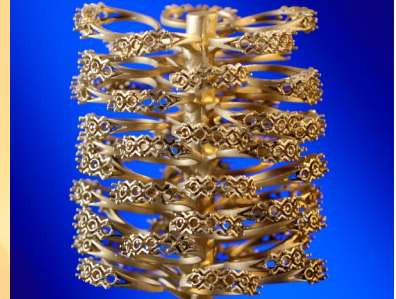
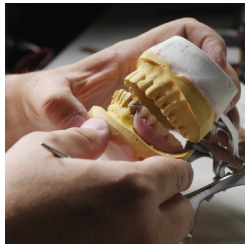




CASTING CONNECTION



Traditional Dental Lab Integration



R&R is pleased to announce the full integration of traditional dental laboratory product lines including stones, plasters, investments, duplicating materials and select equipment, formerly sold through Dentsply Sirona.

R&R, a division of Dentsply Sirona since 1964, has manufactured stones, plasters, and investments for Dentsply Sirona for decades. The integration of order processing, shipment, and customer service at the manufacturing site streamlines service and enables specialized customer support.

The following products can be ordered, shipped and serviced through R&R:

- **Investments, corresponding liquids and duplicating materials**
 - Multi-Vest® investment, Pro Coat powder, Aquamex™ Water Mix investment, Neoloy™ E investment, Oxyplus™ investment, Chromex™ investment, Polyflex-no dye (to be sold as Uniflex™), and Perflex™
- **Equipment**
 - Vulcan ovens and Neycraft centrifugal casting units
- **Stones and plasters** *(available to purchase through distribution only)*
 - Castone® and Glastone® dental stones, Lab Plaster, LabStone®, Model Plaster, Ortho Plaster, and OrthoStone

R&R has been serving the dental industry since 1872. We are proud to share our experience with you and thank you for the opportunity to supply the traditional lab products you use every day. We appreciate your continued business and look forward to working directly with you again.

Orders can be placed by contacting R&R Customer Service at RRCustomerService@dentsply.com or (800)800-7496.

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Welcome Jesse Garcia!

Western Regional Sales Manager

R&R is pleased to announce Jesse Garcia's appointment as Western Regional Sales Manager.

In this role, Jesse will be responsible for managing customer needs, conducting field evaluations and trouble-shooting problems. He will serve customers in the United States in AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA and WY, as well as customers in Canada in AB, BC, NT, SK and YT.

Jesse has over 15 years of proven sales experience, having worked with direct customers and distributors. Jesse is bilingual, speaking English and Spanish, with cross cultural marketing and diverse sales skills. Jesse served eight years as an Airman in the

United States Air Force. He was involved in both Desert Storm and the Croatian War.

Jesse resides in Northern California and enjoys traveling, mentoring youths and staying involved in the local military community.

Please join us in welcoming Jesse to the R&R team!

Contact Information

Jesse Garcia
Western Regional Sales Manager
213.332.2274 (cell)
Jesse.Garcia@dentsply.com

"We are confident that Jesse will continue our tradition of providing foundries with extensive process knowledge, exceptional technical expertise and innovative product technology," said Scott Todd, R&R Global Sales Manager.



R&R 2020 Milestone Service Anniversaries

Please join us in celebrating the following employees for their many years of service to R&R, hitting milestone anniversaries in 2020.



Marti Hunyor • October 15



Dan Nixon • February 14

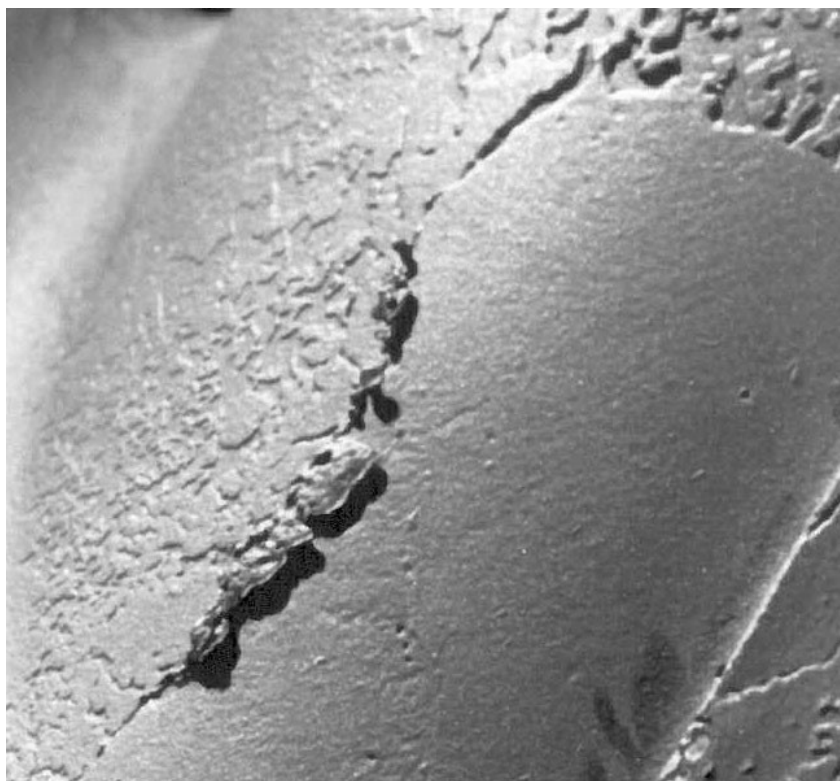


Eric Golus • January 17
Don Youel • March 21



Chris Matej • March 2
Zach Roberts • December 1

Their efforts and dedication play a tremendous part in our success and we appreciate their commitment!



