List of consulting services available to fused-cast refractory users:

1. Fused-cast pre commissioning process:
   - Post-mortem technical evaluation of refractory performance @ end of campaign.
   - Technical evaluation of new design: refractory application, quality and casting techniques.
   - Suppliers evaluation; technical comparison of competitive fused-cast bids, cost per value evaluation. Opportunity evaluation of low-cost sourcing.
   - Technical specs negotiation with potential suppliers.
   - Capability evaluation of new suppliers, particularly in case of low-cost sources.

2. Procurement process follow-up:
   - Technical follow-up of manufacturing process, timetable.
   - Technical inspection and testing of pre-assembled fused-cast refractories. Preparation of inspection records and amendment action list follow-up in cooperation with Customer technical departments. Final acceptance reports.

3. In-exercise fused-cast evaluation and problem solving:
   - Fused-cast refractory performance evaluation, corrosion profiles, cracks.
   - Glass defects evaluation and correlation to glass contact and superstructure refractories.
   - Follow-up and activity coordination of external laboratories when specific investigations are needed.

4. Other services:
   - Technical expert witness in case of litigation between supplier and user/insurance of fused-cast refractories. Cause-effect relation in case of accidents relevant to above.
   - Training courses for Glass Industry management and technicians relevant to applications, qualities, casting techniques, performance and comparative quality of commercial fused-cast refractories.