CE REFRACTORIES

March 9, 1982

TO: F. Christenson

FROM: T. Beals

SUBJECT: 70 Ram Wet Complaint #010-I
CC Refractories

CC: G. Andrews
C. Bisbee
W. Coon
G. Vines
B. Wilson
J. Williams
F. Steimke
G. Woods
A. Momme

Confidential - For Internal Use Only

#9894

A complaint was received on 3-1-82 from CC Refractories on 3,000 lbs. of 70 Ram Wet code dated 1L10261. The nature of the complaint was that the material cracked excessively after air drying. Samples were submitted with a previous complaint.

This problem has been well documented during the last few months of 1981. In July of 1981 a formula change was made to this product. This change dealt with the coarse fraction. Originally the coarse fraction consisted of 20 Mesh flint. Problems with oversize flint contamination occurred when the Vandalia plant ground the material. In an attempt to eliminate the oversize contamination, the coarse fraction was changed to 70 Mesh. This substanially increased the surface area which required more water and resulted in the excessive cracking.

When this problem first occurred, the original formula was resubmitted with instructions to keep the oversized contamination to a minimum. This was done based on feedback from Sales which stated that the customers were satisfied with the original product. To this date, it is not know whether or not anyone has requested samples of the original material for their customers. This material should not be made with the current formula unless requested.

RECOMMENDATIONS

This material should be returned to the Vandalia plant for proper disposition. This material can be remixed with material being produced by the original formula at a rate of 3 cartons per new batch.

Tom Beals

TB/f






CC REFRACTORIES

Date: 3-1-82

# CONFIDENTIAL

TO: Frank Christenson

FROM: Tom Beals

SUBJECT: 70 Wet
CC Refractories
Complaint 010-I

x ____ This is to acknowledge receipt of the above complaint on 3-1-82 .

____ A final report will be submitted within two weeks.

x ____ A final report will be submitted two weeks after receipt of sample(s).

____ Sample(s) have been received on _____ and a final report will be submitted within two weeks.

____ Sample(s) on the above complaint have not been received. Please investigate and inform us on status of sample(s). Final report is pending receipt of these sample(s).

COMMENTS:

CC: C. Bisbee
W. Coon
A. Momme
G. Vines
B. Wilson
G. Woods

DISTRIBUTION:

CE0311871

CE/HI (Q) 44187

# C-E REFRACTORIES
## PRODUCT COMPLAINT FORM

MAR 1 1982

To: George Woods

Date: February 25, 1982

Name of Customer: C.C. Refractories (Johnson Brass)

Date Complaint Received: 2/24/82

CER P.O. No: 57255
C.C. Refr. P.O. 13227

Product Name of Number: 70 Wet

Product Code: 1L10261

Salesman Handling Complaint: Rick Kasick

Customer Personnel Handling Complaint:

Name Pete Kacheris

Title Sales Representative

Amount of Material in Shipment 3,000#

Amount of Complaint Material Involved 3,000#

Nature of Complaint:

Material X Major X

Package Minor

Is a CER Technical Representative Necessary?

Yes No X

Are samples being submitted? Yes No X

If No, explain why under "Comments".

Type of Installation:

New Repair

Ladle X B.O.F.

Soaking Pit (Other)

Location of Installation:

Cover Arch

Floor Sidewall

Doors (Other) Patching

Comments: A 10# Sample of 70 Wet manufactured at the same time and shipped on this order to C.C. Refractories was sent when a complaint report was filed on January 6, 1982. 70 Wet was sent to Tom Beals in Valley Forge.

Material appeared to be too fine/too wet/cracked.

cc: G. Andrews, T. Beals, F. Christenson, J. Hillier, J. Williams, Salesman, File, J. Meier

CC: Pete Kacheris, C.C. Refractories, Milwaukee, Wisc.

CC: Norm Monville, C.C. Refractories, Milwaukee, Wisc.

CE0311872 CE/HI (Q) 44188