



CASTING CONNECTION



R&R Holiday Schedule

There are several days where Ransom & Randolph will be closed for the upcoming holidays. According to regular hours, R&R is not open on weekends (Saturdays or Sundays). Please consider the following closing dates when planning for your material needs:

December 25, 2023 (Christmas)

- R&R will be CLOSED for the holiday.
- R&R GmbH will be CLOSED for the holiday.

December 26, 2023 (Second Christmas)

- R&R will be PARTIALLY OPEN from 10:00am-3:00pm EST to take orders and ship materials.
- R&R GmbH will be CLOSED for the holiday.

December 27, 2023 (Partially Open)

- R&R will be PARTIALLY OPEN from 10:00am-3:00pm EST to take orders and ship materials.
- R&R GmbH will reopen.

December 28-29, 2023 (Winter Break)

- R&R will be CLOSED for the holidays.
- R&R GmbH will remain open.

January 1, 2024 (New Year's Day)

- R&R will be CLOSED for the holiday.
- R&R GmbH will be CLOSED for the holiday.

January 2, 2024 (Reopening)

- Both R&R and R&R GmbH will reopen with full staff for the new year.

If you have any questions regarding this schedule, contact your regional R&R customer service team by emailing customerservice@ransom-randolph.com (US) or eucustomerservice@ransom-randolph.com (EU & UK) or calling 800.800.7496 (US) or +49 342 06373999 (EU & UK).

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R&R Maumee Production Facility Undergoes a 50% Expansion

Ransom & Randolph recently announced the expansion of its Illinois Avenue production facility, located in Maumee, Ohio, to accommodate the company's continued growth.

Residing in Northwest Ohio for over 150 years, R&R moved from downtown Toledo into the Illinois Avenue, Maumee, Ohio facility in 1954. This building houses manufacturing, warehousing, distribution, quality testing laboratories, and several offices. Products made at the Maumee production facility are shipped to over 50 countries worldwide.

Due to strategic acquisitions over the past several years, R&R's jewelry product line expanded to include the former Kerr jewelry investment brands and the Dentsply Sirona lab products line, including dental investments, gypsums, hydrocolloids, and equipment. These

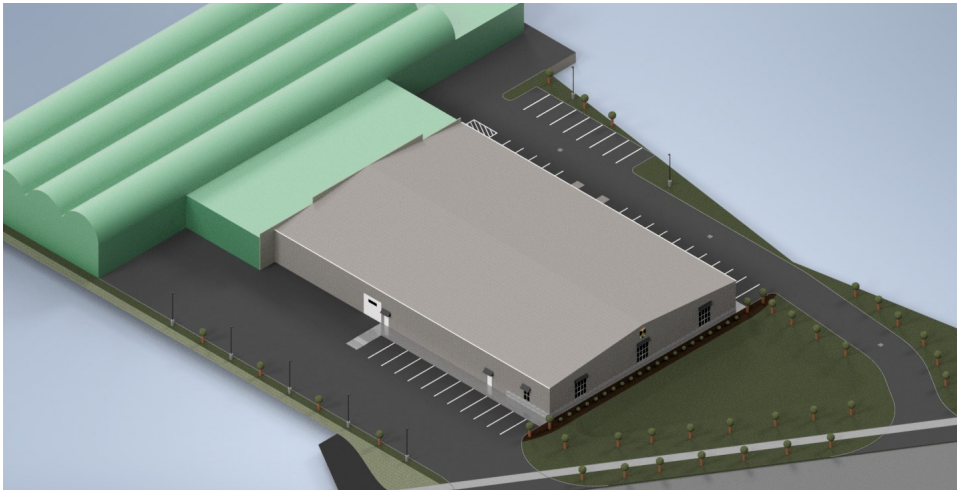
additions, coupled with the growth of R&R's existing product lines, prompted the need for increased capacity.

To maximize production and distribution capabilities, R&R is expanding the Illinois Avenue production facility by 50%. This will be the fourth major renovation of the facility in 70 years. The expansion project is expected to be completed by the end of 2023.

To see renders of the new facility, as well as photos from the groundbreaking ceremony and update videos, visit R&R's website at www.ransom-randolph.com/rr-maumee-facility-expansion.



