

MAY WINNER

70 Red Buckets of Surprises!

“ My name is Josh Poston and I am one of the owners of ISC located in Florence, SC. ISC is an abbreviation of Industrial Safety Coatings and we offer our customers safe, reliable solutions to their coating needs. Below you will find just one of the many examples of how Trent Woodard and Carboline have helped us in challenging situations.

In September of 2016, one of our largest and most reliable customers brought us in to discuss the reality of applying a polyurea to areas in the plant that were constantly having to be repainted due to the harsh conditions. This particular plant is a food processing facility that could not have peeling and loose paint above open food prep areas and it was time to find a more permanent solution to these problems. Here is the catch: the project had to be completed over a few weekends and it had to begin 10 days from when we had the first meeting. As soon as we left the meeting I knew only one person could help me with all of the information, product and specifications that we needed as well as handle the pressure that we would all be under to complete the project. That person is our Carboline Representative, Trent Woodard. Trent has helped us meet tight deadlines in the past and he has never been one to ignore a late night or weekend phone call when we've needed him. With Trent on board we scheduled another meeting with the facility to get things moving. The first thing the engineers wanted was a sample of the product applied to the substrate just as it would be done when the job began. Trent specified that we use the Carboline Reactamine ET system and we began the planning to apply the sample for the customer.

At this time ISC was still limited in the amount of polyurea projects we had performed. Since most of our polyurea jobs were relatively small, we did not own our own equipment and had always rented a plural unit for our jobs. We could not find a rental unit available on short notice to apply the sample. This is where Trent and Carboline went above and beyond what was expected of them. Carboline, at their cost, sent their plural sprayer from their lab and allowed us to use it to apply the sample. After the sample was approved and everything was ready to go with beginning the project, an unexpected problem arose. Hurricane Matthew hit the South Carolina coast harder than anyone expected. The facility lost power for about 7 days which meant a loss in production and our project was put on hold indefinitely.

Trent Woodard, Rick Brown and Carboline worked tirelessly on this project only to have it put on hold. The money that Carboline had invested had to be in the thousands of dollars. Not once did Trent, Rick or anyone from Carboline mention these costs to us. When we apologized for the way things happened their response was always extremely professional. Fast forward a few months and the project was back on the schedule. ISC, Trent and Carboline were able to finish the project on time and under budget. Trent and his team were a vital part of the success of the project.

I have worked with many industrial paint and coatings sales representatives in my time in this industry. None have been more friendly, respectful and professional than Trent Woodard. No matter what the situation or how overwhelming the project may appear, if Trent and Carboline are involved it will be a successful coating experience. ”

Josh Poston

ISC - Industrial Safety Coatings



#Carboline70th

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