



# CASTING CONNECTION

## New Jewelry Product Catalog

R&R is excited to announce the release of a new catalog featuring a comprehensive line of traditional jewelry casting products. The easy-to-use layout provides a quick and straight-forward way for customers to peruse R&R's offerings.

R&R's jewelry product catalog includes BANDUST™ Technology, classic R&R investments, low temperature investments, European manufactured investments, high temperature investments, waxes, rubbers, and equipment, such as burnout furnaces and centrifugal casting machines.

It also includes several historical Dentsply Sirona lab products, recently acquired by R&R, including the Neycraft™ centrifugal casting machines and Vulcan® burnout furnaces, as well as former Kerr™ investments.

To view R&R's complete line of jewelry products or to download the catalog, visit: <https://www.ransom-randolph.com/jewelry> today!



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## From Your Friends at R&R

### Happy Holidays!

Šťastné svätky!

節日快樂!

God ferie!

Fijne vakantie!

Joyeuses fêtes!

Schöne Ferien!

Laethanta Saoire Shona!

Buone vacanze!

ハッピーホリデー!

Wesołych Świąt!

Boas festas!

Счастливых праздников!

Saor-làithean sona!

## R&R Holiday Schedule

Please consider the following closing dates when planning for your material needs:

### CLOSED for the Holidays

- Friday, December 23, 2022
- Monday, December 26, 2022

### OPEN to take orders & ship materials

*Customer Service & Shipping from OH open from 10am-3pm EST*

- Tuesday, December 27, 2022
- Wednesday, December 28, 2022

### CLOSED for the Holidays

- Thursday, December 29, 2023
- Friday, December 30, 2023
- Monday, January 2, 2023

### REOPENING for the 2023 New Year

- Tuesday, January 3<sup>rd</sup> at 8am EST



Contact R&R by calling 800.800.7496 or by emailing [customerservice@ransom-randolph.com](mailto:customerservice@ransom-randolph.com) if you have any questions regarding this schedule.

## Additional Questions?

For any questions regarding the ideal drying environment for your ceramic shell, contact our technical team.

### Phone

800-800-7496 (US Toll free)

### Email

[technical@ransom-randolph.com](mailto:technical@ransom-randolph.com)

## Ceramic Shell Drying Environments

The drying stage of the ceramic shell casting process is crucial to producing quality shells. While you can't rush the drying stage, there are ways you can speed it along by adjusting humidity, airflow, and temperature.

### Humidity

The lower the humidity of the room, the faster the drying time of the shell. One way to achieve lower humidity is to install an air conditioner or dehumidifier in the drying room as both of these options take moisture out of the air. If possible, cover tanks or dehumidify a separate drying room so water is removed from the shells but not from the slurry.

### Airflow

The airflow of the room has the greatest impact on shell drying

times. Too little airflow can drag out the drying time, slowing production. Too much airflow is not an issue unless it causes breakage of your parts. To achieve optimum airflow, be sure to provide airflow from all directions. If necessary, turn the parts to provide even airflow. Oscillating fans and blowers are great tools to increase airflow.

### Temperature

Any temperature fluctuation in the drying room can have an adverse affect on the wax patterns. For best results, maintain the temperature of the drying room at 19-23 °C (66.2-73.4 °F). Always allow waxes to stabilize at the recommended temperature prior to dipping. When needed, use a window or room air conditioner. Be sure to clean the filter frequently.

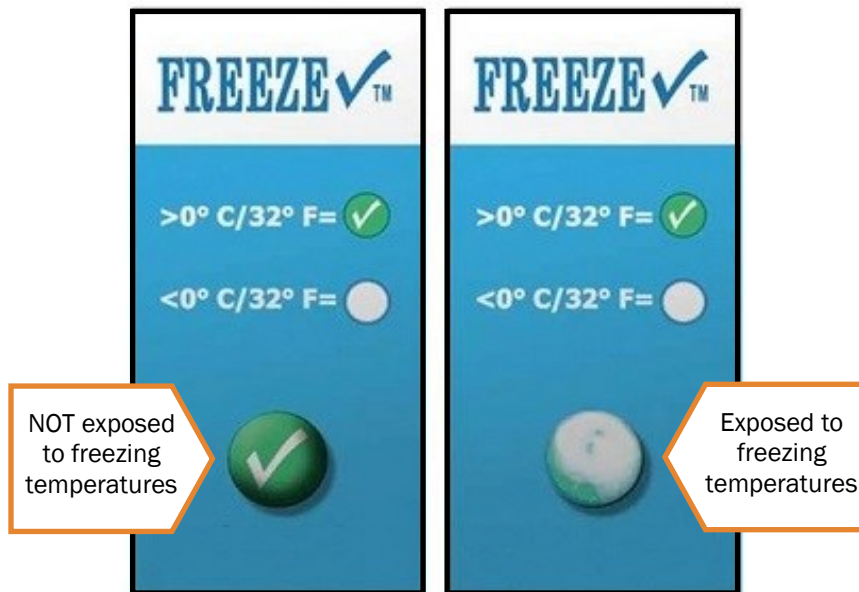
# Reminder: Managing Freezable Shipments

So far, winter has been mild. As we approach the new year, temperatures will drop down to freezing, putting your freezable materials at risk.

Any freezable materials, such as colloidal silica based binders, should be shipped as early as possible in the week to ensure that they are continuously moving to their destination to decrease its chance of freezing. While this does not guarantee product will not freeze, it reduces the risk associated with shipping over a weekend where product may sit at a freight facility unprotected from freezing temperatures.

