor meetings

In addition to demonstrations for individual contractors, strong *dealer* support is needed to back up your job-level sales effort on joint treatment products.

Trade factor meetings provide one of the best means to build that support from dealers, because you're helping *them* to sell. Meetings create a forum for exchange of information and an atmosphere that can be tuned to generate enthusiasm for your products. They also avoid the interruptions that can destroy the effectiveness of your office calls.

Well-prepared meetings of two types are equally effective:

(1) Workshops to help dealer yard managers train personnel;

(2) As a a dealer's sales promotion to drywall contractors.

Good preparation is the key to success in any meeting. Your program and "prop" needs will vary, depending on the meeting objectives. However, rules for meeting preparation and presentation are basic. You merely need to adapt the following guidelines to your meeting situation.

MEETING PREPARATION

- Define the results you expect from the meeting. If it's for technical training purposes, determine the level of training needed. If it's a promotional meeting, define the products and sales aids needed to influence your audience.
- Select your audience. With the help of your host dealer, consider prospective guests in terms of their potential importance to you both. Make the time and place convenient to all, and give at least several days' advance notice. Let each of those invited know how they will benefit from the meeting.
- Organize your presentation into sections and estimate the time needed for each segment. See that your sequence leads the audience in logical steps toward attainment of your objective. Don't stray off the straight, direct path.
- Inspect the meeting room for adequate size and seating. Check lighting, electrical outlets and ventilation, plus any other services you expect from the establishment where held
- Prepare the setting. Allow time to order literature and samples, and to prepare props needed for a product demonstration. If you expect to show all steps of joint treatment, prepare several panels showing various stages of completion so your audience needn't wait for compounds to dry or harden.

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- Practice your presentation. Rehearse every part of the program–your oral presentation, demonstration steps and the use of props. If others will participate, carefully plan smooth transition to and from their portions. Be prepared to answer all questions that might be raised.

MEETING CONDUCT

- Establish rapport with your audience–be certain your appearance is appropriate. Keep your mind open to other points of view expressed.
- Show a positive attitude–be friendly, persuasive and conversational. Don't talk down to your audience or attempt to force a conclusion.
- Offer proof of claims–be prepared to back any statement you make regarding product quality or performance.
- Avoid controversy–be particularly careful about price references–confine cost comparisons to your own products. If drywall contractors claim to be victims of non-competitive pricing, diplomatically point out that you can no more control dealer price structure than you can influence contractor bid prices. Don't call upon your host dealer to justify his pricing or sales policy.
- Maintain interest–speak more slowly than in conversation. Speak clearly–loudly. Use vocal variety–change pace and tone. Use gestures. Pause to let ideas sink in.
- Display poise–don't fuss, fidgit, pace, fumble, scratch, jingle keys or coins, or smoke. And don't read your speech–use 3 x 5-in. cards for notes to jog your memory.
- Control attention–be certain you cover one point at a time. Answer questions before moving to the next segment of your program. Uncover props only when they are needed–don't give away your entire show at once.

Remember that effective meetings require showmanship and that showmanship–and polish–are gained only through experience. If you're serious about it, use a helping hand–study U.S.G. Manual X-686, How To Make More Effective Audio-Visual Presentations.

job problem-solving

Because joint compounds are complex products, sensitive to job and weather abuse, trouble-free demonstrations are best assured with effective preventive measures–from panel application through the final joint finishing. Use this *checklist:*

Panel Attachment

1. Are fasteners correct, properly spaced, right size?
2. Are panel edges loosely butted together?
3. Are panels tight against framing?
4. Is face paper cut or broken around fasteners?
5. Does broken core at ends or edges prevent tight attachment–are fasteners at least 3/8" from ends and edges?
6. Are fasteners properly dimpled, not flush or protruding?

Joint Treatment

1. Is the building properly ventilated and inside temperature at least 55° F.?
2. Is mixing water clean?
3. Are directions being followed for mixing, for application?
4. Is tape properly embedded with taping compound, promptly covered with a skim coat?
5. Is compound at its heaviest working consistency, not over-thinned?
6. Are the compounds compatible?
7. Are drying-type compounds thoroughly dry between coats? Hardening-type compounds hard?
8. Are second and third coats smooth, properly feathered?
9. Are fastener heads and metal trim covered?

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PROBLEMS AND REMEDIES

If, in spite of your best efforts, problems do arise during or after the demonstration, be prepared to recognize them, take corrective measures and prevent recurrence. Be ready to explain the most common causes:

Blisters in Tape

- *Identified* by air bubbles under tape.
- *Caused* by insufficient compound under tape or inadequate tool pressure.
- *Correct* by slitting tape across the joints, filling cut with compound and pressing back into place with drywall knife.
- *Prevent* by using sufficient compound, firm tool pressure.

