GRACE

CONSTRUCTION PRODUCTS DIVISION

WRG 001023

TO: Jim Cintani/Trenton

DATE: July 27, 1971

FROM: H. A. Brown

SUBJ: Mono-Kote Problems

cc: W. K. Rogers
B. R. Williams
W. R. Wright
R. C. Ericson

PLAINTIFF'S EXHIBIT WRG-615

A few comments on your memo on the above subject, dated July 22. Taking the jobs in order of number, visits have been made to each of these sites as follows:

1. Ericson with Van Vliet on 7/8
2. Ericson on 7/20 and Bragg on 7/26
3. Ericson on 7/19 and 7/20 with Payment
4. Ericson on 7/8
5. Ericson on 5/11
7. Ericson on 6/15
9. Ericson on 7/22

After Ericson's observations up through 7/8, he saw me about what he considered a very serious problem on Mono-Kote jobs taking place in New York City. We had a meeting with Harrison, Rogers, Ericson and myself on 7/9. Bob highlighted the fact that the specific problem in New York City was lack of control by the applicators in applying the Mono-Kote. He felt it was so serious that we needed to get extra help to visit all the jobs and to start auditing what all the applicators were doing and exercise the necessary controls on these jobs. Since Williams was out of town on the 9th, another meeting was held on 7/11.

As a result of these two meetings, it was decided to send Bragg to New York and run audits of the type Ericson had been making. From these audits, we would then attempt to persuade the applicators what was necessary for them to correct deficiencies. Bragg became ill suddenly and it was then necessary to substitute Payment for Bragg which meant a few more days went by.

I just want to emphasize that the initiation was taken here to recognize that the prime problem was an applicator problem, and we also initiated the action to get you some help, because of recognizing the serious later implications if things continued as they were. The [illegible]

SUBJ: Mono-Kote Problems

[redacted] the quality of Mono-Kote out of Trenton, as you imply in your letter. It is true that there have been some incidents of debris in [redacted]terial, which we are quite sure is due to sabotage, and we are attempting to establish the person responsible. It is also true that back several months ago there were some wide variations of bag weights, which we believe have been significantly improved, but I must emphasize again that these complaints or problems do not represent the cause of the serious condition found on many of the jobs.

We (meaning all in CPD) must apply ourselves to finding solutions to problems when they arise, but let's be sure we properly identify the nature of the problem and not just pass the puck around.

H. A. Brown

HAB:cgr

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ZONOLITE DIVISION

July 22, 1971

RECEIVED
JUL 26 1971
CONSTRUCTION PRODUCTS DIVISION
H. A. B.

TO : Bob Ericson

FROM: Jim Cintani

cc: B. Rogers
B. Williams
R. Wright
H. Brown

Re: Monokote Problems

Dear Bob,

We appear to be getting an unusually large number of complaints on our Monokote - most of which you are aware.

Tabulated is a partial list of recent job complaints on Monokote application:

	Job	Contractor	Type of MK	Complaint
1.	Solow Building New York City, N.Y.	Glenboro Plastering Brooklyn, N.Y.	MK-III	fissure on col
2.	489 Associates Bldg. 42nd & 5th Ave. New York City, N.Y.	" "	MK-III	" " "
3.	Rudin Building 41 Madison Ave. New York City, N.Y.	" "	MK-III	" " "
4.	Gateway #2 Newark, N.J.	McGlone Plastering	MK-IV	" " "
5.	Bethlehem Steel Bldg. Bethlehem, Pa.	Duggan & Marcon Allentown, Pa.	MK-III	fissure on bear deck & columns variance in bag weights
6.	Parson Blvd. Nursing Home Great Neck, N.Y.	Island Lath & Plaster St. James, N.Y.	MK-IV	Clinkers in material
7.	State Office Bldg. Binghamton, N.Y.	Gargano Plastering Endicott, N.Y.	MK-IV	Variance in bag weights

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ZONOLITE DIVISION

8.	Pan Am Building Kennedy Airport, N.Y.	Cuddihy, Lamparter Wyandanch, N.Y.	[redacted]	Variance in ba weights
9.	Tishman Bldg. Madison Ave. New York City, N.Y.	Mario & DiBono Great Neck, N.Y.	MK-IV	debris in material
10.	Spaulding Bldg. Camp Kilmer, N.J.	Superior Plastering Elizabeth, N.J.	[redacted]	Fissure on columns

Nearly all of the material furnished on the above listed jobs was produced at the Trenton plant. I think we should make a thorough investigation of quality control procedures at the Trenton plant. In addition, we should try to get a better pulse on the fissuring problems that seem to be so prevelant at this time.

I think we should get together to discuss in detail.

Unless we solve these problems, we will not only be hit with back-charges; but, would very seriously restrict our growth in the fireproofing market.

Sincerely,

Jim Cintani

JC:rs

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