

FALL 2006 VOL 350

DUPONT
REFINISHER
NEWS

Hot Hues Winners, Pg. 4
Refinish Retrospective, Pg. 8
DuPont Performance Alliance, Pg. 10



The miracles of science™

From Start to Refinish™

DUPONT

FALL 2006 VOL 350

REFINISHER

NEWS



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Only DuPont provides these automotive refinishing products and services:

- **BaseMaker®**
Paint additives
- **Centari®**
Acrylic enamel
- **ChromaBase®**
Base/clear system
- **ChromaClear®**
Clear
- **ChromaLusion**
Colors
- **ChromaOne®**
Acrylic urethane
- **ChromaPremier®**
Base/clear system
- **ChromaPrime™**
Primer
- **ChromaVision®**
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- **Corlar®**
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- **Sontara®**
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- **URO®**
Primer-filler
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Self-etching primer
- **VINdicator™**
Color Matching System
- **Assurance of Quality™**
Shop Management Program

contents

3 Shop Safety
Developing a Respiratory Protection Program for Your Shop

4-7 DuPont Hot Hues Winners Will Appear on 2007 Calendar
Nashville School Offers Strong Collision Repair Training

8-9 REFINISH RETROSPECTIVE
43 Years with DuPont Refinish

10-11 PERFORMANCE ALLIANCE
Join the All Star Team
Performance Alliance Works
Request an Estimate
Discover the Value of SMART Seminars

12 KNOWLEDGE CENTRAL
SMART Seminars Popular in Hawaii
PRODUCT NEWS
Get productive Quality From DuPont Aerosols, Putties and Paste

13 DuPont Refinish Apparel Now Available

14 DuPont™ Sontara® Helps Wipe out 'Re-Dos' at Indianapolis Shops

15 COLOR CORNER
Mixing & Tinting Tips for Productive Refinishers

16 THE LAST WORD



Shop Safety

Developing a Respiratory Protection Program for Your Shop



Body shop managers are faced with many challenges regarding the protection of their employees from exposure to chemical hazards in the workplace. Engineering controls such as ventilation systems and using less hazardous products are the primary means of protecting employees. But there are situations where controls are not feasible or do not completely control the hazard. These situations call for respirators and/or other personal protective equipment.

A Respiratory Protection Program assures that respirators are protecting workers from inhalation hazards while they perform tasks that expose them to those hazards. These tasks include, but are not limited to, dry sanding, solvent wipedown, paint mixing, spray painting, and spray gun cleaning. The program also assures that workers are physically capable of wearing a respirator; and complies with OSHA standard 29CFR1910.134.

There are six elements to a Respiratory Protection Program:

1. Develop a written program for respirator use. EPA's Design for the Environment Program has developed a template for this purpose. It can be downloaded at www.epa.gov/dfepubs/projects/auto/ Click on the link labeled "protective equipment."

2. Use NIOSH certified respirators that provide an appropriate level of protection for each task. For a list of certified respirators by task, go to: www.cdc.gov/niosh. Click on the link for Certified Equipment List, then Searchable Certified Equipment List. NIOSH certified respirators can be purchased through your DuPont Jobber.
3. Provide medical surveillance to workers using respirators at no cost to employees. For assistance in identifying a health care provider in your area, go to: <http://www.concentra.com/> Click on Location Finder.
4. Provide respirator training. Respirator manufacturers can assist you with this. www.3m.com/occsafety or www.bullard.com are two sites to visit for more information.
5. Perform respirator fit testing for tight fitting facepiece respirators only. Your respirator manufacturer can assist with this as well.
6. Establish procedures and schedules for cleaning, maintaining, and storing respirators and cartridge change out.

Once your program has been developed, share it with your employees and periodically assess whether it is being followed. Maintain a copy of the program, medical and training records, and provide access for all affected employees.

DuPont Hot Hues Winners Will Appear on 2007 Calendar

'33 Ford Speedster, other classics
join vehicles of recent vintage

DuPont has announced the Grand Prize winners of the 2006 Hot Hues contest. The 12 winning vehicles will appear on the 2007 Hot Hues Calendar and on the website at www.performancecoatings.com, beginning in January.

The third annual Hot Hues contest features a variety of vehicles, including two Chevrolet Bel Airs from the 1950s and a '33 Ford Speedster, as well as more recent vehicles, like a 2005 custom chopper.

The 12 Grand Prize winners, owners and painters are:

1955 Chevrolet Bel Air.

Owner: Louis Jackson, Saint Charles, Mo.

Painter: Roger Ferris, Hazelwood, Mo.

1973 Avenger Jet Boat.

Owner: Jeremy Dollarhide, Gering, Neb.

Painter: Jeremiah Gardner, Crossroadz Rod & Custom, Mitchell, Neb.

1960 Ford Starliner.

Owner/Painter: Jonathan Goolsby, Goolsby Customs & Collision, Bessemer, Ala.

1933 Ford Speedster.

Owners: Ray and Fern Barba, Paso Robles, Cal.

