



APRIL — JUNE 2024



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WHEN THE CUSTOMER  
COMES *first*  
THE CUSTOMER

*Will Last*



28 Back to Basics:  
Customer Service

44 Generating  
Word of Mouth

58 How and When  
to Follow Up  
with Customers

82 When the Customer  
Comes First, the  
Customer Will Last



**SATA**  
German Engineering  
*ALWAYS  
BY YOUR  
SIDE!*  
SATA + EMSA

**FREE SATA  
Travel Mug**

See page 123  
for details



2.1 VOC  
**ECO  
EURO  
CLEAR**



Exceptional  
gloss, flow,  
and durability

See page 7 for details

**Q1**  
**CarPlus  
Masking  
Tape**



See page back cover  
for details





# NEW Q1<sup>®</sup> Ultimate Masking Tape

Elevating Collision Repair Excellence



Water and Slivering  
Resistance

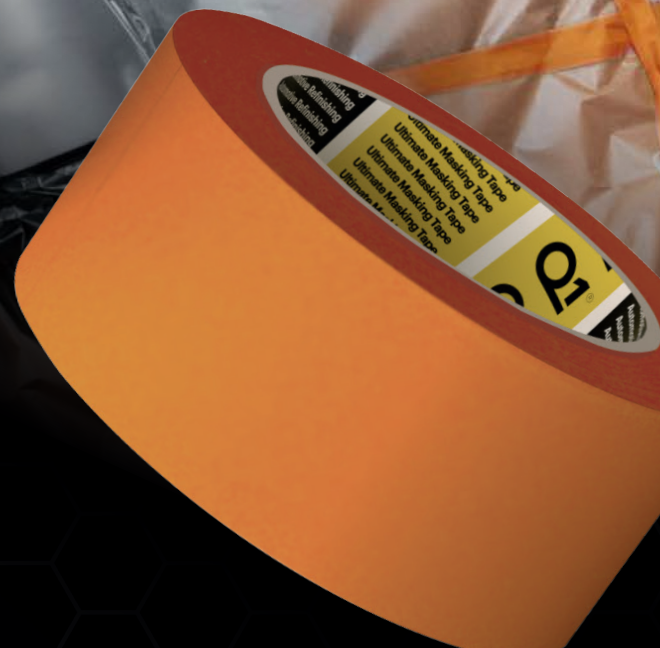


Compatible with waterborne,  
solvent-based and polyurethane coatings



Withstands temperature  
up to 248°F (30min)

Part No.	Size
<b>UM118</b>	(3/4") 18mm x 55mm
<b>UM136</b>	(1-1/2") 36mm x 55mm
<b>UM148</b>	(2") 48mm x 55mm



2

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**WARNING:** This publication may feature products that contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. For product specific information, please visit our website at [nodonline.nationaloak.com](http://nodonline.nationaloak.com). You can read more about Proposition 65 by visiting [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov).



**PA Astro**  
**45800**

**SPEEDY-STRAINER**  
**CORDLESS**  
**RECHARGEABLE**  
**VIBRATORY PAINT**  
**STRAINER STAND**

- ✔ Strain paint 4-10X faster
- ✔ Wireless and rechargeable, front dial for vibration power adjustment
- ✔ Patent pending design uses unique vibration frequencies to effectively use paint strainers faster
- ✔ Works with flatbottom cupless systems, or assemble the bracket to strain directly into gun cups
- ✔ U.S. Patent # 11,752,455



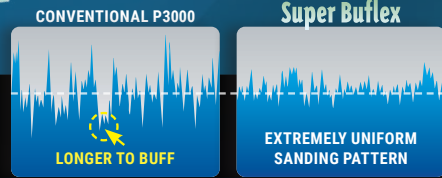
[www.astrotools.com](http://www.astrotools.com)

# Super Buflex

K-2000 to K-3000

## FLEXIBLE POLISH SANDING SYSTEM

Super Buflex is a revolutionary polish sanding system that works completely dry and delivers a more uniform finish while cutting faster. Leave the prep and mess of compound buffing behind and... **reduce your buffing times by 50% or more!**



- Top-coat Sanding
- Polishing
- Paint Correction

When compared to equivalent grit abrasive papers, Super Buflex not only delivers a shallower scratch pattern, but also one that is more uniform.

**STARTER KITS AVAILABLE!**

**Super Buflex Discs & Sheets**

Grade	Color	Qty/Bx	Sheets	6" Disc - 15H	6" Disc - 7H	6" Disc - NH	Qty/Bx	3" Disc
K-2000	Green	25	<b>191-1532</b>	<b>193-1565</b>	<b>193-1535</b>	<b>193-1505</b>	50	<b>730-1513</b>
K-2500	Blue	25	<b>191-1534</b>	<b>193-1562</b>	-	<b>193-1506</b>	50	<b>730-1515</b>
K-3000	Black	25	<b>191-1531</b>	<b>193-1564</b>	<b>193-1534</b>	<b>193-1504</b>	50	<b>730-1514</b>

**SUPER-TACK**  
HOOK & LOOP



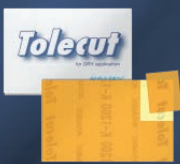
# Tolecut

TOUCH-UP SYSTEM K-800 to K-3000

Eliminate imperfections.  
Not your paint job.

## A Total DRY Top Coat Touch-Up system that leaves the most uniform finish

The Tolecut Touch-Up system utilizes state-of-the-art Anti-Clogging technology to prevent both loading and deep scratches. This dry application allows constant progress monitoring for delicate jobs. Fast cutting while delivering an extremely shallow & uniform scratch pattern means no over-sanding and less time to buff.



**STICKON**  
PSA BACKING



SCAN TO  
LEARN MORE

**Tolecut Sheets - 70 x 114mm**

Grade	Color	Qty/Bx	8-Cut	4-Cut	Full Sheet	Qty/Pk	1 3/8" Discs
K-800	Yellow	25	<b>191-1527</b>	<b>191-1547</b>	<b>191-1517</b>	-	-
K-1200	Orange	25	<b>191-1526</b>	<b>191-1546</b>	<b>191-1516</b>	-	-
K-1500	Pink	25	<b>191-1523</b>	-	<b>191-1513</b>	96	<b>192-15138</b>
K-2000	Green	25	<b>191-1522</b>	-	<b>191-1512</b>	96	<b>192-15128</b>
K-2500	Blue	25	<b>191-1528</b>	-	<b>191-1519</b>	96	<b>192-15148</b>
K-3000	Black	25	<b>191-1521</b>	-	<b>191-1511</b>	96	<b>192-15118</b>

**Tolecut Starter Kits**

- Complete Kit **SP9737**
- 8-Cut Kit **SP9738**
- Full Sheet Kit **SP9739**



**TOLECUTTER**  
910-3502



**EAGLE**  
ABRASIVES  
By **KOVAX**

FACTORY PACK

# SINGLE STAGE PAINT



- User friendly, high solids, direct to metal, single stage topcoat
- Offers superior protective maintenance for surfaces exposed to humidity, chemicals and corrosive elements
- 2.8 VOC compliant nationwide and in Canada
- Less than 30 min dry to touch

**SEE PAGE 118 FOR COLOR CHART**

FACTORY PACK

# NATIONAL RULE BASECOATS



- Basecoats matching OEM paint codes at a fraction of the cost
- Polyester Composition
- High Quality, Easy to Use
- May be tinted with any high quality basecoat



**SEE PAGE 119 FOR COLOR CHART**

2.1 VOC

# ECO EURO CLEAR



- Exceptional Gloss
- Level Flow Out
- Durable
- Easy Buffing
- Economical Cost
- 50 State Compliant



Formulated with the latest European Acrylic Resin Technology

Part No.	Description	Size
<b>8420-5</b>	2.1 Eco Euro Clear	5L
<b>8421-25</b>	2.1 Eco Euro Clear Activator (Fast)	2.5L
<b>8422-25</b>	2.1 Eco Euro Clear Activator (Medium)	2.5L
<b>8423-25</b>	2.1 Eco Euro Clear Activator (Slow)	2.5L

## PERFORMANCE PAINTABLE UNDERCOATING

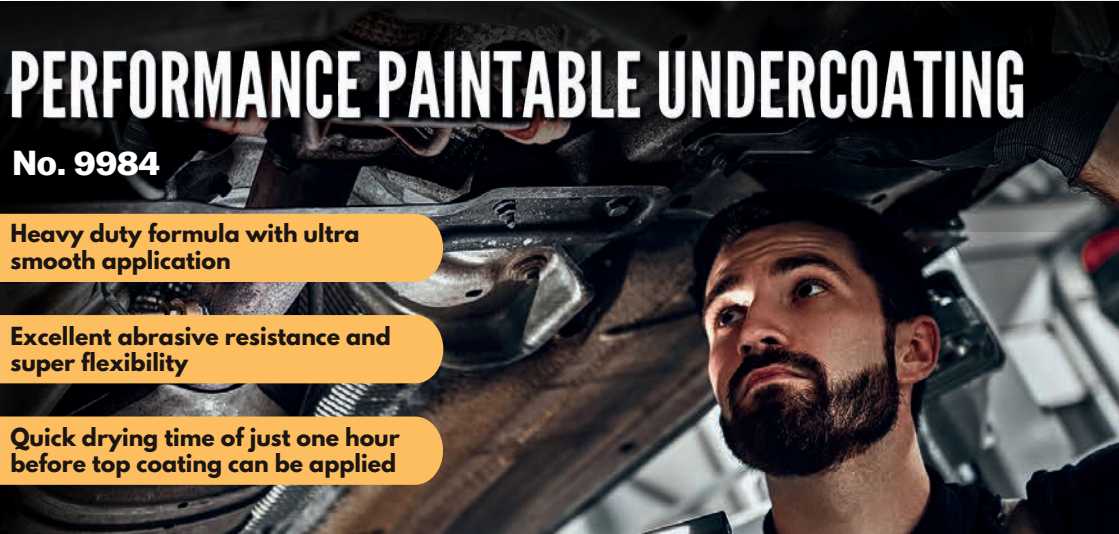
No. 9984



Heavy duty formula with ultra smooth application

Excellent abrasive resistance and super flexibility

Quick drying time of just one hour before top coating can be applied



# KATANA PLUS

an AIREX product by ANEST IWATA



## Katana Plus HVLP Spray Gun

- Sprays water-base, solvent-based and oil-based coatings | such as paints, stains, lacquers, primers, sealers and more
- In stock and available in the USA
- Works with 1 HP and larger air compressors
- Use Indoor and outdoor
- Simple operation, better performance, affordable price
- Step-by-step spray guide

KAT9000

UPC 734748191217 | 6.45 x 5.31 x 7.91 inches | Multilingual

## Katana Plus HVLP Spray Gun comes with:



**SPRAY GUIDE**  
Learn to spray



**KATANA PLUS HVLP SPRAY GUN**  
With 1.3 nozzle



**CUP**  
600 ml/20 oz

**BREATHER CAP**  
Remove when spraying



**5 PAINT STRAINERS**  
Less clogging



**GUN WRENCH**  
Maintain your spray gun



**CLEANING BRUSH**  
Removes paint build up



**VISCOSITY CUP**  
Check your paint thickness



**THREAD SEALANT TAPE**  
Seal your threads from air leaks



Creating start to finish solutions for over 90 years.



**MOTOR  
GUARD**

**MAGNA PRODUCTS**  
**NEW ITEM!**

**HOOK & LOOP**  
**MINI-BLOCKS**  
**PAINT REPAIR KIT**



**Mini-Block Paint Repair Blocks**

Three Unique Hook & Loop Shapes to Handle Detailed Paint Repair on a Variety of Curves, Channels, Contours Character Lines

Motor Guard has introduced a precision paint repair kit featuring three uniquely shaped mini sanding blocks along with an assortment of abrasive sheets to remove runs, sags and defects on all finishes. The blocks are wrapped with an ultra-low profile hook facing that firmly holds the abrasive sheet while imparting a perfect finish.

The AP-8 Kit includes an assortment of six premium quality silicon carbide, wet/dry abrasive sheets (12 sheets per pack) in grits from 80 to 1500.

Hook & Loop Mini-Blocks measure 3-1/2 inches in length and include a Rectangular Mini-Block (MBK-10) for flat sanding and sharp corners, a Double D Mini-Block (MBK-11) with radiused sides for sanding inside contours and a Curved Mini-Block (MBK-12) for complex body lines and details. The kit is packaged in a colorful see-through pegboard display.

**AP-8 Paint Repair Kit**

Order No. 00833



**AP-8 Paint Repair Kit**  
**See-Through Retail Display**

Order No. 00833

Rectangular Hook & Loop Mini-Block (MBK-10) for flat surfaces and tight corners

Order No. 00830

**MBK-10**

Double D Hook & Loop Mini-Block (MBK-11) with radiused sides for inside contours

Order No. 00831

**MBK-11**

Curved Hook & Loop Mini-Block (MBK-12) for complex body lines and profiles

Order No. 00832

**MBK-12**

**MOTOR GUARD CORPORATION**  
**MAGNA PRODUCTS**



**93-732**

Ergonomically designed thin Black Nitrile exam glove



Nitrile

## Nitrile exam gloves with excellent dexterity along with enhanced comfort, fit and feel

- **Thin durable design:** Offers strength, dexterity and tactility
- **Black nitrile:** Hides oils, bodily fluids and other stains
- **ERGOFORM™ Technology:** Ergonomic design supports musculoskeletal health



### Industries

- Food Service
- Cosmetics
- Tattoo
- Automotive Aftermarket
- Chemical
- Emergency Medical Services
- Healthcare
- Law Enforcement
- Life Sciences
- Dental
- Machinery and Equipment
- Metal fabrication

### Recommended For

- General dentistry
- Standard patient examinations
- Emergency services
- Catering/Meal preparation
- General Purpose Auto Aftermarket
- Equipment repair and maintenance
- Laboratory analysis
- Cosmetic Procedures
- Tattoo



Part No.	Description	Color	Size
<b>93732060</b>	Nitrile MidKnight Touch Glove (100)	Black	XS
<b>93732070</b>	Nitrile MidKnight Touch Glove (100)	Black	S
<b>93732080</b>	Nitrile MidKnight Touch Glove (100)	Black	M
<b>93732090</b>	Nitrile MidKnight Touch Glove (100)	Black	L
<b>93732100</b>	Nitrile MidKnight Touch Glove (100)	Black	XL
<b>93732110</b>	Nitrile MidKnight Touch Glove (100)	Black	XXL





**NEW FOR 2024!**

Part No.	Description	Size
<b>M30032</b>	So1o All-in-One	32 oz
<b>M20032</b>	Pro Speed Polish	32 oz
<b>M88800</b>	Beyond Ceramic Paint Coating Kit	Kit

*Reflect Your Passion™*



# PAINT FINISHING SYSTEM

*We want to make the buffing process as fast and easy as possible.*



### Orbital System



*Extreme speed designed for nib sanding*

### Rotary System



*Exceptional cutting speed and swirl free finish*

### Hybrid System



*Fast and easy correction with an amazing finish*

## Presta® Understands Body Shops Get Paid to Paint...Not Buff

**PACE™ is the answer, here's why!**

- Compatible with Multiple Buffing Tool Options
- Latest in Abrasive Technology
- High Performance Cut & Final Finish Clarity
- Water-Based, Low Dust, Easy Clean Up Formulation

*Utilize with the Super-Fast, Swirl-Free "Presta Hybrid-System"*



**Scan here for Demo Videos**



CONNECTED TO INNOVATION

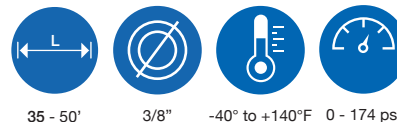
## FLEXAIR hose & prevoS1 coupling

ARRIVES FULLY ASSEMBLED

- USES: Pneumatic tools and inflating
- Equipped with **prevoS1** safety coupling, plug and scratch guards
- Ultra-lightweight, flexible PVC-polymer hybrid hose



PART NUMBER	DESCRIPTION
PRV.RSTRESB3835	3/8" ID x 35' Hose with 3/8" High Flow Safety Coupling
PRV.RSTRESB3850	3/8" ID x 50' Hose with 3/8" High Flow Swivel Coupling
PRV.RSTRISB3835	3/8" ID x 35' FLEXAIR Hose with 1/4" prevoS1 Industrial Safety Coupling
PRV.RSTRUSB3835	3/8" ID x 35' FLEXAIR Hose with 1/4" prevoS1 Automotive Safety Coupling
PRV.RSTRISB3850	3/8" ID x 50' FLEXAIR Hose with 1/4" prevoS1 Industrial Safety Coupling
PRV.RSTRUSB3850	3/8" ID x 50' FLEXAIR Hose with 1/4" prevoS1 Automotive Safety Coupling



Reading Technologies, Inc.



**PERF-50-PRO**  
Desiccant dryer with activated carbon element, additional after filter



**STEALTH 6950B**  
Tool Saver with 1.0 micron final filtration and rated for 60 SCFM

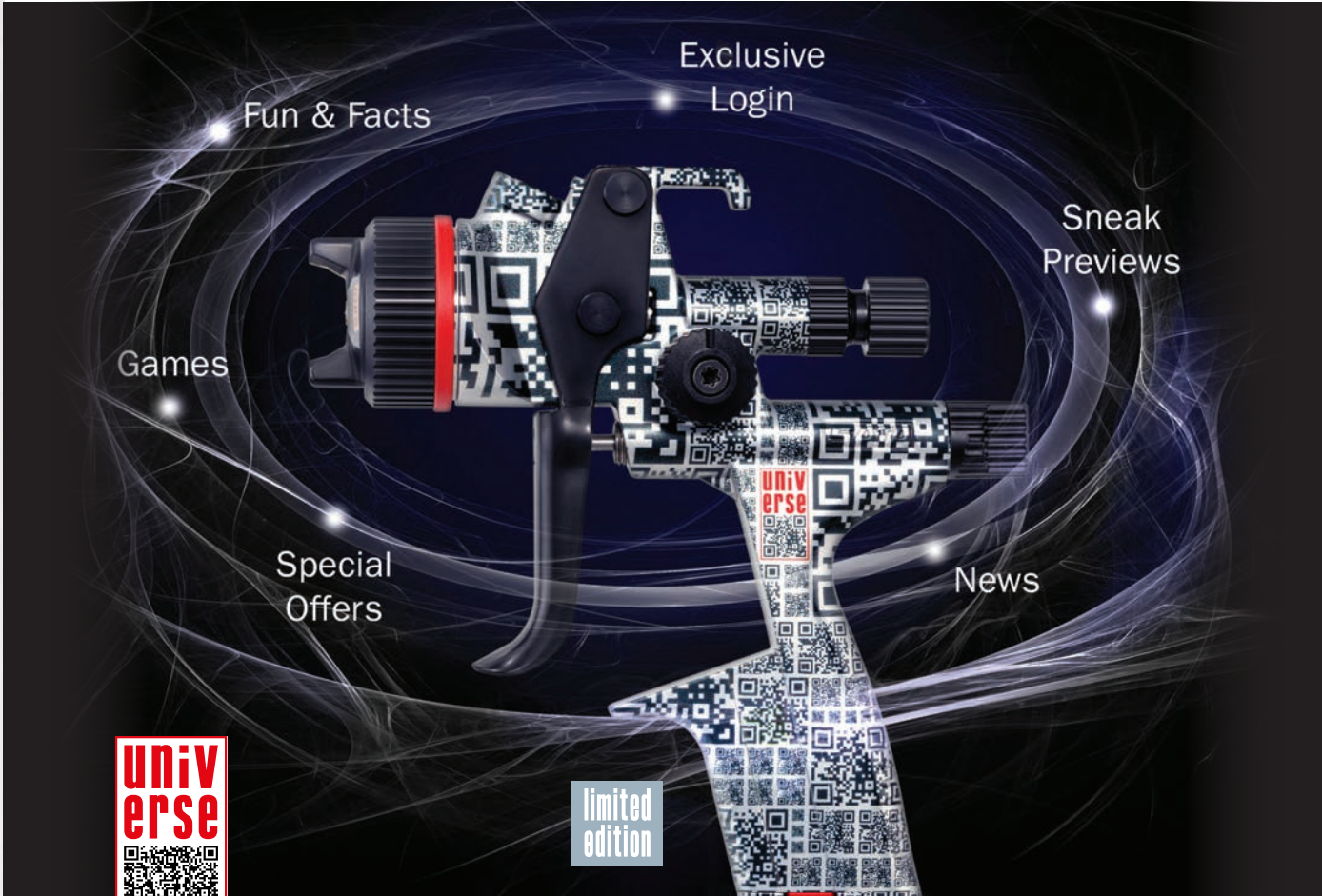


**SHC-50**  
50' spray hose, rated for 400 PSI working pressure



**PB-C**  
Pencil blower

Your spray gun, your SATA universe.  
Available NOW



← Scan me!

limited edition

**SATAjet X 5500 universe – Your ticket to the exclusive world of SATA**

The SATAjet X 5500 universe is two things: a SATA premium paint spray gun, and your key to the SATA universe – a whole world full of exclusive content, benefits and promotions. Within the SATA universe, you can participate in special raffles. You'll be among the first to know when new SATA products appear on the horizon. Immediately following your registration you will be granted access to exclusive content.

**Don't hesitate to get your SATAjet X 5500 universe.  
Scan the QR code on your SATA universe gun. Register. And become part of something big.**



INFO  
[www.sata.com/jetx-universe](http://www.sata.com/jetx-universe)

I-NOZZLE			O-NOZZLE		
1,2	1,3	1,4	1,2	1,3	1,4
Standard with RPS multi-purpose cup 0.6 l / 0.9 l (each 1x) with swivel joint					
1184001	1184019	-	1184217	1184225	-
-	1184085	1184093	-	1184291	1184308

INVP-PP

**DanAm**<sup>®</sup>  
The exclusive independent distributor of SATA products in the US and Puerto Rico

# FROM THE GROUND UP

## SPRAYMAX 1K E-COAT PRIMER

- ✓ Superior corrosion protection
- ✓ Excellent color and gloss match to OEM factory coatings
- ✓ Direct to steel and aluminum
- ✓ Good hiding
- ✓ Compatible with most automotive basecoats
- ✓ Now available in 8 popular OEM colors



**NEW**  
IN APRIL

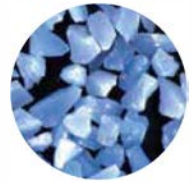


www.spraymax.com

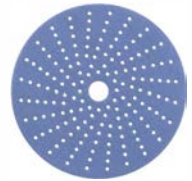


# CERAMIC FILM

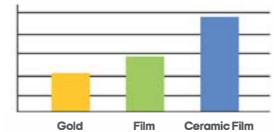
Cuts Faster. Lasts Longer. Cleaner Work.



Strong Premium Ceramic Grain



New Multi-Hole Pattern Allows for Easier, Better Dust Extraction.



Superior Cutting Performance and Lifespan

- Faster cuts and consistent finish
- Stays sharp and lasts longer
- Delivers outstanding performance with maximum dust extraction
- Available in 3", 5", 6", and 2-3/4" x 13.12yd sheet rolls

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2A Aftermkt Armor Bedliner

# The Strength of a Defender.

**Introducing a bedliner that performs above the rest.** This newly developed bedliner offers truck beds incredible resistance from scratches, stains, water and corrosion. Along with ultra performance and longevity, it gives you complete control of appearance with texture options AND the flexibility to create any color you can imagine.

Offer your customers the latest in bedliner technology with the strength of 2A Aftermkt Armor Bedliner.



To find out more, give us a call at 800.824.2843 or email [info@tat-co.com](mailto:info@tat-co.com).

**AFTERMKT ARMOR**



## NEW AND IMPROVED DOLPHIN GLAZE PACKAGING!

**Dolphin Glaze** is a premium, technically advanced finishing glaze designed to eliminate pinholes and surface imperfections prior to painting. Its self-leveling formulation gives a smooth ultra fine finish, which requires minimal sanding.

- Pinhole resistant
- Excellent adhesion
- Semi-flexible

Packaging Improvement Benefits:

- Bag stands for ease of handling, merchandising and storage
- Nozzle is angled for easier and cleaner product dispensing
- Nozzle has a visible tamper proof cap
- Bag is manufactured from premium, high-quality foil

Smarter solutions **RIGHT FROM THE START** is how we'll be able to be the best partner for your business. Smart is our bottom line, because it increases yours. **Earn more at [U-POL.com](http://U-POL.com).**



**ONE UNDERCOAT  
COMES OUT  
ON TOP**

**THERE'S ONLY ONE  
RAPTOR**

**RAPTOR**  
**RUBBERIZED  
UNDERCOATING**  
ENLARGING RECOMMENDED SPRAY  
SOLVENT FREE  
UP4840  
BLACK / NEGRO  
Water & salt spray resistant.  
Rubberized finish  
Protection for underbodies & wheel wells  
EXTREMELY FLAMMABLE. CONTENTS UNDER  
VAPOR HARMFUL. EYE IRRITANT.  
See full back panel  
vl. 15 OZ / 413g

**No. UP4840**

**RAPTOR**®

This isn't just an undercoating; it's a shield against the harshest elements. For the ultimate protection against rust and stone chips, choose RAPTOR Rubberized Undercoating. RAPTOR Rubberized Undercoating also helps reduce road noise and is paintable, allowing you to customize as you see fit.

**THIS AND MORE PROTECTION THAT'S TOUGH TO BEAT AT [RAPTORCOATINGS.COM](http://RAPTORCOATINGS.COM)**



Introducing the new

## 3M™ PPS™ Series 2.0 Vented Spray Cup System

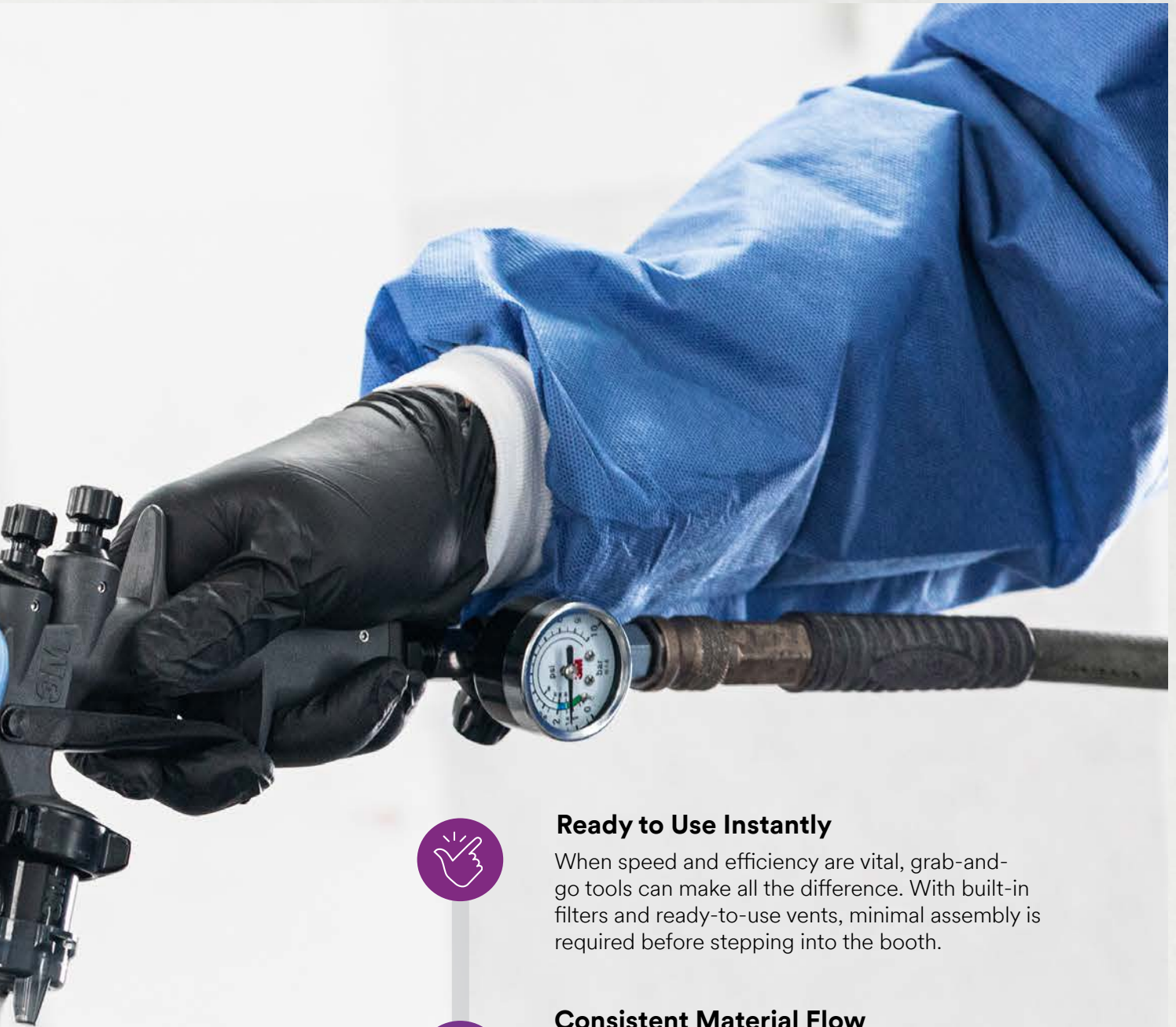
Ready-to-go for  
painters on the go.

When high standards are the expectation, you need equipment that delivers consistent results. Introducing the 3M™ PPS™ Series 2.0 Vented Spray Cup System - bringing the advantages you expect from a premium vented cup with the proven technology of the first disposable spray cup system in the world.

[3MCollision.com/PPS](https://www.3Mcollision.com/PPS)

For additional information, including important safety and warranty information regarding 3M Automotive Aftermarket products, visit [www.3Mcollision.com/info](https://www.3Mcollision.com/info). Copyright 2023 by 3M. All rights reserved. 3M and PPS are trademarks-- of 3M Company.





### Ready to Use Instantly

When speed and efficiency are vital, grab-and-go tools can make all the difference. With built-in filters and ready-to-use vents, minimal assembly is required before stepping into the booth.



### Consistent Material Flow

Quality paint jobs matter, especially when your reputation is on the line. From start to finish, these vented spray cups provide a consistent material flow, even down to the final ounces (mL).



### Confident Cup Design

Make the most of your time in the booth by using our largest cup (32 oz / 950mL) – one of four different sizes available. A sturdy but flexible cup design allows you to put your mind at ease when temporarily storing leftover paint. With no reusable parts, it's like spraying with a new cup every time.

