

PLAINTIFF'S
EXHIBIT

70060.01

PLAINTIFF'S
EXHIBIT

WV-012518

TO: KEN KORN

1-6-82

FROM: TOM BUELS

SUBJECT: 70 RAM WET COMPLAINT #110

CC: CH-HIS

REFRACTORY & INSULATION

#9694

A COMPLAINT WAS RECEIVED ON 12-25-81 FROM
REFRACTORY AND INSULATION ON 82 CARTONS OF RAM 70 WET COOK

DATED 1/10/82. THE NATURE OF THE COMPLAINT WAS THAT THE

MATERIAL WAS TOO DRY AND EXCESSIVE CRACKING OCCURRED DURING
DRY OUT.

THE FIRST POINT TO BE MADE IS THAT THIS IS AN EXPERIMENTAL
PRODUCT WHICH CARRIES A THREE MONTH SHELF LIFE. AT THE TIME OF

THIS COMPLAINT, THE MATERIAL HAD PASSED ITS SHELF LIFE. SECONDLY,

IN JULY OF 1981 A CHANGE IN GRAIN SIZING WAS MADE, PREVIOUS

TO THIS DATE, THE COARSE AGGREGATE WAS 20 MESH CALCINED FLINT CLAY.

WITH THIS GRAIN SIZING, THE MATERIALS PERFORMANCE WAS GOOD.

THERE WAS A PROBLEM AT THE VANOCALIA PLANT WITH THE

CE0311860

CE/HT (Q) 44176

PRODUCTION OF THE 20 MESH MATERIAL. IT COULD NOT BE

PRODUCED WITHOUT OVERSIZE CONTAMINATION. TO OVERCOME THIS

PROBLEM, IT WAS DECIDED TO REPLACE THE 20 MESH CALCINED

FLINT CLAY WITH 70 MESH #2 HIGH BURN ROTARY KILN FLINT.

THE RESULT WAS A FINER SIZED MATERIAL. THIS HAD EFFECT

ON THE CONSISTENCY OF THE PRODUCT DUE TO THE INCREASED SURFACE

AREA. MORE IMPORTANTLY, THE FINENESS HAS CAUSED THE EXCESS

CRACKING THAT HAS BEEN WITNESSED ON A COUPLE OF OCCASIONS.

THIS SIZE CHANGE SHOULD BE REVIEWED. RICHARD FEEDBACK

FROM SALES INDICATES THAT IT IS DETRIMENTAL TO THE PRODUCT'S

PERFORMANCE IN THE FOUNDRY INDUSTRY.

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RECOMMENDATIONS

CE0311861

THE MATERIAL SHOULD BE RETURNED FOR PROPER DISPOSITION.

THE DISPOSITION SHOULD DEPEND ON A REVIEW OF THE PRODUCT

GRAIN SIZING CHANGES

Tom Smith

TABLE I

SAMPLE TEST RESULTS COMPARED
TO SPECIFICATIONS

SAMPLE TYPICAL DATA

MOISTURE (%)

12.0

PENETRATION (1/10 mm)

46.5

170-200

SCREEN ANALYSIS

MESH (U.S. STD.)

20

3.7

5.3

40

3.1

3.4

60

3.7

5.2

100

5.8

2.0

-100

83.7

79.0

K: Korn
No copies sent to P.K.
pls take care of.

PRODUCT COMPLAINT FORM

DEC 2 3 1981

110

To: George Woods

Date: December 10, 1981

Name of Customer: Refractory & Insulation

Date Complaint Received: 12/3/81

CER Order No:

Product Name: 70 Wet

Production Code Date: 1H09181

Salesman Handling Complaint: Jim Meier

Customer Personnel Handling Complaint:

Name: Will Strothkamp

Title: President

Amount of Material in Shipment

Amount of Complaint Material Involved: 82 cartons to date

Nature of Complaint:

Material

x

Major

x

Package

Minor

Is a CER Technical Representative Necessary?

Yes

No

x

Are samples being submitted?

Yes

No

If No, explain why under "Comments".

Type of Installation & Location:

New

Repair

Ladle

x

B.O.F.

Soaking Pit

(Other)

How does the customer want reimbursement?

Replacement x

Credit

Comments: Dry no body, too fine, excess cracking 1 carton returned.

CE0311864

CE/HI (Q) 44180