Painter: Kurt Grimes, Grimeez Custom Paint, Clovis, Cal.



1933 Ford Speedster



1941 Willys

2004 Ford Mustang Dragster.

Owner/Builder: Chris Graff, California, Mo.

Painter: Tim Herron, Herron Custom Paint and Body, California, Mo.

1987 Chevrolet Suburban.

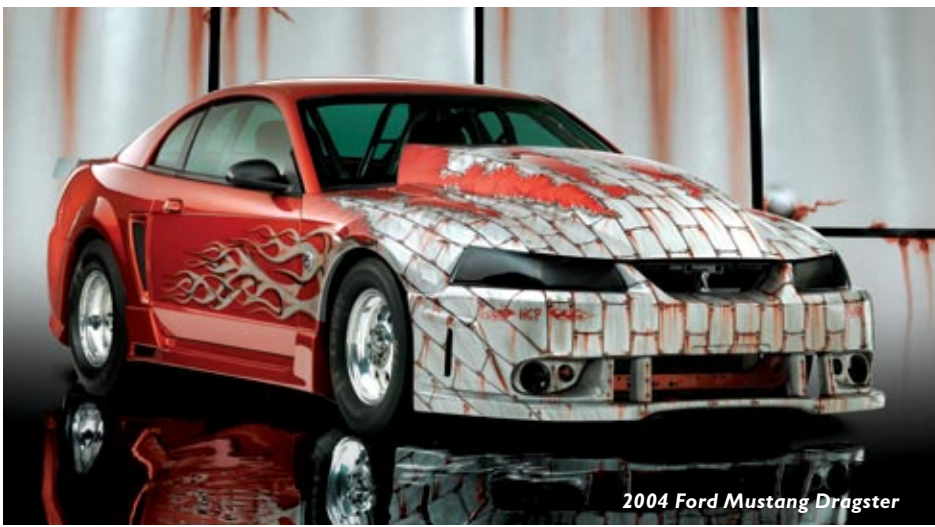
Owner and painter: Jason Moellering, Schererville, Ind.

2005 Chevrolet Silverado.

Owner/painter: Roger Rickey, Roger's Rod & Customs, East Bethel, Minn.



1955 Chevrolet Bel Air



2004 Ford Mustang Dragster



2005 Big Bear Venom Pro Street Custom



1960 Ford Starliner

2005 Mustang GT Convertible.

Owner/painter: Ron Schoch, Lawrenceville, Ind.

2005 Big Bear Venom Pro Street Custom.

Owner: Jeff Houchen, Las Vegas, Nev.

Painter: Joel Stevenson, Ten Ten Custom Paint, Inc., Las Vegas

1957 Chevrolet Bel Air.

Owner: Dan Swisher, Jonestown, Pa.

Painter: Scott Schneckloth, Snick's Rod & Custom, Manly, Iowa

2005 Rigid Custom Chopper.

Owner: David Day, Crosby, Texas

Painter: Dave Widmann, Widmann Graphic Design, West Bend, Wis.

1941 Willys.

Owner: Ted Polczynski, Muskego, Wis.

Painter: Dave Widmann, Widmann Graphic Design, West Bend, Wis.



1973 Avenger Jet Boat



2005 Chevrolet Silverado



2005 Rigid Custom Chopper



2005 Mustang GT Convertible



1987 Chevrolet Suburban



1957 Chevrolet Bel Air

First Prize Winners were:

Josh Henning - Bessemer, Ala.
1959 Ford Galaxy

**Marc Bertrand - L'Orignal, Ontario,
Canada**

2005 Nissan Frontier

Joey Hutson - West Monroe, La.
2005 VW Beetle

Dennis Wibbelman - Everett, Wash.
1950 Pontiac Sedan Delivery

Joe Campbell - Graniteville, S.C.
1957 Chevy Pro-Mod

Joe Filek - Hampshire, Ill.
1967 Chevy Cargo Van

**John Paul Townsend - Johnson City,
Tenn.**

2004 Harley Davidson Electra Glide

Paul Navarro - Revere, Mass.
2006 Arlen Ness Y2K Dyna

Atlantic Customs - Peabody, Mass.
2001 Harley Road Glide

Aaron Boone - Millersville, Md.
2004 Kawasaki Vulcan

Paul Quinn - Glenolden, Pa.
1933 Chevrolet 3-Window Coupe

Kevin Kerl - Orchard Park, N.Y.
1991 Ford Mustang GT

Jonathan Joy - Pelzer, S.C.
2003 Ford F-250

**McKinney's Paint & Body - Lima,
Ohio**

1955 Chevrolet 210

Jim Shively - Piqua, Ohio
2004 Chevrolet SSR

Ken Hollingsworth - Seaford, Del.
1963 1/2 Ford Galaxie Kreations

Kevin Bradley - Rio Dell, Calif.
1970 Plymouth Cuda

There's still time to order the 2007 Hot Hues calendars. You can use the order form from the website at www.performancecoatings.dupont.com and fax your order to 800-206-2977 or call 1-800-421-5254. Single calendar prices are \$9.98, bulk quantities start at \$2.73 for 25 or more. With an order of 25 or more, you can customize the calendar with the name of your business.