SPRAY GUNS

HVLP



**Performance HVLP Spray Gun - 1.0 MM**

- One Year OTC Warranty
- 1.0 mm nozzle for touch up project
- 100 cc aluminum cup
- Avg. air consumption: 7-9 CFM
- Air inlet thread: 1/4"
- Includes gun cleaning brush and tools



**No. T500**



**Performance HVLP Spray Gun - 1.4 MM**

- One Year OTC Warrant
- 1.4 mm nozzle for topcoat application
- 100 cc plastic cup
- Avg. air consumption: 7-9 CFM
- Air inlet thread: 1/4"
- Includes gun cleaning brush/tools and air regulator w/gauge



**No. T501**



**Performance HVLP Spray Gun - 1.8 MM**

- One Year OTC Warranty
- 1.8 mm nozzle for primer applications
- 100 cc plastic cup
- Avg. air consumption: 7-9 CFM
- Air inlet thread: 1/4"
- Includes gun cleaning brush/tools and air regulator w/gauge



**No. T502**

**Titan HVLP Gravity Feed Spray Guns**

- Stainless Steel tip for primer work and spraying base coats and clear coats
- 5-43 psi air regulator, 1/4" spray nozzle
- Brass fluid & air nozzle
- Air consumption 7.0-9.0 CFM



**1.4mm HVLP Gravity Feed Spray Gun  
No. 19000**



**1.8mm HVLP Gravity Feed Spray Gun  
No. 19018**

**Titan Vaper 4 pc Gravity Feed HVLP Spray Gun Kit**



- Aluminum paint cups
- Die cast aluminum body with chrome plated finish
- 2-Step trigger control
- Non-bleeder type
- Gravity feed external mix
- Adjustable spray width
- Air inlet and fluid outlet
- Stainless steel nozzles



**KIT INCLUDES:**

- 1.0 mm Detail Gun
- 1.4 mm Production Gun
- 1.7 mm Production Gun
- Pressure Regulator

**No. 19220**

**SATAjet® 1500 B SoLV**

For more options in the application of solvent materials



German Engineering

- Designed for Full System Application: solvent-based basecoats, either Low VOC or National Rule as well as sealer and clearcoat.
- Nice-sized, even spray pattern
- Wide air pressure range from 7-29 psi RP, 15-26 psi HVLP
- Fast working speed
- Excellent value spray gun

**1500 B SoLV HVLP with RPS Cup**

Part No.	Nozzle	Nozzle Set
<b>1010925</b>	1.3	1010967
<b>1010933</b>	1.4	1010975

**1500 B SoLV RP with RPS Cup**

Part No.	Nozzle	Nozzle Set
<b>1010892</b>	1.3	1010941
<b>1010917</b>	1.4	1010959



## HVLP

### SATAjet K 1800 Spray Mix Gun

- Ergonomic design with a well-balanced gun body
- Low spray gun weight
- Single-axis trigger system for low trigger forces and fatigue-free working
- Innovative, two-part clampLock paint needle system
- Material connection system for the sieve or insert filter
- Material connection 1/4" - 18 NPSM (male thread)
- Air connection 1/4" (male thread)



Part No.	Description
<b>1091454</b>	Gun with 100 Mesh Filter
<b>1090076</b>	Gun with Tip and Filter
<b>1068023</b>	Gun with Tip

### LS-400 Entech Series (Gun Only)

- ETS Technology
- Excellent for water or solvent borne basecoats
- Exceptional TE
- Color correct application



Part No.	Model No.	Nozzle
<b>5930</b>	LS400-1205	1.2
<b>5935</b>	LS400-1305	1.3
<b>5940</b>	LS400-1405	1.4
<b>5945</b>	LS400-1505	1.5



### AirGunsa AZ3HV2 Spray Guns

- Affordable center post gravity HVLP spray gun
- Softer trigger pull to reduce fatigue
- Polished surface allows for easier cleanup



Part No.	Model	Nozzle
<b>9230</b>	AZ3HV2-13GC	1.3
<b>9231</b>	AZ3HV2-15GC	1.5
<b>9232</b>	AZ3HV2-18GC	1.8
<b>9233</b>	AZ3HV2-20GC	2.0



### LPH400 LV Spray Gun (Gun Only)

- High performance center post gravity feed HVLP spray gun
- Low air consumption and superior atomization
- LV technology and our tulip inspired spray pattern
- Gravity-feed design provides for easy clean up and reduces material waste

**No. 5640**



### Accessories:



**L Gasket for LPH200 and LPH 400 series guns**  
No. 93512600



**Century Series Fluid Adjusting Guide**  
No. 93844532

**Century Series Cartridge Packing Needle Pack**  
No. 93765610

### SATAmijet 4400B HVLP Spray Guns

- Special SR nozzles are perfectly suitable for spot repairs on vehicles
- Great for all modern paint systems - including Waterborne Paints
- Spray fan can be exactly adjusted with a 3/4 turn
- Easy to clean, corrosion-resistant Pearlodized™ surface
- Compatible with all RPS cup sizes



Part No.	Nozzle
<b>198168</b>	0.8 SR
<b>198176</b>	1.0 SR
<b>198184</b>	1.2 SR
<b>198192</b>	1.4 SR
<b>204164</b>	0.3
<b>204172</b>	0.5
<b>204180</b>	0.8
<b>204198</b>	1.0
<b>204206</b>	1.1



**Accessories:**  
**Repair Kit, minijet 4400B**

SPRAY GUNS

HVLP

SATAJet 5000B HVLP Spray Guns



- Optimized nozzle concept for highest possible versatility concerning inlet pressure and spray distance
- Ergonomically shaped gun handle
- Pearlodized™ surface for easy cleaning, corrosion-resistant
- Easy to adjust control elements
- Safely positioned trigger sleeve – for easy, safe and quick insertion of the paint needle
- Identical compact-size gun handle for non-digital and digital spray guns
- Optimized half-turn spray fan control



5000B HVLP Standard with RPS Cups

Part No.	Nozzle	Nozzle Set
<b>210732</b>	1.0	210955
<b>210740</b>	1.2	210963
<b>210757</b>	WSB	210971
<b>210765</b>	1.3	210989
<b>210799</b>	1.4	211011
<b>210823</b>	1.5	211045
<b>210831</b>	1.7	211052
<b>210849</b>	1.9	211060
<b>210856</b>	2.2	211078

5000B HVLP Digital with RPS Cups

Part No.	Nozzle	Nozzle Set
<b>211094</b>	1.0	210955
<b>211110</b>	1.2	210963
<b>211128</b>	WSB	210971
<b>211136</b>	1.3	210989
<b>211151</b>	1.4	211011
<b>211193</b>	1.5	211045
<b>211201</b>	1.7	211052
<b>211219</b>	1.9	211060

SATAJet X 5500 Spray Guns



- Optimized material distribution for enhanced spraying uniformity and atomization with both spray fan shapes
- Constant fan size across the entire nozzle spectrum with linear increases of the material flow rate
- Whispering nozzle™ due to optimized air flow geometry
- Includes (1 each): 0.6 L and 0.9 L RPS multipurpose cups with swivel joint



x 5500 HVLP Standard with RPS Cups

Part No.	Nozzle	Nozzle Set
<b>1061895</b>	1.1 I	1063619
<b>1061902</b>	1.2 I	1063627
<b>1061887</b>	1.3 I	1063635
<b>1061910</b>	1.4 I	1063651
<b>1061928</b>	1.5 I	1063669
<b>1061936</b>	1.1 O	1063677
<b>1061944</b>	1.2 O	1063685
<b>1061952</b>	1.3 O	1063643
<b>1061960</b>	1.4 O	1063693
<b>1061978</b>	1.5 O	1063700

x 5500 HVLP Digital with RPS Cups

Part No.	Nozzle	Nozzle Set
<b>1062009</b>	1.1 I	1063619
<b>1061986</b>	1.2 I	1063627
<b>1062017</b>	1.3 I	1063635
<b>1062041</b>	1.4 I	1063651
<b>1062083</b>	1.1 O	1063677
<b>1062091</b>	1.2 O	1063685
<b>1062132</b>	1.3 O	1063643
<b>1062140</b>	1.4 O	1063693
<b>1062174</b>	1.5 O	1063700

FX3000 HVLP Spray Guns



- Large pattern size, up to 12.5 inches
- HVLP gun with multiple nozzles ranging from 1.0 to 1.8 spray primer, base, and clear
- Includes FX3000 gun, 600 cc aluminum cup, wrench and cleaning brush
- One year warranty

Part No.	Nozzle
<b>288878</b>	1.0
<b>288879</b>	1.3
<b>288880</b>	1.4
<b>288881</b>	1.5
<b>288882</b>	1.8



FX1000 HVLP Spray Guns



- Two-finger trigger for anti-fatigue painting in small areas
- Mini-gun with multiple nozzle options ranging from 0.6 to 1.4 to spray primer, base and clear
- Includes FX1000 gun, 125cc cup, wrench and cleaning brush
- One year warranty

Part No.	Nozzle
<b>289200</b>	1.0
<b>289221</b>	1.2
<b>289222</b>	1.4





**SATAJet 5000B RP Spray Guns**

- Optimized nozzle concept for highest possible versatility
- Pearlodized™ surface for easy cleaning, corrosion-resistant
- Safely positioned trigger sleeve
- Optimized half-turn spray fan control



**5000B RP Standard with RPS Cups**

Part No.	Nozzle	Nozzle Set
<b>209858</b>	1.2	210260
<b>209866</b>	1.2W	210278
<b>209874</b>	1.3	210286
<b>209882</b>	1.4	210294
<b>209890</b>	1.6	210302
<b>209908</b>	1.8	210310
<b>209916</b>	2.0	210328

**5000B RP Digital with RPS Cups**

Part No.	Nozzle	Nozzle Set
<b>210138</b>	1.0	210245
<b>210146</b>	1.1	210252
<b>210153</b>	1.2	210260
<b>210161</b>	1.2W	210278
<b>210179</b>	1.3	210286
<b>210187</b>	1.4	210294
<b>210195</b>	1.6	210302
<b>210203</b>	1.8	210310
<b>210211</b>	2.0	210328

**SATAJet X 5500 Spray Guns**

- Optimized material distribution
- Whispering nozzle™ due to optimized air flow geometry
- Includes (1 each): 0.6 L and 0.9 L RPS multipurpose cups with swivel joint



**x 5500 RP Standard with RPS Cups**

Part No.	Nozzle	Nozzle Set
<b>1061548</b>	1.1 I	1063536
<b>1061556</b>	1.2 I	1063544
<b>1061564</b>	1.3 I	1063552
<b>1061572</b>	1.4 I	1063560
<b>1061580</b>	1.1 O	1063578
<b>1061598</b>	1.2 O	1063586
<b>1061605</b>	1.3 O	1063594
<b>1061613</b>	1.4 O	1063601

**x 5500 RP Digital with RPS Cups**

Part No.	Nozzle	Nozzle Set
<b>1061639</b>	1.1 I	1063536
<b>1061655</b>	1.2 I	1063544
<b>1061704</b>	1.3 I	1063552
<b>1061738</b>	1.4 I	1063560
<b>1061770</b>	1.1 O	1063578
<b>1061796</b>	1.2 O	1063586
<b>1061811</b>	1.3 O	1063594
<b>1061837</b>	1.4 O	1063601



**ALWAYS  
BY YOUR  
SIDE!**  
SATA + EMSA



**SEE PAGE 123 FOR PROMO DETAILS**  
– while supplies last

**3M** Science.  
Applied to Life.™



# 3M™ Performance Spray Gun

The *smarter* spray gun.  
Designed for the modern painter.

The first ever spray gun designed specifically to deliver top-of-the-line performance with revolutionary replaceable nozzle technology that saves you time. Experience faster cleanup, faster changeovers and faster cycle times. Bringing you the best of 3M Science, all packed into the smartest, lightest spray gun in the world.

Experience the *smarter* way to spray.



**Precision performance**



**Faster cycle times**



**Cleans in seconds**



**Lightest in the world**

[3m.com/spraygun](https://3m.com/spraygun)

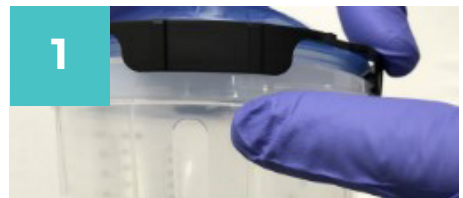
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as seen on  
www.3m.com

# TECHNICAL TIPS FOR THE PAINT SHOP

Maybe more than anywhere else in collision repair, it's vital to gain valuable insights into best practices in the paint shop. This especially applies when you begin using new or upgraded equipment, such as our 3M™ PPS™ Series 2.0 Spray Cup System. Here are a few tips from the technicians at 3M who can help you convert smoothly to the highest-performing spray cup system on the market.



## 1 Properly Attaching the Lid

**Q** How can I ensure that the PPS™ Series 2.0 cup, liner and lid fit tightly together every time?

**A** Place the liner into the cup. Line up the lid with the cup as shown on the right: one tab on the lid should be centered with the clear access window on the cup. Push the lid straight down into the liner. Once pushed down, lock the lid onto the cup with a ¼-turn. There is no need to overtighten.



## 4 Best Practices for Spill-Free Lid Removal

**Q** How can we avoid spillage during refilling?

**A** The 3M™ PPS™ Series 2.0 Lid is designed to hold up to 3 oz of paint below the filter to minimize sputtering during spraying. After spraying is complete, you should allow a little extra time to let this filtered paint drain back into the cup before you remove the lid for tinting or refilling. To make it go as quickly as possible:

Unhook the air from the spray gun. Invert the gun and hold the trigger open to start the paint drain. To speed up the flow, gently tap the gun and cup assembly against a solid surface. If it appears the paint is not draining, tap a little harder. Remember, there is more paint below the filter, so it will take a little more time vs. legacy PPS™ disposable paint cups.



## 2 Properly Attaching the Spray Gun

**Q** What is the best way to make sure the 3M™ PPS™ Series 2.0 Cup is connected securely to the spray gun?


**A** Place the liner into the cup. Line up the lid with the cup as shown on the right: one tab on the lid should be centered with the clear access window on the cup. Push the lid straight down into the liner. Once pushed down, lock the lid onto the cup with a ¼-turn. There is no need to overtighten.



## 3 Using the PPS™ Series 2.0 Universal Shaker Core

**Q** Can we use the 3M™ PPS™ Series 2.0 Cups in our paint shaker without breaking them?

**A** Yes. Use the 3M™ PPS™ Series 2.0 Universal Shaker Core, which works with all sizes of 3M™ PPS™ Series 2.0 paint cups and absorbs and distributes the force from the shaker through the clamps. Simply tighten the shaker core over the lid until snug. Do not over-tighten, as this can cause the hard cup to break (usually along the bottom of the access window).



## Back to Basics: Customer Service

Is there anyone more important in a collision repair facility than a customer? No – which is why you have to do a better job of focusing on managing the customer's experience, not just the repair.

as seen on

**BodyShop**  
BUSINESS

BY HANK NUNN

In the Back to Basics series which began in the November 2010 issue of BodyShop Business, we've discussed marketing, sales, damage analysis, production KPIs and financials. We've brought the customer to the door, sold the job, completed a damage analysis, produced a repaired vehicle and counted the money. In this final Back to Basics article, we'll look at improving customer service in the collision repair facility.

### No. 1 Priority

Is there anyone more important in a collision repair facility than a customer? Arguments could be made for the importance of everyone, from the owner/manager to the detailer. But if there's no customer, there's no need for any of the other positions. Everyone

in the collision repair center must understand that everything revolves around the customer.

We're all somebody's customer. Think for a moment about a recent memorable customer service experience you had. Was it good or bad? In management seminars for the past 20 years, I've

asked people about their last customer service experience. Usually, the stories are bad – especially if the experience has to do with the phone/cable company or an airline! Auto repair tales of woe are also commonplace.

It's important to understand that a customer's experience actually defines

the customer's perception of quality. Consultant Allan Acton said in "The Carrot Principle" by Gostic and Elton: "In any service industry, the perceived quality of a product is set by the behavior of the associate. Take car repair. I don't know the first thing about repairing an engine – my perception of quality comes from how I was treated, if the associates were kind and polite, if the shop calls me to check up on the repair. These are the behaviors that will drive satisfaction and build a strong reputation for quality."

My non-statistically valid personal experience backs that up. I fly a lot. When asked by the person sitting next to me what I do, I usually respond, "I'm a consultant in the collision repair industry. You know, auto body shops." Then, my fellow flyer generally recounts their last experience with a collision repair center. Note, I said "experience." Twenty years ago, they talked about the car. Today, they talk about the experience.

Successful collision repairers are now focused on managing the customer's experience, not just the repair.

## CSI

To manage anything, we must be able to measure it. Customer service is evaluated by measuring a customer satisfaction index, or CSI. We need to place a number or value on customers' perception of how well the collision repair facility satisfied their needs.

This may be done several ways. You can do it yourself with postcards or letters surveying past customers. Do-it-yourself packages are available from industry suppliers. Or you can have a third party do it for you, either by mail or phone. Most DRPs require some sort of CSI measurement.

The best method is the use of an independent third party CSI service, surveying a sufficient number of customers to provide statistically valid results. The results are then tabulated and a CSI score is generated.

No matter which method you choose, measure CSI. And do it for the right reason. I see many trying to "manage the score," or trying to maintain a high number without regard to the value of the information. Some cherry-pick ROs submitted, deleting people from the score

who are known to be unhappy. That defeats the purpose of measuring CSI.

Unhappy people tell 16 people that they're unhappy, yet only 4 percent of the people who are unhappy tell the service vendor that they're not happy. CSI systems are designed to catch the unhappy person – before they have a chance to tell everyone they know about the bad experience. CSI systems give us the chance to correct the situation and convert an unhappy customer into a raving fan of the company.

In the "lean" world, CSI provides the "voice of the customer," which drives all systems.

Just as with any other aspect of the business, begin measuring CSI to determine your current level of customer-perceived satisfaction as a baseline so you can see the positive or negative effect of changes in your systems. When you reach high CSI scores, they can be used to document verifiable trust to insurers and customers.

Customer service, and high CSI scores, happen inside the mind of the customer, not on or to the vehicle!

Interesting fact: As I was writing this, I was sitting in first class on a United flight from Portland to Chicago. That should have been a good thing, but unfortunately I experienced bad customer service. Statistically, unhappy customers tell 16 people – unless the unhappy customer is a consultant and writer. In that case, they tell thousands.

## Moments of Truth

Moments of truth were first defined by Jan Calzon in his book, "Moments of Truth." Moments of truth are defined as any chance we have to create an impression in the mind of a customer or potential customer.

These moments of truth happen all the time. Once the customer begins looking for a collision repair center, they encounter many moments of truth. The Yellow Pages ad or Internet search, the phone call, directions to the shop, the appearance of the building, the front door, and the speed and kindness of the initial greeting are all moments of truth. Any customer contact is a moment of truth for the business!

Take a look at your shop from the customer's point of view. How easy are you to find? How does the building look, and are customer parking places clearly marked? Has staff been trained on proper phone skills, and how well are customers greeted?

High CSI scores may be achieved my managing moments of truth and making them all positive.

## The First Ring

Many feel customer service begins with the writing of the estimate or with the first customer visit to the collision repair center. Some feel that it begins with the first call.

In reality, customer service begins with the first ring of the phone. In the customer's mind, you have three rings to properly answer the phone. If the phone isn't answered until the fourth ring, or the phone isn't properly answered, that important moment of truth is negative and may even cost a sale!



**Twenty years ago, they talked about the car. Today, they talk about the experience. Successful collision repairers are now focused on managing the customer's experience, not just the repair.**

Remember, CSI is a score that's created by the customer's perception of their experience with the collision repair center. So focus attention and communication on the customer, not the damaged vehicle. Think of it this way: The vehicle cannot sign an RO and has no money. The customer can sign the RO and has money. Focus on the customer.

## Qualification

This begins with the initial customer contact. Spend time with the customer with a complete qualification process. Many do this with the completion of a

customer information form. While some may ask the customer to complete the form themselves, completing the form for the customer and using that time to demonstrate empathy and establish trust is critical to laying the foundation for the sale and ensuring customer satisfaction.

In the DRP environment, many of us skip the qualification stage of the sales process since we've got everything we need in the insurance assignment. Remember, the benefit of the DRP is the customer coming through the door – and the chance to convert that insurance referral to a raving fan customer of our shop. The DRP customer wants empathy. They want to feel important just like any other customer. Don't rush the process. Don't skip completing a customer information form. Go through the entire process and demonstrate empathy.

### Don't Lie

Don't lie, manage customer expectations. Tell the truth. Don't lie to get a job. Don't over promise and under deliver.

We see it in estimators' offices all the time: "It's a three- or four-day job, and we can get started right away." But the reality is that "It will be three days before we see an adjuster, and we're running a two-week backlog, so you'll be lucky to see your car again before the end of the month. But I get paid on commission so I'm going to grab this while I can because once you sign the RO and I pull a wheel off this baby, it's money in the bank!"

Manage expectations by being honest with the customer and fully explaining the process in clear, non-technical language. Guide the customer toward realistic expectations.

Avoid promise dates whenever possible. If you're blueprinting, setting target

dates should be avoided until the vehicle is blueprinted and the status of parts and insurance approvals is known. At a minimum, if you see a "three- or four-day repair," say four. If you say "three or four days," the customer hears three. If you get it done in four, you think you're on time. But the customer perception is that you promised three and delivered four, and therefore you're a day late.

### Status Updates

There are many factors that contribute to good CSI scores, including professionalism, quality and on-time evaluations. In the customer's mind, a quality repair delivered on time by a professional is a given. They expect that.

Studies have demonstrated that the most important factor in customer satisfaction is simply keeping the customer informed about the status of their vehicle's repairs. In fact, a customer who receives their repaired vehicle a day late but was kept informed will provide a higher CSI score than the customer who received their vehicle on time but was not kept informed! (Source: Mitchell AutocheX White Paper).

This factor is so important that, during initial qualification, the customer should be asked how frequently they want to be updated and which method of update they prefer.

"Mrs. Jones, how frequently would you like me to provide status updates during the repair? Would you prefer I call your home, your office, your cell? Or would you like an e-mail or text?"

Once the customer has defined the method and frequency of updates, it's up to you to satisfy that request. In some management systems, e-mails or texts are automatically sent to customers by pre-set timing. Whether you use an automated system or a simple calendar, update the customer!

### Keep it Simple

Keep all customer communication simple. Avoid technical jargon, and answer questions honestly and briefly. There's no point in speaking ill of competitors or insurers. Keep answers short and to the point and in clear, non-collision language.

Customers have no idea what many of our common terms mean, including

"DRP." Simply saying "We're a DRP for your insurer" may sound like a foreign language to them. Explain what a DRP is and what the advantages are – unless you're not a DRP for their insurer, in which case you should explain what a DRP is and why the customer should choose your shop instead of the DRP.

Make sure you've answered all of the customer's questions. Most of us don't eagerly share due to insecurity or lack of knowledge. That goes for customers, too. They don't want to say, "I'm still unsure about..." They'll just politely nod their head and leave, with questions still in their mind. We need to continue communication, making sure they understand everything.

For example, I watched an estimator do a great job of qualifying a customer, handling objections and trying to make the sale. But the customer was a "customer pay." The customer left, supposedly to make a decision, and the estimator told me that he "wastes" lots of time on customer-pay estimates. Had he listened to the customer, he would have understood that the customer was still unsure about the process and needed help making the decision about whether it's best to pay out of pocket or file an insurance claim. The customer left with unanswered questions. Had the estimator provided assistance and information to help the customer answer his questions, he would have gotten the job.

### Summary

Improving customer satisfaction boils down to treating customers just as we would all like to be treated. Answer the phone, professionally, by the third ring. Focus on the customer, not the vehicle. Listen, truly listen, to the customer. Be honest and keep the communications clear and non-technical. And, most importantly, keep the customer informed throughout the process by the method and frequency the customer suggests.

Then, when the repairs are completed, confirm that you've fulfilled your promise to keep the customer informed. Find ways to continually remind the customer that your collision repair center fulfilled its promises and convert that customer from just another customer into a raving fan salesperson for your facility.



**Improving customer satisfaction boils down to treating customers just as we would all like to be treated.**

OTHER SPRAY GUNS

**WS-400 Series (Gun Only)**

- HD technology  
Concentrates the atomization for a better finish and better TE
- Large Dense fan pattern

Part No.	Model No.	Nozzle
<b>5905</b>	WS400-1301HD	1.3
<b>5910</b>	WS400-1401HD	1.4
<b>5920</b>	WS400-OBS	1.3



**3M™ Performance Spray Gun System**

- Precision spray performance with high transfer efficiency and large, adjustable fan pattern
- Faster clean up
- Lightweight, impact-resistant spray gun body



**3M**  
No. 26778

**3M™ Performance Spray Gun**

- Lightweight, impact-resistant body made from advanced composite material
- Easy-change, replaceable nozzles range from 1.1 to 2.0
- Designed for comfort



**3M**  
No. 26832

**3M™ Accuspray™ ONE Spray Gun System with PPS™**

- All-in-ONE packaged display
- Fast, simple head replacement affords the performance of a brand new spray gun on demand
- Atomizing heads can be used on any Accuspray™ replaceable atomizing head spray gun



**3M**  
No. 26580

**KIT INCLUDES:**

- (5) replaceable atomizing heads in 2.0 mm (red), 1.8 mm (clear), 1.4 mm (orange), 1.3 mm (green) and 1.2 mm (blue)
- (5) standard size (22 oz) PPS™ Series 2.0 Lids and Liners
- (1) standard size (22 oz) PPS™ Series 2.0 Hard Cup

**WBX Spray Gun Kit**

- Split Nozzle Technology
- Gives users a fast, smooth, even, flat finish
- Operating at a low air pressure, while maintaining a wide fan pattern



**ANEST IWATA**  
SPRAY EQUIPMENT

**KIT INCLUDES:**

- W-400-LV-WBX 1.3 Gravity Compliant Spray Gun
- 1.5 Nozzle (use with 1.3 needle)
- 1.2 Nozzle Needle Set
- 700 ml Aluminum Gravity Cup
- Air Regulator
- Spray Gun Lubricant
- Brush
- Wrench

**3M™ Accuspray™ Pressure Feed Spray Gun Kit HGP**

- Designed for use with 3M™ PPS™ Type H/O Pressure Cups, excellent for high-viscosity coatings
- Replaceable atomizing heads reduce cleanup time and maximize consistent application

**3M**



No. 16587

**3M™ Accuspray™ ONE Spray Gun Kit**

- Fast, simple head replacement affords the performance of a brand new spray gun on demand
- Atomizing heads can be used on any Accuspray™ replaceable atomizing head spray gun



**3M**  
No. 26578

**KIT INCLUDES:**

- (5) replaceable atomizing heads in 2.0 mm (red), 1.8 mm (clear), 1.4 mm (orange), 1.3 mm (green) and 1.2 mm (blue)
- Color indicator rings
- Mountable spray gun holder
- Nozzle indicator insert
- Airflow control valve

**3M**

SPRAY GUNS

OTHER SPRAY GUNS

LPH400 LVX Spray Guns

- Engineered to provide increased productivity in application for solvent or waterborne basecoats
- Faster than the competition and has an ultra smooth application with no technique change
- Proficient with waterborne coatings especially in hot dry climates
- Gun only



Part No.	Model No.	Nozzle
5660	LPH400LVX-134LV	1.3
5670	LPH400LVX-144LV	1.4



W-400 LV-WBX Primer/Sealer Spray Guns

- Developed specifically with a high-end, flawlessly finished primer/sealer coat
- Exclusive red air cap and precision engineered split nozzle combine to create a fast, smooth, even, flat finish.
- Operates at low air pressure while maintaining a wide fan pattern and excellent transfer efficiency
- Best for Thin Viscosity Sealers



Part No.	Description	Nozzle MM
2112	W-LV-400-12WBX	1.2
2113	W-LV-400-13WBX	1.3
2114	W-LV-400-14WBX	1.4
2115	W-LV-400-15WBX	1.5
2116	W-LV-400-16WBX	1.6
2118	W-LV-400-18WBX	1.8

SPRAY GUN ACCESSORIES & CLEANING PRODUCTS

12 pc Spray Gun Cleaning Kit

- Designed for use with both HVLP and Conventional systems
- Safe with all thinners & solvents
- Specially-formulated lubricant for spray guns



KIT INCLUDES:

- (1) Body Cleaning Brush with wooden handle
- (1) External Brush with metal handle
- (3) Fluid Tube Brushes with metal handles
- (1) Straight Line Wire
- (5) Picks
- (1) Jar of Lubricant

No. T550



Standard Spray Gun Cleaning Kit

- 12 pc. spray gun cleaning kit
- Safe to use with chemicals, solvents, acids, etc
- Safe for use with spray gun cleaners



No. 212



KIT INCLUDES:

- (1 pc each) 3/8", 1/2" and 5/8" coated handle solvent resistant natural hair bristle tube brushes
- (5) Wooden picks and 1 precision aircap cleaning needle
- (1) Wooden handle gun body natural bristle brush
- (1) flared soft exterior cleaning brush
- (1) Jar of spray gun needle lubricant

2 pc Gravity Feed Spray Gun Holder

- Two piece holder allows painter to fill spray gun without assistance
- Can be kept mobile, or easily mounted to bench or wall
- Top strainer holder swivels & may be removed for additional clearance
- Rugged metal construction guaranteed for one (1) year



No. T555



Premium Gun Wash

- A premium gun wash and solvent
- Fast acting
- Remove wet and dry paint build-up

No. UGW5



3M™ High Power Spray Gun Cleaner

- Helps reduce the use of cleaning solvents
- Compatible for cleaning waterborne and solvent-based coatings
- Aerosol cleaner is low VOC – less than 25 g/L (meets SCAQMD Rule 1171)
- Designed for use on metal spray equipment or composite/plastic components



No. 26689





SPRAY GUN ACCESSORIES & CLEANING PRODUCTS

**XXX Universal Surface Cleaner**

- 2-in-1 cleaner reduces products needed in collision center
- Helps eliminate static for improved metallic orientation and reduced dust contamination
- Solvent strong in waterborne formula
- Exceptional grease-cutting power
- Multifunctional for primed or painted surfaces, leather, vinyl, plastic, aluminum, and bare metal



Part No.	Description	Size
<b>77771</b>	XXX Universal Surface Cleaner	Gallon
<b>77774</b>	XXX Universal Surface Cleaner	Quart

**XXX Universal Gun Cleaner**

- 2-in-1 cleaner reduces products needed in collision center
- Superior 100% virgin solvent formula
- Reduces mistakes from choosing incompatible cleaners
- Removes waterborne or solvent-based paint as well as dedicated cleaners



**SEM**® **No. 77763**

**Spray Gun Paint Remover**

- Easy to Use
- Economical
- Keeps paint guns running smoothly, saving time, labor and material
- 425 g Aerosol



**No. SSGC**

**1K Gun Cleaner**

- Suitable for solvent- and waterborne basecoats
- Equipped with lancet
- Ideal for cleaning of the variator nozzle and conventional spray gun



**No. 3680095**



**Naked Gun Gun Cleaner**

- Cuts epoxy, polyester and urethane paints
- Formulated for automatic gun washers
- Lasts 3 times longer than other thinners
- Prevents loading and redepositing of paints and pigments



Part No.	Size
<b>CGC111</b>	5 Gallon
<b>CGC112</b>	5 Gallon

**Naked Gun Spray Gun Paint Remover**

- Works on both solvent and waterborne paint
- Removes paint
- Includes convenient spray tube
- 15 oz Aerosol



**No. ENGC11131**

**Spray Gun Cleaner**

- VOC Compliant in all 50 States
- Recommended alternative to ENGC11131 in CA
- Use on both solvent-based & waterborne coatings
- Powerful stream removes paint effortlessly from the gun
- Works better than laquer thinner - doesn't leave a film on the gun
- No need for special equipment or time consuming dipping
- 15 oz aerosol, case of 12



**No. ENGCO**

**Remove paint from:**



Internal parts of the gun

Spray gun bodies

Spray tips

Includes convenient extension tube

MIXING CUPS

High Teck™ Mixing Cups and Lids

- Strong, Durable, and Tough Polypropylene Cup is Crack Resistant
- Easy to read for proper mixing every time
- Solvent Resistant
- Made in the USA.
- 10% reduction option has been added to the four popular mixing scales



MIXING CUPS

Part No.	Description	Qty
MC16	Pint Cups	100
MC32	1 Quart Cups	100
MC86	2.5 Quart Cups	50
MC165	5 Quart Cups	50

MIXING CUP LIDS

Part No.	Description	Qty
MC16L	Pint Cup Lids	100
MC32L	1 Quart Cup Lids	100
MC86L	2.5 Quart Cup Lids	50
MC165L	5 Quart Cup Lids	50

E-Z MIX® Disposable Mixing Cups and Lids

E-Z MIX®

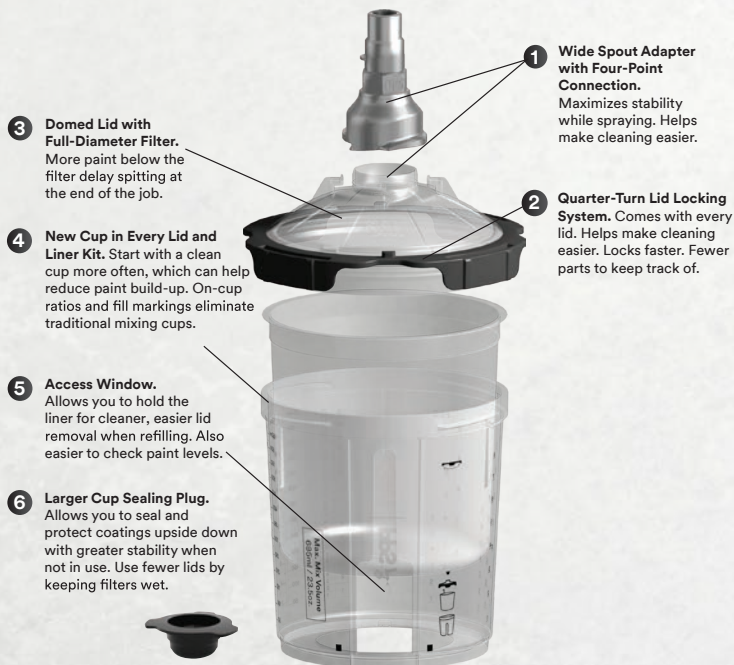


Part No.	Description	Qty
70008	1/2 Pint Cups	100
70008L	1/2 Pint Lids	100
70016	Pint Cups	100
70016L	Pint Lids	100
70032	Quart Cups	100
70032L	Quart Lids	100
70064	2 Quart Cups	50
70064L	2 Quart Lids	50
70086	2.5 Quart Cups	25
70086L	2.5 Quart Lidss	25
70165	5 Quart Cups	25
CMC24	1 Quart Champion Cup	100

PAINT CUPS

3M™ PPS™ 2.0 Paint Preparation System Cups

- Hard cups designed specifically for 3M™ PPS™ Series 2.0
- Mix ratios built into every hard cup – no need for separate inserts
- Clear access window lets you firmly grasp the liner, making lid removal easier during tinting/refilling
- 'Max Fill' notation allows users to fit maximum amount of fluid in cup
- Designed for use with quarter-turn PPS™ Series 2.0 lid locking system for faster, easier assembly



Part No.	Description	Micron	Qty/Bx
26024	Large (28 oz)	200	50
26000	Standard (22 oz)	200	50
26112	Midi (13.5 oz)	200	50
26114	Mini (6.8 oz)	200	50
26028	Micro (3 oz)	200	50
26325	Large (28 oz)	125	50
26301	Standard (22 oz)	125	50
26312	Midi (13.5 oz)	125	50
26314	Mini (6.8 oz)	125	50
26328	Micro (3 oz)	125	50
26730	UV Standard (22 oz)	125	50
26710	UV Standard (22 oz)	200	50
26172	Standard (22 oz)	200	6
26170	Midi (13.5 oz)	200	6
26173	Standard (22 oz)	200	6
26171	Midi (13.5 oz)	200	12

# SATA® RPS®

The safe, refillable cup system for professionals:  
**easy, perfect, economical**



SATA RPS (Rapid Preparation System) is the ideal cup system for shops focusing on perfect finishes and high profitability. It makes a painter's life much easier, considerably increases productivity and drastically reduces the consumption of cleaning solutions and solvents.