The R&R staff gathers with the City of Maumee City Council, Industrial Power Systems (IPS), and members from R&R's parent company, PMC Global, to observe the first dig made by (L to R) James MacDonald (President of City of Maumee Council), Chris Hite (PMC Global Representative), Daniel Nixon (President of R&R), and Aaron Allen (Vice President of IPS).



Side render of the expansion of the Maumee plant facility.

“We are excited to see this project come to life. Expanding the Maumee facility allows us to grow our product offerings while we continue to provide industry leading customer service and order fulfillment to our customers.”

-Daniel Nixon, President



R&R President, Daniel Nixon, giving a ceremonial speech to prepare for the breaking of ground.

More Information, Photos, and Videos

Visit the [Maumee Facility Expansion](#) page on the [R&R website](#) to see more renders of the new facility, photos from the groundbreaking ceremony, update photos, and videos regarding the expansion.

To learn more about the expansion project, read the press release by clicking [here](#).

To learn more about the groundbreaking ceremony held on July 11, 2023, read the newspaper articles featuring R&R by the [Toledo Blade](#) or the [Maumee Mirror](#).

Keep Up To Date!

For updates and reminders regarding R&R trade show participation, follow R&R on [LinkedIn](#) and [Facebook](#) and visit www.ransom-randolph.com/calendar.

2024 Trade Shows

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

T. Gold/Vicenzaoro Show
Jewelry Show | [Learn More](#)
Vicenza, Italy
January 19-23
Pad #9, Booth #130

LMT® LAB DAY® Chicago
Dental Show | [Learn More](#)
Chicago, IL
February 23-24
Booth #TBD

MJSA Expo
Jewelry Expo | [Learn More](#)
New York, NY
March 10-12
Booth #223

DLAT/ORG Conference & Expo
Dental Show | [Learn More](#)
Dallas, TX
April 4-6
Booth #52

EICF International Expo
Ceramic Shell Expo | [Learn More](#)
Napoli, Italy
May 12-15
Booth #25

LMT® LAB DAY® West
Dental Show | [Learn More](#)
Garden Grove, CA
May 17-18
Booth #TBD

The Jewelry Symposium
Jewelry Show | [Learn More](#)
Detroit, MI
May 18-21
Booth #TBD

JCK—PENDING
Jewelry Show | [Learn More](#)
Las Vegas, NV
May 31-June 3
Booth #TBD

LMT® LAB DAY® East
Dental Show | [Learn More](#)
Tarrytown, NY
October 5
Booth #TBD

ICI Technical Expo
Ceramic Shell Expo | [Learn More](#)
Milwaukee, WI
October 20-23
Booth #212