Nashville School Offers Strong Collision Repair Training

DuPont name helps attract students

Nashville Auto-Diesel College has followed a classic growth path. Established in 1919, it originally focused on students' needs in the Nashville area. Gradually, NADC expanded to serve students from all 50 states and 62 foreign countries. In 1935, diesel engine technology was added to the curriculum, followed by collision repair and refinishing technology training in 1946.

As the auto body program completes its 60th year, it is experiencing growth like never before. Tommy Curtis, director of collision repair and refinishing, says there are now 493 students in the program, an increase of 10 percent over the last three years. He attributes this growth to several factors. A primary reason, he says, is the popularity of TV shows like "Trick My Truck," which glamorizes custom painting. "They watch shows like that and suddenly realize that collision repair might be a career," says Tommy, "and they're attracted to our customizing curriculum."

Another factor, he says, is the DuPont name. Five years ago, the school switched from another supplier to DuPont. Now, students are trained on ChromaSystem, and those in the customizing curriculum use Hot Hues products.

DuPont and its NASCAR sponsorship has helped bring in students, Tommy says. "Everyone knows DuPont, especially with Jeff Gordon and NASCAR. The name recognition is great."

Aside from the DuPont name and product line, DuPont Refinish training was another deciding factor in switching brands, according to Tommy Curtis. "They have



Instructor Lewis Figueroa (left) and Tommy Curtis, NADC director of collision repair and refinishing, conduct a custom painting class.

partnered with us and worked really closely with us to make sure our students are trained on the latest products," he says.

There are 24 instructors in the auto body program, and once NADC switched product lines in 2001, they all received training from DuPont representatives Jeff Pearce and Richard Scheldt. Dwayne Dean and Geary Fryer of O'Reilly Auto Parts, the local DuPont Refinish jobber, also conducted Hot Hues training. In addition, Dean, Fryer, Scheldt and David Brown of the DuPont Refinish training team serve on the NADC Collision Repair and Refinishing Advisory Committee.

"They have an excellent custom painting course," says Richard. "It draws a lot of students to the auto body curriculum."

Tommy says that the school places 90 percent of its auto body students within three to six months of graduation. "Companies come in here to recruit," he says. "They know that our graduates are grounded in the basics of refinishing, estimating, and computerized frame alignment."

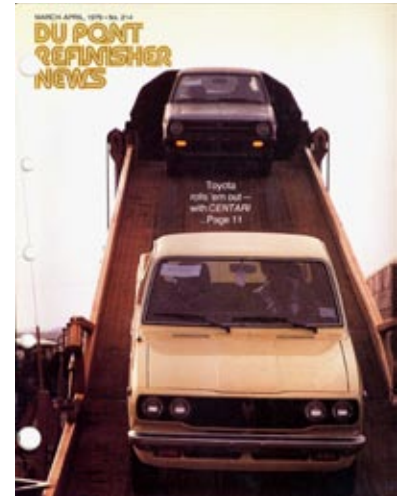
NADC recently joined Lincoln Educational Services and became one of Lincoln's 32 campus locations in 15 different states. The school is undergoing further expansion as it builds on its reputation as one of the nation's top schools for auto-diesel and collision repair and refinishing technical training.

REFINISH RETROSPECTIVE

THEN AND NOW

43 Years with DuPont Refinish

Missouri shop finds success without DRP



Hammer's Autoworks was featured in the March-April 1979 issue of DuPont Refinisher News (above and below). Under the leadership of Perrie Stone (in green shirt) and with guidance from DuPont's T. J. Young (far left), Hammer's continues to use DuPont® Refinish products today.

Trained as an industrial engineer, Perrie Stone moved his family from Kansas City to Springfield, Mo. 19 years ago for both personal and business reasons.

"We wanted to live in Springfield because it's a great place to raise kids," he says. And then there was the business reason: Hammer's Autoworks; Perrie became a co-owner of the 14,500-square-foot body shop in 1988. He purchased the remainder of the business in 2005 from Larry Lillich, who had co-owned it for 25 years.

The shop had a reputation for quality work dating back to 1963, when Clarence Hammer opened for business. A few years later, he sold the business to his son, Ray, who helped build it into one of the leading shops in Southwest Missouri – a shop that was featured in the March-April, 1979 issue of *DuPont Refinisher News*.

Ray sold Hammer's to Larry Lillich in 1980. Now Perrie Stone has taken over, along with Nate Lillich, Larry Lillich's son, who is a minority owner. Throughout this change of ownership, two things have remained constant: a commitment to the customer and DuPont Refinish products. It's a combination that has enabled Hammer's to thrive despite the fact that it doesn't do any DRP work.

An I-CAR Gold Class shop for the past 15 years, Hammer's has 20 employees (including four painters) who repair only late model (10 years or newer) vehicles.

