



# REFRACTORY SOLUTIONS FOR **IRON & STEEL**



## HarbisonWalker International

Every day around the world, HarbisonWalker International's people and products stand up to the challenges and pressures of every job. And for 150 years, we've been the gold standard for refractory products in the iron and steel industry.

We deliver one of the industry's widest, deepest lines of solutions. Our world-class products perform to the highest degree. And by bringing intensity, reliability, and passion to work every day, we're able to provide superior value to our customers and their businesses.

Get to know the experts who anticipate, respond, and deliver like no one else. We're nearly 2,000 people with one goal: to keep your business moving forward.



# READY TO PUT OUR INTENSITY TO WORK FOR YOU?

At HarbisonWalker International, we live the iron and steel business. We've been leaders and innovators since the beginning. As the inventors of COMANCHE®, we revolutionized ladle refractory practices. Today the tradition continues with our energy-efficient ladle preheater systems incorporating smart burner technology and Emisshield® coatings.\*

In addition to product leadership, we have the largest field presence in the US iron and steel industry, and we pride ourselves on world-class customer service that begins with one call. Our dedicated iron and steel application specialists provide highly customized solutions and have a depth of knowledge unparalleled in the industry.

Our Value-Added Service (VAS) team can provide a wide range of support, from simple consultation to on-site installation services. We have equipment rental services and a full range of inventory solutions. We can also provide priority access to our Advanced Research and Technology Center testing services. Our role can be customized to your needs. We can step in as simply a product supplier, or we can take the job all the way through installation. You decide.



\*Emisshield® coatings are manufactured by Emisshield, Inc.  
Emisshield® is a registered trademark of Emisshield, Inc.



## PRODUCTS THAT PASS THE TEST. EVERY DAY.

Have high expectations for your refractory products? We do too. Our products set benchmarks for the industry, including PHANTUM®, ISOTAP®, COMANCHE®, VERSAFLOW®, SHOT-TECH®, HP-CAST® and AMERICLASE.

The competitive edge you're looking for starts with us—and with your dedicated HWI application specialist. They're experts who will understand every inch of your iron and steel process and who will work intensely to optimize your refractory performance.

With the right products identified, we deliver with lightning speed—the products you need, when you need them. Our 30 global sourcing centers across North America are strategically placed. We ship around the world at a moment's notice. And, we stock our most popular products so that you can have them the same day or the next day. How can we work with you to reduce your potential for downtime?

Want to save time and money? Want to improve your productivity? Talk to your HarbisonWalker International sales representative today. Don't have one? Call **1-800-492-8349**.

## MADE FROM A DIFFERENT MOLD.

Meet our problem-solving, fly-into-action, whatever-it-takes people who are driven to minimize your downtime. We're beyond responsive. We're beyond reliable. And here's how:

- Dedicated personnel ready to respond 24 / 7 / 365
- 30 North American global sourcing centers which shipped over 130,000,000 pounds last year—most with same-day or next-day delivery
- 17 manufacturing facilities in North America, as well as one in the United Kingdom and one in Indonesia
- Supply partners in China and Europe to support the full range of customer needs
- HWI associates and partners strategically located around the world—and ready to take your call

With the right mix of products and technology, HarbisonWalker International has one of the best operations in the world to deliver what you need, when you need it. No one produces more tonnage in the United States, and our manufacturing footprint spans the globe.

What sets the people of HWI apart? We have a burning desire for answers, excellence, and accuracy. We're thorough and meticulous. And absolute accountability is baked into our DNA.

# APPLICATIONS >

Argon Oxygen Decarburization (AOD)

Basic Oxygen Furnace (BOF)

Blast Furnace

Casthouse

Coke Oven

Degasser

Electric Arc Furnace (EAF)

Hot Blast Stove

Iron Ladle

Reheat Furnace

Steel Ladle

Torpedo Ladle Car

Tundish





# Service Like You've Never Seen

We're the thought leaders. The researchers. The innovators. The tech geeks. We're the refractory partners who won't melt when the heat is on, who live to solve your greatest challenges. Every day at HWI, we design solutions that help improve efficiencies, make installations easier, extend campaign lives, and save customers millions of dollars. And it all begins with our intensely driven service teams.

## VALUE-ADDED SERVICES (VAS)

Enjoy the utmost in service.

HarbisonWalker International's dedicated VAS team provides on-site management, installation, equipment, inventory management, heating solutions, and testing to the iron and steel industry. Benefits include:

- Single-source responsibility that delivers cost savings
- Just-in-time delivery of refractory materials, ensuring the freshest product on the jobsite
- Quick response times, minimizing outages and downtime
- More in-depth knowledge of your business, yielding the best refractory solutions
- Embedded HWI team member support and resources at your site

## GLOBAL PROJECTS AND ENGINEERING

The Global Projects and Engineering Team specializes in greenfield construction, manufacturing and plant modernization, and also services the advanced engineering needs of existing facilities. These services include the following benefits:

- End-to-end delivery of refractories: drawings, products, and installation
- Expertise in all applications, including rapidly advancing technologies such as coal gasification units
- Strong conceptual drawing capabilities with meticulous attention to detail

Call **412-375-6920** to mobilize a HarbisonWalker International projects team today.

## ADVANCED TECHNOLOGY AND RESEARCH CENTER (ATRC)

HWI has two ATRC centers for learning, testing, exploration, and innovation. Here in the United States, ATRC houses some of the brightest minds in the refractory industry. Our team of research and development experts works directly with our customers to design, test, and trial new products and applications. ATRC China serves as an important raw materials and qualifications lab. Services include:

- Research and development of new applications and products
- Customer-focused product development
- Comprehensive technical analysis
- Quality-assurance testing
- Benchmark and failure analysis of refractory material
- Slag analysis
- Postmortem analysis
- Introductory refractory training to more highly customized education that is specific to your business (at your place or ours)



### GLOBAL SOURCING CENTERS

- 30 North American global sourcing centers providing one of the quickest response times in the industry
- Dedicated sales personnel ready to respond 24 / 7 / 365
- Ready-to-ship inventory of our best-selling iron and steel products
- Usually shipping with same-day or next-day delivery
- Staging and shipping to anywhere in the world
- Inventory solutions tailored to your business

Call **1-800-887-5555** to immediately be connected to the global sourcing center nearest you.



### INSTALLATION, SERVICE, AND SUPPORT

- Support from HWI's network of premier independent contractor/installers
- Small emergency repairs to new plant construction
- Skills, resources, and experience to meet demanding specifications and time constraints

To learn more, contact us at:  
**VAS@thinkHWI.com.**



### EDUCATION AND TRAINING

- Ongoing educational seminars at our Advanced Technology and Research Center
- Customized, on-site training for iron and steel customers upon request
- Iron and steel webcasts and video training modules upon request

At HarbisonWalker International, the bottom line is this: We live the iron and steel business. We rise to every challenge and do whatever it takes to get the job done. **Put our intensity to work for you.**



**CORPORATE HEADQUARTERS**

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**SALES**

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**TECHNICAL MARKETING**

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