



## Dow Performance Silicones

# Dow Helps Window Producer Greatly Improve Profitability Converting from Epoxy Sealant to Silicone



Case Study: Jordan Windows and Doors



### City and Country

Memphis, Tennessee, USA

### Product\*

- DOWSIL™ 1199 Silicone Glazing Sealant

### Key Participants

- Jordan Windows and Doors
- Dow

\*Prior to February 2018, products listed were branded as Dow Corning.

### Value Proposition

Dow helps window producer greatly improve profitability converting from epoxy sealant to silicone.

### Application

Window and Door backbedding sealant.

### Problem

Jordan Windows and Doors wanted to convert from epoxy sealant to a higher performance silicone sealant. However, the estimated 4-week changeover process had to happen in no more than 48 hours.

### Solution

Dow rebuilt a similar sealant pump in its plant and exchanged it for the one at Jordan Windows and Doors.

### Product Selected

DOWSIL™ 1199 Silicone Glazing Sealant

### Results

With innovation and creativity, Dow helped the customer improve performance and productivity, and completed an estimated 4-week task in less than 8 hours, meeting the customer's exact needs.

## Improved Profitability

Dow application engineers helped a manufacturer of windows and doors increase productivity while reducing costs by switching from an organic epoxy sealant to a silicone-based product. To meet customer's exact needs, a changeover that would normally take 4 weeks was implemented in less than 8 hours.

Jordan Windows and Doors, a vinyl window and patio door manufacturer from Memphis, TN, had a desire to convert from epoxy sealant, used to seal the insulating glass units to their vinyl sash, to DOWSIL™ 1199 Silicone Glazing Sealant.



In order to do that, the equipment in operation would need to be disassembled, cleaned and rebuilt because of chemical incompatibility between the new silicone sealant and the current epoxy sealant. However, the estimated 4-week changeover process was economically impracticable, as it would mean interrupting the entire production process resulting in economical losses and in the inability to meet their customer's orders.

That's when a Dow Technical Service Specialist went into action. An unique solution was developed in conjunction with the Dow maintenance team in Elizabethtown, KY. They rebuilt a similar pump in the Dow plant and exchanged it for the one at Jordan Windows and Doors, since they have many of the same pumps for use in their sealant manufacturing operations. The Dow maintenance and technical team installed the equipment in less than 8 hours and assisted the customer until the process was again

up and running, using the DOWSIL™ 1199 Silicone Glazing Sealant that Jordan Windows and Doors specified.

Jordan Windows and Doors superior performance and improved productivity goals were met, with improvements in sealant viscosity and stability, higher tensile strength, better resistance to harsh UV rays, and superior flexibility at low temperatures.

The switch to the DOWSIL™ sealant also reduced wasted time in clean-ups and optimized the production line, reducing labor costs. The vinyl window industry is highly competitive and price sensitive, so significant productivity improvements in process greatly impact the company's profitability.

"I was impressed by the willingness of Dow to come in and help us figure out how to gain the manufacturing efficiency we needed," explains Kenny Sprague, manufacturing supervisor. "Since switching

over to [DOWSIL™] 1199, our productivity has increased substantially and our clean-up time has been greatly reduced. We are very happy to have made the switch to [DOWSIL™] 1199 Sealant and are grateful to the company for their assistance."

Dow meets the customer needs one more time. Exactly.

## Contact Us

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