The shop does some television advertising, but, says Perrie, "Our customers are happy with what we did with their cars, so our strongest advertising comes from repeats and referrals." A five-year metalwork warranty and the DuPont Lifetime Warranty also help maintain customer loyalty.

An advertisement for Hammer's Autoworks. The top part shows a photo of three people in a shop. Below that is the headline "From Bargain Basement to Big Time" and a sub-headline "\$29.95 specials are things of the past for this huge Missouri shop". The main text describes the shop's history and success. At the bottom right is a photo of the Hammer's Autoworks building.

When Clarence Hammer opened a paint shop in Springfield, Mo. 25 years ago, he figured there was one sure way to attract business: Offer the lowest prices in town.

So Ray (just what he did. Having worked for a highly successful Columbia business that specialized in \$29.95 complete paint jobs, Clarence Hammer adopted the same price. He got almost immediate success as cars began to line up outside his door.

In order to make a decent living at that price, I Hammer had to paint a lot of those cars—sometimes on many occasions in one day. It kept things

was a tremendous success by his insistence on using top-quality paint—DuPont's DUREL. And it worked. "I wanted the best—something that wouldn't give me any trouble and was painting or when I was done," he says. "At the price I was charging, I could hardly get a car today."

Ray Hammer, his son, remembers, "When he first started, he just made enough to feed us."

Things have changed considerably since those early days. The first change occurred in 1966, when Clarence Hammer moved his shop into larger facilities across the street from the original location. Then Ray and

his wife Paula, took over the business in 1975. Today, Hammer's Auto Works is the largest body and paint shop in Southwest Missouri. It completes these buildings covering

the 20-year, 14,500 square foot shop, operates in three bays.



T. J. Young works with painters like Ron Brazeal (above and cover) to make sure they understand how to use DuPont™ Refinish products. At right, Tom Nystrom (far right), of O'Reilly Automotive, and painter Larry Fulks check a color match with the AcquireRX® colorimeter.



Like the owners who came before him, Perrie is happy with DuPont Refinish products and the support he gets from DuPont and his jobber, O'Reilly Automotive.

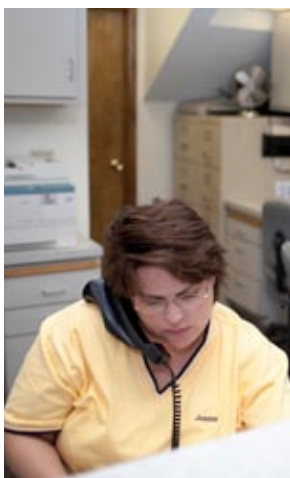
During his two decades in the collision repair business, Perrie has noticed a marked improvement not only in paint products but in color matching tools.

“If you had told me 15 years ago that we would be where we are today when it comes to color matches, I never would have believed it,” he says. He finds the DuPont VINdicator color retrieval system particularly helpful. Along with ColorNet® and a ChromaVision® or AcquireRX® colorimeter — provided when needed by O'Reilly — painters are able to choose the correct alternate color.

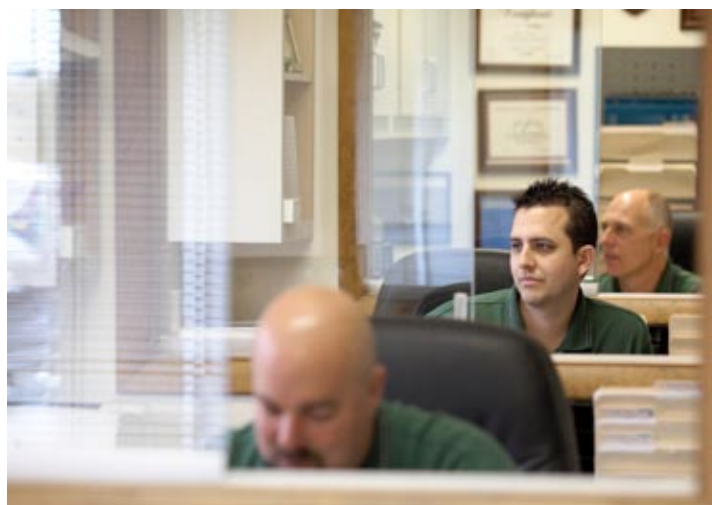
“Years ago, we knew the right alternate was there, but there was no way of finding it except through the alternate decks, which was tedious,” says Perrie.

The shop uses ChromaSystem and ChromaPremier products, and DuPont Sales Representative T. J. Young keeps Hammer's painters up to date. Says Perrie: “Whenever there is a new product introduction, T. J. and our jobber spend the day here to train us.”

For his part, Young says, “I wish all my customers were like Hammer's. They're real professionals, and they turn out great work.”



Receptionist Jeanne Combs helps to keep things running smoothly in the office for co-owners Jeff Goldenberg, Nate Lillich and Perrie Stone (left to right in photo below).