Part No.	Description
<b>1011973</b>	(40) RPS Cup Flat Sieve 0.9L, 125 Micron
<b>1011981</b>	(40) RPS Cup Plug Sieve 0.9L, 200 Micron
<b>1012004</b>	(40) RPS Cup Flat Sieve 0.9L, 200 Micron
<b>1010389</b>	(40) RPS Cup Flat Sieve 0.3L, 125Mi, Std Lid
<b>1010397</b>	(40) RPS Cup Plug Sieve,0.3L, 200Mi, Std Lid
<b>1010404</b>	(100) RPS Cup Plug Sieve,0.3L, 200Mi, Std Lid
<b>1010420</b>	(100) RPS Cup Flat Sieve 0.3L, 125Mi, Std Lid
<b>1010438</b>	(60) RPS Cup Flat Sieve 0.6L, 125 Micron
<b>1010488</b>	(60) RPS Cup Plug Sieve 0.6L, 200 Micron
<b>1010496</b>	(60) UV .6L 200 Micron RPS Cup
<b>1010503</b>	(60) UV .6L 200 Micron RPS Cup
<b>1010545</b>	(60) RPS Cup Flat Sieve 0.6L, 200 Micron
<b>1010553</b>	(60) RPS Cup Flat Sieve 0.3L, 125Mi, Mjet Lid
<b>1010561</b>	(60) RPS Cup Plug Sieve 0.3L 200Mi, Mjet Lid



## MISCELLANEOUS PAINT CUPS

### E-Z MIX® Mixing Pitcher



Part No.	Description	Qty
<b>42500</b>	2.5 Quart Mixing Pitcher	10
<b>44000</b>	4 Quart Mixing Pitcher	6

### E-Z MIX® Paper/Plastic Cups



**1/4 Pint Plastic Cups**  
• 200 per case  
**No. 70003**



**1/4 Pint Paper Cups**  
• 400 per case  
**No. 70004**

## MISCELLANEOUS SPRAY EQUIPMENT

### Squeeze Bottle and Nozzle

- Solvent resistant HDPE bottle and nozzle
- Reduce large bulk containers of liquid materials to a smaller more manageable squeeze bottle



Part No.	Size	Nozzle type
<b>9808</b>	8 oz	Standard Spout
<b>9808-W</b>	8 oz	Wide Mouth Spout
<b>9812-W</b>	12 oz	Wide Mouth Spout
<b>9816-W</b>	16 oz	Wide Mouth Spout

### Spray Gun Holders

- Great way to keep the spray guns in your shop or booth organized
- Strong steel construction made to hold gravity fed spray guns



Part No.	Description
<b>160</b>	Uncoated, Wall Mountable
<b>165</b>	Non-scratch Coated, Magnetic

MISCELLANEOUS SPRAY EQUIPMENT



**Plastic Lid**  
**No. 94008321**



Scan to see Iwata's  
Product and Parts  
Catalog



**Plastic Lids - 3 pack**

- Lids will fit 0.75 Liter and 1 Liter SATA aluminum gravity flow cups



**No. 71555**



**Silver Gravity Flow Cup**

- 1 Liter aluminum cup



**No. 96685**

**Heavy Duty Pressure Sprayer**

- Built in pressure relief
- Spray & Stream mode
- Large Volume (51oz) canister with fluid level window
- Large opening
- Wide Base for stability



**No. 3132**

**Preval Spray System**

- Aerosol-based spray system
- Mix any paint, chemical or solution and turn it in to sprayable material
- Patented Venturri Vacuum Process results in an unadulterated finish with no color change



Part No.	Description
<b>267</b>	Preval Sprayer
<b>3005</b>	vGrip
<b>268</b>	Power Unit
<b>271</b>	Touch Up Jars

**Century Series Gun Repair Service Kit**

- Longer life
- Self tensioning
- Suitability for any type of solventborne and waterborne paint
- Include Needle Spring, Needle Packing, O-Rings



**No. 5650**



**Detailer's Spray Bottle with Large Sprayer**

- Solvent resistant HDPE bottle and nozzle
- Twist nozzle allows adjustment from fine mist to jet stream spray pattern
- Siphon tube reaches to the bottom of bottle with a built-in screened filter



**No. 9900**

BOOTH MATS

**Pig® Grippy® Paint Booth Mat Rolls**

- Reduce airborne contamination up to 85%
- Provides a clean surface that traps paint overspray
- Peels up easily for quick changeouts and reduces cleanup time
- Eight layers of fine-fiber polypropylene

Part No.	Color	Size
<b>25800</b>	Blue	32" x 50'
<b>MAT32100</b>	Blue	32" x 100'
<b>MAT32100G</b>	Gray	32" x 100'



BOOTH FILTERS

EXHAUST

**24" x 48" x 8" Blow Therm Booth Filter**

- Series 420
- V Bag|Header
- 1" Poly Scrim
- Used as Prefilter and Extraction Filter
- Sturdy
- 4 per case



**No. 420-038**



**20" x 20" Paint Arrestor Snap-In Grid**

- Metal grid to support paint arrestor pads, rolls
- Has rubber tips to force fit into frame and prongs to hang the media



**No. 078-002**



**EXHAUST**

**Series 55 Intake Panel**

- PBT-32TM Tackifier
- Tackifier NEVER DRIES OUT
- Self Seal to Prevent By Pass



**VISKON-AIRE\***  
Air Filter Products

Part No.	Description	Size
<b>464-100</b>	Linked Panel (Internal Wire)	20" x 50"
<b>464-120</b>	Linked Panel (Internal Wire)	20" x 48"
<b>865-000</b>	Single Panel (Internal Wire)	20" x 20"
<b>865-006</b>	Single Panel (Internal Wire)	20" x 20"
<b>872-001</b>	Single Panel (Internal Wire)	20" x 25"

**107X Blue/ White Heavy Duty 18-Gram Fiberglass Arrestor**

- 18 Gram Fiberglass
- 6H Compliant
- 99.54% Efficient



**VISKON-AIRE\***  
Air Filter Products

Part No.	Description	Size
<b>017-202</b>	Paint Arrestor Pad	20" x 20" x 2.5"
<b>017-203</b>	Paint Arrestor Pad	20" x 25" x 2.5"
<b>017-239</b>	Paint Arrestor Roll	40.5" x 100 (ft) x 2.5"
<b>017-240</b>	Paint Arrestor Roll	30" x 100 (ft) x 2.5"
<b>017-241</b>	Paint Arrestor Roll	36" x 100 (ft) x 2.5"
<b>017-242</b>	Paint Arrestor Roll	24" x 100 (ft) x 2.5"
<b>017-244</b>	Paint Arrestor Roll	48" x 100 (ft) x 2.5"

**Yellow/White Extra Heavy Duty 22-Gram Fiberglass**

- 22 Gram Fiberglass
- 6H Compliant
- 99.03% Efficient



**VISKON-AIRE\***  
Air Filter Products

Part No.	Description	Size
<b>025-202</b>	XHD Arrestor Pad	20" x 20" x 2.5"

**SG-15 Green/White Standard Duty**

- 22 Gram Fiberglass
- 6H Compliant
- 99.03% Efficient



**VISKON-AIRE\***  
Air Filter Products

Part No.	Description	Size
<b>028-202</b>	Paint Arrestor Pad	20" x 20" x 2.5"
<b>028-203</b>	Paint Arrestor Pad	20" x 25" x 2.5"

**300 Series Green 15-Gram Paint Fiberglass Arrestor Pad**

- 300 series efficiency 98.81
- Provides excellent paint overspray holding capacity



Additional sizes available

**viledon®**  
engineering

Part No.	Size	Part No.	Size
<b>300-020</b>	20" x 20" x 2.5"	<b>300-025</b>	20" x 25" x 2.5"

**400 Series Yellow 22-Gram Paint Fiberglass Arrestor Pad**

- 400 series efficiency 99.0
- Provides excellent paint overspray holding capacity



Additional sizes available

**viledon®**  
engineering

Part No.	Size	Part No.	Size
<b>400-020</b>	20" x 20" x 2.5"	<b>400-130</b>	30" x 100 (ft) x 2.5"
<b>400-025</b>	20" x 25" x 2.5"	<b>400-136</b>	36" x 100 (ft) x 2.5"
<b>400-120</b>	20" x 100 (ft) x 2.5"	<b>400-140</b>	40" x 100 (ft) x 2.5"
<b>400-124</b>	24" x 100 (ft) x 2.5"	<b>400-146</b>	46" x 100 (ft) x 2.5"
<b>400-127</b>	27" x 100 (ft) x 2.5"	<b>400-148</b>	48" x 100 (ft) x 2.5"

**500 Series Green 30-Gram Paint Fiberglass Arrestor Pad**

- 500 series efficiency 99.70
- Provides excellent paint overspray holding capacity



Additional sizes available

**viledon®**  
engineering

Part No.	Size	Part No.	Size
<b>500-025</b>	20" x 25" x 2.5"	<b>500-136</b>	36" x 100 (ft) x 2.5"

**PA560 Ceiling Filter**

- Can be custom fit to your booth
- MERV Class 9
- ASHRAE 52.2
- Average efficiency on particles >5 micron % >99



**viledon®**  
engineering

*Please speak with your local representative for part numbers and availability.*

**Andrea Standard Filter**

- High holding capacity for all dry spray booths
- Size: 3' x 30'
- 90 sq. ft of surface area



**BINKS**

**No. 29-359**

**BOOTH COATINGS**

**Mask & Peel Spray Booth Coating**

- Peelable coating for easy clean up
- Shields booth surface from overspray
- Bright white for max visibility
- 5 Gallon pail



**No. CMP229**

**Self-Adhesive Light Box Protect Film**



- Covers lite box glass in spray booths
- Eliminates labored cleaning method of glass
- Temp resistant up to 200 degrees
- Preserves booth lighting without distortion or deflection
- 24 x 100'

**No. 435**



**Spray Booth Wall Film**



- Durable, puncture resistant plastic film
- Self adhering leaves no adhesive transfer
- Eliminates labor intensive removal of spray or roll-on peelable coatings
- Cuts booth maintenance time in half
- Resists heat up to 200 degrees
- Remove every 60-90 days
- 36 x 100'

**No. 438**



**3M™ Waterbased Booth Coating**

- Sprayable water-based liquid that dries to a clear film and cleans up with water
- Designed to protect paint booth walls, lights, etc. from paint and primer overspray
- Conventional spray gun equipment



Part No.	Size
<b>6839</b>	Gallon
<b>6840</b>	5 Gallon

**Self-Adhesive Spray Booth Floor**



- For sealed concrete spray booth floors
- Reverse wound (adhesive side out) for easier application
- Heavy duty mil guage plastic film resists tears and punctures
- Dry non skid surface
- Resists temps up to 200 degrees
- Eliminates cleaning floor with chemicals
- Can be rinsed off with water
- Remove every 60-90 days
- 48 x 200'

**No. 421**



**3M™ Dirt Trap Surface Protection System**

- Durable floor protection
- Easy application with applicator tool
- Easy, clean removal
- Mitigate dirt/dust before it enters the booth
- 25% less adhesive which means easier removal + reduce adhesive transfer
- Versatile, surface protection anywhere in shop



Part No.	Description	Qty
<b>37852</b>	28" x 300' Dirt Trap Protection Gray	1
<b>37853</b>	56" x 300' Dirt Trap Protection Gray	1
<b>36865</b>	Dirt Trap Material 28" Floor Applicator	1
<b>36864</b>	Dirt Trap Material 56" Floor Applicator	1



36865



**Tacky Netting**

- Made of lint free monofilament nylon
- Open tack formulation stays tacky for months
- Contains flame retardant
- Size of roll 72" x 160'
- Available in white
- Eyelets on both top and bottom of roll
- Eyelets repeat every 2"



Part No.	Description
<b>760-W</b>	White Tacky Netting
<b>760-WS</b>	Starter Kit: Includes 1 roll (760-W) and 12 magnets
<b>761</b>	Magnets with hooks (6)
<b>762</b>	White Netting (30" x 160')



# Goodbye dust. Hello profits.

- Reduces the amount of dust in the air from sanding, leading to less rework, improved cycle time and greater process efficiency.
- Reduces cleanup time.
- Enhances workplace efficiency by reducing time spent searching for tools and materials.
- Enables the use of abrasives to end of life, leading to reduced material spend.
- Increases technician mobility.
- Designed with the technician's safety in mind.

Contact your sales representative  
to schedule a demo.



powered by

**FESTOOL**  
Automotive Systems

**AIR MANAGEMENT**

**AIR DRYERS**

**WindJet® Nozzle**

- Perfect for those small spot repairs with water-based paint
- Uniform distribution of air across the impacted surface with strong shear



**No. ASETWINDJET1**



**AIR FILTRATION**

**Air Preparation System**

- Motor Guard Sub-Micronic Filter with Hydrophilic Element
- 1/2 NPT Straight-Through Piping Design
- Heavy Duty, Quick-Turn Ball Valve
- Highly-Visible Pressure Gauge with Glass Lens
- Versatile Wall Mounting Brackets



**No. M-60R**

**Air Filter**

- Pipe Size: 1/4 NPT
- Nominal Airflow: 45 CFM
- Filtration Rating: .01 Micron
- Maximum Pressure: 125 PSI
- Temperature Range: 32-175 F
- Replacement Element: M-723
- 1/4 NPT Connections on Bottom
- Made in the USA.



Part No.	NPT
<b>M-30</b>	1/4"
<b>M-60</b>	1/2"

**Accessories:**



**Replacement Element Filter (1)**  
**No. M-723**



**LG Seal Ring, Buna-N**  
**No. 106-10**

**Spray Gun Filter**

- Pipe Size: 1/4 NPT
- Nominal Airflow: 30 CFM
- Filtration Rating: .01 Micron
- Maximum Pressure: 100 PSI
- Temperature Range: 32-120 F
- Made in the USA



Part No.	Packaging
<b>D-12-1CJ</b>	Jar of 25
<b>D-12-2</b>	Pack of 2

**Spray Gun Filter**

- Disposable compact air filter
- Built with a super sensitive set of filters that will effectively remove oil, aerosols, smoke, condensed moisture and virtually all solid particles
- More filter than the competition
- Filters down to .01 micron



**In-Line Dessicant Filter**

- Pipe Size: 1/4 NPT
- Filtration Rating: 5 Micron
- Maximum Pressure: 125 PSI
- Temperature Range: 32-130 F
- Made in the USA.



**No. 01008**

Part No.	Description	Size
<b>323</b>	Opaque ABS	Single-Carded
<b>323-C</b>	Clear Polycarbonate	Single-Carded
<b>323-C-B</b>	Clear Polycarbonate	Bulk 10 Pack
<b>323-25</b>	Opaque ABS	Counter Display Tub (25)

**Dryaire Desiccant System**

- Removes dirt, water, oil and uncondensed moisture from compressed air lines
- Silica gel provides maximum moisture absorption
- Features easy desiccant change out, regenerate, or replacement (6765-1) and changes color when saturated



**No. 6760**

**Accessories:**

Stage 2: Replacement Coalescer Element  
**No. 22655**

Stage 3: 5 lb replacement desiccant beads, 100% Silica Gel Desiccant  
**No. 6765**

**Air Control**

Part No.	Model	Filtration	Air Inlet	Air Outlet	Max Op. Pressure	Filter Capacity
<b>6710*</b>	606	5 Micron	1/4" NPT	1/4" NPT	160 psi	120 CFM
<b>6720</b>	606A	5 Micron	1/2" NPT	1/4" NPT	200 psi	120 CFM
<b>6730</b>	606B	5 Micron	1/2" NPT	1/4" NPT	200 psi	120 CFM
<b>6950</b>	880A	5 Micron	1/2" NPT	3/8" NPT (F)	200 psi	75 CFM
<b>8130*</b>	F88	5 Micron	1/2" NPT	3/8" NPT	160 psi	75 CFM



\*Air filter only



## AIR REGULATORS & COUPLERS

### AK1B2 - Compact Air Regulator

- Spray Gun Airflow Control, Inline
- Includes 0 - 140 psi Pressure Gauge
- 1/4" NPS



**No. 8130B**



### AK1-R2 Air Regulator

- Pressure range of 0 to 90 psi
- Color code Blue: Maximum 20 psi for W400LV spray gun
- Green: Refer to manual for LPH HVLP spray guns
- ASME grade B accuracy 3-2-3%
- Steel case and ring on gauge
- Glass window



**No. 8131B**



### Air Adjusting Valve

- Dual-Scale Pressure Gauge with Glass Lens
- HVLP Approved
- Durable Construction
- 1-Year Limited Warranty



**No. 04049**



### 12AAV Air Adjusting Valve

- Precision tapered valve: Start from closed to fully open in approximately 4 turns
- Air inlet 1/4" npsm
- Air outlets (swivel nut) 1/4" npsm



**No. 1010**



### SATA Air Micrometer

- Gauge markings at 29 and 43 psi for SATA HVLP guns
- Pressure range 0 - 145 psi
- Color coded pressure range of SATA HVLP guns (green) and SATA RP (blue)



**No. 27771**



### 24 AAV Air Adjusting Valve with Gauge

- Precision tapered air adjusting valve
- Heavy-duty pressure gauge reading up to 160 psi
- Start from closed to fully open in approximately 4 turns
- Use on HVLP spray guns
- Air inlet 1/4" npsm
- Air outlets (swivel nut) 1/4" npsm



**No. 2210**



### Brass Air Regulator

- Increases or decreases air pressure as desired
- Air Inlet NPT: 1/4"
- Air Outlet NPT: 1/4"
- PSI: 90-140PSI



**No. 5706**

### Mini Paint Gun Regulator

- 0-60 PSIG operating range for precision adjustment with glass lens
- Push-pull lockable adjustment knob
- High flow air design, up to 30 SCFM
- 1/4" inlet/outlet
- Max. inlet pressure = 200 PSIG
- Temperature range = 40°F to 120°F



**No. MR-1**



### Air Regulator with Gauge

- Provides fine air control for spray guns and air tools
- Swivel top allows for easy installation
- Fits any spray gun or air tool



**No. WS11**

### Air Regulator w/Gauge

- Air pressure gauge reads up to 160psi (11 bar)
- In-line regulator allows quick and accurate air flow adjustments from closed to fully open
- Female air outlet swivels to prevent hose from binding
- 1/4" NPT male inlet & swivel female outlet
- Max working pressure: 120 PSI
- Air flow: 7 CFM @ 100 PSI when valve is fully opened



**No. 882**

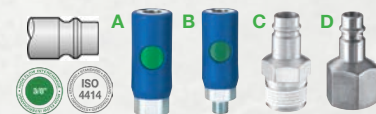


**Save hundreds of dollars a year on lost energy expenses.**

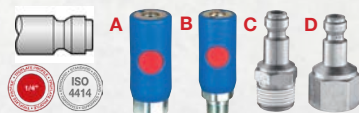
- One push to disconnect in complete safety
- Non scratch, light weight composite body
- Anti-static, silicone free manufacturing
- Consistent flow rate for high quality finishes
- Maximizes the efficiency of air tools
- Nitrided steel, anti-corrosive plug



- A IRC061201CP, FNPT IND
- B IRC061251CP, MNPT IND
- C IRP066251P3, MNPT IND
- D IRP066201P3, FNPT IND



- A ERC071201CP, FNPT HF
- B ERC071251CP, MNPT HF
- C ERP076251P3, MNPT HF
- D ERP076201P3, FNPT HF



- A URC061201CP, FNPT AUTO/TRU
- B URC061251CP, MNPT AUTO/TRU
- C URP066251P3, MNPT AUTO/TRU
- D URP066201P3, FNPT AUTO/TRU



- A ARC061201CP, FNPT ARO210
- B ARC061251CP, MNPT ARO210
- C ARP066251P3, MNPT ARO210
- D ARP066201P3, FNPT ARO210

COLOR CORRECT & SHOP LIGHTS

**SATA® trueSun™**

- Uniform distribution of the light intensity across the entire light cone
- Fast charging cycle time of approximately 50 min
- Adjustable light intensity
- Built-in charge level display
- Sturdy shock protection
- Daylight LED with interchangeable protection screen
- Ergonomic handle
- Includes battery and charger



**No. 1012129**

**Accessories:**

**SATA trueSun™ Battery**  
No. 1010082

**SATA trueSun™ Charger**  
No. 1006445

**500x2 Lumen Wirelessly Rechargeable Folding Double-Sided LED Slim Light**

- Two 500 lumen main lights front and back
- Includes USB-C charging cable and adapter
- Massive twin lithium-ion battery 4,400mAh capacity for 3.25+hrs of use from the main light on high
- Adjustable dimming feature
- 180° folding design, 150 lumen top light, base magnet, dual handle magnets, base hook and charge level indicator lights.



**Part No. Description**

<b>52SL</b>	Wireless Rechargeable Folding LED Light
<b>52SLC</b>	Folding LED Light with Wireless Charger
<b>52SL-WCP</b>	Charging Pad for 52SL LED Light

**Handheld Color Match Light**

- Impact Resistant
- IP65 water and dust proof
- Easily removable and cleanable lens
- Industry leading dual COB 96 CRI LED array
- Collapsible 360-degree rotating hook
- 180 degree folding magnetic base



**No. 50SLMAX**

**Sunlight 3+**

- Exclusive, unique controls and functionality
- Exclusive, separate linear controls for both lumens and color temperature changes
- Exclusive, Memory Function 50 to 500 lumens light output range
- 2,500 to 6,500 kelvin temperature range (light color temperature)
- 2-year warranty



**No. MT103**

**3M™ PPS Sun Gun II Light Kit**

- Replicate natural sunlight to better match automotive & industrial paint colors
- Evaluate damage for better estimates of cost of repair
- Locate defects prior to painting vehicle or substrate
- Identify imperfections in paint quality



**Accessories:**

**NI-Cad Battery**  
No. 16398



**No. 16550**

**Rechargeable Color Match Light**

- Spots color differences and paint imperfections
- Easily removable and cleanable lens
- Collapsible 360 degree rotating hook
- 180 degree folding magnetic base
- Impact resistant



**No. 50SL**

**Rechargeable Lightweight Color Match Light**

- Compact, lightweight and universal design works on nearly all spray guns
- 500 lumens on high, 95+ CRI rating and 4000K color temperature
- Smart-sense setting turns the light on and off with the wave of a hand



**No. 51SL**

## HEAT LAMPS

### Infrared Heat Lamp



- 1,500 watts of curing power over a 2' x 3' coverage area
- Heavy-duty stand adjusts to over 6' high
- Parabolic reflector creates uniform heat distribution
- Energy efficient fixture operates for only pennies per hour

#### SPECIFICATIONS:

120 volts / 12.5 amps / 36" head / 24 lbs

Also available in 240 volts

**No. 14-1000**

**INFRATECH**  
AUTOMOTIVE

### Speedray Heat Lamp



- Two 1,500 watt heads (3,000 watts total)
- Heavy-duty stand adjusts to over 6' high
- Parabolic reflector creates uniform heat distribution
- Energy efficient fixture operates for only pennies per hour

#### SPECIFICATIONS:

120 volts / 17 amps / 36" head / 26 lbs

Also available in 240 volts

**No. 14-1005**

**INFRATECH**  
AUTOMOTIVE

### Tub Heater with Casters



- Three switch controls
- New wide base stand adjusts to over 6' high
- Product holds seven 250 watt R40 infrared bulbs (not included)

#### SPECIFICATIONS:

120 volts / 15 amps / 18" diameter / 27 lbs

**No. 14-2505**

**INFRATECH**  
AUTOMOTIVE

### Single Hi-Intensity



- High intensity medium wave fixture offers increased power (2,000 watts) and improved cure times over a 3' x 4' coverage area
- 60-minute timer
- Heavy-duty stand adjusts to over 6' high
- Parabolic reflector creates uniform heat distribution
- Operates vertically or horizontally

#### SPECIFICATIONS:

120 volts / 25 amps / 36" heads / 35 lbs

Also available in 240 volts

**No. 16-1000**

**INFRATECH**  
AUTOMOTIVE

### Accessories for 14-100, 14-1005, 14-1100, 14-2505, 16-1000, 17-1012 and 17-1015 Heat Lamps:



#### 32" 1500W 120V Element

1500 Watt 120 Volt

**No. 10-1065**



#### 31" 1650W 120V Element for 17-1015

240V

**No. 17-1125**

**INFRATECH**  
AUTOMOTIVE

## AIR & FLUID HOSE

### Air Hose



- Quality air hose with factory-crimped male ends
- 3/8" ID with 200 PSI rating
- Made in the USA.



Part No.	Size
<b>25FT</b>	3/8" x 25'
<b>50FT</b>	3/8" x 50'

### Magna-Flex Premium Spray Booth Hose

- Durable, lightweight and non-kinking
- Full-flow brass fittings at each end
- 35 foot length
- Exclusive two-year limited warranty



**MOTOR GUARD**

**No. MF-35**

### Vaper Hybrid Flex Air Hose

- Made from a blend of rubber & PVC
- Ultra flexible
- Kink Resistant
- -40° F to 140° F



**VAPER™**

Part No.	Size
<b>19464</b>	3/8" x 25'
<b>19465</b>	3/8" x 50'

**TITAN™**

### Flexzilla Air Hose

- No memory
- Kink resistant under pressure
- Includes bend restrictor
- Lays flat



**LEGACY™**  
**FLEXZILLA™**  
PREMIUM HOSES, TOOLS & EQUIPMENT



Part No.	Size
<b>HFZ3825YW2</b>	3/8" x 25'
<b>HFZ3835YW2</b>	3/8" x 35'
<b>HFZ3850YW2</b>	3/8" x 50'

# Generating Word of Mouth

BY LINDSEY GAINER

as seen on

**fender  
bender**

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They say negative feedback travels far and wide, but how do you generate buzz of the positive variety among your community?



**They say negative feedback travels far and wide, but how do you generate buzz of the positive variety among your community?**

You want people talking about your shop. But how do you make sure the word around town is positive? What can you do to encourage the kind of buzz that brings new customers to your shop, and keeps previous customers coming back time and time again?

Tom Zobelein, owner of Stratosphere Studio, a marketing agency that specializes in helping repair shops grow their businesses, shares his top tips.

**Let Your Work Speak for Itself**

So much of how body shops get their customers comes down to three things: insurance referrals (if they are a direct repair program), digital marketing efforts to pull in new customers, and the work that you do and the reputation that you build one customer at a time—i.e. word of mouth. How many times in your day-to-day do you either ask a friend for "who was that XXX that you recommended?" or "does anybody know a good XXX?" In a business based on customer service, reputation, the quality of your work, your customer focus, even your ideal type of work (such as OEM-specific repairs) get conveyed and shared by word of mouth. While you can't necessarily tie word of

mouth directly back to your ROI like you can with marketing or advertising initiatives, it's extremely important. Asking the question "how did you hear about us?" is a great way to track as best you can, though.