Cracks in Inside Corners

- *Identified* by vertical crack in apex of angle.
- *Caused* by excess compound in apex of angle, or improper framing or panel application.
- *Correct* with small amount of compound wiped into crack, leaving none on surface of angle.
- *Prevent* by using minimum amount of compound, or with floating-angle panel application.

Edge Cracking

- *Identified* by straight, narrow fissures or cracks at edge of tape.
- *Caused* by too rapid drying, over-thinning of compound, excess compound under tape, omission of skim coat after embedding.
- *Correct* by filling hairline cracks with cut shellac (2 to 3 lbs.)–open larger cracks with knife, coat with shellac, fill with joint compound when dry–or, cover with complete joint treatment application.
- *Prevent* by controlling ventilation, raising humidity, and by proper tape embedment with correctly mixed compound.

  Note. Edge cracking occurs during drying of taping coat, so merely filling the crack does not correct the problem. Cracks will reappear unless properly repaired.

High Crowns

- *Identified* by shadows cast from built-up compound over joint.
- *Caused* by excess compound applied over joint, insufficient feathering of compound beyond joint.
- *Correct* by sanding flush with panel surface.
- *Prevent* by proper coverage and feathering.

Excessive Shrinkage

- *Identified* by depression along line of joint, outline of tape.
- *Caused* by slow drying–high humidity, inadequate ventilation, or by over-thinning of compound or heavy fills.
- *Correct* with full covering coat of heavy-consistency compound over tape.
- *Prevent* by observing drying times, proper proportioning in mixing.

Starved Joints

- *Identified* by same symptoms as for excessive shrinkage.
- *Caused* by delayed shrinkage due to insufficient drying time between coats, or by skinning compound too thin over tape.
- *Correct* as for excessive shrinkage.
- *Prevent* by following drying times shown in Folder J-75, and by proper mixing and application.

Aged Compounds

- *Identified* by difficult mixing, mealy texture, tendency to roll under tools, soft powdery surface when dry. Check code dates to confirm age.
- *Caused* by poor storage conditions or holding in storage beyond recommended shelf life.
- *Correct* by removing compound and refinishing joint.
- *Prevent* with improved storage conditions, good stock rotation.

Dry-Outs

- *Identified* by softness in compound surface, lighter coloring, white powdery surface, tiny craze cracks or alligatoring.
- *Caused* by excessively fast drying.
- *Correct* severe dry-out by removing compound and refinishing joint. Treat moderate dry-out with gentle fog spray or water, then tool smooth and allow to dry at normal rate.
- *Prevent* by controlling ventilation, raising humidity with water dashed liberally on floor.

Cratering

- *Identified* by small pocks or pits in compound surface.
- *Caused* by air entrapped in compound.
- *Correct* by applying tight skim coat of compound over surface of joint.
- *Prevent* by avoiding overmixing and use of drill mixers turning more than 400 RPM under load, and by applying firm tool pressure with tool held at about 45° angle to panel surface.

Frozen Joints

- *Identified* by soft crumbly compound, poor tape bond, edge cracking, "crows' feet" pattern.
- *Caused* by failure to preheat building sufficiently far in advance of finishing or failure to retain heat afterward until all compound is dry.
- *Correct* by restoring heat, removing all compound on tape, and refinishing joint.
- *Prevent* by providing uniform heat above 55° F. from time panel application begins until all compound is dry.

Note: Familiarize yourself with Company policy regarding product complaints (*General Information Bulletin No. 50.3*) which limits our guarantee of product performance to our published product recommendations. Failure due to adulteration of the product or improper application is the responsibility of the user.

glossary of joint treatment terms

ALKALI BURNING–Paint discoloration due to various reasons; particularly to high-alkaline joint compounds still produced by some suppliers.

APPLICATOR–Mechanic who applies tape and joint compound.

AUTOMATIC TAPING TOOL–A mechanical tool which applies tape and compound simultaneously; for example, Ames "Bazooka."

BEADING (also Ridging)–A joint deformity which appears as continuous ridge or bead along length of joint, with uniform fine ridge-like pattern. Usually the result of improper job practices, together with extreme conditions or abrupt changes in moisture or humidity. Not a material quality failure.

BLISTERS–Tape raised by air pockets resulting from inadequate compound under tape.

BREAD PAN–Plastic or metal pan in which applicator carries joint compound.

BROAD KNIFE–A joint-finishing drywall knife available in various widths–usually 10" or wider.

BUTTERING–Application of joint compound over or into joints. Usually done with a drywall knife for embedding tape.

COAT–A single step in the joint finishing process.

CORNER TOOL–A special two-bladed drywall knife designed to lay tape or compound into interior corners.