PERFORMANCE ALLIANCE

Join the All-Star Team: Performance Alliance

Do you want to:

- Operate More Efficiently
- Gain More Visibility
- Earn More Referrals
- Increase Your Profits... ??

DuPont Performance Alliance can help your shop achieve all this and more.

DuPont Performance Alliance is a network of certified collision repair centers that vehicle owners and insurers trust to deliver top-notch auto body repair and the highest levels of customer satisfaction. Member shops earn that confidence by utilizing the latest equipment, processes and technologies, and providing a lifetime warranty on every repair.

Performance Alliance addresses key issues that collision repair shop owners and managers face every day. Have you ever...

- Been told by an insurance agent that the company doesn't refer work to body shops?
- Been told by a DRP coordinator that the insurer is not adding any new shops in your market area?
- Wanted to create Standard Operating Procedures (SOPs) for your shop, but couldn't find the time?
- Had a customer come back claiming that pre-existing damage to his or her car occurred at your shop?
- Tried to produce top-quality marketing, promotional and advertising materials on a limited budget?

Join the Performance Alliance team, and you'll get answers to these concerns and much more. Contact your DuPont representative to get started.

DuPont Performance Alliance Works!



There have been many benefits from joining the Alliance that we could actually quantify. One of the biggest ones was the increase in business from 2004 to 2005 – 15% across the board. And that included things like we had lost a rental fleet that

we had as sort of a back-up repair. So when you're looking at a 15% increase and then you factor in the loss of a \$10,000-a-month account that we didn't have any more, we were looking more like 20%.

And the thing that it's also provided is an opportunity for the customers to feedback to us through a CSI Program. We've been able to quantify that and I was really pleased that the CSI rating has stayed right at 98 and 100%. So it gives us the opportunity to know that we're doing our job and it's not just because somebody left that day happy. They're telling us later.

**Gail Dunn, Manager, Collision Center
Troncalli Chrysler-Jeep-Dodge-Subaru, Cumming, Ga.**



SOPs standardize procedures for everyone and eliminate a lot of double steps. There's no more "what do I do now" questions. Each step is spelled out so there's no doubt about what they should do next.

We go over the SOPs with the new people so they know which product to use and when to use it. That makes the transition quick and easy for them.

**Bob Renteria, Shop Manager,
American Auto Body, Pittsburg, Calif.**

'Request an Estimate' Attracts Car Owners

It's easy and quick

Let's face it: this is the Internet generation. People are going to the 'net to find the products and services they need. And among those services is collision repair. And that's where Performance Alliance comes in. **With the "Request an Estimate" feature on the Alliance consumer website, car owners throughout the country are selecting Performance Alliance shops to repair their cars.**

Through Yahoo and Google MSN and their affiliated networks, Web browsers are directed to the Alliance's Shop Locator. There, they can schedule an estimate from the Performance Alliance shop in their area. It's fast and easy for the car owner... and the shop, too!



What's more, traffic to the Performance Alliance Shop Locator has increased exponentially since it was first offered last year. And now, **Performance Alliance shops can see exactly which estimate requests come through performancealliance.dupont.com** – and ultimately how many they convert to

customers.

Here's how "Request an Estimate" works:

1. The consumer visits the Shop Locator on performancealliance.dupont.com and enters his or her ZIP Code or address.
2. The consumer selects the Performance Alliance shop from which he or she would like to get an estimate.
3. The consumer completes and submits a short form to request an estimate time or a phone call from the Performance Alliance shop.
4. The consumer receives an instant notification and an email confirming the estimate request, branded with the shop's logo.
5. The Performance Alliance shop receives an email and a fax of the estimate request.
6. Performance Alliance shops can log into the Alliance Hub and view all the referrals they receive from "Request an Estimate."

DuPont Performance Alliance works! Want to know more? Contact your DuPont Refinish sales representative or call 608-661-0810.

Discover the Value of SMART Seminars, DuPont Performance Alliance Training

SMART Management Seminars continue to lead the industry as the best collision repair shop management training available today. Many DuPont Refinish shops owners and managers have discovered the value of these cutting-edge seminars.

Joining SMART as a DuPont-supported shop management training for 2007 are the **Performance Alliance Training Seminars**, a three-program series designed to inform shops interested in Performance Alliance and also help Alliance shops use the many tools available through Performance Alliance.

Here are the three programs:

1. **Understanding DuPont Performance Alliance** is a one-day program designed to help shops improve a variety of management skills and illustrates the many services available through the Alliance.
2. **Maximizing DuPont Performance Alliance – Operations** guides Alliance members through the creation of SOPs and implementation of CSI.
3. **Maximizing DuPont Performance Alliance – Marketing** helps shops use the many marketing tools and features of Alliance to create their own unique marketing plan.

For information on SMART Seminars, call 1-800-338-7668 prompt 6, prompt 1.