“

Asking the question "how did you hear about us?" is a great way to track as best you can, though.



## Create a Positive Buzz

People are usually happy to share about excellent customer service if you ask them to, especially when you make it a point to let them know how important it is for your business. To ensure you're getting the best feedback possible:

- ✓ Do exceptional work.
- ✓ Always provide top notch customer service.
- ✓ Communication, as with any relationship, is vital—don't leave

your customers waiting for updates, delays or changes. Most of the time if you read a bad review on a body shop's Google My Business page, it's due to bad communication ... the shop was difficult to reach, they missed deadlines or didn't provide updates, or there was a general lack of understanding on the customer's part due to a lack of communication.

- ✓ Treat each customer like it's your first and only customer—even if they are not returning the same courtesies.



## Assume Customers are Looking at Reviews

Always ask your customers for reviews—like I said before, most everyone checks reviews before they select a service provider these days. Right now, Google My Business reviews are the most valuable. Maybe in the future Bing or some other AI-powered search engine could replace Google, but until then Google is still where everybody goes to check reviews. A couple things to keep in mind:

- ✓ Google specifically states that you cannot solicit reviews in bulk (but does not define what "bulk" is), and says you cannot financially incentivize or "buy" reviews. So, don't run contests in exchange for reviews.

- ✓ Another supposed red flag is getting a bunch of reviews from your own IP address (via your Wi-Fi), so avoid asking people to leave a review on the spot.

Instead, encourage customers to leave a review after the fact by sending a follow-up email with a link to your Google listing, adding a postcard requesting a review to paperwork at pick up, or adding signage to your lobby or front desk.

Once you have the reviews, you can use them as social media posts on your shop's Facebook page, too. Sharing one or two reviews a week is a great way to leverage the feedback you're getting for marketing. Also, anything that can drive people to your Google My Business page

(like paid advertising) is going to get more people to see those reviews.

Lastly, make sure you respond to all reviews—good or bad—right away. This shows people you care about their experience. Thank people for good reviews, and offer up the opportunity to contact the shop to discuss a negative review or issue further. Most of the time bad reviews are a result of poor communication. You have to really butcher a car to get a bad quality review. But if you don't clearly define how long the repairs will take or how estimates or the final bill is calculated, parts delays, etc., those will get you a bad review much faster than an issue with a repair. People remember how they were treated above all.

**BODY SHOP EQUIPMENT**

**GUN WASHERS**

**Mini Gun Washer**

- Compact, quick cleaning—thoroughly clean 1 spray gun and 1 cup, or 2 spray guns, in one minute
- Enclosed, automatic, with a safety lid shut-off switch.
- Use exclusively for either solvent or waterborne paintguns
- Three Year pump warranty



**No. G100**

**Stainless Steel Gun Washer**

- Featuring a flow-through brush
- Ideal for cleaning either solvent or water-based paint from spray guns, cups, and other painting accessories
- Clean 2 guns & 2 cups or 3 or 4 spray guns, automatically in one minute
- Made in the USA.



**No. G202**

**Gun Washer with Timer**

- Cleans 2-4 spray guns with automatic timer
- Safety shut off
- Large tank to work in, small foot print
- Made in the USA.



**No. G200**

**Waterborne Spray Gun Cleaner**

- Cleans waterborne spray guns effectively with 3 tools. A high pressure Wash Gun to wash the paint channel, a Flow-Through brush to remove paint from the outside of the spray gun and a Blow Gun for drying.
- Consumables: Uni-ram's top rated waterborne cleaner, AQUA-KLEEN, No. 102-8200, Primary filter, mesh (400 U), No. 102-8125, Secondary (bottom) filter (felt 25U), No. 102-8126.



**No. UM120W**

**Dual Spray Gun Cleaner**

- Cleans both solventborne and waterborne spray guns. The right water tank has the same features as the UM120W.
- The left solvent tank consists of automatic wash using the 4" diaphragm pump, air rinse and clean rinse. A Flow-through brush provides additional cleaning.



**No. U5000W**

**Accessories:**



**AQUA-KLEEN  
Waterborne Cleaner  
No. 102-8200**



**Primary Filter Bag,  
Mesh 400U  
No. 102-8125**



**Blue Air Tube, 6 mm,  
• Air Supply Lines per foot  
No. URT6MM-BL**



**Secondary Filter Bag,  
Felt 25U  
No. 102-8126**



**SOLVENT RECYCLERS**

**Solvent Recycler**

- Recycles used solvent for reuse in cleaning operations.
- With a URS500, solvent purchases and disposal costs drop dramatically.
- Tank capacity: 5 US gal., Recycles in approximately 4 hrs.
- 120 V, 13.3 A
- Also available with auto-solvent-transfer, No. URS500EP2



**No. URS500**

**Accessories:**



**Liner Bags for 20 GAL  
• Liner Bags, 10 per pack  
No. LB2000E-10**



**Recycler Liner Bags 5 GAL  
10 per pack  
No. LB900C-10**



**Lid Gasket (Neoprene)  
No. 770-2150N**

**VACUUMS**

**Vacuum System**

- Powerful but quiet vacuum system
- Compact sanding

Part No.	Description
<b>84100</b>	Vacuum Unit with Pneumatic Hose
<b>84200</b>	Electric Vacuum Unit
<b>84300</b>	Sanding Cart for Vacuum Unit



**WORK STANDS**

**Portable Work Stand (16 lb)**

- Lightweight work bench with capacity of 500lbs
- Steel tubing construction with 1/2" foam padded top
- Adjustable height of 33" to 40" tall



**No. T430**



**Portable Workstand**

- 1-1/4" pipe with foam padding
- 500 lb weight capacity
- Adjustable height-max height of 46"
- Assembled



**No. 95022**



**Heavy Duty Plastic Utility Cart**

- 300 lb load capacity per shelf
- 4" heavy-duty, locking swivel casters with non-marking tread
- Two 3.5" deep trays handle a multitude of supplies



**No. T425**



**Bumper Tree**

- Tilt while painting
- Openings in covers can be painted from the front and back to assure complete coverage
- Casters make moving bumpers easy



**No. 35800**



**Panel Tree Stand**

- Panels load easily and quickly
- Save hours of dry time
- Hold one or two panels securely
- Paint panels, jambs, and car all at one time



**No. 35900**



**Pro Folding Parts Cart**

- Flexible part holding cart
- Simple hand-twist fasteners for quick and easy reconfiguration
- Folding mast for two-side usage
- Holds up to 400 lbs.



**No. 35950**



**Super Stand**

- Comes with 8 adjustable bars
- Single handed rotation of panels 350 degrees in 16 degree increments
- Weight capacity: 200 lbs



**No. 7300**



**Accessories:**

**Knob**  
**No. 7300-04**

**Adjustable 7' Paint Hanger**

- Frame is 5'10" wide and adjusts from 50" - 80" in height
- Six hooks to hold parts
- 4" PU caster wheels, 2 swivel, 2 swivel with brake



**No. 7306**



**The Fender Extender**

- 80" adjustable extension for portable work stand
- Tailored for long or wide bumpers, hoods and fenders
- Bungee cord loop attached
- 200lb weight capacity



**No. 557100**



**Panel Stand - 300 lb Capacity**

- Lightweight panel stand with 300 lbs capacity
- Bumper extension bar can easily be adjusted for any position
- Great for working on bumpers and other automotive parts

**SPECIFICATIONS:**

**Adjustable Height:** 34" to 47" High  
**Weight:** 18.7 lbs

**No. 557012**



## MASKING EQUIPMENT

### 18" Masking Machine

- Includes bars for 2 paper rolls and 4 tape rolls
- 8" wheels and 2 comfort grip handles for maneuverability
- Sharp, anodized blade for smooth cutting
- Wing nuts & large, adjustable washers for easy paper loading & alignment
- Includes bottom storage tray, side sandpaper tray and spray gun bar
- 1 Year Limited Warranty



**No. T415**

### Masking Machine

- Includes bars for 2 paper rolls and 4 tape rolls
- Wing nuts for easier paper loading
- Sharp, anodized blade for smooth cutting
- Large storage tray on bottom for tools
- Sandpaper tray on side and bar
- Weight: 29 lbs



**No. MM18**

### Masking Station - Tree Type

- Holds 4 paper rolls up to 18" and 4 tape rolls
- Non-skid wheels and comfort grip handles for maneuverability
- Sharp, anodized blade for smooth cutting
- Wing nuts & large, adjustable washers for easy paper loading & alignment
- 1 Year Limited Warranty



**No. T417**

### 4 Tier Masking Tree

- Includes bars for 4 paper rolls and 4 tape rolls
- Nonskid rubber wheels
- Wide-base design prevents toppling
- Lightweight steel frame
- Weight: 27 lbs



**No. ASMS-2**

### Mobile Step Masking Machine

- Lightweight, easy to use and portable
- Dispenses rolls up to 18" in width
- Sharp, anodized blade for smooth cutting
- Unit can be used as a step stool
- Load capacity: 220 lbs
- Individually boxed
- Weight: 6 kg

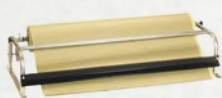


**No. 4577**



### Wall Mount Maskers

- 36" Wall Mount Masker
- Does not attract dirt from the floor
- Mounts on wall – out of the way
- Does not take up floor space



Part No.	Size
<b>78009</b>	36"
<b>78011</b>	18"



### Vertical Masker

- Narrow profile (22") to roll between cars in shop
- Holds a roll of 36" paper and a roll of 36" plastic. Cut plastic with knife
- Dispenses vertically or horizontally



**No. 78012**

### Triple Masker Tree

- Holds 18", 24" and 36" wide masking paper rolls
- Sharp serrated blades for clean cutting
- Easy to load with positive paper and tape alignment



**No. 176**



## BODY SHOP TOOLS

### RIVET GUNS

#### 13" Nut/Thread Setting Hand Rivet Kit

- Easily change mandrels and nose pieces by hand
- Disassembly of tool never required
- Ergonomic grip for easy operation
- 6 interchangeable mandrel/nosepiece sets in Metric M5, M6, & M8 and in SAE 10-24, 1/4-20, & 5/16-18
- Includes 10 pieces of each of the following rivet nuts: M5, M6, M8, 10-24, 1/4-20 and 5/16-18



**No. 1442**

#### 1/4" S/D Hand Riveter

- Extra long handles provide excellent leverage
- Includes 5 nosepieces: 1/8", 5/32", 3/16", 7/32", 1/4"
- Tool length 20-3/4"
- Spent rivet stems are collected in the plastic container for safety and ease of disposal



**No. 1426**



**BODY SHOP TOOLS**

**RIVET GUNS**

**Rivet Tools**

- High-grade, hardened steel frame uses a 1/2" 20 grade 8 hex bolt, with a magnetic end and center recess
- To be used with 1/2" impact wrench

Part No.	Description
<b>21960</b>	Self Piercing Rivet Insert Tool
<b>21970</b>	Self Piercing Rivet Extraction Tool



**Plastic Rivet Setter**

- Great for flexible bumpers, wheel wells, license plate brackets and bumper reinforcements
- One-stroke setting
- Universal nosepiece sets all plastic rivets
- Packaged in a reusable, heavy-duty vinyl pouch
- Weight: .75 lbs



**No. 48005**



**Metric Thread Setter Kit**

- Contains the 39200 Thread - Setter tool in a molded plastic case and 75 assorted Klik Poly Nuts



**No. 39303**



**HEAT GUNS**

**Dual Temperature Heat Gun Kit**

- Versatile with dual heat settings of 572° and 932°
- Double insulated housing for safety & reduced noise/vibration
- Includes durable, blow-molded case and 4 nozzles



**No. T205**



**Heat Gun**

- Upgraded, long-life universal motor delivers 2X PLUS run life
- High 27 CFM at 3,400 FPM, gets tough jobs done faster
- Ergonomic soft grip handle
- Sturdy die-cast aluminum housing w/reinforced adjustable stand



**No. HG-501D**

**Variable Temperature Heat Gun Kit**

- Variable temperature heat gun: 100F to 930F
- Two fan speeds - Low & High (5 & 9 CFM)
- Lightweight - 1 lb.
- Built-in hand guard
- 2 wire double insulated cord set
- Thermoplastic housing for high impact durability
- Built-in Stand
- Use to bend and form plastics, dry body fillers, remove decals, spot dry paint, shrink tubing, packaging and more



**No. EC-200**



**Heat Gun**

- 12.5 amp 120 volt heat gun
- Ideal for plastic welding, shrink tubing, and paint stripping
- Dual temperature setting
- 3 position rocker switch off, high, and low
- Durable ABS body



**No. 22400**

**OTHER BODY SHOP TOOLS**

**7 pc Hammer and Dolly Set - Wood Handles**

- The perfect starter kit for the budget minded "Do-It-Yourselfer"
- Includes a horizontal peen & finish hammer, standard bumping hammer, pick & finish hammer and four dollies



**No. 2720**



**Door Panel Clip Removal Tool**

- Non-scratch vinyl shaft coating
- 9-1/4" total length



**No. 7222**



**AIR TOOLS**

**SANDERS**

**6" Palm Sander**

- 5 mm (3/16") Stroke Finish
- Super lightweight (1.5 lbs) and compact
- Sealed bearings for extended Life
- Built-in speed regulator
- Low noise and vibration design
- Comes with 6" PSA Backing Pad and 24 mm wrench
- 1 Year Limited Warranty



**No. T105**

**600 Series Random-Orbit Action Sander**

- 3/16 Offset Random-Orbit Action Sander
- American-Made
- Aggressive Material Removal
- Light Weight, Ergonomic Design
- Designed to use either 5 or 6 pad



Part No.	Pad Type
<b>600</b>	PSA
<b>600H</b>	Hook



Made in the USA

**Straight Line Sander**

- Free Speed: 2100 SPM
- Air Pressure: 90 PSI
- Air Consumption: 5.5 CFM
- Weight: 5.5 lbs
- Pad Size: 2-3/4" x 15-3/4"

**Dura-Block**  
*The Perfect Finishing Tool*



**No. AF197T**

**Straight Line Shoe**

- Designed for use with both PSA, clip on, and hook and loop file board sandpaper

Part No.	Pad Type
<b>160</b>	Tool Only
<b>260</b>	Hook Included



FERRO INDUSTRIES, INC.

**Straight Line Sander**

- Performs on plastic fillers at any stage of hardening
- Feathers with ease and smoothness
- Dual piston provides efficient power and prevents stalling
- Two handle design for comfortable operation
- 1" Stroke



**Astro**

**No. 888C**

**Model 3500 Sander**

- RPM: 10000+
- Wt: 2 lbs
- 3.5 oz
- Air Consumption: 11.0 CFM @ 90 PSI
- Noise Level: 80 dBa



Made in the USA

**No. 3500**

**Model 3800 Sander**

- RPM: 8,500+
- Air Consumption: 11.4 CFM @ 90 PSI
- Noise Level: 89 dBa



Made in the USA

**No. 3800**

**Model 4500 Sander**

- RPM: 10000+
- Wt: 3 lbs 5 oz
- Air Consumption: 9.8 CFM @ 90 PSI
- Noise Level: 79 dBa



Made in the USA

**No. 4500**

**Onyx Sanders**

- Smallest, lightest, and most powerful sander in its class
- Reach smaller areas and tighter contours
- Spot focuses sanding needs instead of sanding entire area
- The latest technology in ultra compact precision machined internals
- Includes 2" (20301P) and 3" (20302) PU velcro backing pads



**Astro**



- High powered
- 5 mm stroke finish
- Sealed bearings

**Astro**

Part No.	Description	Diameter
<b>322P</b>	Palm Sander, PSA	6"
<b>325P</b>	Random Orbital, PSA	6"

**Sanding & Polish Kit**

- Blow molded case for easy storage and transport
- Female Thread with Male pad
- Straight thread



**No. 3050**

**Astro**

**AIR TOOLS**

**SANDERS**

**3M™ Mini Belt Sander and File Belt Sander**

- Remove spot welds cleanly and quickly replacing the need for expensive drills and bits
- Adjustable arm for user comfort and multiple applications
- Available in 13 inch and 18 inch sizes



Part No.	Description
<b>33573</b>	3M™ Mini File Belt Sander
<b>33575</b>	3M™ File Belt Sander

**Nitro Series™ Nitrofile Abrasive Belt Tool**

- .5 hp, 7° offset, 20,000 rpm, gearless, front exhaust
- Includes 11203 contact arm
- For 18" long abrasive belts, 1/4" to 3/4" wide



**No. NF1**



**Also available:**

**Versatility Kit**

**No. NF1VK**

**Dynafile™ II Abrasive Belt Tool**

- .5 hp, 7° offset, 20,000 rpm, front exhaust
- Includes 11206 contact arm
- For 18" long abrasive belts, 1/8" to 3/4" wide



**No. 40320**



**Also available:**

**Versatility Kit**

**No. 40321**

**Electric Dynafile™ II Abrasive Belt Tool**

- 10,000 rpm, 120 v (ac), 7 amp, 60 Hz
- Includes 11203 contact arm
- For 18" long abrasive belts, 1/8" to 3/4" wide



**No. 40610**



**Also available:**

**Versatility Kit**

**No. 40611**

**BACKING PADS**

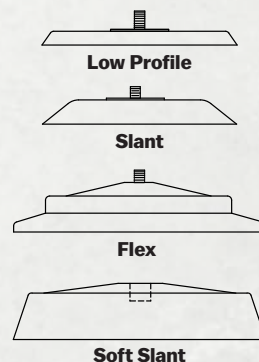


**Sanding Pads**

- Improve your sander and abrasive performance with a genuine DISKIT brand back-up pad
- Superior durability and precision control

*DISKIT pads are available with hook, vinyl and canvas faces in these profiles:*

	Part No.	Description	Face	Profile	Size
<b>Random Orbital Tools</b>	<b>5052</b>	5" DA Medium PSA	PSA	Slant	5"
	<b>6052</b>	6" DA/PSA Pad Soft Edge (Vinyl)	PSA	Flex	6"
	<b>60520</b>	(5/16"-24) 6" Low Profile PSA Pad-DA	PSA	Low Profile	6"
	<b>60720</b>	6" PSA STD Pad with 5/16-24 Thread	PSA	Slant	6"
	<b>60790</b>	6" DKT Sanding Pad	Hook	Slant	6"
	<b>6519</b>	6" DA Medium with Hook	Hook	Flex	6"
	<b>8052</b>	8" Medium/Soft PSA	PSA	Flex	8"
	<b>8054</b>	8" PSA Medium Sanding Pad	PSA	Slant	8"
	<b>8056</b>	8" PSA Soft Pad (Vinyl) 3M	PSA	Soft Slant	8"
	<b>8519</b>	8" Medium/Soft with Hook	Hook	Flex	8"



**Backing Pad**

- Constructed of durable polyurethane foam for longer life
- 29° tapered edge for flexibility on contoured surfaces
- Lightweight & well balanced
- Maximum 10,000 RPM

Part No.	Pad Type
<b>T150</b>	Hook
<b>T151</b>	PSA



**AIR TOOLS**

**BACKING PADS**

**Industrial Back-Up Pads**

- 5/16 - 24 Thread
- Mid-range Industrial Applications
- Fine To Medium Grit Abrasive
- 120+, 13,000 RPM
- Premium Quality

Part No.	Description
<b>4404</b>	4" Backing Plate
<b>4405</b>	5" Backing Plate
<b>4407</b>	7" Backing Plate
<b>4605</b>	5" Backing Plate H.D.
<b>6636</b>	6" PSA Pad with Tapered Edge
<b>6636K</b>	6" Velcro Pad



**CUT OFF & ERASER TOOLS**

**Cut-Off Wheels**

- Very tight balance tolerance
- Premium Aluminum Oxide Grain
- Unique bonding system
- Internal test lab



Part No.	Size	Qty/Box
<b>500-5</b>	3" x 1/32" x 3/8"	5
<b>500-50</b>	3" x 1/32" x 3/8"	50
<b>510-5</b>	3" x 1/16" x 3/8"	5
<b>510-50</b>	3" x 1/16" x 3/8"	50
<b>520-5</b>	3" x 3/16" x 3/8"	5
<b>520-50</b>	3" x 3/16" x 3/8"	50



**Smart Eraser Pad**

- For Pinstripes, Adhesive and Double Faced Tape
- Molded rubber with 5/16" - 24 thread arbor for use with the 533ET or 1208A
- Pad size: 4"
- For use with Astro Part No. 533ET or 1208A
- Use with maximum rated 4000 RPM tool
- Not for use with standard non-geared die grinders



Part No.	Description
<b>400E</b>	Pad
<b>400E6</b>	6 Pack
<b>400E-AR</b>	Adapter

**Pinstripe Removal Kit**

- Specialty tool for removal of pinstripes, adhesives, double faced tapes and moldings with ASTRO'S Smart Eraser Pads
- Tool includes built-in regulator
- 4,000 Max. RPM
- Lightweight - reduces operator fatigue
- Spanner wrenches included for easy removal of pad



**No. 232**

**Accessories:**



**Onyx Pinstripe Removal Tool - Black No. 203**



**400E - Eraser Pads**

**Red-Tred Eraser Wheel**

- No hub included
- Outstanding for removal of graphics, decals and two-sided adhesive tapes
- Has serrations for improved cooling effect air flow resists heat buildup and reduces jumping



Part No.	Description
<b>92295</b>	Assembly with Hub
<b>92255</b>	Eraser Wheel Only
<b>92297</b>	Disc Pad Only

**Cut-Off Wheels**

- Made with a ceramic alumina abrasive grain for a faster cut
- Reduced cutting vibration for improved operator comfort
- Exceptional speed delivers a faster cut resulting in greater productivity
- Designed for longest possible life lasting 7X longer than aluminum oxide wheels and 3X longer than zirconia aluminum wheels
- Perfect for stainless steel and carbon steel applications



Part No.	Size
<b>71058</b>	3 x 1/16
<b>71059</b>	3 x 1/32

## AIR TOOLS

### CUT OFF & ERASER TOOLS

#### 3M™ Cut-Off Wheel Tools

- Compact design with built-in safety features for easy handling
- Featuring a light-weight composite body for greater user comfort
- Available in 3 inch and 4 inch sizes



#33579

Part No.	Description
<b>33579</b>	3M™ Cut-Off Wheel Tool (3 in.)
<b>33581</b>	3M™ Cut-Off Wheel Tool (4 in.)

#### 3M™ Cubitron™ II Cut-Off Wheels

- Runs cooler with cleaner cut and edge
- Designed to cut through high-strength steel and aluminum substrates



#33460

#### 3M™ Cubitron™ II Flap Disc

- Life and durability for heavy grinding applications but flexibility for paint and rust removal
- Grinds and blends in a single step
- Runs cooler and requires less pressure than other conventional abrasive discs



#33470

Part No.	Description
<b>33460</b>	3M™ Cubitron™ II Cut-Off Wheel
<b>33470</b>	3M™ Cubitron™ II Flap Disc, T29
<b>33471</b>	3M™ Cubitron™ II Flap Disc, T29
<b>33472</b>	3M™ Cubitron™ II Flap Disc, T29



Scan QR code to download 3M flyers  
<http://tinyurl.com/3MBodyRepair>

#### NitroZip Kit

- Dynabrade Nitro Series™ NitroZip tool outperforms conventional spiral-wound wheels without clogging
- Excellent power for effectively removing seam sealer, paint, two-sided adhesive molding tape and decal material
- Tool using wire wheel duplicates sand-blasting effect without surface fatigue
- Eraser wheel has serrations for improved cooling effect air flow
- Also resists heat buildup and reduces jumping and vibration

#### Kit Includes

- NZ1 Standard Tool
- 92252 1/2" Wheel Hub Assembly (1)
- 92248 1/2" Coarse Wire Wheel (1)
- 92239 3/4" Wheel Hub Assembly (1)
- 92245 3/4" Coarse Wire Wheel (1)
- 92255 RED-TRED® Zip Eraser Wheel (1)



No. NZ1

No. NZ1K



#### Accessories:

Remove seam sealer and paint with wire wheels

Part No.	Wire Wheel
<b>92245</b>	4" x 3/4" Coarse
<b>92246</b>	4" x 3/4" Medium
<b>92247</b>	4" x 3/4" Fine

### OTHER AIR TOOLS

#### Mini Angle Die Grinder

- Compact size & lightweight
- 1 Year Limited Warranty
- 1/3rd HP motor with 20,000 RPM
- Positive-grip with self-locking throttle



No. T121

#### Cordless Polisher

- Fully adjustable 2500-5000 OPM motor
- 6" backing pad
- Powerful 12V motor
- Two 2.0Ah 1hr quick charge batteries



No. 3026

#### Mini Cordless Polisher

- Compact lightweight
- Includes 2 Lithium-Ion batteries
- 2-position side handle and ergonomic comfort grip



No. 3027

#### Air WindShield Knife with Blades

- 20,000 oscillations per minute
- Cuts around bonded and encapsulated glass
- Flexible blade mount
- Rear exhaust directs air away from work



No. WINDKO



**POLISHERS**

**8MM Dual Action Polisher**

- Forced rotation from the exclusive gear-driven backing plate
- Effortless, balanced handling with precision speed control
- Effectively removes swirls, scratches, and oxidation
- Gets the job done faster, smoother and quieter



**No. T225**



**7" Polisher**

- Powerful 11 Amp motor with Soft Start technology
- Ball bearing construction for long life
- Variable dial speed control
- (1,000-3,000 RPM) provides the ability to adjust for specialty applications
- Includes both D-handle & Side Handle for comfort and control
- 1 Year Limited Warranty



**No. T200**

**21mm Polisher with Inspection Light**

- Built-in inspection light
- Our most powerful 900W motor
- 1700-4800 RPMs
- Non-Crimping cord design
- 1 year limited warranty



**Inspection Light:**

- 1800 lumens
- 180 degree light spread
- 2 kelvin settings (5000k, 6000k)
- 1 dimming setting



**No. 23001**

**Variable Speed Polisher**

- Powerful, 12.0 Amp, all ball-bearing construction for long life
- Conveniently located variable speed dial
- Variable speed trigger
- Heat-treated, precision-cut steel gears
- External brush caps for easy servicing
- Large spindle lock button



Part No.	Description
<b>DWP849</b>	7" / 9" Polisher
<b>DWP849X</b>	7" / 9" Polisher with Soft Start

**Professional Dual Action Polisher**

- Wide 3000 – 7500 RPM speed range for maximum control
- Digital torque management speed controller
- Lightweight ergonomic form



**No. MT300**

**7" Variable Speed Polisher**

- Variable speed dial and trigger
- Rubberized loop handle and gear housing
- Wire mesh intake covers
- 3-prong plug
- Lock-on button



Part No.	Description
<b>9227C</b>	7" Polisher/Sander (Tool Only)
<b>9237C</b>	7" Polisher/Sander (Tool Only)
<b>9237CX2</b>	7" Polisher/Sander Kit

**7" Polisher/Sander with Locking Switch**

- Lock-on switch for comfort during extended use
- Adjustable dial speed control from 1,000 to 3,000 rpm
- Includes both D handle and side handle which can be mounted on either side
- Includes rubber backing pad, velcro backing pad, and polishing bonnet



**No. 22530**



STUD WELDERS & PINS

**Starter Kit Steel Stud Gun**

- Includes the basics to get started
- Powerful 1500-Amp Starter gun
- 500 pack of 2.2 studs and all steel slide hammer.



**No. 4550**

**Stinger Plus Steel Stud Gun**

- Full line of accessories in carrying case
- Powerful 2000-Amp Stinger gun
- 500 pack of 2.2 and 2.6 studs, all steel slide hammer, T-handle puller, side-by-side adaptor and three tips in HD case



**No. 5500**

**Dual Aluminum & Steel Dent Pull Gun**

- Compact stud gun welds both aluminum and steel pulling studs to panels
- Patented microprocessor control assures maximum pull strength with minimal heat distortion
- Includes 9700 gun with 15' cable to 115VAC power supply, aluminum & steel studs and pull tabs, tips and weld-tip puller is ABS gun storage case



**No. 9700**



**Stud Welder Kit**

- Professional kit with highest power gun available
- Full line of accessories in case
- Powerful 2500-amp deluxe gun
- 500 pack of 2.2 and 2.6 studs, all steel slide hammer, T-handle puller, side-by-side adaptor and three tips in HD case



**No. 9000**

**Accessories:**

**Stud Welding Tip**

- Can be used with all welding studs up to 2.6 mm in diameter
- Designed with a Morse Taper for a positive fit with an easy removal



**No. 1004**

**Studs**

- Copper coated
- Strong yet flexible shafts
- Preferred stud for use with slide hammers

Part No.	Style	Qty/Box
<b>1001</b>	Flex (2.2 mm)	500
<b>1002</b>	Heavy Duty (2.6 mm)	500



**Magna-Spot® 1000 and 1500 Series**



**Entry Kit**

**KIT INCLUDES:**

- Entry Magna Slide Hammer®
- (1) Package of 100 Draw Pin (2.0 mm)

**No. J01000**



**Entry-Plus Kit**

**KIT INCLUDES:**

- Deluxe Magna Slide Hammer®
- (1) Package of 500 Draw Pin (2.0 mm)

**No. J01050**



**Professional Kit**

**KIT INCLUDES:**

- Deluxe Magna Slide Hammer®
- Trim Rivet Tip
- Shrinking Tip
- (1) Package of 500 Draw Pin (2.0 mm)
- (1) Package of 150 Trim Rivets

**No. J01500**

**Accessories:**



Part No.	Description
<b>J20007</b>	Stud Electrode
<b>J20014</b>	2.0 mm Studs (500/Pack)



WELDING & WELDING ACCESSORIES

PLASTIC WELDERS

Hot Staple Gun

- Hot Staple Gun designed for quick repair and reinforcing broken/ripped/damaged/split plastic on autos, motorcycles, ATVs, boats, etc.
- Produces a strong durable repair while still leaving plastic flexible enough for correct fit
- Unique Staple Gun heats special designed staples and sets staples into plastic
- Repairs plastic components such as bumpers, headlight fittings and assemblies, panel clips, tabs, plastic pins, spoilers, etc.
- Wattage: 27W +/- 2W
- Kit includes: Hot Staple Gun, Wire Cutter, Flip Screwdriver, 50pc each of "M", "S", "V" and "Z" Style Staples
- CSA Approved, CE Approved



Accessories:

Staples

Part No.	Style	Qty/Box
<b>7600M</b>	M	50
<b>7600S</b>	S	50
<b>7600V</b>	V	50
<b>7600Z</b>	Z	50



No. 7600



FOLLOWING INFORMATION PERTAINS TO ALL ABOVE STAPLES:

- Width: (.500") (12.7 mm)
- Thickness: 1/32" (.03125") (0.793 75 mm)

Mini Weld Model 7

- 200W airless heating element
- Repair virtually any type of plastic, including urethane
- 8 types of plastic welding rod including universal FiberFlex
- Made in USA



No. 5700HT

Accessories:



FiberFlex Universal Plastic Welding Rod

No. R10-04-03-BK

Nitro-Fuzer Nitrogen Plastic Welders

- Fastest & strongest plastic welds with nitrogen gas
- Fully assembled, ready to use
- 8202 uses nitrogen tank, 8203 has nitrogen generator
- 21 types of welding rod included
- Made in USA

Part No.	Description	Gas Input
<b>8202</b>	Digital	Dual Gas
<b>8203</b>	Digital	Single Gas



Accessories:



Bumper Pliers Kit

- Easily repair torn rectangular slot tabs

No. 6146



Bumper Mate 3 Bumper Repair Workstation

- Secures odd-shaped parts for easy repair
- Pivoting arms support bumpers
- Movable cradles support headlights
- Uses standard scissor stand (not included)



No. 6077

WELDING WIRES

Welding Wires

- Excellent wire designed for single and multiple pass welding
- Can be used for sheet metal applications when smooth welds are needed
- A shielding gas is required when welding with this wire
- Fabrication and repair of lightweight structural steel
- Excellent choice for welding low carbon mild steel, ideal for body panel repair, fences, and yard tools



Part No.	Description	Weight
<b>00652</b>	.023 Mild Steel Mig Wire	2 lb
<b>00654</b>	.023 Mild Steel Mig Wire	10 lb
<b>00662</b>	.030 Mild Steel Mig Wire	2 lb
<b>00664</b>	.030 Mild Steel Mig Wire	10 lb



WELDING ACCESSORIES

**Spotweld Cutter**

- Hollow design which cuts around the spotweld so weld hardness does not effect tool sharpness
- Two ends with cutting teeth. When one side becomes dull, simply flip over and use the other side
- An adjustable depth pilot sets the tool so only the outer panel is cut
- Includes: 3/8" cutter (13214), arbor (13216), & pilot (13217)
- Cutter RPM should not exceed 500 RPM
- Made in the USA



**Blair** No. 13224

**Rotabroach Cutter**

- Cuts holes 3 times faster and lasts 10 times longer than twist drills or hole saws
- Made in the USA.



