



Staying Connected

Building Awareness

Developing Knowledge



- 1 Fillers, Putties & Glazes
 - 2 Primers & Clears
 - 3 RAPTOR Part I
 - 4 RAPTOR Part II
 - 5 Premium Aerosols
 - 6 Custom Cans



HeadStart - Process Development

- 7 RAPTOR: Alternative Uses
 - 8 Specialty Fillers: Fiberglass Fillers
 - 9 Specialty Fillers: Plastic Repair
 - 10 Premium Aerosols Part II
 - 11 Smart Repair
 - 2 Fast: Fill & Prime

Module 11: SMART Repair









Fillers

Clears and Primers



Aerosols



Custom Cans

SMART Repairs: What are they?



Small / Medium Area Repair Technique

SMART repairs reduce the amount of shop labor while increasing paint sales = more profitability.

SMART Repairs fall into two main categories:

<u>Category #1</u> - Small repair of chips, scratches, dents and cosmetic repair on adjacent panels and bumpers.

<u>Category #2</u> - Repairs that are "SMART" to do for customer relations – a) "going the extra mile" for future business. b) up sale opportunity. **Word Of Mouth** – is the BEST advertising and assures repeat business.

SMART Repairs: What are they?



Category 1 - Paint / Body Defects

- Fast and Profitable quick in / quick out
- Not usually full panels
- Where it isn't practical or desired to repair the whole panel.
- Paint defects can be corrected by sanding and polishing with fine abrasives.
- The goal is "near invisible" repairs

Category 2 - Cosmetic Defects

- Recoating side mirror covers and door handles.
- Trim panels / components
- Correcting damage or appearance of steel or alloy wheels

SMART Repairs: Products frequently used



Depends on location and level of repair

Category #1 Paint and Body Defects

- Rapid Glaze or Dolphin Glaze
- Fast drying primer High 5 or Spot 3
- Base coat with 0851 filling can
- Clear #1 or 4:1 clear (2882 in 0851) or w/ gun













SMART Repairs: Products frequently used



Depends on location and level of repair



Category #2 Professional Cosmetic Repairs

Pick up / add on to non-insurance covered items

- Trim 11 aerosols
- Restores original appearance
- Bonds directly to substrates like Aluminum and plastics – no adhesion promoter / primer
- Multiple trim colors available
- No adhesion promoter or etch primer on plastics, bare steel or aluminum.



Category #1 Fender SMART Repair



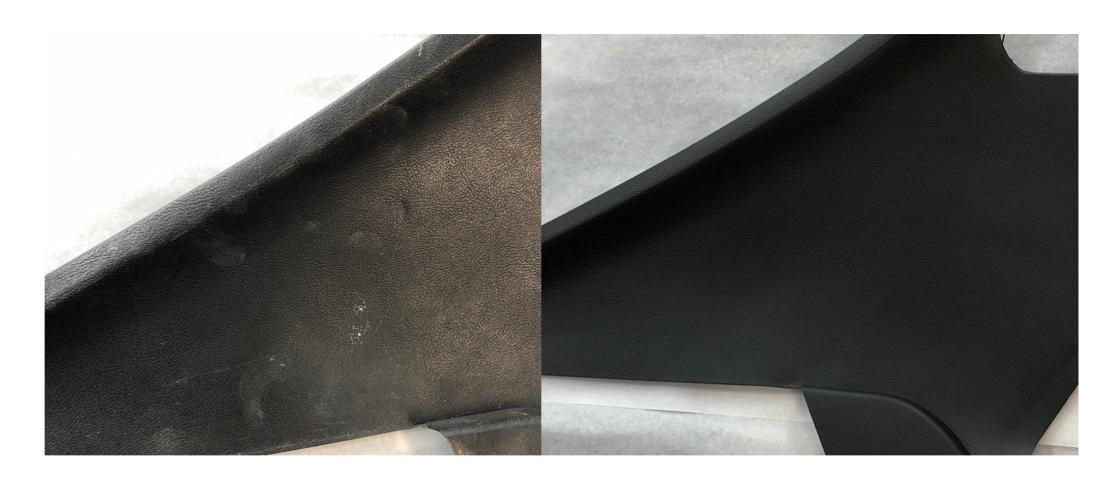


Before

After



Category #2 Int. / Ext. trim panels '73 Nova rear quarter sail panel





Category #2 Int. / Ext. trim panels '90 Mustang convertible speaker panels







Category #2 Wheel restoration – Alloy



Before After



Wheel restoration - Steel Wheel



Before

After

SMART Repairs



SMART Repair Summary

- Two Categories paint correction or cosmetic,
 DIY or Professional shop
- Reduces labor rate while increasing paint sales = highly profitable for shops
- Provides additional customer service / loyalty
- Products specifically designed for SMART
- Make near invisible repairs
- Restore original appearance
- Can be made with both 1K and 2K products
- Additional opportunity for Filling System sales
 - Cans and manual machine placement