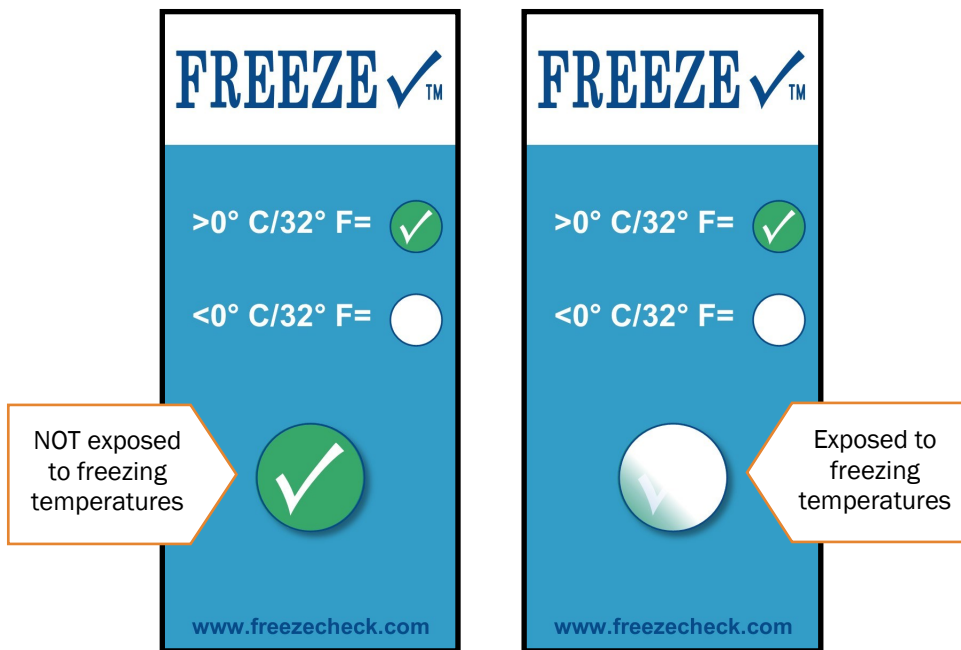
Reminder: Managing Freezable Shipments

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

[Binder Freeze Kit Instructions](#)
[Tech Tip](#)

Acceptable Testing Limits & More

[Managing Shipments of Freezable Materials](#)

Customer Service Contact

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Hours of Operation:

Monday-Friday
8:30am-4:30pm CET

Now Open: R&R's German Commercial Offices

Part of Investing with Innovation™ is learning the wants and needs of your customers and adapting to meet those expectations. This is why on September 1, 2023, Ransom & Randolph opened its new German commercial offices, Ransom & Randolph GmbH.

The offices in Rötha, Germany, near Leipzig, provide order and shipping support for R&R's European and United Kingdom customers, previously provided by HTM Tradeco Ltd.

Daniel Nixon, Managing Director of Ransom & Randolph GmbH and President of Ransom & Randolph LLC, noted that "With over 100 years of R&R European commercial activity, R&R GmbH was the logical step with the retirement of HTM Tradeco Ltd. Strategically located in Rötha, Germany, near key raw material suppliers. The Rötha location provides a platform for

continued growth in the European market. We wish to thank the team at HTM for their valued partnership over the past 30 plus years."

Warehouse facilities will remain in Droitwich, United Kingdom and Wurzen, Germany, allowing customers to receive materials from the same origin locations. The Ransom & Randolph GmbH Customer Service team will continue to provide service and support for customer orders.

Orders for R&R GmbH can be placed by emailing ecustomerservice@ransom-randolph.com or calling at +49 342 06373999. For more information, read the press release at www.ransom-randolph.com/press-releases.



R&R Holiday Fun

We are grateful for our R&R team throughout the entire year, but the holiday season is the perfect moment for us to express our gratitude for everyone who has contributed to our company this year. Without our team, this company would not be possible.

The 2023 annual R&R holiday party was a success! R&R employees were invited to attend in-person or virtually. The team was treated to Olive Garden after playing games and winning prizes.

To the best team we could have dreamed of, we wish you a wonderful holiday season and a happy new year!



R&R EMPLOYEE HOLIDAY PARTY 2023

From Your Friends at R&R...

Happy Holidays!

Šťastné svátky!

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!

Mutlu tatiller!

Hyvää juhannusta!

Glad helg!

Kellemes Ünnepeket!

Vesele praznike!

Prettige Feestdagen!

Häid pühi!



Innovative New Product Introductions

The Neycraft™ Multizone™ duplicating unit

R&R recently announced the launch of the Neycraft Multizone duplicating unit, which is used by dental labs to melt duplicating hydrocolloids.

The Neycraft Multizone duplicating unit is an innovative and user-friendly unit capable of meeting the changing needs of any lab as workflow increases and decreases. The unit offers precise and reliable operation as well as customizable programming, smart capabilities, and advanced safety features.

The Neycraft Multizone duplicating unit features smart capabilities to work with variable capacities (1, 2, or 3 gallons) of material, decreasing the chance of burning.

This unit gives the user complete temperature control, allowing the user to input their desired melting temperature, idle temperature, and hold time.

The Neycraft Multizone duplicating unit

has advanced safety features including a safety switch in the lid that automatically turns off the mixer if the lid is raised to prevent fire, damage, and/or injury.

The Neycraft Multizone duplicating unit comes preprogrammed and ready-to-use with the ability to adjust features easily.

All Neycraft duplicating units and centrifugal casting machines, alongside R&R's Vulcan® burnout furnaces, are proudly made 100% in the USA.