**No. 11108-3 Blair**

**Blair Cutter**



**Blair**

- For materials up to 3/16" thick
- Made in the USA

Part No.	Size	Qty/Pack
<b>13200</b>	1/4"	3
<b>13202</b>	5/16"	3
<b>13214</b>	3/8"	3

**8 mm Drill Bit**

- 8 mm drill bit specially designed for spot weld drilling
- Made of High Speed Steel Cobalt
- Bit has center nib to prevent walking



**Astro** No. 1721

**(3) Pilot Retractable**

- Replacement Part for Blair Spotweld Cutter (#13224)

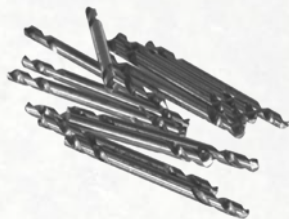
**Blair**

**No. 13217**



**1/8" Stubby Double Ended Drill Bits**

- Packaged in convenient see-through pouch of 12
- 135 degree split point
- Sturdy double end allows twice the usage
- Ideal for auto body work



**No. 9012 Astro**

**3M™ Welding Spark Deflection Paper**

- Deflection paper helps protect vertical surfaces from sparks and spatter
- Recommended wherever welding or grinding tasks are performed
- Adhesive backing allows for simple installation
- Repositionable to allow for adjustments and repeat uses
- Easily cuts to fit repair size



**3M** No. 5916

**3M™ High Performance Welding Drape**

- Extreme resistance to heat, sparks, welding spatter and flames
- Ideal for protection from automotive welding spatter and grinding sparks
- Very lightweight, conformable and easy to handle
- Excellent wear and tear resistance

**3M**

**No. 5919**



**Hot Spot Plastic Stapler**

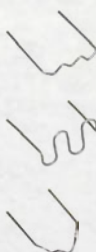
- Simple, one-button operation
- 5V Micro-USB charging port
- LED light for illuminating dark spaces
- Includes 500 staples



**Polyvance** No. 6204  
ADVANCING POLYMER REPAIR

**Accessories:**

**Staples**



Part No.	Style	Size	Qty/Box
<b>6211</b>	Flat	.6 mm	100
<b>6212</b>	Wave	.6 mm	100
<b>6213</b>	Inside Corner	.8 mm	100
<b>6214</b>	Flat	.8 mm	100
<b>6215</b>	Wave	.8 mm	100

# How and When to *Follow Up* with Customers

as seen on  
**fender  
bender**

BY DANIEL PEARSON

Shops have more ways than ever to stay in touch with customers, but what do they need and want?

Successfully following up with customers too often gets overlooked by shop owners who worry about every last detail of operations except for what should be the final communication of the transaction—checking in to say thank you and to ask how you can improve.

Knowing when and how to follow up with customers used to be a process shop owners primarily accomplished through personal relationships or by training employees when and how to engage with a person while they interact with the business. But times are changing, customers have different expectations and shops have to keep up with the times to keep customers happy.

## The Backstory

Shop owners today often rely on customer relationship management (CRM) software, particularly the application UpdatePromise, to build consistency in their company's repair process. A CRM also engages customers with photos that show their vehicle at each step of the repair process—

something that helps the customer better feel connected to the process and to their vehicle while it is being repaired.

Kyle Wharff, president of Miramar, Florida-based Ace Sullins CARSTAR, said 95 percent of his customers prefer receiving a text message to getting a phone call updating them about the progress or completion of service.

But technology isn't intuitive or flawless, and ensuring it's being used the way it's intended can present its own unique set of challenges. Wharff said you have to be on point when using an app or software for CRM management or the customer will receive the wrong information.

"It's a great tool that a majority of the shops use for CRM because once you enter a drop-off date and the estimate shows a completion date in the system, you turn on automated text messages and it will push those messages out to customers as their vehicle travels through the phases of the repair," Wharff says.

The downfall is that if you don't stay on top of updating the system, it will send out whatever information it has and the customer might get the wrong completion date, or be alerted that their vehicle has moved a step in the repair process when it has not, he said.

"It's happened before," Wharff says. "In one case the customer showed up to pick up his vehicle because he thought his car was ready when it hadn't even entered the painting phase."

## The Problem

Relying solely on CRM solutions places a communication barrier between shop owners and the final chance for contact with the customer during the last part of the repair cycle, and there will always be problems that always arise that need to be handled with direct customer contact.

Ritchie Sheckter is a retired Florida body shop owner. He recalls a case where he had to deliver a vehicle to a municipal customer, which required an already-difficult rebuild, later than promised because a procurement order wasn't properly recorded.

"It was a municipal customer whose business contributed a large chunk of revenue and it was a new contract," Sheckter said. "Regardless of how the



## Following up with someone who perceived a negative outcome also may help you realize where improvements can be made to your shop's overall process.

vehicle got into the situation it did, and you never want a customer worrying about internal process, we wanted to make sure that their people did not feel any sense of worry or unease about our work and our process."

## The Solution

As soon as he realized a mistake was made Ritchie contacted the customer by phone and explained the situation. He made sure to express gratitude, saying thank you, showing he personally cared, and demonstrating that he was committed to a professional relationship that valued that individual.

"Making that phone call goes so far and I saw shop owners who would overlook it all the time," Sheckter said.

In this case, offering to discount the repair's total was not appropriate, and sending automated updates showing where his vehicle was in the repair process wasn't enough. The situation required a personal touch.

Sheckter took photos of the vehicle as it moved from station to station. He emailed them to the customer accompanied by a brief description of what could be seen in the photo.

"I felt it was important that I, the owner, be the person to personally take photos and text the customer with pictures and updates showing where in the process his vehicle was," Sheckter said. "He needed to know that there was a specific person paying attention to and handling his repair."

The day the customer arrived to pick up the vehicle, Sheckter personally inspected the car to double check all requirements were met for delivery, and personally handed over the keys.

"This provided me with an opportunity for engagement at the point of delivery, or the end of the process," Sheckter said. "I was able to again thank him for his business and make sure that the repairs and the final result met his standards. I also showed him the before, during, and after photos of the repair process and he came away with a better understanding of what it took to repair that vehicle. And that gives customers an opportunity to buy into your body shop."

## The Aftermath

Sheckter made it a point to again contact the customer with a phone call one week after delivery. He asked open-ended questions and gained further insight into his shop's repair process and the customer's unique experience from his point of view.

"Following up with someone who perceived a negative outcome, at all in any way, also may help you realize where improvements can be made to your shop's overall process, from a customer's first interaction with your business to handing over the keys at the end," Sheckter said. "It also sheds light on what that customer's perception of the quality of service was, and you can bet that if one customer thinks something it's very likely that at least several other customers will have similar feelings about your service."

## The Takeaway

Deepening engagement with customers when there is an issue, providing personal one-on-one attention, being present for delivery to the customer, and following up that interaction with a phone call frames a simple approach to following up with customers and understanding how to get the most out of that process.



PROTECTIVE APPAREL

Paint Suit

- Extremely lightweight and breathable
- Vented yoke back and under arms
- Carbon fiber thread
- Elastic back and separate hood
- Back pocket and chest pocket
- Lint-free, densely woven, polyester multi-filament yarn
- 2-way zipper
- Machine washable



Premium Paint Suits

Part No.	Size	Color	Part No.	Size	Color
<b>PS105B</b>	M	Black	<b>PS205W</b>	M	White
<b>PS110B</b>	L	Black	<b>PS210W</b>	L	White
<b>PS115B</b>	XL	Black	<b>PS215W</b>	XL	White
<b>PS120B</b>	2XL	Black	<b>PS220W</b>	2XL	White
<b>PS125B</b>	3XL	Black	<b>PS225W</b>	3XL	White

Economy Paint Suits

Part No.	Size	Color
<b>PS9054</b>	M	White
<b>PS9056</b>	L	White
<b>PS9058</b>	XL	White
<b>PS9060</b>	2XL	White
<b>PS9062</b>	3XL	White



The Original Shoot Suit

- Full body coverage
- Head to toe with lint-free nylon
- Glazed breathable poly/cotton on back and hood



Accessories:

**Shoot Boots (Shoe Covers)**  
**No. 6191000L - 2 pairs**  
**No. 6191000XL - 2 pairs**



Part No.	Size	Color	Legacy No.
<b>6121000S</b>	S	Black	2000B
<b>6121000M</b>	M	Black	2001B
<b>6121000L</b>	L	Black	2002B
<b>6121000XL</b>	XL	Black	2003B
<b>6121000XXL</b>	2XL	Black	2004B

Part No.	Size	Color	Legacy No.
<b>6121044S</b>	S	White	2000W
<b>6121044M</b>	M	White	2001W
<b>6121044L</b>	L	White	2002W
<b>6121044XL</b>	XL	White	2003W
<b>6121044XXL</b>	2XL	White	2004W

Also Available:

**HHL Plus All Purpose Coverall**  
**No. 6122099 (S, M, L, XL, XXL, XXXL, 4XL)**



100% Cotton Spray Sock - 12pc Display

- 100% Soft, lint free combed cotton
- Comfortable and breathable 100% combed cotton fabric
- Protects your head & neck from over spray
- One size fits all design
- Individually bagged / 12 pieces per display



**No. 141**

Spray Sock

- All cut edges stitch-finished to be lint-free

**GERSON**



Part No.	Description
<b>070195B</b>	Dry-Wick Polyester Economy
<b>070295</b>	Non-Linting Spray Sock

RESPIRATORY PROTECTION

RESPIRATORS

Disposable Dual Cartridge Respirator

- Silicone face piece offers exceptional comfort
- Lightweight material reduces user fatigue
- Unique head strap design allows for a secure non-slip fit



Part No.	Size
<b>8661-92</b>	Medium
<b>8661-93</b>	Large



Signature One Step Respirator

- For paint spray applications, including oil-based paints
- Soft, comfortable silicone facepiece
- Bonus "Hygiene Guard" for clean storage and product protection



Part No.	Size
<b>8211P</b>	M
<b>8311P</b>	L

**GERSON**

**Diamond Grip  
Powder Free Latex Glove**

- Natural
- Latex
- Non-Sterile
- Ambidextrous
- Textured fingers
- Beaded cuff
- For single use only



MICROFLEX

Part No.	Size	Qty/Box
<b>MF300-S</b>	S	100
<b>MF300-M</b>	M	100
<b>MF300-L</b>	L	100
<b>MF300-XL</b>	XL	100

**Safegrip  
Powder Free Latex Glove**

- Blue
- Latex
- Non-Sterile
- Ambidextrous
- Textured fingers
- Beaded cuff
- For single use only



MICROFLEX

Part No.	Size	Qty/Box
<b>SG375-S</b>	S	50
<b>SG375-M</b>	M	50
<b>SG375-L</b>	L	50
<b>SG375-XL</b>	XL	50

**Supreno SE  
Powder Free Nitrile Glove**

- Blue
- Nitrile
- Non-Sterile
- Ambidextrous
- Textured fingers
- Beaded cuff
- For single use only
- Non-Latex



MICROFLEX

Part No.	Size	Qty/Box
<b>SU690SE-S</b>	S	100
<b>SU690SE-M</b>	M	100
<b>SU690SE-L</b>	L	100
<b>SU690SE-XL</b>	XL	100

**Midnight  
Black Powder Free Nitrile Glove**

- Provides the best combination of durability and consistency
- Fully textured for a firm, reliable grip
- Nitrile construction is safe for workers with latex allergies
- Rolled cuff offers added strength when donning
- Ambidextrous for wear on either hand
- Distinct color masks stains
- Ideal for industrial and automotive industries, correctional facilities, and more

Part No.	Size	Qty/Box
<b>MK296-S</b>	S	100
<b>MK296-M</b>	M	100
<b>MK296-L</b>	L	100
<b>MK296-XL</b>	XL	100
<b>MK296-XXL</b>	2XL	100



MICROFLEX

**Thickster Latex Gloves**

- Powdered exam grade latex
- Thickness: 7 mil
- Beaded cuff for easy on/off
- Textured surface for grip
- Delivers fit, comfort, flexibility, sensitivity and performance
- Easy slip-on



Part No.	Size	Qty/Box
<b>6602</b>	M	50
<b>6603</b>	L	50
<b>6604</b>	XL	50
<b>6605</b>	2XL	50

**Dyna Grip  
Powder Free Latex Gloves**

- Natural
- Powder-free exam grade latex
- Thickness: 7 mil
- Beaded cuff for easy on/off
- Textured surface for grip
- Delivers fit, comfort, flexibility, sensitivity and performance
- Easy slip-on



Part No.	Size	Qty/Box
<b>650-1001</b>	S	100
<b>650-1002</b>	M	100
<b>650-1003</b>	L	100
<b>650-1004</b>	XL	100
<b>650-1005</b>	2XL	100

DISPOSABLE GLOVES

**Dermalite**  
Powder Free Nitrile Gloves



- Blue
- Powder-free exam grade nitrile
- Thickness: 5 mil
- Extraordinary strength and puncture resistance
- Great in wet/dry conditions
- Textured grip provides enhanced gripping power
- Latex-free

Part No.	Size	Qty/Box
<b>6606-20</b>	S	100
<b>6607-20</b>	M	100
<b>6608-20</b>	L	100
<b>6609-20</b>	XL	100

**Raven P/F**  
Powder Free Nitrile Gloves



- Black
- Powder-free exam grade nitrile
- Thickness: 6mil
- Free from latex and powders
- Outstanding strength, wear and dexterity
- Textured for excellent chemical resistance and great grip

Part No.	Size	Qty/Box
<b>66516</b>	S	100
<b>66517</b>	M	100
<b>66518</b>	L	100
<b>66519</b>	XL	100
<b>66520</b>	2XL	100

**Astro Grip**  
Powder Free Nitrile Gloves



- Bright orange for high visibility
- Powder-free nitrile
- Thickness: 6 mil
- Textured dual sided scale grip
- Superior comfort and strength
- Latex-free

Part No.	Size	Qty/Box
<b>66572</b>	M	100
<b>66573</b>	L	100
<b>66574</b>	XL	100
<b>66575</b>	2XL	100

HAND CLEANER

**Hand Cleaner**

- The waterless alternative to cleans hands
- Will not dry out hands
- Contains pumice scrubbers for difficult stains
- Includes glycerin, aloe vera and lanolin to help keep hands from drying out

Part No.	Size
<b>9994</b>	500 mL
<b>9995</b>	2.5 L



**Paint Off Hand Cleaner**

- Waterless, anti-bacterial hand cleaner
- Removes the most difficult products from your skin
- Formulated with natural cleaning agents and pumice scrubbers

Part No.	Size	Accessories:
<b>CUSO</b>	500 mL	<b>Pump for CUSOB</b>
<b>CUSOB</b>	2.5 L	<b>No. TCUSOP</b>



**KrestoATP 2000mL - Softbottle**

- Contains biodegradable walnut shell scrubbers and powerful cleaners
- Removes oil based paints, lacquers, multicomponent paints, adhesives, etc

**No. 81874** Accessory:  
**59808 Dispenser**



**Kresto 2000 mL - Softbottle**

- Extra heavy-duty hand cleaner
- Comprised of natural walnut shell scrubbers
- Silicone-free and lightly perfumed
- 2000 ml SoftBottle

**No. 87045**



**Wypall Waterless Handwipes**

- Great for on-the-go cleaning of hands, tools, parts and non-porous work surfaces
- Natural solvents cut through grease, grime and oil



**No. 91371**



## SHOP WIPES

### PAPER & SYNTHETIC

#### Scott Shop Towel - Blue

- Strong, durable, and absorbent
- 55 sheets per roll
- 30 rolls/case
- Color: Blue



**No. 75130**

#### Scott Shop Towel - 10"x13" Blue

- Strong, durable, and absorbent
- Center pull box, 200 sheets/box
- Color: Blue



**No. 75190**

#### Wypall X60 Jumbo Wipers

- Jumbo rolls provide the larger sheet size and high count
- Color: White



**No. 34955**

#### Scott® Rags In A Box™

- 7X stronger when wet\*
- All-purpose, cloth-like towels – ideal textile replacement
- Strong & durable for scrubbing
- Absorbent for multi-purpose cleaning
- Compatible with chemicals for surface cleaning

\*Compared to kitchen paper towels.



**No. 75260**

#### Wypall Plus Pop-Up Box

- Ideal for routine industrial cleaning and maintenance
- Removes soils and liquids from face and hands
- One-at-a-time dispensing for users on the go
- Case of 9



**No. 05790**

#### Wypall 1/4 Fold L40 Wipes

- Easily absorbs liquids, lubricants and oils
- Soft enough for use on face and hands
- Setting the standard for general-purpose wiping for over 20 years



**No. 05701**

#### Low-Lint Cleaning Cloth

- Multi-purpose, extremely low-lint performance
- Portable Top-Pack
- 4 x 120 cloths



**No. 192480**

#### Advanced ShopMax 450 Wiper

- Excellent oil and water absorption
- High durability - stays strong even when wet, and is reusable



<b>Part No.</b>	<b>Color</b>
<b>450338</b>	Blue
<b>450138</b>	White

#### Industrial Cloth Handy-Box

- Portable, One-at-a-time dispensing
- Removes oil, grease, lubricants, and dirt



**No. 520374**

### OTHER SHOP WIPES

#### T-Shirt Material Wipes

- White Absorbent Low Lint Cloth
- Made from Virgin Mill End 100% Cotton
- Bleached and Washed for Optimum Performance
- 16" x 16" Cloth Size



<b>Part No.</b>	<b>Bag/Carton Weight</b>
<b>T1</b>	1 lb
<b>T5</b>	5 lbs
<b>T10</b>	10 lbs
<b>T25</b>	25 lbs



#### Xtreme Towels

- Dispenser box contains (50) 12" x 12" microfiber cloths
- Precision cut seamless edges
- Color-coding reduces the threat of cross contamination
- Smaller and more compact than regular microfiber cloths
- Ideal for utility carts and automotive shops



**No. 1250**

SHOP WIPES

OTHER SHOP WIPES

**3M™ Pre-Moistened Respirator Cleaning Wipes**

- Moist towelettes clean dirt and perspiration off face piece respirators
- Individually packaged and sealed to ensure uncompromised sanitary quality
- Disposable, one-time-use for convenience
- Convenient for respirator hygiene and sanitary protection between uses



**No. 7065**

**Anti-Static Prep Tech Wipe**

- Melt blown biaxially oriented polypropylene wiper
- Reduces static electricity on surfaces
- 85/15 isopropyl alcohol
- 3 mm for offset sanding



**No. USB4PNT**



The Trusted Source for Critical Cleaning Towels and Wipes

-Est. 1947-



**PRO-SERIES Wipers are getting a new look!**

You will see some new brand names and packaging graphics, but the same professional grade towels and wipes you've come to trust are still inside every box!

[www.proserieswipers.com](http://www.proserieswipers.com)

**PRISTINE® PREP TOWELS - Premium refinisher's towels • Virtually lint free • Solvent resistant**

Part No.	Product	Format	Material	Description	Qty/Cs
<b>95014</b>	Prep-All® Towels	Flat - Dispenser Box	Blue	12" x 14" (250/box)	1
<b>93014</b>	Prep-All® Towels	Flat - Dispenser Box	White	12" x 14" (250/box)	1
<b>95102</b>	Pristine® Clean Wipes	1/4 Fold - Dispenser Box	Blue	12" x 17" (250/box)	1
<b>93102</b>	Pristine® Clean Wipes	1/4 Fold - Dispenser Box	White	12" x 17" (250/box)	1
<b>95075</b>	Super Rag®	Pop-up Box	Blue	12" x 17" (80/box)	4
<b>93114</b>	Universal Performance	Pop-up Box	White	9" x 17" (150/box)	6
<b>93139</b>	Universal Performance	1/4 Fold - Dispenser Box	White	12" x 17" (300/box)	1

**ADVANTAGE® SHOP WIPES - #1 All-purpose wipe • Ultra absorbent • Great on grease • Soft hand feel**

Part No.	Product	Format	Material	Description	Qty/Cs
<b>86884</b>	"The Champ™" Performance	Roll in Tote Box	White	9" x 12" (225/box)	4
<b>86201</b>	"The Champ™" Performance	1/4 Fold - Perf-Pak™	White	11" x 13" (50/pack)	20

\*All PRISTINE white prep towels are waterborne compatible



## TACK CLOTHS

### Economy Tack Cloths

- Soft cotton mesh material contours to surface shapes
- Removes surface particulates without leaving harmful residue
- Wax and Silicone-Free
- Size: 18" x 36" / 12 per box
- Thread count 20 x 12

**GERSON®**



Part No.	Color
<b>020001B</b>	Code Blue
<b>020001R</b>	Orange
<b>020001W</b>	White

### Supreme Gold Tack Rag

- Soft cotton mesh material contours to surface shapes
- Removes surface particulates without leaving harmful residue
- Wax and Silicone-Free
- Size: 28" x 24" / 12 per box

**GERSON®**  
**No. 020004G**



### Surgical Blue Tack Rags

- AntiStatic, NonToxic, Safe and Odorless
- Size: 18" x 36" / 12 per box

Part No.	Thread Count
<b>15801</b>	20 x 12
<b>15802</b>	20 x 16



### Blend Prep Blue Tack Rag

- Dry Tack
- Apertured to pick up and trap all particulates
- Removes surface particulates without leaving harmful residues
- Waterborne compatible
- 12 per box

**GERSON®**  
**No. 020008C**



### Tack Cloth

- Waterborne compatible
- No VOC's
- Non-Toxic
- Size: 18" x 36"
- Thread count: 28 x 24



**No. PREM-A**



### Ultra Prep Tack Rag Green

- Universal Tack. Wax and Silicone-Free
- Apertured to pick up and trap all particulates
- Removes surface particulates without leaving harmful residues
- Waterborne compatible
- Size: 18" x 18" / 10 per box

**GERSON®**  
**No. 020008G**



### Tack Cloth

- 24/20 Mesh
- 18 x 36"
- 12 Cloths per Box



**No. RGLR-A**

## MISCELLANEOUS BODY SHOP SUPPLIES

### SPREADERS, STICKS & STRAINERS

#### Spreaders

- Flexible with tapered edge for precise control
- Unique dispenser box allows shop to keep spreaders clean and easy to find
- Made in the USA

#### Yellow Spreaders

Part No.	Width	UOM	Qty
<b>DS34Y</b>	4"	Dispenser Box	50
<b>DS35Y</b>	5"	Dispenser Box	50
<b>DS46Y</b>	6"	Dispenser Box	50
<b>1204Y</b>	4"	Bulk Box	100
<b>1205Y</b>	5"	Bulk Box	100
<b>1206Y</b>	6"	Bulk Box	100

#### Green Spreaders

Part No.	Width	UOM	Qty
<b>1204G</b>	4"	Bulk Box	100
<b>1205G</b>	5"	Bulk Box	100

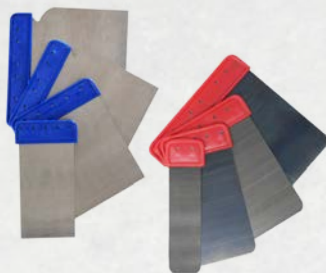


MISCELLANEOUS BODY SHOP SUPPLIES

SPREADERS, STICKS & STRAINERS

**Metal Spreaders**

- Flexible steel spreaders for applying fillers and other materials on flat and contoured surfaces
- Easy to clean and be reused for many applications



**Part No. Set Includes**

**61500** 1-3/4", 2-3/4", 3-1/2" & 4" flat edge

**61600** 1", 2", 3" & 4" curved edge



**Plastic Mixing Stick**

- Plastic mixing stick
- Ideal for mixing waterborne paint (wooden sticks are not recommended)
- Suitable for solvent based paint
- Rounded edges allow for mixing in lined cups



**E-Z MIX®**

**No. 85100**

**Elite Strainers**

- "No touch" contamination-free storage and dispensing of strainers
- Pre-packed pods
- Color-coded filter for easy identification of micron size, white mesh also available
- Product of USA



**GERSON®**

Part No.	Filter	Color
<b>010614Y</b>	190 Micron	Yellow Mesh
<b>010714R</b>	260 Micron	Orange Mesh
<b>010814B</b>	150 Micron	Turquoise Mesh
<b>010914B</b>	125 Micron	Blue Mesh

**Strainers**

- Economy paper strainers
- Nylon 190 micron mesh
- 1000 units per case



**No. NOP.STRAINERS**

BRUSHES

**Sword Striper  
Pinstripping Brush**



- Lacquer and enamel resistant
- The sword style is the best for all-around work
- Excellent for auto body touch-up and pinstripping
- Dark green thread ferrule



Part No.	Head Width	Head Width
<b>20-00</b>	7/32"	5.55 mm
<b>20-0</b>	1/4"	6.35 mm

**Camel Hair Brush Assortment Set**



- Fine watercolor brushes
- Metal ferrules
- Guaranteed setting acetone resistant
- 144 piece set (24 of each size: 1,2,3,4,5,6)

**No. 1930**



**E-Z Touch Up Brushes (36)**



- Lint-free nylon fiber tip
- Tapered head for precise application
- Flexibility for maximum accessibility
- Save time and money on touch-up work

**E-Z MIX®**

**No. 76000**

**Mini Flexi -Touch Up Brush**



- Lint-free nylon fiber tip
- 100 per tube

**E-Z MIX®**

**No. 77100**

## MISCELLANEOUS BODY SHOP SUPPLIES

### SOUND DEADENING PADS

#### Q-Pads

- Easy to use
- Self adhering
- Sound deadening
- 12" x 12"
- 6 per pack



**EVERCOAT**  
No. 116

#### Xtreme Dynamat

- Thin, lightweight and flexible
- Peel and stick application
- Unaffected by cold weather
- Aluminum laminate reflects heat



Part No.	Size	Qty/Pack
<b>136</b>	24" x 48"	1
<b>138</b>	10" x 10"	4
<b>139</b>	18" x 32"	2

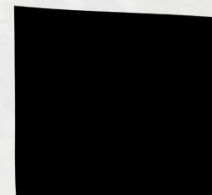


#### Sound Damping Sheet

- Easy to cut to size and shape
- Peel and stick application
- Flexible
- Can be stacked



Part No.	Size	Qty/Pack
<b>128</b>	12" x 12"	6
<b>140*</b>	3' x 4.5'	1 Roll



### BODY SIDE MOLDING

#### Mould Prep

- Revolutionary solution for removing double-sided tape from
- Vehicle mouldings
- Safe to use on chrome inserted mouldings
- Will not damage painted mouldings
- NO VOLATILE SOLVENTS - will not evaporate



No. 71128

**E-Z MIX**

#### Door Edge Molding

- Adds style and protection
- Easy to apply
- Trim or cut to desired length
- Flexible around body lines
- UV protected for long life
- Durable 3M Attachment Tape
- USA Made
- Edge Trim Uses: Hoods, Hood Edge, Trunk Lids Edges



#### Tape-On

Part No.	Size	Color
<b>39-501</b>	3/8' x 150'	Black
<b>39-511-01</b>	3/8' x 50'	Black



#### Truck/SUV

Part No.	Size	Color
<b>39-210</b>	50' Kit	Chrome
<b>39-211</b>	50' Kit	Black
<b>39-221</b>	25' Kit	Black



### OTHER BODY SHOP SUPPLIES

#### Razor Blades

- Each blade wrapped in shelling paper for edge protections
- Convenient, resealable storage box
- Aluminum back



No. 1009

#### Autowriter Markers

- Available in five colors (or assorted)
- Ready to use, dries fast, removes easily
- Substrate: Steel, Plastic, Glass, Aluminum, Wood, Rubber



Part No.	Color
<b>37000</b>	Assorted (12)
<b>37001</b>	Blue
<b>37002</b>	Pink
<b>37003</b>	Yellow
<b>37004</b>	White
<b>37007</b>	Green
<b>37008</b>	Red



## MASKING PAPER

### White Masking Paper

- Urethane barrier
- Flexible construction
- Tear resistant
- Recommended for waterborne



Part No.	Size	Qty/Cs
<b>MP600W-6</b>	6" x 750'	6
<b>MP600W-12</b>	12" x 750'	3
<b>MP600W-18</b>	18" x 750'	2
<b>MP600W-36</b>	36" x 750'	1



### Blue Masking Paper

- Polycoated barrier
- Corona treated for better paint adhesion
- Recommended for waterborne
- Strongest polycoated paper
- Flexible construction



Part No.	Size	Qty/Cs
<b>MP500B-6</b>	6" x 700'	6
<b>MP500B-12</b>	12" x 700'	3
<b>MP500B-18</b>	18" x 700'	2
<b>MP500B-36</b>	36" x 700'	1

### Green Masking Paper

- Machine finished
- Excellent hold out
- Lint free
- Good economical choice
- Handrolls



Part No.	Size	Qty/Cs
<b>MP380G-6</b>	6" x 180'	24
<b>MP380G-9</b>	9" x 180'	16
<b>MP380G-12</b>	12" x 180'	12
<b>MP380G-18</b>	18" x 180'	18

### Green Thunder Masking Paper

- Superior protection from urethane & waterborne bleed-thru
- Corona treated for superior paint adhesion
- Strongest polycoated paper
- Flexible construction
- 30# basis weight



Part No.	Size	Qty/Cs
<b>MP450GT-6</b>	6" x 500'	6
<b>MP450GT-12</b>	12" x 500'	3
<b>MP450GT-18</b>	18" x 500'	2
<b>MP450GT-36</b>	36" x 500'	1



<b>MP470GT-6</b>	6" x 700'	6
<b>MP470GT-12</b>	12" x 700'	3
<b>MP470GT-18</b>	18" x 700'	2
<b>MP470GT-36</b>	36" x 700'	1

### Handy Mask Dispenser and Refills

- Tape and paper in one easy step
- The perfect size for masking head lights, bumpers and door jambs



Part No.	Description	Qty/Cs
<b>38081</b>	Dispenser	12
<b>38082</b>	Refills	15

### White Polycoated Mask

- Conforms well and holds tight curves without tearing, bleed-resistant
- Corona treated allowing paint to stick and not flake-off
- H2O resistant



Part No.	Size
<b>00402</b>	6" x 750'
<b>00403</b>	12" x 750'
<b>00404</b>	18" x 750'
<b>00407</b>	36" x 750'

## LIQUID MASKING

### Sure Mask

- Easy to use
- Safe
- Economical
- Reduces time



Part No.	Size
<b>BSM</b>	4 Liter
<b>BSM20</b>	5 Gallon



### Magic Mask

- Single application provides total protection
- Water-based
- VOC free formula
- Safe for a variety of surfaces
- Withstands baking
- One quart covers an entire car



Part No.	Size
<b>36135</b>	Gallon
<b>36136</b>	5 Gallon Pail

**Premium Protective Film**

- Corona treatment to obtain maximum adhesion of paint
- Translucent to assist in the moving of vehicles
- Sheeting clings to the vehicle and has centered printing to help with alignment
- Temperature rating +230°F / 110°C



Part No.	Size
<b>PF012</b>	12ft x 400ft/366m x 122ft
<b>PF016</b>	16ft x 350ft/4.9m x 107ft

**Premium Masking Drop Film**

- Temperature Resistance up to 230°F / 110°C. (30 min.)  
194°F / 90°C. (60 min.)
- Easy/clean removal
- Easy roll release
- Static cling
- Leaves no residue



Part No.	Size
<b>MDF0260</b>	23.62" x 25yds
<b>MDF02120</b>	47.24" x 25yds
<b>MDF02180</b>	70.86" x 25yds

**Shatter Seal Collision Wrap 36"x100'**

- US made
- Collision film



**No. 815**

**Collision Film**

- 3 mil plastic film with UV inhibitor
- Adheres to clean, dry surface-metal, glass, plastic
- See-through clear plastic
- Cuts easily with poly knife or razor blade
- For use on vehicle exterior surfaces only



Part No.	Size
<b>428</b>	36" x 100'
<b>432</b>	18" x 100'
<b>433</b>	48" x 100'
<b>434</b>	24" x 50'



**Automask**

- Lint free! Eliminates risk of masking paper fiber contamination
- Anti-static
- Solvent bleed-thru resistance
- Waterproof
- Recyclable Plastic Film



Part No.	Description
<b>101</b>	21" x 115' Automask W/Disp
<b>102</b>	21" x 115' Automask Refill
<b>103</b>	43" x 115' Automask W/Disp
<b>104</b>	43" x 115' Automask Refill
<b>108</b>	72" x 115' Automask W/Disp
<b>109</b>	72" x 115' Automask Refill

**Transparent Plastic Masking Film**

- Transparent film for accurate trimming
- Paintable
- Treated for top coat adhesion
- Clings to substrate



Part No.	Size
<b>91161</b>	16' x 350'
<b>91201</b>	20' x 350'

**Plastic Sheeting**

- Excellent vehicle cling
- Solvent resistant
- Reduces flaking when painting
- Available in four sizes



Part No.	Size
<b>112</b>	12' x 400'
<b>116</b>	16' x 350'



**Blue Sheeting**

- Can be cut to the critical edge
- Corona treated allowing paint to stick without flaking off
- Superior cling, Solvent and bleed resistant



Part No.	Size
<b>03344</b>	12' x 400'
<b>03345</b>	16' x 350'
<b>03723</b>	20' x 350'





# Scotch® High Performance Masking Tape 3434



Choose a tape that can take the heat.

