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Materials™**

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Case History No. 16

Make one phone call to your refractory supplier

Customer Need: React to a Scope Change During Scheduled Outage

Solution 1: Make One Phone Call to Determine Price & Availability

Solution 2: Manufacture Within 12 Hours

Solution 3: Place Personnel on Job Site to Answer Any Questions, & Consult on Practical Dry Out Procedure

Result: Furnace in Production 6 Days after Refractory Order is Placed

During a scheduled outage for maintenance, a refractory installer was on site at a steel mill for a laundry list of work.

When an important forging furnace was opened up, the manufacturing manager got a surprise. The furnace back wall was in much worse shape than anticipated, and this furnace was not in the original scope of work the installer had signed on for.

Because the installer knew that Westmoreland Advanced Materials™ is set up to produce materials very quickly, they called for a quote and to confirm that material could be ready for pick up the next morning. During that first phone call the quote was made and after a quick confirmation that the production schedule could be adjusted to provide the product, a pickup time was confirmed for the next day.

WAM®CG 50 LC, a low cement, construction grade castable was manufactured from a well maintained raw material inventory, packaged and was loaded onto the installer's truck the next morning. The next day, WAM personnel went to the job site to handle any questions the crew might have during installation, and to discuss a practical dry out procedure with the manufacturing manager. After determining the temperature control capabilities of the furnace burners, a process for dry out was agreed to.

Three days later a follow up visit was made by the WAM representative. The furnace was dried out with no difficulty, and was producing hot ingots for the forge.

Do you need to know if you can help your customer get back into production during your first phone call to your supplier?