

METALS DIVISION - "CALIDRIA" ASBESTOS
CUSTOMER CALL REPORT

PLAINTIFF'S
EXHIBIT

UC-604

CUSTOMER & LOCATION Zac Lac Paint Atlanta, GA INDUSTRY Coatings
CLASSIFICATION Coatings

SALESMAN J.E. Walsh REGION Southern DATE OF CALL 8-27-81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Arnall Ralston Technical Director/Plant Manager

CALL OBJECTIVE:

Call made on CALIDRIA prospect manufacturing coatings.

RESULTS OF CALL: Zac Lac is 95% automotive and 5% other industrial coatings in their sales. In the automotive end they carry a full line starting with base primers and graduating up to the exterior gloss finishes. Touch-up color matching is another specialty in which they sell their products. Bentone is the predominant thix agent used; and, after listening to the CALIDRIA resin grade story, Arnoll requested and has been sent samples of 144 and 244. Copies of our brochures, price lists and my card were left with him along with notes he made on each of the brochures so that he would remember which one he wanted tested where. Wearing two hats has made it difficult for Arnoll to do much lab work, and he has left that end of the business up to Clyde McGregor, his chemist, who was out of town today. Arnoll said he would go over the info he has with Clyde when he gets back and have him look at it first in their primers and then the semi-gloss formulas to see if we have anything to offer them.

00294

FOLLOW-UP ACTION REQUIRED:

JW - Phone McGregor 10-1 to see how the 144/244 evaluations are going.

COPIES TO: :TPH:RFR :GML:KC-FILE:NF-FILE

NF PERMANENT FILE ☐

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION Zac-Lac Paint INDUSTRY Coatings
350 Simpson St. NW CLASSIFICATION Coatings
Atlanta, GA 30314

SALESMAN J.E. Walsh REGION Southern DATE OF CALL 9-24-81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Arnall Ralston Plant Manager

CALL OBJECTIVE:

Call made on RG144/244 sampled prospect.

RESULTS OF CALL: Arnall hasn't done any work so far with either resin grade products as he had planned to turn the evaluation over to Clyde McGregor, his chemist who has been with Zac-Lac for 34 years; but Clyde went into the hospital last week and will be incapacitated for an indefinite period. It was an opportune visit as Arnall wanted to discuss the regulatory-toxicology issues and our talk on the subjects seemed to put him more at ease that they could live with the regulation. Also noticed that the notes that Arnall had taken on my past visit here were reversed on the brochures I gave him so the necessary corrections were made. Arnall said he will work on the samples in their primer as he doesn't know how long McGregor will be out, and he did want to see if CALIDRIA could help him with his problem.

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FOLLOW-UP ACTION REQUIRED:

JW - Phone Arnall 10-7 to check on his 144/244 evaluation.