



## Trouble Shooting Worksheet (Form 19.0)

In order to get you help right away, please fill out this quick form and we will address your concerns as soon as possible. We are available 7:30am to 4:00pm PST every weekday and will promptly address your concerns.

NAME: \_\_\_\_\_ COMPANY: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

1. What product is the problem with? \_\_\_\_\_

2. What is the product doing, or not doing, that is out of the ordinary?  
\_\_\_\_\_

3. When did this abnormality start to happen?
- With a new kit of material (have there been any good parts)? \_\_\_\_\_
  - With a partially used kit (have there been any good parts)? \_\_\_\_\_
  - With a new mold? \_\_\_\_\_
  - In an existing mold that you have cast into before? \_\_\_\_\_

4. Is this a material that you have used before or is this your first time casting this particular product?  
\_\_\_\_\_

5. How was the material processed?
- Was the material Pre-warmed (did the material cool down) prior to casting?  
\_\_\_\_\_
  - How was it mixed; Wood/Metal/Plastic utensil, Jiffy Mixer, machine dispensed?  
\_\_\_\_\_
  - Was the material degassed with vacuum and/or pressure cast?  
\_\_\_\_\_
  - How long was material cured? \_\_\_\_\_
    - Room Temp; how long? \_\_\_\_\_
    - Heat cured; if so @ what temp and how long? \_\_\_\_\_

6. Approximate dimensions and quantity of material mixed? \_\_\_\_\_

7. Mold Questions:
- What type of mold material? \_\_\_\_\_
  - Temperature of mold? \_\_\_\_\_
  - Mold release used? \_\_\_\_\_

8. Batch Numbers: A. \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ B. \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

9. When and from whom did you purchase the material from?

BJB \_\_\_ Distributor \_\_\_ Name of Distributor \_\_\_\_\_