Working in hot and humid conditions can be tricky. Choose a high-performance tape with good solvent and water resistance properties that can be used in environments up to 110°C (230°F). Engineered as one of the highest-adhesion 3M masking tapes, this smooth crepe paper tape conforms well to difficult or irregular surfaces without tearing. With all the benefits you need for the most demanding applications, this tape can take the heat – so you don't have to.



High temperature resistance up to 230°F



High adhesion in humid environments



Sticks easily with excellent holding power



Performs well with solvent and waterborne paint systems

Product Name	SKU #	Part #	Size	Rolls / Case
Scotch® High Performance Masking Tape 3434	7100037748	07895	3/4 in. x 55 yds. (18 mm x 50 m)	48
	7100037749	07897	1 in. x 55 yds. (24 mm x 50 m)	36
	7100037750	07898	1-1/2 in. x 55 yds. (36 mm x 50 m)	24
	7100037744	07899	2 in. x 55 yds. (48 mm x 50 m)	20

Automotive Aftermarket Division  
3M Center  
Building 223-06S-07  
St. Paul, MN 55144-1000  
1-877-666-2277

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## TAPE PRODUCTS

### Double-Sided Tape

- Excellent adhesion and sealing capabilities
- Conforms to uneven surfaces
- Dampens vibrations and reduces noise
- Applications: Body Side Moldings, Claddings, Wheel Flares, Bumper Trim, Emblems, Other Exterior Trim Parts



Part No.	Size
<b>3682</b>	1/2" x 20 yds
<b>3683</b>	7/8" x 20 yds
<b>3684</b>	1/2" x 5 yds
<b>3686</b>	1/4" x 20 yds

### Q1® Ultimate Masking Tape

- Water and silvering resistance
- Compatible with waterborne, solvent-based and polyurethane coatings
- Withstands temperature up to 248° F (30 min)



Part No.	Size
<b>UM118</b>	18mm x 55mm
<b>UM136</b>	36mm x 55mm
<b>UM148</b>	48mm x 55mm



### Q1® High Performance Masking Tape

- 3 days UV resistance
- Flexible backing
- Withstands temperature up to 230°F / 110°C (30 min.)
- Excellent adhesion to multiple surfaces



Part No.	Size
<b>HPG118</b>	18mm x 55mm
<b>HPG136</b>	36mm x 55mm
<b>HPG148</b>	48mm x 55mm



### Q1® Premium Masking Tape

- Conforms well to curved and irregular surfaces
- 3 days UV resistance
- Performs at high temperatures up to 230° F / 110° C (30 min.)
- Solvent & waterborne paints compatible



Part No.	Size
<b>MT118</b>	18mm x 55mm
<b>MT136</b>	36mm x 55mm
<b>MT148</b>	48mm x 55mm



### Q1® CarPlus Masking Tape

- Good adhesion on painted metal, rubber, glass or chrome parts
- Clean removal after drying cycle at 90°C/194°F (1 hour)/ 100°C/212°F (30 min)
- Natural rubber adhesive and brown crepe paper



Part No.	Size
<b>CPM118</b>	18mm x 55mm
<b>CPM136</b>	36mm x 55mm



### Q1® Premium Foam Masking Tape

- Specially designed polyurethane foam structure
- Highly absorbent to avoid any leaking and paint runs
- Solvent resistant
- 80°C temp rating
- Leaves no residue



**No. SE01**



### Q1® Performance Foam Tape

- Special acrylic adhesive formula doesn't absorb paint pulverization
- Flexible and easy to shape around contours
- Solvent and water-based paint resistant
- No bleed through



**No. SE02**



### Q1® Premium Trim Masking

- High Performance rubber-based adhesive
- Temperature Resistance up to 230° F / 110° C. (30 min.) 194°F / 90° C. (60 min.)
- Pre-perforated for easy tear off
- Very flexible to follow contours and tight curves



**No. TT01**





# SPECIALTY TAPES



SCAN FOR INFO

## SEM Performance you can count on

PART NO.	PRODUCT
<b>FOAM TAPES</b>	
SM0001	Performance Edge Foam Tape
SM0002	Multi-Purpose Foam Masking Tape
SM0004	Contour No Edge Blend Tape
<b>DOUBLE SIDED TAPES</b>	
SM0005	HS Double Sided Gray Acrylic (.24" x 59')
SM0006	HS Double Sided Gray Acrylic (.47" x 59')
SM0007	HS Double Sided Gray Acrylic (.87" x 59')
<b>FINE LINE TAPES</b>	
SM0009	Blue Fine Line Masking Tape (.12" x 108')
SM0010	Blue Fine Line Masking Tape (.24" x 108')
SM0011	Blue Fine Line Masking Tape (.47" x 108')
<b>APPLICATION TAPES</b>	
SM0008	Cloth Protection Tape
SM0012	Emblem Tape (.24" x 16.4')
SM0013	Logo Tape
SM0014	Blue Premium Film Perforated Trim Tape
SM0016	Jamb Masking Tape







# AUTOMOTIVE REFINISHING MASKING TAPE



## SAY GOODBYE TO MESSY EDGES!

- Water resistant treatment for unparalleled protection, reliability, and unmatched performance
- Withstands temperatures of up to 230°F for a remarkable 30 minutes and 194°F for 1 hour
- Exceptional conformability, effortlessly adapting to curved and irregular surfaces
- 3-day UV resistance

Total Thickness	Temp. Resistance	UV Resistance	Water Resistance	Color
5.1 mils	194°F (1 hour)	3 Days	✓	Spring Green

PART NO.	PRODUCT	SIZE
SM0018	Automotive Refinishing Masking Tape	.75" (18mm) x 55m
SM0036	Automotive Refinishing Masking Tape	1.5" (36mm) x 55m
SM0048	Automotive Refinishing Masking Tape	2" (48mm) x 55m



SCAN FOR INFO



**HIGH TEMPERATURE**

- Fine structured crepe backing sets the standard for sharp paint lines
- Resists paint-bleed through
- Specifically designed adhesive formula to ensure superior adhesion to a variety of surfaces



**UV RESISTANT**

- Exceptional conformability
- Excellent adhesion to backing to provide a secure bond and to prevent lifting and overspray
- Removes cleanly and provides a clean crisp paint line
- 3-day UV resistance



**HIGH CONFORMABILITY**

- Exceptional conformability to a variety of surfaces
- Enhanced vibrant aqua backing for high visibility of masked surfaces
- Resists paint flaking and wet sanding

Part No.	Description	Size	Pcs/Cs
<b>PG505-3/4</b>	Utility Paper Masking Tape	18mm x 54.8m	48
<b>PG505-112</b>	Utility Paper Masking Tape	36mm x 54.8m	24
<b>PG27-3/4</b>	Beige Masking Tape	18mm x 54.8m	48
<b>PG27-112</b>	Beige Masking Tape	36mm x 54.8m	24
<b>PG27-2</b>	Beige Masking Tape	48mm x 54.8m	24
<b>OM18</b>	Orange Masking Tape	18mm x 54.8m	48
<b>OM36</b>	Orange Masking Tape	36mm x 54.8m	24
<b>OM48</b>	Orange Masking Tape	48mm x 54.8m	24
<b>AM18</b>	Aquamask Masking Tape	18mm x 100'	48
<b>AM36</b>	Aquamask Masking Tape	36mm x 100'	24
<b>AM48</b>	Aquamask Masking Tape	48mm x 100'	24



## TAPE PRODUCTS

### 3M™ 21 mm x 49 m Soft Edge Foam Tape Plus

- Avoids hard paint lines in the jamb areas
- Helps improve productivity by reducing the time required to mask jambs with tape and masking paper
- Adhesive allows material to be repositioned
- Eliminates rework due to unwanted tape lines
- Can be used on stationary or moving part



**No. 6293**



### 3M™ Foam Masking Tape

- Specially designed polyurethane foam structure
- Avoids hard paint lines in the jamb areas
- Adhesive allows material to be repositioned
- Eliminates rework due to unwanted tape lines
- Able to withstand paint booth bake cycles
- The fastest, most effective method to mask and seal all jambs



Part No.	Description
----------	-------------

<b>6297</b>	1/2" D.A.R.T Masking Tape 12 mm
<b>6298</b>	3/4" D.A.R.T Masking Tape 19 mm



### 3M™ Masking Tape 10 m

- Translucent lined tape makes precise placement easier, helping eliminate overspray
- Hard band at the tape edge slightly lifts moldings from the body, concealing sharp paint edges
- Speeds paint time – no need to remove or clean auto body moldings
- Helps reduce replacement of existing moldings, saving money



**No. 6349**



### Trim Fast Tape



- Best suited for:
  - bonded/flush screen rubbers
  - flush mount/ insert mouldings around windshield glass
  - other automotive glass
- Fixed screen rubbers and flush mount
- Insert moldings on corner and straight moldings around windshield and other automotive glass
- Color: Natural
- Adhesive: Rubber/Resin
- Total Thickness (mm) 0.3 (7.6 mils)
- Temperature Resistance (1 hour/°) 107 (225°)

**No. TM27-1**

## OTHER MASKING PRODUCTS



### Self Adhering Plastic Floor Mats

- Durable, heavy-duty 2.0 MIL plastic
- Self-adhering to stay in place
- Dimensions: 16" x 21"
- Protects car floor
- 250 pk



**No. 800**



### Plastic Wheel Maskers

- Durable, heavy-duty 0.7 MIL plastic
- For use on tires up to 35" in diameter (all typical passenger vehicles, and most large trucks)
- Dimensions: 45" x 40" with star bottom
- Four-fold bag design eliminates "rabbit"
- 50 pk



**No. 810**

### Plastic Seat Covers

- Durable, heavy-duty 0.7 MIL plastic
- Easy to handle for quick installation
- Full coverage from headrest to floor
- Protects car seats from dirt, grease and other stains
- 125 pk



**No. 805**

### Wheel Cover

- Ideal for protecting wheel and tires from overspray
- Set of 4 per package
- Up to 15" capacity



**No. 9004**



### Wheel Bag Masker

- Built in cling wraps for complete masking protection
- Paint overspray sticks to bag
- Non-static
- Disposable and recyclable



Part No.	Description	Qty
----------	-------------	-----

<b>169</b>	Truck Wheel Bag Masker	50
<b>172</b>	15" Wheel Bag Masker -Disp Box	100
<b>176</b>	16" Wheel Bag Masker -Disp Box	60
<b>177</b>	17"-20" Wheel Bag Masker -Disp Box	36

## OTHER MASKING PRODUCTS

### Plastic Tire Maskers

- 45 in. x 40 in. x 17 in
- Excellent paint anchorage prevents flaking
- Four-fold bag design eliminates 'rabbit ears'
- Sized to fit most SUV's and trucks



**No. 70510**

### Plastic Seat Covers

- Durable, heavy-duty plastic
- Protects car seats from dirt, grease and other stains
- Easy to handle for quick installation
- 125/roll



**No. 200**

### 3M™ (250) IPA Floor Mats

- Disposable paper floor mat
- Protect automotive floors during maintenance and repair
- Unique non-slip technology keeps floor mat in place



**No. 36901**

### Self Adhering Plastic Floor Mats

- Self-adhering to stay in place
- Dimensions: 16" x 21"
- Protects car floor
- 250 pk



**No. 203**



**No. 36900**

### 3M™ (250) IPA Seat Covers

- One size cover
- Fits all vehicles
- Seat covers resist water, oil and grease
- Single pocket or dual pocket option

### Disposable Wheel Masker

- Protects wheels and tires from paint overspray
- High-density maskers resist tearing
- Wire reinforcement locks maskers in place



**No. 30204**

### Canvas Tire Masker

- 4 maskers per pack
- Stitched with a flexible rod on the outer edge to allow for easy placement and keep the masker in place
- Heavy canvas material eliminates paint spray bleed through



Part No.	Description
<b>30237</b>	Fits wheels up to 24" diameter with up to 9" wheel width
<b>30238</b>	Fits wheels up to 32" diameter with up to 10" wheel width
<b>30239</b>	Fits wheels up to 39" diameter with up to 12" wheel width

# Masking & Plotter Solutions

*Ideal for custom work, complex graphics design, stencil works, airbrushing & more*



FBS Distribution Co., Inc.  
www.fbsdistribution.com



**Automotive • Industrial • Aviation • Marine**

**Film Grip Discs**

- Designed for mattening and paint rectification for top and clear coat
- Smooth film backing
- For dry application only



Part No.	UOM	Qty/Cs	Grit	Size	Backing
<b>F61000</b>	Box	50	1,000	6"	Grip
<b>F61200</b>	Box	50	1,200	6"	Grip
<b>F61500</b>	Box	50	1,500	6"	Grip

**Foam Grip Discs**

- Designed for both smooth and proliferated surfaces
- Suitable for wet, dry, hand, or machine application



Part No.	UOM	Qty/Cs	Grit	Size	Backing
<b>FA61000</b>	Box	10	1,000	6"	Grip
<b>FA62000</b>	Box	10	2,000	6"	Grip
<b>FA63000</b>	Box	10	3,000	6"	Grip

**Abralon® Grip Disc**

- For conditioning a surface either as a pre-treatment prior to painting and lacquering
- For removing oxides or for giving a visually attractive surface structure



Part No.	Grit	Qty
<b>8A2401000</b>	1000	10
<b>8A2402000</b>	2000	10
<b>8A2403000</b>	3000	10
<b>8A2404000</b>	4000	10



**Gold Link Disc Rolls**

- Durable - well suited for sanding at high speeds
- Semi-open grit binding and special stearate coating designed to prevent clogging and pill forming

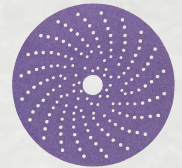


Part No.	Grit	Qty
<b>23342080</b>	80	100
<b>23342120</b>	120	100
<b>23342180</b>	180	100
<b>23342220</b>	220	100
<b>23342320</b>	320	100
<b>23342400</b>	400	100



**3M™ Cubitron II Abrasives**

- Faster cut
- Longer life
- Consistent finish
- Available in grits 240+ and 320+



Part No.	Grit	Description
<b>31482</b>	240+	6" Disc, 50/Box
<b>31483</b>	320+	6" Disc, 50/Box

**Gold PSA Discs**

- Attachment Type: PSA
- Grain: Premium Aluminum Oxide
- Backing: Latex Paper
- Bond: Phenolic Resin
- Coating: Open Coat
- Grit Range: 60 – 1200
- Qty/Box: 100
- Also available in velcro



**6" No hole PSA Discs**

Part No.	Grit	Part No.	Grit
<b>02306</b>	80	<b>02312</b>	240
<b>02308</b>	120	<b>02314</b>	320
<b>02309</b>	150	<b>02316</b>	400
<b>02310</b>	180	<b>02318</b>	600
<b>02311</b>	220	<b>02319</b>	800

**6" Sun Net Discs**

- Dust-free sanding allows clean and healthy working environment
- Special abrasive coating method prevents clogging problem
- 50 discs per box



Part No.	Grit	Part No.	Grit
<b>82206</b>	80	<b>82211</b>	220
<b>82207</b>	100	<b>82212</b>	240
<b>82208</b>	120	<b>82214</b>	320
<b>82209</b>	150	<b>82216</b>	400
<b>82210</b>	180	<b>82218</b>	600

# REVOLUTIONIZE HOW SANDING IS DONE

## SuperAssilex

### FLEXIBLE SANDING SYSTEM

The original award-winning flexible sheet & disc sanding system that cuts fast while delivering a shallow and uniform finish. Perfect for scuffing, blending, topcoat sanding and more...

K-240 to K-1500

**SUPER-TACK**  
HOOK & LOOP



ULTRA FLEXIBLE



FAST, UNIFORM COVERAGE



#### BA SANDER 910-0202 ▶

Maximize efficiency with the premium Pneumatic BA Sander designed for Super Assilex and Super Buleflex sheets



#### ◀ FOAM BLOCK SET

00212M Hand Block + Interface Pad Set

#### Super Assilex Sheets & Discs

Grade	Color	Qty/Bx	Sheets	6" Disc - 15H	6" Disc - 7H	6" Disc - 0H	Qty/Box	3" Disc
K-240	Brown	25	<b>191-2517</b>	<b>193-2537</b>	<b>193-2557</b>	-	-	-
K-360	Ocean	25	<b>191-1515</b>	<b>193-1575</b>	<b>193-1545</b>	-	50	<b>730-2514</b>
K-600	Sky	25	<b>191-1508</b>	<b>193-1578</b>	<b>193-1538</b>	<b>193-1518</b>	50	<b>730-2510</b>
K-800	Lemon	25	<b>191-1509</b>	<b>193-1579</b>	<b>193-1539</b>	<b>193-1510</b>	50	<b>730-2508</b>
K-1000	Lime	25	<b>191-2507</b>	<b>193-2527</b>	<b>193-2547</b>	<b>193-1509</b>	50	<b>730-2517</b>
K-1200	Orange	25	<b>191-1510</b>	<b>193-1580</b>	<b>193-1540</b>	<b>193-1508</b>	50	<b>730-2507</b>
K-1500	Peach	25	<b>191-2505</b>	<b>193-2525</b>	<b>193-2545</b>	<b>193-1507</b>	50	<b>730-2505</b>



## MaxFilm

### ULTRA-PREMIUM SANDING SYSTEM

#### ■ CLOG-FREE SANDING

Premium Film-Backing, along with an advanced Anti-Clogging technology, results in cooler sanding & longer paper life.

#### ■ SPEED WITHOUT SACRIFICING FINISH

Best-in-class finish quality dramatically cuts down sanding time & labor cost. Perfect for Primer Sanding, Surface Prep, Metal Sanding and much more.

P80 - P600

**SUPER-TACK**  
HOOK & LOOP



Vacuum Sanding Block  
911-1009



ULTRA-UNIFORM FINISH

#### MaxFilm 6" Discs & File Sheets - 50 pcs/box

Grit	0H Discs	15H Discs	File Sheets
P80	<b>520-0080</b>	<b>523-0080</b>	<b>705-0080</b>
P100	<b>520-0100</b>	<b>523-0100</b>	-
P120	<b>520-0120</b>	<b>523-0120</b>	-
P150	<b>520-0150</b>	<b>523-0150</b>	<b>705-0150</b>
P180	<b>520-0180</b>	<b>523-0180</b>	<b>705-0180</b>
P220	<b>520-0220</b>	<b>523-0220</b>	<b>705-0220</b>
P320	<b>520-0320</b>	<b>523-0320</b>	<b>705-0320</b>
P400	<b>520-0400</b>	<b>523-0400</b>	-
P500	<b>520-0500</b>	<b>523-0500</b>	-
P600	<b>520-0600</b>	<b>523-0600</b>	-

#### Kovax DRY Guide Coat 100g

- 978-0001
- 978-0002
- 978-0003



APPLICATOR INCLUDED



SCAN TO  
LEARN MORE

AVAILABLE IN 6" DISCS (15H, 7H\*, 0H) & FILE SHEETS (70 x 402 mm)

\*7H Discs refer to part numbers: 521-XXXX



DA PAPER

Gold PSA Discs

- Resistant to clogging and loading
- P-grade aluminum oxide offers an exceptional long lasting cut
- High strength resin bonding gives superior grain support producing an even, consistent scratch pattern



Part No.	Description	Qty/Bx
<b>6036</b>	6" Gold PSA 36	50
<b>6080</b>	6" Gold PSA 80	100
<b>6120</b>	6" Gold PSA 120	100
<b>6150</b>	6" Gold PSA 150	100
<b>6180</b>	6" Gold PSA 180	100
<b>6220</b>	6" Gold PSA 220	100
<b>6320</b>	6" Gold PSA 320	100
<b>6400</b>	6" Gold PSA 400	100
<b>8036</b>	8" Gold PSA 36	50
<b>8080</b>	8" Gold PSA 80	50



Grip Gold Discs

Part No.	Description	Qty
<b>G6036</b>	6" Grip Gold 36E	25
<b>G6080</b>	6" Grip Gold 80D	50
<b>G6180</b>	6" Grip Gold 180B	50
<b>G6220</b>	6" Grip Gold 220B	50
<b>G6320</b>	6" Grip Gold 320B	50
<b>G6400</b>	6" Grip Gold 400B	50
<b>G6600</b>	6" Grip Gold 600B	50
<b>G6800</b>	6" Grip Gold 800B	50



6" Film PSA and Velcro NH

- Available in PSA and Velcro
- Size: 6"
- Grain: Premium Aluminum Oxide
- Backing: Polyester Film
- Bond: Phenolic Resin
- Coating: Open Coat



PSA

Part No.	Grit	Qty
<b>01306</b>	80G	100
<b>01310</b>	180G	100
<b>01314</b>	320G	100
<b>01316</b>	400G	100
<b>01318</b>	600G	100
<b>01319</b>	800G	100
<b>01320</b>	1000G	100

Velcro

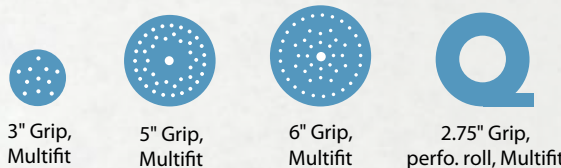
Part No.	Grit	Qty
<b>01406</b>	80G	50
<b>01410</b>	180G	50
<b>01414</b>	320G	50
<b>01416</b>	400G	50
<b>01418</b>	600G	50
<b>01419</b>	800G	50
<b>01420</b>	1000G	50

Galaxy Abrasives

- New, sharp grains form as you sand
- Lasting sharpness means a long life and a fast cut
- Clog resistant coating repels dust to keep grains free to cut
- Scratch pattern of finer grits polishes out easily



Scan for list of Galaxy part numbers



Gold PSA Discs

- Available in 3", 6" and 12" discs
- Silicon Carbide grain
- Gray color
- Backing: Knitted fabric on foam
- Available in hook & loop
- Combines benefits of abrasive cloth and non-woven products
- Stearate to prevent loading
- Excellent for sanding contoured surfaces, corners, and sharp edges



Part No.	Description	Qty/Bx
<b>8A2411000</b>	6" Abralon 1000 Grit	10
<b>8A2412000</b>	6" Abralon 2000 Grit	10
<b>8A2413000</b>	6" Abralon 3000 Grit	10
<b>8A2414000</b>	6" Abralon 4000 Grit	10

Autonet 6" Mesh Grip Disc

- Available in discs and rolls
- Aluminum Oxide grain
- Closed coat
- Grayish color
- Available in hook & loop attachment



Part No.	Description	Qty
<b>AE24105080</b>	Autonet 6" Grip P80	50
<b>AE24105012</b>	Autonet 6" Grip P120	50
<b>AE24105018</b>	Autonet 6" Grip P180	50
<b>AE24105025</b>	Autonet 6" Grip P240	50
<b>AE24105032</b>	Autonet 6" Grip P320	50
<b>AE24105041</b>	Autonet 6" Grip P400	50
<b>AE24105061</b>	Autonet 6" Grip P600	50

## ABRASIVE SHEETS

## Waterproof Sheets

- Flexible resin and strong backing will not crack, even when folded
- Consistent and uniform finish buffs out faster
- Available in both 9" x 11" full and 5-1/2" x 9" half sheets



## 9" x 11" Waterproof

Part No.	Size	Grit	Qty/Bx
<b>WD220-50</b>	9" x 11"	220	50
<b>WD320</b>	9" x 11"	320	50
<b>WD400</b>	9" x 11"	400	50
<b>WD600</b>	9" x 11"	600	50
<b>WD800</b>	9" x 11"	800	50



## 5.5" x 9" Waterproof

Part No.	Size	Grit	Qty/Bx
<b>WD1000</b>	5.5" x 9"	P1000	50
<b>WD1200</b>	5.5" x 9"	P1200	50
<b>WD2000</b>	5.5" x 9"	P2000	50



## Gold Sheet Roll

- P-grade aluminum oxide offers an exceptional, long lasting cut
- Resistant to clogging and loading
- High strength resin bonding gives superior grain support producing an even, consistent scratch pattern
- PSA backing



Part No.	Size	Grit
<b>20080</b>	2.75" x 20 yds	80
<b>40120</b>	2.75" x 40 yds	120
<b>40180</b>	2.75" x 40 yds	180
<b>40220</b>	2.75" x 40 yds	220
<b>40320</b>	2.75" x 40 yds	320

## File Board Paper

- Resistant to clogging and loading
- P-grade aluminum oxide offers an exceptional long lasting cut
- High strength resin bonding gives superior grain support producing an even, consistent scratch pattern



Part No.	Size	Grit	Qty/Bx
<b>165036</b>	2.75" x 16.5"	36	50
<b>165040</b>	2.75" x 16.5"	40	50
<b>165080</b>	2.75" x 16.5"	80	50



## 3M™ Stikit™ Blue Abrasive Sheet Rolls

- A best-in-class abrasive sheet roll offering for the entire repair and paint preparation process
- Engineered ceramic mineral blend is balanced for maximum abrasive performance in its class
- Upgraded resins improve durability and finish
- Anti-loading coating prevents dust and debris from clogging the cutting surface



## 3M™ Cubitron™ II Hookit™ Clean Sanding Sheet Rolls

- Faster cut
- Longer life
- Consistent finish
- Available in grits 240+ and 320+



Part No.	Grit	Description
<b>34448</b>	240+	2-3/4" x 13 yd Sheet Roll
<b>34449</b>	320+	2-3/4" x 13 yd Sheet Roll

Part No.	Grit	Description
<b>36217</b>	80	2-3/4" x 20 yd Sheet Roll
<b>36219</b>	120	2-3/4" x 20 yd Sheet Roll
<b>36220</b>	150	2-3/4" x 20 yd Sheet Roll
<b>36221</b>	180	2-3/4" x 30 yd Sheet Roll



## SCUFF PADS & ROLLS

### Thin Scuff Pads/Rolls

- Produces a dense scratch pattern
- Strong, flexible and long lasting
- Wet or Dry application






Part No.	UOM	Qty/Cs	Grit	Size
<b>RED</b>	Pack	20	Very Fine	6" x 9"
<b>GRAY</b>	Pack	20	Ultra Fine	6" x 9"
<b>RED447</b>	Pack	25	Very Fine	4.5" x 9"
<b>GRAY448</b>	Pack	25	Ultra Fine	4.5" x 9"
<b>RED373</b>	Roll	1	Very Fine	4.5" x 32.8"
<b>GRAY943</b>	Roll	1	Ultra Fine	4.5" x 32.8"

### Mirlon Total

- Available as: sheets, rolls
- Aluminum Oxide grain for VF, Silicon Carbide grain for UF, MF
- Color: Red (VF) and Gray (UF), Gold (MF)
- Red (VF) 360 grit, Gray (UF) 1500 grit, Gold (MF) 2500 grit
- Three dimensional coating for uniform scratch pattern



**MIRKA**

### 4.5" x 9" Scuff Pad

Part No.	Description	Qty/Bx
 <b>18118447</b>	4.5" x 9" Very Fine Red	25
 <b>18118448</b>	4.5" x 9" Ultra Fine Gray	25
 <b>18118449</b>	4.5" x 9" Micro Fine Gold	25



### 33" Mirlon Total Scuff Roll

**MIRKA**



Part No.	Description	Qty/Bx
 <b>18573373</b>	4.5" x 33" Very Fine Red	1
 <b>18573943</b>	4.5" x 33" Ultra Fine Gray	1

### 6" x 9" Scuff Pad

**MIRKA**

Part No.	Description	Qty/Bx
 <b>18111447</b>	6" x 9" Very Fine Maroon Pad	20
 <b>18111448</b>	6" x 9" Ultra Fine Gray Pad	20

### Scuff Roll

Part No.	Description	Qty/Bx
 <b>18573447</b>	4" x 33" Very Fine Maroon Pad	1
 <b>18573448</b>	4" x 33" Ultra Fine Gray Pad	1

### 3M™ Scotch-Brite™ Durable Flex Hand Pad

- Suitable for use on wood, paints, metal, plastics, ceramics, porcelain, glass, rubber or composites
- Reusable pad resists tearing, splintering, loading and will never rust, providing a long, useful life
- Can be folded, stacked, or rolled for effective cleaning or conditioning on flat, irregular, or contoured surfaces

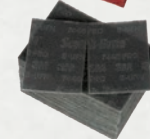
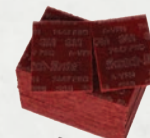


3M

Part No.	Description	Color
<b>64659</b>	Very Fine Flex Hand Pads	Red
<b>64660</b>	Ultra Fine Flex Hand Pads	Gray

### 3M™ Scotch-Brite™ Hand Pad PRO

- Very fine grade aluminum oxide abrasive cleans, finishes, grains, denibs, and defuzzes
- Pad resists tearing, splintering, shredding, loading and will never rust, providing a long, useful life
- Can be folded, stacked, or rolled for effective cleaning or conditioning on flat, irregular, or contoured surfaces



Part No.	Description	Color
<b>64926</b>	Very Fine Hand Pads	Maroon
<b>64935</b>	Ultra Fine Hand Pads	Gray

3M

### Scuff Pads

Sunmight

- Grain Aluminum Oxide
- Bond: Phenolic Resin. Coating
- Special Coating on Non Woven



Part No.	Description	Color
<b>80100</b>	6" x 9" Very Fine Scuff	Maroon
<b>80200</b>	6" x 9" Ultra Fine Scuff	Gray

as seen on  
**fender  
bender**

BY SCOTT BRIDGES

# When the Customer Comes First THE CUSTOMER **WILL LAST**

In an increasingly competitive market, customer experience is more paramount than ever to your company's bottom line. Scott Bridges of ProColor Collision shares eight ways to create a positive customer experience that stands out from the crowd.

