

R & D 211

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Portland

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Speed Set Joint Compound

cc: Mr. R. D. Mayer - Portland
Mr. K. W. Brown - Acme
Mr. J. B. Moss - Tigard
Mr. E. D. O'Neill - Tigard

A re-evaluation of our setting type joint compound is in progress as a result of some complaints. The problems reported are difficult mixing, slow solution of certain ingredients, and thickening of the Speed Set after it has been mixed and allowed to soak thoroughly.

After checking several bags of Speed Set at Acme, we would agree that the customer's claims are valid. We asked that no further shipments of Speed Set be made until we had an opportunity to look into the problem. It has been found that there is a formulation deficiency which is aggravated by cold water. A change in the formula will be made to overcome the problems. This work was put on a high priority basis and should be completed shortly. I don't know how this got by, but do assure all concerned that the revised formula will be entirely satisfactory. In fact, we expect the product to be greatly improved in both mixing and working properties.

We will have to decide whether to rework the material we currently have in stock. This can be done, and we will have a formula for the reworking if it is decided to do this.

C. W. L.

CWL/cp

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