More information on Performance Alliance training can be found at Learning Management System (eCareerTrack) at the DuPont Performance Coatings website: www.performancecoatings.dupont.com. You must register for a portal account before logging into eCareerTrack. Once an account has been created, log in to the portal and click on "Training" to access eCareerTrack. Performance Alliance Classes are listed under the "School of Business Management."



Here's the schedule for **Maximizing Your Performance Alliance Tools: Marketing** for the remainder of the year:

- Dec. 5: Washington DC
- Dec. 6: Toledo, Ohio
- Dec. 7: St. Louis

To register, log onto www.performancecoatings.dupont.com, select "Training"; the training and registration process can be found in the "Course Catalog" under the "School of Business Management."

KNOWLEDGE CENTRAL

SMART Seminars Popular in Hawaii



Hi-Line Distributors of Honolulu sponsored SMART Cycle Time in Honolulu in October and got a tremendous response.

“We bring SMART to Honolulu every year and our customers depend on it. It helps us demonstrate to them that we care about them and consider ourselves partners in their success,” said Brian Umamoto, Hi-Line Honolulu sales manager.

More than 50 shop personnel attended. According to one attendee, “Our shop continues to improve as a result of attending SMART Seminars.”

“It was great to see shops come from all of the islands,” said Craig Hogback, DuPont’s Pacific Northwest Region Business Development

Manager. “There was a great representation of shops, large and small.”

“The team of DPC and Hi-Line, working together, brings a lot of value to their customers,” said program facilitator Hank Nunn. “I was impressed by the very positive attitude in the room.”

“SMART Seminars continue to invigorate and assist our shops to perform at a higher level,” said Steve White, co-owner of High Line Distributors in Honolulu.

For more information about SMART Seminars, log onto the DPC website and click on the training icon. SMART Seminars are listed under “management training.”



Hank Nunn

Contact your DuPont Jobber to order products today.

PRODUCT NEWS

Get Productive Quality from DuPont Aerosols, Putties and Paste



Does your shop need products that help cut cycle time and improve overall quality? Then you need DuPont Refinish Aerosols, Putties, Sanding Paste & Cleaning Paste. DuPont Refinish products deliver “Productive Quality” – thanks to DuPont science, dependability and knowledge.

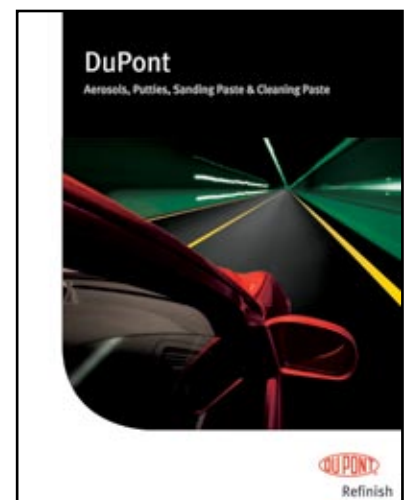
DuPont Refinish Aerosols, Putties, Sanding Paste & Cleaning Paste are competitively priced to meet the expectations of Refinishers who truly value productivity and quality. **The products are all formulated to work best with ChromaSystem™. They eliminate the risks of using out-of-brand products,** and they are designed for use with most local requirements. Be sure to check the local requirements before ordering.

A star performer is **DuPont™ 2310S™ Plas-Stick® Cleaning Paste.** 2310S™ is a preparation paste that greatly simplifies repairing unprimed plastic parts. **It eliminates the need to pre-wipe new plastic parts with plastic cleaning solvent,** reducing the number of steps before paint. The result is **increased productivity** and a simpler process.



Another heavy hitter in the lineup is **DuPont™ 2250S™ Premium High-Flow Putty.** Formulated to be used as a finishing putty to fill pin holes in body filler, it can also be used in finessing other physical surface defects. It dries quickly and is easy to sand. It provides an excellent surface for primer. 2250S™ is a premium high-flow putty that helps produce an invisible repair.

To see the complete lineup of these products, ask your DuPont sales representative for the brochure *DuPont Refinish Aerosols, Putties, Sanding Paste & Cleaning Paste* (E-R4288).



DuPont Refinish Apparel Now Available

Now for the first time, you can order DuPont Refinish apparel for your employees. High quality T-shirts, golf shirts and polos are available in a wide variety of colors and in both men's and women's styles. You can also order customizable T-shirts with your company logo.

Below are styles, sizes, prices and ordering information.



