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Ashland Performance Materials improves corrosion advice options

DUBLIN, Ohio – In an effort to improve corrosion recommendation options for customers, Ashland Performance Materials, a commercial unit of Ashland Inc. (NYSE: ASH), is updating its technical assistance process for DERAKANE® and HETRON® resin technologies. The newly implemented process is expected to improve the delivery of written recommendations for corrosion applications.

"After tracking results from the many phone calls we receive, we discovered that customers nearly always preferred that we provide written resin recommendations via email," said Andy Beer, director, product management – vinyl esters, for Ashland Performance Materials. "We recognized this as an opportunity to streamline the process and move to an online/interactive approach for customer resin recommendations."

Customers are now asked to send their inquiries via e-mail to derakane@ashland.com. "Using this approach, DERAKANE or HETRON resin recommendations can now be generated from our global team, which should speed response times and provide more efficient, region-specific recommendations," added Beer.

Ashland Performance Materials is the number one global leader in unsaturated polyester resins and vinyl ester resins. In addition, it provides customers with leading technologies in gelcoats, pressure-sensitive and structural adhesives, and metal casting consumables and design services.

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