Learn more about the Neycraft Multizone duplicating unit by visiting www.ransom-randolph.com/neycraft-multizone-duplicating-unit.

To purchase a unit, visit www.shop.ransom-randolph.com/neycraft-multizone-duplicating-unit or contact an authorized distributor. For a list of authorized distributors near you, visit www.ransomrandolph.com/distributors.

Pair Multiflex™ Duplicating Material with the Neycraft Multizone Duplicating Unit

Multiflex duplicating material is an all-purpose, premium quality, fully reversible duplicating hydrocolloid. Multiflex duplicating material is aqua blue in color, designed to simplify visual mold inspection.

This all-purpose duplicating material is ideal for producing both refractory and dental stone models, as well as molds for the fabrication of partial and full dentures (utilizing the fluid resin pouring technique).

Multiflex duplicating material can be used with stones, ethyl silicate investments, and phosphate investments.

Learn more about Multiflex duplicating material by visiting www.shop.ransom-randolph.com/multiflex-blue-2-gal-pail.

To purchase Multiflex duplicating material, visit www.ransom-randolph.com/multiflex or contact an

authorized distributor. For a list of authorized distributors near you, visit www.ransomrandolph.com/distributors.



Innovative New Product Introductions

Liberty-Vest™ universal jewelry investment

R&R celebrated modern manufacturing in the USA on National Manufacturing Day by releasing a universal jewelry investment that is manufactured 100% in the USA- Liberty-Vest universal investment.

Liberty-Vest universal investment is a process-forgiving investment with proven quality and consistent results and is ideal for casting any low temperature alloy, such as gold, silver, brass, or bronze, as well as casting wax/plastic and rapid prototype pattern materials. No need to continue switching between investments- Liberty-Vest universal investment gives you the freedom to cast multiple metals and pattern materials.

Liberty-Vest universal investment is designed for easy removal in water. It provides strength and crack resistance

when needed, easy quench, and easy cleanup, reducing your risk of losing valuable metal. Liberty-Vest universal investment also produces a much smoother surface than other investments, resulting in less finishing, saving casters time.

Liberty-Vest universal investment provides high expansion and high strength needed to meet the demands of casting wax/plastic and rapid prototype pattern materials while avoiding surface

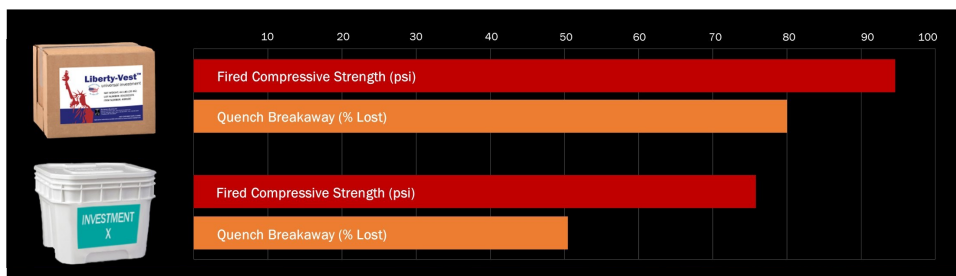


defects, such as air bubbles, and maintaining mold surface for a smooth finish.

In identical testing conditions, Liberty-Vest universal investment is over 20% stronger after firing and removes over 50% more material at quench than other jewelry investments.

To learn more about Liberty-Vest universal investment, visit www.ransom-randolph.com/liberty-vest.

To purchase, contact an authorized distributor. For a list of authorized distributors near you, visit www.ransomrandolph.com/distributors or contact R&R customer service at 800.800.7496 (US) or +49 342 06373999 (EU/UK).



A New Look

Beginning January 1, 2024, Casting Connection will be issued quarterly instead of monthly. With four issues per year, you can expect technical tips, interesting articles, and updates on everything R&R.

Want to be notified when a new Casting Connection is released? Be sure to subscribe to our mailing list and follow our LinkedIn and Facebook pages listed below.



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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. Ransom & Randolph GmbH, based in Rötha, Germany, provides service for the European Union and United Kingdom. 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™

SUBSCRIBE TO CASTING CONNECTION