1 UNIVERSITY PIQUE

- Item #600
- Cutter & Buck University Pique
- Clean-lined with contrasting tipping on ribbed collar and cuffs
- Side vents, garment washed softness
- Sizes:
Men's: M-2XL
Ladies': S-XL
Cost: \$28.17

2 LADIES 3/4 V-NECK TEE

- Item #607
- Ladies' 3/4 Sleeve V-Neck Shirt
- Color: Faded Blue
- 95/5 cotton/spandex stretch fabric
- Size: Ladies': S-XL
Cost: \$15.52

3 C&B DRYTEC POLO

- Item #602
- Cutter & Buck Drytec birdseve polo
- Double-welt ribbed collar enhanced with spandex
- Open cuffs, Side vents
- Size: Men's: M-2XL, Ladies': S-XL
Cost: \$29.46

4 C&B PIMA JERSEYTIPPED

- Item #604
- Natural/Black
- Triple tipped collar enhanced with spandex
- Open cuffs, side vents, enzyme-washed softness
- Size: Men's: M-2XL, Ladies': S-XL
Cost: \$29.79

DUPONT REFINISH T-SHIRTS

- 5 Ash t-shirt - Item #612
- 6 Indigo t-shirt - Item #613
- Size: S - 3XL
Cost: \$5.62 - \$8.33

CUSTOMIZED TEE SHIRT

- Item #615
- Customized Tee 100% Gildan Tee
- MINIMUM 24 PCS
- Left Chest: DuPont Refinish Logo, Color logo: Black or White
- LEFT SLEEVE: YOUR Company Logo
- 1 Color Logo
- Set up charge will apply
- Additional cost for larger sizes
- Contact Judy @ Peter Kleine Co. - #800-343-0990
- E-MAIL LOGO: judyw@pkcomp.com
- Call for Available colors and Sizes
- 3 WEEKS FOR DELIVERY AFTER PROOF APPROVAL



To place an order for DuPont Refinish Apparel, call 800-343-0990 or order on-line at www.pkcomp.com/dup2

Visit the website - www.performancecoatings.dupont.com - for up-to-date pricing and availability.



DuPont™ Sontara® Helps Wipe out ‘Re-Dos’ at Indianapolis Shops

Ray Skillman’s two collision centers in Indianapolis turn out more than 100 repairs each week. Key to that production rate, as well as the high quality of jobs required at Skillman, is their choice of wiping cloths, which are critical in eliminating “re-dos.”

“With DuPont™ Sontara® wipes we do the job once and we’re done,” says Jay George, one of Skillman’s collision shop managers. “We don’t have nearly as much buffing from dirt or lint under the paint. They make turning out a high quality job quicker.”

Skillman Production Manager Jay George says his team favors the Sontara® Solvent Wash & Dry Cloth (E-4143). His painter, Jack Corman, who’s been at the location 27 years, also uses Sontara® Static Reduction Wipes (PS-3995S) to reduce static on every vehicle, “especially on the new plastic bumpers.”

Jeff Brown, manager of Skillman South, says his shop likes the fact that Sontara® Solvent Wash & Dry Cloths don’t leave a residue like some others. Jeff says his painters use these blue-colored wipes to remove solvent and dry the surface.

Jim Keeker, account representative at Automotive Color & Supply, vouches for the quality of the Skillman operations. “They’re extremely fussy about the work they do. They’re the kind of place I’d take my own car.”

The people at Ray Skillman and the account representatives at Automotive Color & Supply all seem to agree: if you want to wipe out “re-dos” and turn out quality jobs, Sontara® wipes are the way to go. According to Allen Roddy of ACS: “Once people try a Sontara® wipe, they never go back to anything else.”

There’s good reason Sontara® wipes don’t leave a residue, according to Rod Cahoy, DuPont account representative. “Most wipes are held together with a glue that can leave a film on finishes,” he says. “Sontara® wipes are created with a unique DuPont hydroentangling process. It uses thousands of high-pressure, needle-like jets of water to entangle fibers into a fabric that’s strong and low-linting.”

Rod uses a telling demonstration to make his point. “I put glass cleaner on a car window, then use a competitor’s cloth and our Sontara® wipe to clean it away. The competitor’s cloth leaves streaks that are easy to spot. Our Sontara® wipes never do.”



Jobber Jim Keeker (left), Skillman Collision Center South Shop Manager Jeff Brown (center), and DuPont Representative Rod Cahoy know the value of Sontara wipes.

COLOR CORNER

Mixing & Tinting Tips for Productive Refinishers

Refinishers know that precise color match is essential to maintaining productive work schedules. DuPont Refinish provides the right training, support and products to help. The DuPont Refinish Color Solutions Toolbox provides extensive information on color matches, including the following:

Mixing

If a color mix is off at all, it will affect the color tremendously. It is essential to follow mixing procedures.

- Agitation – on the mixing machine, agitate the paint twice a day (first thing and halfway through the day) to meet DuPont's recommendations. This will ensure the propretint strength.
- Shake unopened tints before installing mixing lid.

At the scale:

- Calibrate the scale once a day and keep it in a pristine area. If your results vary, please check for outside influences such as wind or vibrations (from equipment).
- Thoroughly shake the resulting color immediately after mixing (5 minutes is recommended).

Tinting

If you must tint, the following tips will help you achieve a proper match:

- Tint to the obvious first (color, lightness/darkness, saturation).
- Check all viewing angles. View in natural light.
- Be cautious with high-strength tints.
- Try not to use "kill" colors.
 - It is sometimes easier to leave a tint out completely and add back slowly as needed. For example, if a color is too red, remix leaving out the predominant red.
- Always match color in natural or color-corrected light.
- Never tint all the color, to avoid overtinting.
- Spray test panels when doing cut-in work.
- Enlist a second pair of eyes.
- Tint to a blendable match. Be careful not to overtint.