You invest plenty of time, energy and money to offer quality products and services. While important, those are not the only investments needed to create customer loyalty and advocacy.

Focusing on the customer experience has a direct impact on your bottom line. SharpenCX reports that 64% of people find customer experience more critical than price. And companies that

excel at the customer experience grow revenues 4 to 8% above their market, according to Bain & Company.

Viewing your business from your customers' perspective can be eye-opening and help you understand the importance of delivering a top-notch experience at every customer touchpoint. In a crowded industry, customer service helps your business stand out from the competition.

# Here are **eight tips** to help you create a positive customer experience.

## 1. Start on a positive note.



Smile (you can “hear” a smile on the phone), ask the customer’s name, and acknowledge them with empathy and understanding.

Most body shop customers had something happen to one of their most significant purchases, their vehicle. Take the time to listen to their story and understand their entire situation. At ProColor Collision, secret shoppers engage with our locations and report back on coaching opportunities, as needed.

## 2. Sell more than things.



Focus, instead, on solving each customer’s problems. Think from the buyer’s perspective: What does your customer care about during the buying process?

What frustrates them? What makes them happy? This positions you as a problem solver and partner, instead of just a vendor. ProColor Collision shops’ customer service key performance indicator is monitored to help each location excel at the customer experience.



**Focusing on the customer experience has a direct impact on your bottom line.**

## 3. Quickly respond to leads and inquiries.



How long does it take you to respond when someone asks for an online quote or leaves a voicemail?

And how quickly do they have a quote in hand? In today’s always-connected world, customers look for other solutions if they don’t receive a timely reply.

## 4. Set realistic expectations and acknowledge issues.



With today’s supply chain issues, a good rule of thumb is to under promise and over deliver. Confirm availability of needed products before providing a timeline to your customers and keep them informed throughout the process. If something changes and you can’t finish the work by the original timeline, avoid just apologizing. Focus on thanking them for their patience and understanding while explaining the solution or new timeline.

## 5. Thank the customer.



After thanking the customer for their business when they pick up their vehicle, take the next step and send an email or card within a week of the work being completed. This extra step is something a customer will remember when they need your services again.

## 6. Build a social media strategy.



Many customers take their issues or complaints online instead of contacting you directly. At ProColor Collision, we offer review and response assistance to our Franchisees, as it’s imperative to regularly check social media and online review channels and have a plan to resolve each issue.

## 7. Train your team.



There is always something to learn to improve customer service capabilities. ProColor Collision Franchisees have access to thousands of online training courses via our proprietary Learning Management System (LMS) as well as in-person technical training at our training facilities and offices. Whether it’s training on new products or services, conducting customer interaction role plays or evaluating reviews and customer interactions, doing so regularly keeps everyone focused on your shop’s customer experience.

## 8. Celebrate customer experience excellence.



Whether you watch, read online or otherwise hear about a strong customer experience, recognize the employees involved and celebrate their success. They will continue to deliver, and others will improve their own capabilities.



In today’s business environment, it’s impossible to overstate the importance of customer loyalty. The best way to create that loyalty is to deliver at all stages of the work you’re completing for the customer. When done well, the positive customer experience often transitions a one-time customer into a loyal customer and someone who refers more business your way.

**WAXES & POLISH**

**Last Touch**



- Spray on and wipe off for incredible depth, shine and gloss
- Unique blend safely and gently removes dust, smudges, fingerprints and other contaminants
- Can be used on paint, plastic, chrome, vinyl and more



Part No.	Size
<b>D15501</b>	Gallon
<b>D15505</b>	5 Gallon

**Finishing Polish**



- Creates a high gloss and a swirl-free finish that will not wash away
- Contains no waxes, fillers or silicones
- Water-based, significantly reduces buffing and cleanup time



Part No.	Size
<b>131301</b>	Gallon
<b>131332</b>	32 fl. oz.

**Accessories:**



**No. 890172**

**DA Microfiber Finish Wax**



- Rich blend of polymers, silicones, and carnauba for high gloss protection
- No sling and low dusting performance with one-pass wipe off make it easy with less clean up
- Lightly cleans the paint and leaves behind a durable, high gloss protection



**No. D30101**

**Spray 'N Shine**



- Produces a showroom shine on cured and new paint
- Makes pre-delivery cleanup fast and easy
- Creates a breathable film
- Ideal as a clay bar wetting agent

Part No.	Size
<b>130922</b>	22 oz
<b>130901</b>	Gallon



**Ultra Finishing Polish**



- Permanently removes swirls and light defects from all paints
- Produces deep reflections and high gloss
- Smooth buffing feel and fast wipe-off



Part No.	Size
<b>M20532</b>	Quart
<b>M20501</b>	Gallon

**VOC Compliant Fast Wax**



- Provides paste wax protection with liquid wax ease-of-use
- VOC Compliant Fast Wax can be applied over 24-hour old clear coats and single-stage finishes without risk of die back
- Works great for automotive and marine applications

Part No.	Size
<b>134132</b>	Quart
<b>134101</b>	Gallon



**Mist-N-Shine®**

- Safe on fresh paint
- Show winning gloss
- Contains no wax or silicones



Part No.	Size
<b>01214</b>	22 oz
<b>01217</b>	Gallon



**Power Clean™**

- All in one cleaner
- Wheel/tire brake dust
- Non-caustic, no acids
- Safe for interiors, carpet spot remover



Part No.	Size
<b>11088</b>	22 oz
<b>11087</b>	Gallon



**Mystic Nano Wax™**

- Incorporates synthetic Nano Wax polymers
- Extreme gloss, slickness and protection benefits
- Safe for fresh paint
- Body shop safe
- Size: 32 oz



**No. 11030**



**Wool Hook & Loop Pads**

- All wool single-sided pads
- 9" diameter
- Feature 1-1/2" thick wool pile



Part No.	Description
<b>890140</b>	Black Wool Cutting Pad
<b>890141</b>	Natural White Compound
<b>890142</b>	Yellow Medium Cut Pad
<b>890143</b>	Green Light Cut Pad
<b>890144</b>	Blue Soft Polish Pad
<b>890146</b>	Black & White Wool Pad



**Foam Hook & Loop Pads**

- Waffle foam pads
- 8-1/2" diameter
- Feature 1-1/2" thick pure premium foam



Part No.	Description
<b>890136</b>	Yellow CCS Foam Pad
<b>890137</b>	Green CCS Foam Pad
<b>890138</b>	Blue CCS Foam Soft Polish
<b>890171</b>	White Foam Compounding Pad
<b>890172</b>	Grey Foam Polish Pad



**Wool Quik Pads™**

- All wool Quik pads
- 9" diameter
- Feature 1-1/2" thick wool pile



Part No.	Description
<b>890082WD</b>	White Wool Compound Pad 100%
<b>890082WD</b>	Black Wool Cutting Pad 100% Twisted
<b>890084WD</b>	Yellow Med. Cutting Pad Blended 50/50
<b>890085WD</b>	Green Med. Cutting Pad Blended 40/40/20

**Flex Foam Backing Plate**

- Flexible foam backing plate
- Designed for use with Presta single-sided wool or foam buffing pads
- 5/8" – 11 Thread



**No. 810116**

**Accessories:**  
**Quik Pad Spindle Adapter**  
**No. 890099**



**Micro Buffing/Polishing Pad Starter 6 Pack**



**KIT INCLUDES:**

- Tuffer Buffer™ 100% 4-Ply Wool Curved Edge Micro Compounding & Buffing Pad (#57-135)
- Spin Brite Single-Ply Micro Polishing Pad (#59-335)
- Yellow Speedy Foam Micro Buffing Pad With Loop Backing (#44-603)
- Black Speedy Foam® Micro Polishing Pad With Loop Backing (#44-643)
- Da Pneumatic Adapter (#69-101)
- Micro Hook Backing Plate With 5/8"-11 Thread (#69-083)"

**No. 85-938**

**Buffing Pads**

- Form: Curved Edge
- Loop Backing



Part No.	Size	Color	Material	Application
<b>44-603</b>	3.5"	Yellow	Foam	Buffing
<b>44-643</b>	3.5"	Black	Foam	Polishing
<b>57-135</b>	3.5"	White	Wool	Buffing
<b>59-335</b>	3.5"	Yellow	Wool Blend	Micro Polishing

**DA Foam Pads**

- Use with the Wizard 21 Big Throw Polisher
- Velcro® attachment/6" backing plate compatible



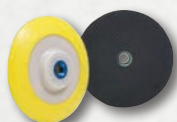
Part No.	Size	Color	Material	Application
<b>11601</b>	6"	Blue/White	Microfiber	Cutting
<b>11604</b>	6"	Yellow	Foam	Polishing
<b>11605</b>	6"	Gray	Foam	Finishing

## BUFFING & POLISHING PADS

### Buffing Pads

Part #	Dia.	Pile Ht.	Description	Application
<b>301G</b>	3"	1/2"	Wool Grip Pad	Compound
<b>320G</b>	3"	1"	Black Foam-Grip (2 pk)	Padding
<b>330G</b>	3"	1"	Yellow Foam-Grip (2 pk)	Padding
<b>658Y</b>	---	---	5/8" Grip Backing Plate	Backing Plate
<b>803N</b>	8"	1 1/2"	Wool 4 Ply Double Sided	Compound
<b>820WG</b>	8.25"	1.5"	Waffle Faced Foam Pad (Black)	Finishing
<b>830WG</b>	8.25"	1.5"	Waffle Faced Foam Pad (Yellow)	Medium Cut
<b>899WG</b>	8.25"	1.5"	Waffle Faced Foam Pad (White)	Heavy Cut
<b>920G</b>	9"	1 1/2"	Black Contour Foam Pad	Finishing
<b>920GT*</b>	9"	1 1/2"	Black Contour Foam Pad	Finishing
<b>930G</b>	9"	1 1/2"	Yellow Contour Foam Pad	Light Cutting
<b>930GT*</b>	9"	1 1/2"	Yellow Contour Foam Pad	Light Cutting
<b>2000G</b>	8"	2"	Black Foam Grip Pad	Finishing
<b>3000G</b>	8"	2"	Yellow Foam Pad	Lt. Compound
<b>7502G</b>	7 1/2"	1.25"	100% Wool Pad 4 Ply	Compound
<b>7502GT*</b>	7 1/2"	1.25"	1/4" 100% Wool Pad (White) 4 Ply	Compound
<b>7503G</b>	7 1/2"	1 1/2"	100% Wool Pad (White) 4 Ply	Compound
<b>7503GT</b>	7 1/2"	1 1/2"	Twist NTR 4 Ply 100% Wool Pad	Compound
<b>7503GY</b>	7 1/2"	1 1/2"	Velcro Special Pad	Polishing
<b>7503GYS</b>	7 1/2"	1 1/2"	Wool Grip Pad 1 Ply	Polishing
<b>7503N</b>	7 1/2"	1 1/2"	100% Wool Pad 4 Ply	Compound

*\*Indicates Center Tee System*



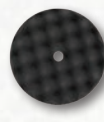
**#658Y**



**#753R**



**#2000G**



**#820WG**

### Mini Buffing Kit



#### KIT INCLUDES:

- Three pads (#301G, #320G, #330G)
- A backing plate (#358)
- Two adapters (#DA5816, #SP5814)

### No. TP-3

### 3" Foam Tri- Pack



#### KIT INCLUDES:

- Three pads (#301G, #320G, #330G)
- A backing plate (#300Y)

### No. TP-325W

### 7" Buff Pad Holder with Hook



- 7" Hook, Buff Pad Holder

**FERRO** **No. 8276**  
INDUSTRIES, INC.

### DA Foam Pads

- Improved foam technology cuts through moderate surface defects with no swirls

Part No.	Size	Qty/Pk
<b>DFC6</b>	6"	Cutting
<b>DFP6</b>	6"	Polishing

### Rotary Cutting Pads

- Improved foam technology cuts through moderate surface defects with less swirls

Part No.	Size	Qty/Pk
<b>WRFC7</b>	6"	Foam
<b>WRWHC7</b>	6"	Wool

### Compounding Pad

- Waffle face pattern for cooler buffing
- Open cell foam for superior strength
- Pad Size: 8" Width x 1" Height
- User-friendly pads
- Made in the USA



Part No.	Description	Qty/Pk
<b>723</b>	8" x 1" White	2
<b>725</b>	8" x 1" Black	2
<b>727CP</b>	Combo Pack 1 Black & 1 White	2

### Wool Buffing Pad

- 100% Wool
- .75" Diameter, 1.5" Pile
- Made in the USA
- Highest quality hook & loop backing
- Wool lasts longer and cuts faster
- Most wool per pad in the market



### No. 775



**Hyper Dressing**

- Rich, high shine finish
- Easy to use formula: spray on, wipe off
- Use on interior & exterior surfaces
- Pre-diluted at 1:1

**No. DRTU17032**

**Non-Acid Wheel & Tire Cleaner**

- Cleans wheels & tires
- Quickly removes brake dust, road grime, grease & dirt
- Spray on, lightly agitate, hose off

**No. DRTU14332**

**Citrus Power Cleaner Plus**

- Pleasant smelling citrus scent
- Safe on carpets, upholstery, plastics, engines, & more
- Pre-diluted at 4:1

**No. DRTU10732**

**Iron Removing Spray "Clay"**

- Improves paint smoothness
- Changes color as it quickly dissolves embedded iron particles

**No. DRTU200232**

**Last Touch Spray Detailer**

- Removes dust, smudges, fingerprints and contaminants
- Safe for paint, chrome, plastic & vinyl
- Pre-diluted at 1:1

**No. DRTU15532**



**Ultra Pro Speed Compound**

- Fast, even cut with extremely high gloss finish
- Quick removal of 1,200 grit or finer sanding marks
- Easy wipe-off, virtually zero dusting or sling with long work cycle



Part No.	Size
<b>M11032</b>	21 oz.
<b>M11001</b>	Gallon



**3M™ Perfect-it™ EX AC Rubbing Compound**

- 3M's fastest cutting rubbing compound quickly removes sand scratches and defects
- Provides smooth handling on the panels with no chatter and drag
- Gives easy clean up on all surfaces including textured plastics
- Clear finish allows technician to easily see when they have completely removed all the sand scratches
- 1 Quart



**No. 36060**



**Ultra Cut Compound**

- Exclusive, super-micro abrasive technology
- Ultra-fast cutting removes 1200 grit or finer sanding marks
- Super-micro abrasives leave best in class finish
- Great for removing scratches, defects, acid rain and severe swirls/holograms



Part No.	Size
<b>M10532</b>	Quart
<b>M10501</b>	Gallon



**3M™ Perfect-It™ II Rubbing Compound**

- Medium cutting liquid compound
- Leaves a fine finish
- Can be used for hand or machine use
- Removes water spots and is clear coat safe

Part No.	Size
<b>5973</b>	Quart
<b>5974</b>	Gallon



**Diamond Cut 2.0**

- Great for high solids paint
- Cuts fast with minimal swirls
- Low-dusting, low splatter formula



**No. M8501**



**DA Microfiber Correction Compound**

- Super-Micro Abrasive Technology (SMAT) quickly removes moderate defects
- Formulated to remove light to moderate flaws while creating a high gloss
- No sling and low dusting formula for minimal prep and clean up
- No swirl formula
- Rich concentrated formula delivers lower cost per car



**No. D30001**

## COMPOUNDS & GLAZES

### Cutting Compound

- Cuts quickly and is designed to remove P1200 and finer sand scratches
- Contains no waxes, fillers or silicones.
- Water-based formula
- Easy-to-use



Part No.	Size
<b>131401</b>	Gallon
<b>131432</b>	32 fl. oz.

#### Accessories:



**No. 810176**



### Gel Coat Compound

- Ideal for marine and industrial applications
- Water-based compound
- Easy clean up
- Best used with a white 100% wool pad
- VOC Compliant
- 1 Quart



**No. 138532**



### Ultra 2-Step Compound

- Designed to simplify the buffing process
- Features water-based products that contain no waxes, fillers or silicones
- Works effectively with both wool and foam pads and over a wide range of buffing speeds
- 1 Quart



**No. 139332**

### Ultra Cutting Creme

- Removes coarse through fine sand scratches on cured and fresh paint
- Produces good gloss on all automotive coatings
- Restores gloss to marine coatings and gelcoats
- Contains no waxes or silicones



Part No.	Size
<b>131903</b>	2 oz
<b>131932</b>	Quart
<b>131905</b>	3 kg
<b>131901</b>	Gallon

### Ultra 2-Step MaxCut™ Compound

- Super-hard abrasive engineered for the latest clear coat technologies
- Cleans up quickly
- Contains no fillers, waxes or silicones



Part No.	Size
<b>139032</b>	Quart
<b>139001</b>	Gallon

### Super Cut Compound

- Cuts fast, finishes clean
- Use with a 100% twisted wool cutting pad to leave a high-gloss finish
- Contains NO fillers, waxes or silicones



Part No.	Size
<b>134532</b>	Quart
<b>134501</b>	Gallon

### Mystic Cut™ Compound



- Exclusive Nano Sphere technology
- Levels 1200-2000 grit sand scratches
- Water based for easy clean-up



Part No.	Size
<b>11048</b>	32 oz
<b>11052</b>	Gallon

### Turbo Cut™ Compound



- Fast cut on dead paint gel coat and fiberglass
- No wax, silicone or crystalline silica

Part No.	Size
<b>11044</b>	32 oz
<b>11043</b>	Gallon

### Finish Cut™ Compound



- Easy swirl removal – easy clean-up
- One step buffing on most colors

Part No.	Size
<b>11040</b>	32 oz
<b>11041</b>	Gallon

### Select Pro Starter Kit

**No. 41010**



#### KIT INCLUDES:

- **SELECT PRO™ EXTRA CUT** - Rubbing Compound - Size: 32oz - Part Number: 41001
- **SELECT PRO™ CUT & POLISH** - Machine Polish - Size: 32oz - Part Number: 41002
- **SELECT PRO™ ULTRA FINE** - Machine Finish - Size: 32oz - Part Number: 41003
- **THE AGGRESSOR™ CUTTING PAD** - Foam Cutting Pad - Size: 8"x1/2" - Part Number: 11310
- **THE FINISHER BUFFING PAD** - Foam Buffing Pad - Size: 8"x1/2" - Part Number: 11312
- **THE ULTRA FINISHING BUFFING PAD** - Foam Buffing Pad - Size: 8"x1/2" - Part Number: 11314
- **MIST-N-SHINE®** - Professional Detailer - Size: 22oz - Part Number: 01214
- **PLUSH HIGH PILE MICROFIBER CLOTH** - Detailing Cloth - Size: 16"x16"- Part Number: 11430



**OTHER DETAIL PRODUCTS**

**Hyper Wash**

- Rich, stable foam provides excellent performance
- Lifts dirt and grime off surfaces without stripping wax
- Provides a deep gloss and rich shine
- 400:1 dilution ratio
- Biodegradable formula so run-off won't harm the environment, and is body shop safe



Part No.	Size
<b>D11001</b>	Gallon
<b>D11005</b>	5 Gallon

**Super Degreaser**

- Strong & fast acting for the toughest jobs
- Residue-free performance
- Pleasant fragrance



**Accessories:**



**Super Degreaser Bottle**  
No. D20108

Part No.	Size
<b>D10801</b>	Gallon
<b>D10805</b>	5 Gallon

**Next Generation Tech Wax**

- Glides on and wipes off effortlessly
- Deep, vibrant color and a clear wet-look



**No. G12718**

**Detailers Drum Pump**

- Compatible with commercial grade silicones, soaps & detergents
- Corrosion resistant polyethylene construction
- 2" threaded bung nut included
- Not for use with acids, thinners and solvents



Part No.	UOM
<b>724</b>	55 Gallon
<b>726</b>	5-55 Gallon



(#726 includes siphon tube extension)

**Glass Cleaner Concentrate**

- Formulated specifically for professional automotive use

Part No.	Size
<b>D12001</b>	Gallon
<b>D12005</b>	5 Gallon



**Accessories:**



**Glass Cleaner Bottle**  
No. D20120



**Standard Sprayer**  
• 12 each per case  
No. D110516

**Rinse Free Express Wash & Wax**

- Wash & Wax all exterior vehicle surfaces without rinsing
- High gloss, water beading durability
- Non-scratch, non-streak formula

**No. D11501**



**Nanoskin Autoscrub Wash Mitt**

- Dual-purpose wash mitt
- Scratch-free micro-fiber surface
- Smooth glide and easy to handle
- Polymer coating on reverse side removes surface contaminants



Part No.	Size	Grade	Color
<b>8130722</b>	6" x 8.7"	Medium	Yellow
<b>8130723</b>	6" x 8.7"	Fine	Blue

**Speedy Surface Prep Pad**

- Quick and easy way to deep clean your paint
- 30-50 uses from one pad
- Replaces the need for a clay bar
- Fine and Medium Pads work great with orbital buffers



Part No.	Size	Grade	Color
<b>SSP-571</b>	6.25"	Fine	Yellow
<b>SSP-572</b>	6.25"	Medium	Blue



**Accessories:**



**Hand Strap for 6" Prep Pad**

- Adjustable, durable, and easy to control
- Features hook and loop system with adjustable strap

**No. SPP-STRAP**

**Speedy Surface Prep Towel**

- Quick and easy way to thoroughly clean your paint
- You can get over 50 uses from one towel



Part No.	Grade	Color
<b>SSP-580</b>	Fine	Black
<b>SSP-589</b>	Medium	Black

**SURFACE PREP**

**GENERAL**

**Adhesion Promoter/+Plus**

- No mixing required – Ready to spray
- Promotes adhesion on most plastic surfaces, including TPO, polypropylene, and SMC
- Dries clear in 5 minutes
- Tintable



**Adhesion Promoter**

Part No.	Description	Size
<b>ETP0123B</b>	15oz Spray Can	Aerosol
<b>QTP0123</b>	Conventional	Quart
<b>GTP0123</b>	Conventional	Gallon
<b>QTP0125</b>	VOC Compliant	Quart
<b>GTP0125</b>	VOC Compliant	Gallon



**Adhesion Promoter+Plus**

Part No.	Size	Qty/Cs
<b>GBDP133</b>	Gallon	4
<b>QBDP133</b>	Quart	6
<b>EBDP133</b>	Aerosol	12
<b>QWB200</b>	Quart	12



**1K Solvent Wash**

- Increases adhesion
- Maximum yield
- Uniform distribution
- Strong cleaning and degreasing effect
- Removes silicone, grease, oil, wax, dirt, tar and soot



**No. 3680090**

**XXX Universal Adhesive Remover**

- Quick acting formula dissolves adhesive residue, tar, and more
- Safe for thoroughly cured paint
- Will not soften, discolor, or distort plastic, vinyl, or fabric



Part No.	Size	Qty/Cs
<b>77783</b>	16 oz. Aerosol	12
<b>77784</b>	Quart	12



**Spray Gun Paint Remover**

- Removes hard, cured paint build-up from spray guns
- Reconditions guns, extending the life of equipment
- Works in 1 to 2 hours



**Part No. Size**

**GSG20** Gallon

**ESG20** 5 Gallon



**Performance Adhesion Promoter**

- All-purpose adhesion promoter
- Fast drying
- Great for flexible and rigid plastic parts
- Premium spray-head provides spray gun-like application



**No. 9960**

**Raptor Adhesion Promoter**

- Sprays flat
- Can be topcoated with most water or solvent based paint systems
- Provides a protective barrier against lifting or solvent attack



**No. 5024**

**Vinyl Prep**

- Temporarily softens substrate
- Promotes adhesion of topcoat
- Removes soil, wax and grease
- Easy to use
- 15.5 oz Aerosol



**No. 38343**

**Plastic Prep**

- Removes mold release, fingerprints and grease
- Promotes adhesion of topcoat
- Will not soften or distort plastic parts
- Easy to use
- 11.25 oz Aerosol



**No. 38353**

**SEM Solve**

- Removes wax, grease and solvent soluble contaminants
- Apply and wipe dry
- Leaves no residue



**Part No. Size**

**38373** 14.75 oz Aerosol

**38374** Quart

**GENERAL**

**Single Shot™ Adhesion Promoter**

- Friction Fit Coupler
- Convenient, Single Job Use
- Accurate Job Costing
- Excellent Adhesion
- Dries Clear in 5 Minutes
- Tintable
- Flex Agent and Blending Aid



**No. ESS123**

**Aircraft Remover Methylene Chloride Free**

- Starts Working in 5 Minutes
- Lifts Multiple Layers
- Removes acrylics, epoxies, enamels, lacquers, polyurethanes, and most other automotive finishes
- Clings well to vertical surfaces



Part No.	Size
<b>EAR2000</b>	15 oz Aerosol
<b>QAR2000</b>	Quart
<b>GAR2000</b>	Gallon



**PREP-ALL® ULTRA Universal Surface Cleaner**

- Removes Wax, Grease, Fingerprints, Mold-Release Agents and Other Contaminants
- Multi-Surface
- Can Be Used in a Pump Sprayer
- Anti-Stat, No Residue
- Stays Active Longer, Dries Fast
- Low Odor, Non-Flammable
- No Drips, No Mess
- VOC Compliant



**No. GPAC500**

**Prep-All**

- Fast-acting
- For use on metal, plastic and other substrates
- Can be used prior to sanding & painting



Part No.	Description	Size
<b>ESW362</b>	Prep-All Original	13.5oz Aerosol
<b>GSW362</b>	Prep-All Original	Gallon
<b>GPW364</b>	Prep-All Waterbased	Gallon
<b>EPW364</b>	Bug & Tar Remover	17oz Aerosol
<b>GBTR400</b>	Bug & Tar Remover	Gallon



**WAX & GREASE REMOVAL**

**Wipeout**



- Pre-treatment prior to Painting and Sanding
- Best Results on Metal, Plastic, and Fiberglass surfaces
- Easy application and speedy results



Part No.	Size
<b>7800-A</b>	16.5 oz Aerosol
<b>7800-4</b>	Quart
<b>7800-1</b>	Gallon
<b>7800-5</b>	5 Gallon

**Waterbased Degreaser**

- Anti-static panel wipe - excellent anti-static properties
- Removes contaminants including wax, grease and silicones
- Water based formula for use on solvent sensitive plastics
- Excellent for organic contaminates
- 5 Liters



**No. 2002**

**Wax/Grease Remover**



- For pre-painting/sanding removal of wax, grease, oil, dust and other contaminants
- Water-based, low VOC formula
- Anti-static
- 1 Gallon

**No. 7801V-1**



**1K Wax & Grease Remover**

- Strong cleaning and degreasing properties
- Increases adhesion
- Maximum yield
- High penetration level for plastic parts
- Perfectly suited for the subsequent coating with waterborne basecoats



**No. 3680094**



**SURFACE PREP**

**SCUFF PASTE**

**3M™ Scuff & Clean**

- Perfect for bumper covers
- Removes grease, wax and road grime
- Uniform scratch improves topcoat adhesion
- Rinses clean without residue



Part No.	Size
<b>38391</b>	Gallon
<b>38398</b>	16 oz Tube

**Scuff Stuff**

- Removes waxes, sealers, road films and soils from auto finishes
- Does not cause scratch-swelling in blend areas
- Rinses away completely



Part No.	Size
<b>131732</b>	32 oz
<b>131730</b>	3kg Pail

**FILLER**

**BODY FILLER**



**Rage Gold**

- Easy Sanding
- Great vertical hang



Part No.	Size
<b>112</b>	Gallon
<b>113</b>	3 Gallon



**Rage Ultra**

- Best Sanding
- EcoResin
- No Putty required



Part No.	Size
<b>125</b>	Gallon
<b>127</b>	3 Gallon



**3M™ Quick Grip Body Filler**

- Fast Adhesion
- Easy to spread, sand and feather edge
- Tack free finish



**No. 33181** - Gallon



**Rage Xtreme**

- Easy spreading
- Self leveling
- Easy to sand



**No. 120** - Gallon



**Rage**

- Tack free
- Stain resistant



**Part No.** **Size**  
**106** Gallon



**Z-Grip Filler**

- Easy Sanding
- Easy spreading
- Contains ZNX-7 for Adhesion



**No. 282** - Gallon

**Lightweight Body Filler**

- Lightweight and tack free
- Superior adhesion on all metal
- Cream hardener included



**No. 77062-1** - Gallon

**Premium Body Filler**

- Pinhole Resistant
- Non-sagging, even on vertical surfaces
- Quick drying
- Easy to sand



**No. 2820-1** - Gallon

**Rage Optex Premium Filler**

- Color-changing technology
- Easy spreading



Part No.	Size
<b>135</b>	Gallon
<b>137</b>	3 Gallon



**Lite Weight® OPTEX® Lightweight Filler**

- Color-changing technology
- Easy Sanding
- Tack free
- Easy spreading



**No. 100356** - Gallon

**Z-Grip® OPTEX® Premium Color-Change Filler**

- Color-changing technology
- Easy Sanding
- Non-clog formula
- Smooth spreading



**No. 100382** - Gallon

**FILLER**

**BODY FILLER**

**3M™ Platinum™ Plus Filler**

- Recommended for use with galvanized steel and aluminum
- Vacuum processed and pinhole free



**No. 01131** - Gallon

**3M™ Platinum™ Filler**

- Easy to apply and a breeze to sand
- Achieves maximum adhesion to all metals
- Offers increased productivity