Lifting – A Positive Metal Defect

Leave Lifting Behind

Lifting presents as a wobbly leather-like surface and is typically the second stage of a buckling defect. This indicates that the sides of the pyramid cracked and prewet and/or slurry trapped in the shell has seeped through the cracks and filled the shell cavity.

The causes of this defect are evident in the wax and shell portions of the process. To cure these causes, R&R recommends taking the following actions.

Area	Cause	Cure
Wax	Wax pattern not washed properly and first slurry coat could not adhere properly	Improve pattern washing technique, ensuring that the release agent is removed from the pattern
Shell	Primary binder not adhering to pattern sufficiently – layer experiences stress and contracts or flakes as it dries	Use high quality primary binder with good wetting/adhesion characteristics, resistant to drying stresses

Technical Support

Struggling with lifting or other casting defects in your foundry or just need general technical support?

Visit us online at:

www.ransom-randolph.com/defect-analysis

Or contact our technical team at: RR-Technical@dentsply.com

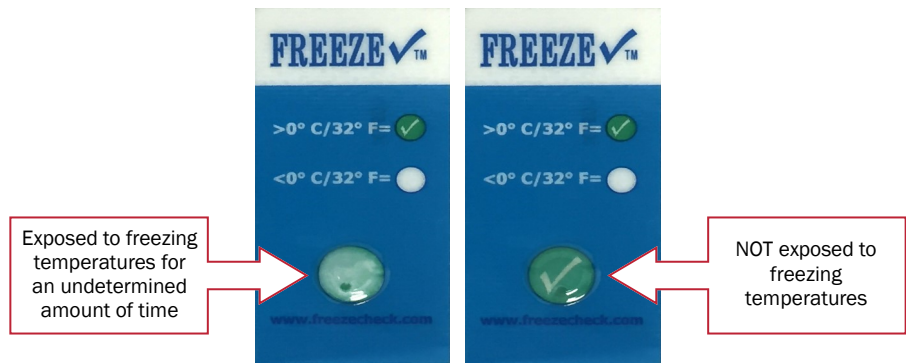


Managing Freezable Shipments

During winter months, freezable materials, like colloidal silica based binders, should be shipped as early as possible in the week to ensure that they are continuously moving to their destination. 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, 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 turn opaque and 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 this occurs, immediately:

1. Make a notation on your carrier delivery receipt prior to the carrier leaving your facility:

“POSSIBLE CONCEALED DAMAGE – PRODUCT HAS BEEN EXPOSED TO FREEZING TEMPERATURES”

Always accept a damaged shipment unless the damage has made the goods worthless.

In cases of partial damage or loss, accept the entire shipment, document the loss/damage on the carrier receipt and follow the instructions on [How to Handle Lost or Damaged Shipments](#).

2. If able, test the specific gravity of the material as soon as possible. Material may be used if it falls within the limits noted to the left.

If you are unable to test specific gravity, contact R&R customer service to have a freeze test kit sent to you:

RRCustomerService@dentsply.com | 800-800-7496

	Specific Gravity Acceptable Limits
Core-Hardener 2000™ binder	1.390-1.410
Customcote® binder	1.145-1.155
EHT binder	1.322-1.328
Fascote® binder	1.146-1.152
Keycote® binder	1.197-1.214
Kwik-Core™ binder	1.108-1.112
Levasil® colloidal silica	1.200-1.230
Matrixsol® 30 colloidal silica	1.200-1.230
Plasticast® PT binder	1.385-1.407
Primcote® binder	1.177-1.183
Primcote® PLUS binder	1.173-1.179



Jewelry Injection Wax Guidelines: Proper Pattern & Wax Storage

Jewelry casters use specially formulated injection waxes to produce high quality wax patterns.

To make the most of the inherent features and benefits in your jewelry injection wax, R&R recommends following these simple guidelines proper pattern and wax storage.

After injection, all waxes go through a crystallization process which takes approximately 24 hours. After this time period, the wax has matured, and its properties are stabilized.

Wax patterns and unused bulk wax should be stored in closed containers at normal room

temperatures, away from direct sunlight and sources of heat.

Remember, keeping your jewelry injection wax clean and fresh will ensure that you obtain maximum results from every batch.

Looking for other technical tips or just need general technical support?

Visit us online at: www.ransom-randolph.com/technical-tips

Or contact our technical team at: RR-Technical@dentsply.com



Looking for other technical tips or just need general technical support? Visit us online or contact our technical team today!

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RR-Marketing@dentsply.com

Web:
www.ransom-randolph.com

Webstore:
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 is a wholly owned subsidiary of Dentsply Sirona (NASDAQ: XRAY).

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™