Refer to the Mastertint® color tinting chart (M4126) to see how specific tints will move a color.

Mixing and tinting are just two of the topics covered in the **Color Improvement Guide**, a key component of the **DuPont Refinish Color Solutions Tool Box, M-4434**. Other topics include: Blending, Tri-Coat Repairs, and Flop Control. The Toolbox contains all of the ChromaSystem™ color information refinishers need to help keep jobs moving through the shop quickly and efficiently.

Every productive refinisher should have a Color Solutions Toolbox on his workbench. For more information, contact Customer Care at 1-800-GET DUPONT.





THE LAST WORD

Staying with the System

By Fred Wissemann
Brand Manager-DuPont Refinish

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Implementing systems in your shop can have a dramatic impact on productivity and quality. In this column, we'll discuss the value of staying with a paint system and the risks of deviating from that best practice.

Let's start with a simple definition: a system is a combination of parts forming a unified whole. So what's this got to do with paint? I'll explain.

The average Collision Repair shop must deal with lots of uncertainty on a day-to-day basis. That's because the input to your shop depends on collisions, which are the result of accidents, and the types of repairs you must deal with depends on the type of vehicle, the extent of the damage – things that are essentially out of your control. The more you can control the processes you use to fix the cars in your shop, the greater your chances of repairing them productively and delighting your customers.

Most people outside the collision repair industry have no idea what it takes to restore a vehicle to pre-accident condition. A vehicle owner leaves his banged up car at a shop and expects to pick it up in a few days with no evidence of the damage that was there before.

The vehicle owner – your customer – is placing trust in several systems. He has confidence that the **insurance system** will handle the claim efficiently so that he can get his car back in minimum time and hassle. He has confidence that the **repair system** used by the shop will produce a vehicle that has everything in good working order, with parts installed properly, and is safe to drive. He also expects the repair to hold up for the life of the vehicle. Finally, he has confidence that the **paint system** will produce a finish that matches the original finish so that no one can tell the vehicle was in an accident. Those in the collision repair industry know this means the color must match head on and from the side, the gloss and texture need to look the same as the rest of the vehicle, all the jambs and under-hood colors need to be taken care of, and all evidence of the repair - things like sanding dust, paint overspray and compound residue - must be removed. Simple, right?

Think what would happen if you didn't have a **system** for doing the repair. What if you haphazardly ordered parts, and they were not available when the vehicle was ready for them? What if your estimates were poorly written, and you had to constantly ask for supplements because you didn't catch all the damage up front? What if you had poorly trained technicians who were unfamiliar with how to use the proper tools and equipment to get the job done? The result of not having a good repair **system** would be delays, poor productivity and unhappy customers. I'll wager that you wouldn't get many referrals either. Clearly not a recipe for success.

Successful shop owners and managers know the value of having good systems in place for all aspects of their operations. They know the entire collision repair

process is composed of various **systems** working together to produce a finished job that earns a profit and customers that will recommend your shop to others.

So what's this got to do with paint? Plenty! We don't often think of it this way, but automotive paint is a high tech product. At DuPont, we develop and supply paint for vehicle manufacturers worldwide as well as for the collision repair industry. Our chemists and engineers understand the physical properties of the OEM finish - things like chip and corrosion resistance and inter-coat adhesion. They know what it takes to produce a repair **system** that has performance characteristics similar to the original. That includes using the right pigments for color match and light-fastness, the right resins for film toughness, the right levels of UV screener for long-term durability and gloss retention, and the right activators and catalysts for proper cross-linking of the paint film.

Another aspect of good paint **system** performance that should not be taken lightly is the relationship among the various layers in the paint film. Depending on the type of repair you're doing, there could be four or more product layers in the repair finish. All of these layers rely on some degree of chemical and physical attraction for adhesion to the vehicle and to each other. With DuPont ChromaSystem, all system components have been engineered to work together to ensure good adhesion, chip resistance and long term durability. Think about just the basecoat layer for a moment. From a bank of about 65 toners you can make thousands of colors to match just about any vehicle. But getting a good match also depends on the other components in the basecoat: the binders, the balancers, and the basemakers that have unique solvent blends and additives that influence flake control, mottle resistance and blend edge performance. Even the clearcoat you put over the basecoat can impact the finished color. What happens when you take out one of our branded components and substitute something else? **The more important question is, why risk it?** Why risk a re-do when the color doesn't match or the blend edge doesn't look right? Why risk a problem down the road with poor durability or gloss retention that isn't up to OEM standards? Why risk damaging your shop's reputation?

At DuPont, we take tremendous pride in our brand - the DuPont oval - one of the most recognized brands in the world. It symbolizes innovation, quality and trust. When you use our coating systems you can be sure you're getting the full benefit of our science, our technology and our 82 years of experience as the leader in automotive coatings.

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