To help you ensure that the product you receive has not been damaged, R&R applies a freeze check indicator to your shipment, which features a check mark in a green circle. Temperature-sensitive liquid is encased in a clear bubble over the check mark. The fluid will begin to turn white, meaning the check mark is no longer visible once it has been exposed to subfreezing temperatures.

**Note:** This does NOT mean that the material in the package has been frozen; it only means the package has been exposed to freezing temperature.



If you believe you have received a frozen shipment, take action immediately. Make a notation on your carrier delivery receipt prior to the carrier leaving your facility stating "POSSIBLE CONCEALED DAMAGE - PRODUCT HAS BEEN EXPOSED TO FREEZING TEMPERATURES"

If able, test the specific gravity of the material as soon as possible. If the results fall within limits, the material may be used. If you are unable to test specific gravity, contact R&R customer service to have a freeze test kit sent to you.

## Frozen Shipment Resources

**Handling Damaged Shipments**  
[How to Handle Lost or Damaged Shipments](#)

**How to Use a Freeze Kit**  
[ransom-randolph.com/technical-tips](https://www.ransom-randolph.com/technical-tips)

**Acceptable Testing Limits & More**  
<https://www.ransom-randolph.com/winter-shipments>

**Customer Service Contact**  
customerservice@ransom-randolph.com or call 800-800-7496

**Technical Team Contact**  
technical@ransom-randolph.com  
800-800-7496



## Contact Information

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## Meet the Team: Regional Sales Managers

You talk to them, you email them, you see them at trade shows, but who are they? Well, let us introduce them to you...

### Darin Wise • West Region Sales Manager based in Southern California



Darin started his career as a dental technician at the Dental Technology Institute (DTI) of Orange, California, graduating in Crown & Bridge and Ceramics in 1988.

After graduation, Darin worked in various dental laboratories before joining Dentsply as dental technical sales representative, earning him over 30 years of dental experience.

Darin joined R&R in 2020. He maintains relationships with current customers and creates new relationships with potential customers. Darin enjoys working with lost wax foundries where he can apply his technical knowledge to these applications.

Darin resides in California with his wife, children, and grandchildren. When Darin isn't working, he loves to be outside and to go camping.

### Chris Matej • Midwest Region Sales Manager based in Southern California



Chris earned his Bachelor's of Science degree from Northeastern Illinois University in Chicago, Illinois, majoring in geology with a focus in mineralogy & petrology. He continued his studies as a graduate student at the Missouri University of Science & Technology in ceramic engineering with emphasis on ceramics, refractories, mineralogy, and geological raw materials.

Prior to joining the R&R team, Chris gained 30+ years of experience in various roles in the casting industry holding roles in R&D as well as Quality & Lab management in the ceramic, refractory, mineral and glass industries.

Chris has been with R&R since 2015. He is responsible for maintaining and developing customer relationships within his region. He develops new business accounts as well as identifies opportunities for R&R products. In addition, Chris provides general technical support while on site, identifying processes and product solutions to help the foundry.

Chris speaks fluent Polish and was born and raised in Chicago. He still resides in the area today with his wife and three grown children. In his free time, you can find him exploring the outdoors and traveling, especially when geology is involved.



## 2023 Trade Shows

R&R will be exhibiting at several trade shows this year. Be sure to save the date and plan your trip to visit our booth!

### T. Gold

*Jewelry*  
Vicenza, Italy  
January 20-23  
Pad #9, Booth #130

### EICF International Expo

*Ceramic Shell*  
Bregenz, Austria  
May 7-10  
Booth #3

### LMT® LAB DAY® Chicago

*Dental*  
Chicago, IL  
February 24-25  
Booth #TBD

### LMT® LAB DAY® West

*Dental*  
Garden Grove, CA  
May 12-13  
Booth #TBD

### MJSA Expo

*Jewelry*  
New York, NY  
March 5-7  
Booth #128

### ICI Technical Expo

*Ceramic Shell*  
Pittsburgh, PA  
August 13-16  
Booth #212

### International Dental Show (IDS)

*Dental*  
Cologne, Germany  
March 14-18  
Hall 11.2, Booth #P-058

### LMT® LAB DAY® East

*Dental*  
Tarrytown, NY  
September 23  
Booth #TBD

Follow us on [LinkedIn](#) and [Facebook](#) for updates and reminders regarding R&R trade show participation.

## Contact Us

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[shop.ransom-randolph.com](http://shop.ransom-randolph.com)

Social:



## Ransom & Randolph



At R&R, *Investing with Innovation™* is more than just a slogan, it's a way of life. Dedicated to advancing the investment casting industry, we take pride in providing foundries with extensive process knowledge, exceptional technical expertise and innovative product technology. By coupling our revolutionary product developments with our experienced staff, manufacturing and warehousing facilities, we successfully help you become a casting industry leader.

R&R's core businesses are comprised of ceramic shell, industrial mold, jewelry and dental investment casting.

R&R takes great pride in providing customers with a pleasant procurement experience. R&R's Maumee, Ohio based customer service team services North America and US export customers. Our UK-based agent, HTM Tradeco, Ltd., provides service for the European Union. From initial order placement through delivery, R&R's customer service team takes responsibility for accurate and efficient processing of your material needs. As a result, R&R's customer service team is unmatched in the industry.

*Investing with Innovation™*