COVERAGE–On-the-wall yield of joint compound.

CRACKING–Usually "check" or "map" cracking in surface of heavy applications caused by too-rapid evaporation of water.

CRATERS–Pitting condition in surface of joint compound coat.

CROWN (also High Joints)–High or humped taped joint; caused by excessive compound or framing out of alignment.

CROW'S FOOT–Swirl texture pattern created with shellacked-bristle brush pressed into wet compound. Sometimes used to describe craze-cracking.

DOUBLE-BACK–To apply a second coat of compound immediately following the first.

DRY-OUT–Condition usually associated with hardening-type compound in which water evaporates from compound before crystallization occurs

EDGE CRACK–Cracking along the edge of tape usually resulting from improper job procedure or structural movement.

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EMBEDDING (also Taping)–Reinforcing the joint by applying reinforcing tape within thin layers of joint compound.

FEATHERING-OUT–Smooth, gradually tapering amount of joint compound at furthest point from joint.

FILLS–The mass of compound application in any area. May be called fill coat, which usually refers to 2nd step in the joint treatment operation.

FINISHING TOOLS–A group of various tools, some mechanical, for finishing or topping final coats of joint compound.

FLAT APPLICATOR (also Flat Box)–A mechanical tool for applying compounds after tape has been embedded.

GREEN–Term used to describe a partially dry joint.

HAND PUMP–An accessory that draws joint compound from bulk container into mechanical tools.

HAND APPLICATION–Joint finishing with ordinary hand drywall tools (vs. mechanical tools).

HANGER–Mechanic who installs gypsum panels.

HANGING BOARD–Process of installing gypsum panels.

INTERIOR ANGLE–A surface intersection with open angle of less than 180° (vs. exterior angle).

JOINT CEMENT–Improper term for joint compound.

JOINT DISCOLORATION–An area in the finished joint surface where paint appears lighter or darker than the surrounding surface. Normally caused by improper job practices. Referred to by the trade as "burning through", "bleeding", "banding".

JOINT FINISHING KNIFE–A hand tool for applying joint compound and tape, usually 4" to 6" wide.

JOINT TREATMENT–Complete process of reinforcing and concealing which prepares wall or ceiling for decoration.

LAMINATING–Attaching multiple layers of gypsum panels with adhesive.

MECHANIC–Refers to applicator or hanger.

METAL BEAD–Corner reinforcement, usually entirely of metal.

MILEAGE–See Coverage.

MIXING EQUIPMENT–Devices for mixing powder into water; manual (such as the industrial potato masher) or power (such as the heavy-duty electric-drill mixer).

NAIL POP–A surface flaw, where the fastener has moved outward relative to the panel surface, usually because of improper board application or lumber shrinkage.

POLE TOOL–A drywall tool with extended handle; usually either a sander or knife.

POTATO MASHER–A commercial kitchen device adopted by the drywall trade for convenient, manual mixing of joint compounds.

PUNCTURES–An abnormal flaw in panel surface, where fastener has broken and penetrated the paper surface.

RETEMPERING–Remixing, or the adjustment of mixture viscosity by adding more powder or water, after initial mixture.

RIDGING–See Beading.

SHRINKAGE–Loss of joint compound volume, through displacement of water during drying process, resulting in depressions. Abnormal shrinkage occurs through over-dilution and improper job practices. "Delayed shrinkage" refers to results of inadequate drying time between coats of compounds.

SKIM COAT–A thin overlay of joint compound applied immediately over tape. Sometimes describes any thin application of joint compound applied over entire surface of board, such as "glaze coat."

SLING PSYCHROMETER–An instrument used to determine temperature and humidity for estimating joint compound drying time required.

STARVED JOINT (also Delayed Shrinkage)–Incomplete joint: inadequate amount of joint compound.

TAPERED EDGES–Shallow channels in long edge of gypsum panels designed to accommodate joint treatment.

TAPING TOOL–A group of joint treatment tools, usually mechanical, for applying and embedding reinforcing tape with joint compound.

TAPING COMPOUND–Joint compound formulated for embedding (taping) reinforcing tape, in the two-compound system. Some may also be used as laminating adhesive in double-wall gypsum panel construction.

TOPPING COMPOUND–Joint compound formulated for fill coat (2nd coat) and for finishing (topping) taped joints, in the two-compound system. May also be used for texturing.

WALLBOARD–Any mill-fabricated dimensioned board used for surfacing interior walls or ceilings; especially gypsum panels.

WALLBOARD KNIFE–A type of utility knife used to score and cut gypsum panels.

WOOD SHRINKAGE–Progressive loss of volume, across the grain, in "green" lumber, especially framing, a major cause of nail pops and other fastener failures

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101 South Wacker Drive, Chicago, Illinois 60606

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