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PLAINTIFF'S EXHIBIT K-1799

February 20, 1953

TO: Mr. R. F. Trumm
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Mr. W. M. Hankins, Jr.
Mr. W. C. Taylor - General Research
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83.1

FEB 24 1953 GENERAL RESEARCH

BREAKAGE IN SHIPMENT AND FIELD HANDLING

Complaints from our customers based on breakage are increasing at such a rate as to cause us serious concern. These involve such accounts as Mathieson Chemical Company (Morgantown, West Virginia plant), Dow Chemical (Midland, Michigan), George V. Hamilton (Pittsburgh, Pennsylvania), E. I. duPont (Orange, Texas), Industrial Insulators (Houston, Texas), Homestead Insulation Co. (Hartford, Conn.), Celanese Corporation (Chemcel, Texas) and several others.

All reports from our customers cite the fact that the offending material is far more brittle than that received by them in the past. This claim seems to be borne out by the findings of General Research as reported by Dr. W. C. Taylor in his memo of February 13, 1953, Subject: Pipe Insulation from Pittsburgh - File 83.1, SR 73-48. In the case of a recent Celanese (Chemtel, Texas) complaint (SR is being processed), the 24 x 1-1/2 material "shattered like glass" when an attempt was made to secure it to the line.

We can not live in the market with material as brittle as this seems to be. If necessary we can, from a sales point of view, live with some changes in physical strength in order to obtain a material less brittle. I would welcome an opportunity to discuss this with any interested parties. I believe it most urgent that we overcome the problem of brittleness which appears to exist.

R. L. Long

R. L. Long, Manager
Heat Insulation Sales

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