



AirMail

TIMELY TECH TIPS AND HOT NEWS FOR OUR GLOBAL POLYURETHANE CAST ELASTOMER CUSTOMERS

Our Hard-Working Team Makes Our **Prepolymers & Curatives Work for You**

PSP OFFERINGS

- Airthane® Prepolymers
- Versathane® Prepolymers
- Versalink® Polyurethane Curatives
- Lonzacure® MCDEA Curative
- Versalink Oligomeric Diamines

At Air Products we know that our success depends on your success. We also know that for our customers to succeed, you have to be able to get the most from our polyurethane prepolymer and curative products. This is why we have an established team that comprises literally dozens of professionals with a basic, all-important mission: To understand your needs so that we can meet or exceed your expectations and help you succeed.

You already know that polyurethane elastomers made with Air Products' polyurethane prepolymers are versatile engineering materials designed to provide properties not available in conventional rubbers, met-

als, or plastics. They are capable of fulfilling the exacting requirements of the materials engineer for functional, high-performance parts, covering a wide range of hardness—from soft rubbers to rigid plastics.

To support your efforts to use polyurethane, we offer a broad range of products that enable you, the fabricator, to achieve the required combination of engineering properties for your application. Both the type of prepolymer, and the curative, can be selected to optimize the features most critical to each application. We have a variety of ways that we can help you select the best products for your needs from the more than four dozen products we offer.

Our sales team, which includes both direct account managers and sales agents, is often your main contact with Air Products. "Our primary job is to establish and manage customer relationships and strengthen business with our customers" according to account manager Mattye Reymont. "We spend a lot of time at customers' sites helping them make the most of their products using our products" says Jerry Bryce, another of Air Products direct account managers who has been helping people use prepolymers and curatives for over 30 years.

Other frequent contacts with Air Products are the **Product Information Center (PIC)** and our **Customer Service Representatives**. The PIC team stands ready to provide immediate answers to product and technical questions.



Mattye Reymont
Account Manager



Customer Service team members include, from left, Kathy DiGirolamo, Elizabeth Kern, Denise Koch, and Jody Heater.



Stayce Wolfe, Bonnie Almond, Melinda Uhl, Patti Abraham, and Julie Snyder are also on the Customer Service team. Not pictured are Jim Gorman and Leona Benckini.



Jerry Bryce
Account Manager

NEW ENGINEERING Brochure Available

We've updated and reprinted our popular brochure, "Engineering Properties of Castable Polyurethane Elastomers" (Pub. No. 140-04-009-US).

The 30-page, 8 1/2" x 11", 4-color brochure is packed with detailed information on engineering and physical properties, test methods, useful tips, design suggestions and processing guidelines, as well as extensive diagrams, charts, photos and illustrations.

Call **800-345-3148** to order copies. Outside the U.S. and Canada, please call **610-481-6799**. ▲



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Our Hard-Working Team Makes Our *Prepolymers & Curatives Work for You*

(continued from front side)



Dr. Mark D. Conner
Technical Director

They are available to answer specific questions about products, make recommendations, give formulating advice, and help troubleshoot processing problems. PIC representatives can also fill your requests for samples, product literature and MSDSs.



Pam Derr
Account Manager

You can contact the PIC at **800-345-3148** or **610-481-6799** via fax at 610-481-4381, or via our e-mail, cheminfo@airproducts.com.

Our Customer Service representatives are the right call to make when you need to order product, check inventory availability, or get confirmation of your

order/shipment. This team is committed to providing a high level of service to customers, notes Jim Gorman, who manages the group. "There are many situations where they go the extra mile to ensure that customer requirements are met."

You can contact our customer service team directly at **800-345-3107** via fax at **610-481-4184** or via e-mail, cspolyur@airproducts.com.

If your business doesn't always run the same hours as ours, we have a solution for that as well. Much of the information you need is available day and night on our web site: www.airproducts.com/psp. Here you can find product information, an extensive troubleshooting guide, elastomer engineering properties, as well as request literature and samples.

To ensure we can support your needs, we also have a dedicated technical team waiting to help you. "Troubleshooting customer problems is a big part of our job", says Chemist John Koch, a member of the PSP technical team led by Dr. Mark D. Conner. Whatever the issue you face, chances are we've seen it before. We also work very hard to ensure that you see consistent, high quality product, which requires the expertise of process engineer Alan Boyce and his more than a decade of experience in prepolymer manufacturing. We also utilize the expertise of our colleagues in the physical testing and analytical organizations within Air Products. Their specialized knowledge allows us to provide the data you need to support your business.

Finally, our marketing director, Dr. Keith Welp, brings it all together—production, the supply chain, customer service, sales, product information, and technology. Keith focuses on understanding broad market needs to help existing customers use our existing PSP offerings, as well as identify new opportunities



Dr. Keith Welp
Marketing Director

for our business. "As an overall coordinator, I strive to ensure that the extensive expertise and diverse skills of our team are used fully to support our customers," he notes.

Air Products' Global PSP Manager Frank Womack sums it up best: "Our focus at

Air Products is clear—go beyond just delivering polyurethane prepolymers to helping customers save real time and money. We've been committed to quality, timeliness, and safety excellence for more than 60 years. ▲



Patti Fulton, Kathy Stever, Nancy Bahr and Karen Everett (left to right) staff the Product Information Center. Not pictured are Barb Sieroncinski, Kristina Donatelli, Michelle Mertz, and Joanne Mottau.



The Technology Team includes (left to right) (seated) Gary Johnson, Dave Aurentz, and Steve Stocker, and (standing) Sharon Gardner, John Koch, Ileana Ruhe, Steve Robbins, and Ann Koitz. Not pictured are Alan Boyce, Renae Bennett, and Lynn Hahn.

Air Products Contact Info:

Product Information Center (PIC)

- 800-345-3148 or 610-481-6799, 8:15 a.m. to 5 p.m. EST Monday-Friday
- Fax: 610-481-4381
- E-mail: prodinfo@airproducts.com

Customer Service

- 800-345-3107, 8 a.m. to 5 p.m. EST Monday-Friday
- Fax: 610-481-4184
- E-mail: cspolyur@airproducts.com

World Wide Web

- www.airproducts.com/psp

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Need to: • order product? • ask a question? • request samples? • receive more copies? • add co-workers to the mailing list? Call Customer Service at: **800 345-3107**. E-mail: cheminfo@airproducts.com www.airproducts.com/psp Airthane® Prepolymers • Versathane®-C-Prepolymers • Versalink® Polyurethane Curatives • Lonzure® MCDEA Curative • Versalink Oligomeric Diamines

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april 2005