**No. 01171** - Gallon

**WG55 Lightweight Filler**

- Mixes and spreads extremely quickly
- Contains Z-TEK™ Adhesion Booster



**No. 19000** - Gallon

**AG47 Grip Filler**

- Save time and eliminate pinholes
- Reduce cycle time and sandpaper use



**No. 17000** - Gallon

**Liteweight Gold™**

- Pinhole resistant
- Non-sagging
- Solvent resistant in 15 minutes
- Non-porous formula will not shrink or pull back



**No. 0745** - 3 Liter

**High Density Plastic Filler**

- Solvent proof in 15-20 minutes
- Can be used with mesh for hole through and tab repairs
- Fast drying and very easy to sand



**No. 7061** - 600 ml Tin

**Dolphin ONE FILL**

- Sands to a super fine powder that won't clog your sandpaper
- Outstanding vertical hold
- Off White

Part No.	Size
<b>0659</b>	Gallon
<b>0660</b>	Quart



**FIBERGLASS FILLER**



**Tiger Hair**

- Long Strand
- SMC, fiberglass and steel



Part No.	Size
<b>1189</b>	Quart
<b>1190</b>	Gallon



**Fiber Tech**

- Premium resin
- Waterproof
- Long and short strand



Part No.	Size
<b>633</b>	24 oz
<b>635</b>	1/2 Gallon



**Everglass**

- Use on bonded seams
- Waterproof



Part No.	Size
<b>632</b>	Quart
<b>622</b>	Gallon



**Kitty Hair**

- Long Strand
- SMC, fiberglass and steel



Part No.	Size
<b>868</b>	Quart
<b>869</b>	Gallon



**Dynaglass**

- Easy to mix and spread
- Creates strong and durable repair
- Waterproof



**No. 464** - Gallon



**Fibral Lite®**

- Non-sagging
- Waterproof



Part No.	Size
<b>0766</b>	1 Liter
<b>0700</b>	3 Liter



**Glass-Lite**

- Light weight
- Easy sanding
- Rust proof and waterproof

**No. 639** - Gallon



**Duraglas**

- Rustproof
- Waterproof



Part No.	Size
<b>24035</b>	Quart
<b>24030</b>	Gallon



**Fibral®**

- Easy to apply
- Waterproof



Part No.	Size
<b>0753</b>	600ml Bag
<b>0754</b>	1L Bag
<b>0716</b>	900ml Tin
<b>0717</b>	1.3 L Dispenser

**FILLER**

**METAL FILLER**



**Metal-2-Metal**

- Aluminum filled body repair for metal surfaces
- 100% stain free
- Resists "compression" when drilling and mounting objects such as door mirrors
- Waterproof and rustproof
- Will not sag

**No. 889** - Quart



**All-Metal**

- The world's first aluminum-filled autobody filler
- Ideal for restoration work and classic car repairs
- Excellent adhesion
- Can be drilled or tapped
- Rustproof
- Waterproof



Part No.	Size
<b>14060</b>	Quart
<b>14010</b>	Gallon

**PUTTY & GLAZES**



**Finishing Putty**



- 2K Pourable Finishing Putty designed to fill dents and imperfections on most substrates

- Excellent filling properties with smooth, pinhole free application and effortless sanding
- Use over OEM paint surfaces, aluminum, galvanized, SMC, fiberglass, lightly abraded E Coat and most plastics
- Can be applied direct to metal

**No. 4160** - 30 oz



**Ultra Glaze Finishing Putty**



- Two-part, flowable, polyester finishing putty
- Superior adhesion to galvanized steel and aluminum
- Can also be used to fill minor body damage up to 1/8" (3mm) in depth



**No. 4820** - 30 oz



**Glaze Coat**



- Buff Color
- Easy Spreading
- Easy sanding
- Self leveling

**No. 417** - 30 oz **EVERCOAT**



**Poly Flex**

- Flexible
- Ideal for bumpers/plastics
- Flowable

**No. 411** - 30 oz **EVERCOAT**



**Metal Glaze Ultra**



- Best Sanding
- EcoResin
- Direct to sanded OEM paint

Part No.	Size
<b>424</b>	16 oz Pouch
<b>425</b>	32 oz Pump



**EverGold Putty**



- Passes 500 hr Salt spray testing
- High build formula

Part No.	Size
<b>405</b>	16 oz Pouch
<b>406</b>	30 oz Pump



**Polyester Glazing Putty**



- Fast dry
- Contains ZNX-7 for superior adhesion

Part No.	Size
<b>400</b>	Quart
<b>407</b>	1/2 Gallon



**Euro-Soft Poly Putty**



- Smooth formula
- Long working time
- Contains ZNX-7

Part No.	Size
<b>408</b>	20 oz
<b>409</b>	30 oz



**Metal Glaze**



- Easy Spreading
- Easy sanding
- Self leveling

Part No.	Size
<b>412</b>	16 oz Pouch
<b>416</b>	30 oz Pump
<b>414</b>	OEM 30 oz Pump



**Easy Sand**



- Easy Sanding
- Contains ZNX-7 for superior adhesion

Part No.	Size
<b>421</b>	30 oz Pump



**440 Express Eliminator**



- Easy Sanding
- Contains ZNX-7 for superior adhesion



Part No.	Size	*Kit Includes:
<b>440</b>	16 oz	• 440 Express
<b>444</b>	Kit*	• 2 handles
		• 12 applicators

**Accessories:**



**440 Express Applicator**

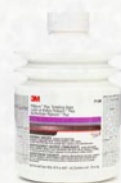
- Applicator for 440 Express Sponge

**No. 439** - 12 pk

**3M™ Platinum™ Plus Glaze**



- Self-leveling formula
- Excellent for skim coating and offers good vertical hang
- Self-leveling formula
- Stain Free/Tack Free
- Pinhole Free



**No. 31180** - 30 oz



**Z-Grip Glaze**

- Two-part, flowable polyester finishing putty
- Tack free
- Corrosion Resistant
- No shrinkage



EVERCOAT

**No. 482** - 30 oz

**Rapid Glaze**

- Advanced lightweight formula
- Cures in 6-8 minutes
- Ultra fine, easy to sand finish
- Semi-flexible and solvent impervious



upol

**No. 6208**

**Metal Bite Finishing Glaze**

- Fast drying to a tack-free finish
- Seals the repair area and prevents staining



**Part No. Size**

**39592** 31 oz

**39599** 15 oz



**Liquid Gold™**



- Perfect for rock chips and door dings or as a skim coat

- Smooth spreading, easy sanding
- Quick drying - sand, prime or paint within 15-20 minutes
- Resistant to solvents in 15-20 minutes

**Part No. Size**

**0670** 615 ml Bag



**Gold Glaze™**

- Smooth and easy to spread
- Self-leveling, pinhole free



**Part No. Size**

**0688** 440 ml Bag

**Pro Glaze**

- Easiest sanding putty
- Ultra smooth finish
- Pinhole free
- Maximum adhesion
- Stain free and tack free



**Part No. Size**

**26118** 24 oz Pouch

**26120** 30 oz Pump



**Dolphin™ 1K Combination Putty**

- Extra smooth acrylic putty with excellent adhesion
- Quick drying and easy to use
- Easy to sand
- Use straight from the tube - No hardener or mixing required!



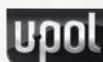
**No. 0657**



**Dolphin™ Glaze**



- Pinhole resistant and semi-flexible
- Extra smooth, easy to spread
- Unparalleled adhesion properties
- Very easy sanding
- Solvent resistant and paintable in 15-20 minutes
- Prevents bleed through
- Tack free, non-porous formula will not shrink



**Part No. Size**

**0714** 440 ml Bag

**Gold Finishing Glaze**

- Provides maximum adhesion and seamless feather edge
- Quick curing formula
- Pinhole free surface that powders to a perfect finish



**No. 26012** - 12 oz

**Half Time**



- Ideal for all filler and putty repairs
- Adheres to a variety of substrates
- Including galvanized
- Excellent sanding and feathering
- Stain free and tack free



**Part No. Size**

**21002** 24 oz Tube

**21000** 1/2 Gallon



**Pro-Flex**



- Formulated with FLEXAN™ - bends up to 100 degrees!

- Ideal for flexible and rigid bumpers and plastic parts
- Sands in 15-20 minutes
- Stain free and tack free

**No. 26037** - 30 oz



**Pronto Kombi Spot Putty**



- Small enough to fit in a pocket
- European style 1K air dry kombi putty
- High solids for excellent fill
- Minimal shrinking
- Great sanding

**No. 32046** - 5 oz



MIXING BOARDS

Putty Mixing Palette

- Re-usable
- Easy Cleanup

No. 155  
EVERCOAT

Putty Mixing Palette

- Sturdy
- Mix large or small quantities
- Size: 12" x 12"
- Easy to clean; just flex and wipe
- Non-reactive

No. 37005



Chemical Resistant Mixing Sheets

- Use to mix Body Filler, Putty, Resin, 2 Part Epoxy/Adhesive and Touch-up Paint
- Reduces Contamination
- Preventing costly re-work



- Non-absorbing
- Bonded on 3 sides
- 100 sheets per mixing board
- Save money on costly clean-up & disposal
- Includes free spreader

Part No.	Size
<b>MB100</b>	8.5" x 11"
<b>MB200</b>	11" x 17"

BUMPER & PLASTIC REPAIR

3M™ Rigid Parts Repair

- A high performance two component epoxy adhesive
- Used to repair SMC, FRP (traditional fiberglass) and other rigid plastic parts
- Excellent choice for cosmetic repairs
- 8 minute worktime, 30 minute paint time
- 200 ml



No. 5885 **3M**

3M™ Super Fast Repair Adhesive

- Suitable to repair, rebuild, reshape and bond all kinds of plastic
- Used for rebuilding tabs and fixing broken eyelets
- Has excellent wide gap filling capabilities
- Fast to cure
- Can be sanded and overpainted
- Will not run or sag



Part No.	Description	Size
<b>4247</b>	Dual Mix Cartridge - Neutral	200 ml
<b>4248</b>	Dual Mix Cartridge - Black	200 ml
<b>4747</b>	Single Cartridge - Neutral	47.3 ml

3M™ EZ Sand Multi Purpose Repair Material

- Repairs most flexible plastic parts, including bumper covers and other plastic body panels
- Can be used as a seam sealer over 2K primer
- Excellent featheredging properties
- Easy to sand
- Option to use the mixing nozzle for automatic mixing
- 8 minute work time
- 200 ml



No. 5887 **3M**

3M™ Semi-Rigid Parts Repair

- A high performance two component semi-rigid urethane adhesive
- Used for backside reinforcement repair on a variety of plastic components
- Use with Premium Manual Applicator 200 ml, Part No. 8117
- 200 ml



No. 8235 **3M**

3M™ SMC Fiberglass Repair Adhesive

- A two component flexible urethane adhesive
- Used to adhere backup strips and patches to SMC & FRP
- 200 ml



No. 8243 **3M**

3M™ Semi-Rigid Parts Repair

- 3 minute work time
- Two-part urethane adhesive used to repair Xenoy, RRIM, GTX, PPO, ABS, and a variety of other semi-rigid plastic parts and bumper covers
- 200 ml



**3M** No. 8237

3M™ TPO Plastic Parts Repair

- Two-part urethane used to repair thermoplastic polyolefins (TPO)
- Great for nicks, gouges, or small defects on TPO
- Flexible over a wide range of temperatures



No. 8239 **3M**

Semi-Rigid Repair

- Designed as an "All Purpose" plastic repair material
- Formulated to work on all plastics
- Easy sanding and feather edging characteristics
- Bonds, fills and sands with outstanding performance



Part No.	Size
<b>XPSAP</b>	16 oz
<b>XPSAPC</b>	32 oz





## BUMPER & PLASTIC REPAIR

### Plastic Repair

- DUAL-MIX™ Forever Warranty
- No adhesion promoter necessary
- Superior adhesion
- Excellent sanding and feather edge
- Does not shrink or pinhole
- Zero VOC



#### Part No. Description

<b>39767</b>	Problem Plastic Repair
<b>39847</b>	Multi Plastic Repair

### Bumper Repair

- No adhesion promoter necessary
- Superior adhesion
- Excellent sanding and feather edge
- Does not shrink or pinhole
- Zero VOC
- 1 oz



**No. 68422**

### Rigid Flex Filler

- Two component modified rigid epoxy designed for the repair of rigid composite plastics and fiberglass
- Designed as an adhesive and filler on the front and backside of repairs
- Bonds, fills, and sands with no pinholes
- 16 oz



**No. XRF**



## PANEL BOND

### METAL

#### Patch Panel Adhesive

- DUAL-MIX™ Forever Warranty
- Methacrylate technology
- Superior impact and peel strength
- Non-sag formula
- Quick cure time
- Excellent corrosion resistance
- 100% reactive
- 7 oz Cartridge



**No. 39897**

#### Weld-Bond Adhesive

- DUAL-MIX™ Forever Warranty
- Superior impact and peel strength
- Glass beads for consistent bond line thickness
- Non-sagging gaps filled up to 1/2"
- Excellent environmental resistance
- Long working time
- 100% reactive
- 7 oz Cartridge



**No. 39537**

## STRUCTURAL

#### Structural Impact Resistant Adhesive

- Dual-Mix Forever Warranty
- Superior impact and peel strength
- Excellent corrosion resistance
- 60 minute working time
- Minimized down times with multiple heat cure options
- Spacer beads for consistent bond line thickness
- Rivet and weld bonding compatible



**No. 39757**



#### 3M™ Semi-Rigid Plastic Repair

- A high performance two component semi-rigid urethane adhesive
- Used for repairing damaged bumpers and rebuilding tabs
- Can also bond dissimilar materials (plastic, fiberglass, metal)
- 47.3 ml cartridge



**No. 4240**

#### Accessories:

##### 3M™ Cartridge Applicator Gun

- A high-performance two-part applicator gun
- Dispenses 1-1 and 2-1 200 ml duo-pack cartridges
- Accessory to 3M Adhesives and Panel Bond



**No. 8571**

#### Urethane Structural Adhesive

- Easy to sand
- Will not lift or roll up
- One product for all structural and cosmetic repairs on bumpers

#### Part No. Set Time

<b>04615</b>	1 Minute
<b>04616</b>	5 Minute
<b>04617</b>	15 Minute



**PANEL BOND**

**SMC, FIBERGLASS & METAL**

**Door Skin & SMC Adhesive**

- DUAL-MIX™ Forever Warranty
- Non-sag formulation
- Excellent corrosion protection
- Bonds multiple substrates
- Long shelf life
- 7 oz Cartridge



**No. 39337**

**Quick Set Adhesive**

- DUAL-MIX™ Forever Warranty
- High strength and sandable
- Bonds almost anything
- Non-sag formula fills gaps
- Colorless
- Super fast setting
- 7 oz Cartridge



Part No.	Set Time
<b>40207</b>	20 Second
<b>40507</b>	50 Second

**Multi-Purpose Panel Adhesive**

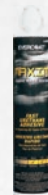
- DUAL-MIX™ Forever Warranty
- Long working time, 100% reactive
- Superior impact and peel strength
- Excellent corrosion resistance
- Glass beads for consistent bond line thickness
- Non-sag formula
- Simple surface preparation
- 7 oz Cartridge



**No. 39747**

**Maxim Urethane Adhesive**

- Plastic repairs
- Urethane
- Tab repairs
- 250 ml



**No. 887**

**Epoxy Multi-Bonding Adhesive**

- Seals and bonds in one application
- 220 ml



**No. 06421**



**Maxim Adhesive**

- Direct to bare metal
- Epoxy Technology



Part No.	Use
<b>813</b>	Medium Set
<b>815</b>	Panel Bonding

**Extreme Plastic Repair**

- Urethane chemistry for all structural and cosmetic repairs on bumpers
- Undetectable feather edge
- Sandable in minutes



**No. 143**

**3M™ Fiberglass Panel Adhesive**

- A high performance two component urethane adhesive with excellent sag resistance
- Used to bond backup strips to SMC and FRP (traditional fiberglass)
- Used for backside reinforcement repair on a variety of plastic components
- 200 ml Cartridge



**No. 8219**

**Sand in 10 Bumper/Repair Adhesive**

- Sand and paint in 10 minutes
- Faster than plastic welding
- Stronger than stapling
- Undetectable feather edge
- 1.7 oz Cartridge



**No. 133**

**Clear Plastic Bonding Repair Adhesive**

- Clear urethane, non-yellowing structural adhesive
- Super fast cure
- High-strength, flexible bond
- 1.7 oz Cartridge



**No. 140**

**3M™ Panel Bonding Adhesive**

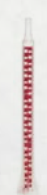
- A high performance two component epoxy adhesive
- Also use to reinforce welded or riveted structural components
- Contains corrosion inhibiting formula
- Excellent shelf life, either opened or unopened
- Heat accelerated curing
- Glass beads work as built-in spacers for optimum bond line thickness



**No. 8115**

**Fusor Mixing Tips**

Part No.	Tip Size	UOM
<b>400</b>	1.7 oz	12/Pack
<b>420</b>	600 ml	EA



**Bulldog® Adhesion Promoter**

- Instant grab
- Strong, flexible bond
- Multi-surface
- Paintable
- Can be applied when wet
- Precision applicator



**No. EBDA001**

**SEAM SEALER**

**2K SEAM SEALER**

**Seam Sealer**

- Fast acting seam and joint sealer dries in 30 minutes
- Maintains flexibility
- Withstands oxidation, salt water, gas and other solvents

Part No.	Color
<b>9274</b>	White
<b>9275</b>	Black



**3M™ Fast 'N Firm™ Seam Sealer**

- Heavy bodied sealer for sealing exterior joints and seams
- Quick skinning and fast curing sealer reduces waste time
- High solids, low shrinkage delivers consistent results
- Seam sealer is paintable in approximately 45 minutes

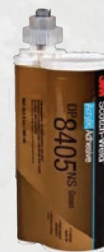


**No. 8505**



**3M™ Scotch-Weld™ Acrylic Adhesive**

- 5 minute work life with 20 minutes to structural strength
- Durable bond with excellent shear, peel and high impact strength
- Bonds to a variety of surfaces, including most metals and plastics
- High strength with minimal surface prep



**No. 8405**



**Bare Metal Seam Sealer**

- Extrudes easily
- Can be painted after 45 minutes
- 200 ml



**No. 06398**



**Epoxy Seam Sealer 22**

- Use on vertical and horizontal seams
- Retains flexibility
- 200 ml



**No. 97120**



**Mix-Tips 24 Element**

- Used with 220ml and 400ml cartridges
- 6 pack



**No. 04628**

**Gray Seam Sealer**

- DUAL-MIX™ Forever Warranty
- Excellent adhesion to bare metal or primed surfaces
- Will not shrink, harden or crack
- Non-sag formula duplicates OEM sealers
- Fast cure increases production
- Paintable in 30 minutes
- Sprayable for additional versatility



**No. 39377**

**Beige Seam Sealer**

- Will not shrink, harden or crack
- Fast cure increases production
- Paintable in 30 minutes
- Sprayable for additional versatility
- Isocyanate free



**No. 39477**

**Self Leveling Seam Sealer**

- DUAL-MIX™ Forever Warranty
- Use on bare metal or primed surfaces
- Excellent self leveling properties
- Flows into crevices
- Will not shrink, harden or crack
- Permanently flexible
- Paintable in 30 minutes



**No. 39387**

**Heavy Bodied Seam Sealer**

- Direct to steel
- Holds tooling marks throughout working time
- Non-sag formula
- Excellent adhesion to multiple surfaces
- Paintable immediately with most solvent-based coatings



Part No.	Color
<b>40177</b>	Gray
<b>40277</b>	Beige
<b>40377</b>	Black
<b>40477</b>	White

**High-Build Self Leveling Seam Sealer**

- DUAL-MIX™ Forever Warranty
- Direct to metal on non-flexing roof skins
- Will not shrink, harden or crack
- Permanently flexible
- Paintable in 30 minutes



**No. 39777**



**OEM Bead Seam Sealer**

- Epoxy Technology
- Direct to metal
- 250 ml



**No. 822**

SEAM SEALER

1K SEAM SEALER

**Tiger Seal™**

- Ready for use 1K formula
- Completely and permanently seals and bonds body panels, trim and seams
- Use to seal around windows, doors and lights
- Use a standard caulking gun with the cartridge
- Immediately paintable! Can be tooled and painted when wet
- Permanently flexible - never gets brittle
- Moisture cured and non-shrinking

Part No.	Color	Package
<b>0727</b>	Black	Cartridge
<b>0728</b>	White	Cartridge
<b>0729</b>	Grey	Cartridge



**SEM Seam Sealer**

- Direct to metal application
- Remains flexible without shrinking or cracking
- Color matches many OEM sealers
- Paintable immediately

Part No.	Color
<b>29362</b>	White
<b>29372</b>	Grey
<b>29382</b>	Beige
<b>29392</b>	Black



**High Definition Sprayable Sealer**

- Available in gray, beige, white, and black
- Perfectly duplicates OEM textured seams
- Extremely flexible - won't crack or peel
- 9.5 oz

Part No.	Color
<b>802HD</b>	White
<b>804HD</b>	Grey
<b>805HD</b>	Black
<b>806HD</b>	Beige

**LORD Fusor™**  
Automotive Repair Adhesives



**Accessories:**



**Sprayable Seam Sealer Gun**

- When used with Fusor HD sealers, matches all OEM seam sealers, textured coatings and sound deadening applications

**No. 312**

**Direct to Metal Sealer**

**LORD Fusor™**  
Automotive Repair Adhesives

- Available in neutral and black
- Single component direct-to-metal
- No substrate primer required

Part No.	Color
<b>800DTM</b>	Neutral
<b>803DTM</b>	Black



**Sprayable 1K Seam Sealers**

- Dispenses caulking, adhesive and sealant from a standard cartridge or bag
- Weight: 2.15lbs.

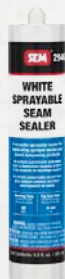


**No. 4531**



**Sprayable 1K Seam Sealers**

- Direct to Metal application
- Excellent adhesion
- Remains flexible without shrinking or cracking
- Optimal working time 20 mins



**Accessories:**



**1K Pneumatic Applicator Gun**

- Direct to Metal application
- Excellent adhesion
- Remains flexible without shrinking or cracking
- Optimal working time 20 mins

**No. 29342**

Part No.	Color
<b>29462</b>	White
<b>29472</b>	Grey
<b>29482</b>	Beige
<b>29492</b>	Black



**Dual Cartridge Caulking Gun**

- Compatible with 200mL (6.75fl oz) and 207mL (7fl oz) 2:1 & 1:1 two part cartridges
- High 26:1 thrust ratio for smooth product dispensing
- Rod driven design provides even product mixing
- Each trigger pull advances cartridge 3.5mm



**No. 76009**



**Seam Sealer**

- Low cost
- One part
- Excellent adhesion and flexibility
- Very economical
- Available in black, grey, white and clear



Part No.	Color
<b>CSB</b>	Black
<b>CSC</b>	Clear
<b>CSG</b>	Grey
<b>CSW</b>	White

**Caulking Gun with Enclosed Body**

- 13oz capacity
- 360° rotatable body
- Includes 2 nozzles



**No. 76008**



## Use the POR-15® 3-Step System to Stop Rust Permanently!

POR-15® products are designed to work as a complete system. When used together, they provide you with a coating that not only stops rust, but prevents it from returning. To aid you in your rusty metal v project, we've included the following steps to explain various stages in rust prevention. All POR-15® products are available individually, and many are available in money-saving kits geared to your specific restoration need. Here is how the system works:



**CLEAN IT!**



STEP 1 - Clean & Degrease Surface



**PREP IT!**



STEP 2 - Neutralize Rust; Etch Metal



**COAT IT!**



STEP 3 - Apply Rust Preventive Coating to Surface



Then Topcoat the Surface



**Clean It!**

### Cleaner Degreaser

- Industrial Strength Cleaner
- Non-Flammable / Water-Based
- Use on Engines, Fuel Tanks, Holding Tanks, Grease Traps, Plastics, Wood, Fiberglass, & Painted Surfaces



Part No.	Model No.	Size
<b>40101</b>	MCG	Gallon
<b>40104</b>	MCQ	Quart



**Prep It!**

### Metal Prep

- Rust Remover and Pre-Primer
- Non-Flammable / Water-Based
- Removes Rust from all Metals
- The Best Base for POR-15® Rust Preventive Coating
- Reusable



Part No.	Model No.	Size
<b>40201</b>	MRG	Gallon
<b>40204</b>	MRQ	Quart



**Coat It!**

### Rust Preventative Coating

- Permanent Coating
- Seals Rust Permanently
- No Need to Remove Rust Before Applying



Size	Suffix
Gallon	-01
Quart	-04
Pint	-08



Gloss Black (450-)



Semi-Gloss Black (457-)



Gray (452-)



Silver (453-)



Clear (451-)

**Note:** Exact colors may vary, due to the printing process.



### Top Coat

- Direct to Metal (DTM) Rust Preventive Paint
- No Need for Primer or Undercoat
- Use Over POR-15® Rust Preventive Coating for Permanent Protection
- Professional Use

Size	Suffix	Qty/Cs
Gallon	-01	6
Quart	-04	6
Pint	-08	6
Aerosol	-18	2



Clear (457-)



Gloss Black (458-)



Chassis Black (459-)



Gloss White (468-)



Silver (460-)



Primer Gray (466-)



Red Oxide (467-)

**Note:** Exact colors may vary, due to the printing process.



Safety Yellow (463-)



Safety Blue (464-)



Safety Green (465-)



Safety Red (461-)



Safety Orange (462-)

**Color: (Prefix:)**



### High Temp

- Heat Resistant Paint
- Temperatures up to 1200° F
- Resists Cracking, Chipping & Peeling
- Weather, Salt & Moisture Resistant
- For Professional Use

Size	Suffix
Gallon	-01
Quart	-04
8oz Can	-16
15oz Aerosol	-18



Flat Black (441-)



Manifold Gray (442-)



Aluminum (443-)

**Color: (Prefix:)**

**Note:** Exact colors may vary, due to the printing process.

as seen on

**BodyShop**  
BUSINESS

CUSTOMER SERVICE AT YOUR AUTO BODY SHOP:

# Treat the Person Coming Through the Door Like *they matter*

BY MARK CLARK

I don't care how many DRP certificates your shop currently has, if you don't treat the next person through the door like they matter, they'll not only assign their repair to some other shop, they'll tell all their friends and co-workers about the jerks at your shop.

I've spent the last couple of columns talking about time-saving investments in collision repair equipment and products and their payback math. I've been reminded recently that absolutely none of that matters if the work goes to some other shop to be repaired.

The part where Mrs. Smith (my proverbial customer) either telephones or appears in person only to find an indifferent at best and rude at worst human contact at your body shop makes all the difference. It matters little how quickly or effectively or

economically the repair can be made on her car if she takes it down the road because your people gave off the "I don't give a hoot" attitude. I've both observed and been the recipient of some really poor customer service lately, and as I vowed never to return to those indifferent vendors again, watched the same thing happen to all the people around me.

When the grocery clerk snaps at the customer two up from you in the checkout line, you form an immediate opinion about them. When the three folks behind the counter at the hotel desk can't stop talking to each other long enough to acknowledge you, or the folks already ahead of you, you form an opinion about the hotel. But unlike the weekly trip to buy food or the

occasional night in a hotel, the collision repair customer at your front counter is a once-every-seven-years opportunity, and they're upset and distraught about their collision and skeptical of the repair process. Acting like Mrs. Smith's problems are just part of your boring daily routine won't get her keys.

## The First Hurdle

I don't care how many DRP certificates or how many weeks of backlog your shop currently has, if you don't treat the next person through the door like they matter, they'll not only assign their repair to some other shop, they'll tell all their friends and co-workers about the jerks at your shop. I think all the humans on any body shop's front line need to remember what matters – and it isn't getting the

last invoice filed or finishing the monthly report right this minute, or concluding the replay of last night's activities. Please act like the customer matters. They have the authority; you have the collision repairs they need. Make them glad for their experience.

Having been in several body shops in the last few weeks, I've had the opportunity to see really poor customer service in action. In every single case, it began with the men and women behind the front counter refusing to recognize customers within moments of their entry. All that's required is a smile and an acknowledgment that they see you there. A "just-one-minute" gesture or, better yet, a verbal greeting, makes everyone (you included!) more welcome. I watched both men and women whose job it is to make the first contact with the potential customers who come through the shop's doors not only ignore fresh arrivals but visibly act annoyed that yet another pesky customer was standing in their lobby.

It would help to remember that while we who work in collision repair have faith that the process will restore the vehicles to pre-accident condition, Mrs. Smith is both worried that her car will never be the same and that somehow the body shop will take advantage of her lack of expertise. A welcoming smile and an honest, "How can we help you today?" is the beginning we all need to feel comfortable leaving our second most valuable possession for repair.

The best customer service representatives I have witnessed always made a little small talk first. "How did your accident happen?" "What about that darn weather?" "How did you hear about our shop?" "Would you like some coffee?" Then they found a way to reassure the various Mrs. Smiths that all would be well. "Did you know we have OEM factory training to correctly restore your exact model?" "Our painter is a whiz at those silver colors; you'll never see the repair." "That I-CAR Gold certificate is proof of our extraordinary commitment to a safe repair."

The poorly trained front-line folks (many more of them in my recent shop visits) not only looked grumpy but didn't

make small talk and didn't reassure the customer. Instead, they immediately handed over a clipboard with a multi-page form for them to fill out. In two different shops in one week, I watched the customers (both women) be greeted with a "Yeah?" and an abrupt command to fill out these forms. In one case, the woman looked at the clipboard, looked back at the receptionist, handed back the clipboard and walked out the door. In the other instance, after the briefest possible exchange with the receptionist, the customer sat down with the forms, read the first few questions and left the paperwork on the dusty counter as she steamed out the door. Out of curiosity, I looked to see what both these Mrs. Smiths were driving and wanted repaired. In both cases, they were near-new sedans that had about \$3,500 in damage on easy-to-match colors – just like my ideal collision jobs.

### First Things First

It's easy to assume that just having the job title also ensures people have the skills to go with it. The "receptionist" or "customer service rep" or "salesperson" in any shop must be good with customers. And in our business, these are people who are upset and skeptical. It's much easier to sell golf clubs to someone shopping for golf clubs than to sell collision repair to someone who has had an accident. In my long tenure in our industry, I feel safe in saying that a customer-first attitude has to start at the top. If the boss doesn't visibly treat Mrs. Smith like the lifeblood of the business, no one else will either.

Once the whole crew gets the message that Mrs. (or Mr.) Smith is really important, it's just a matter of smiling helpfully, making eye contact and clearly recognizing that they're waiting and finally asking sincerely how you could help them. Here are a couple of proven collision customer welcoming tips:

- Put a mirror behind the counter and get the receptionist to look in it each time a customer approaches. Easy reminder to smile.
- Twice a week, buy a fresh flower arrangement and place it on the front counter. Conversation will ensue. "Is it someone's birthday?"



**It's easy to assume that just having the job title also ensures people have the skills to go with it. The "receptionist" or "customer service rep" or "salesperson" in any shop must be good with customers.**

Mrs. Smith will ask. "No ma'am, we're just trying to brighten your day with some flowers." A surefire small-talk topic.

- If Mrs. Smith must fill out any paperwork for your shop in advance of her estimate, make sure she is asked to comply and not told to comply. Keep the paperwork to the absolute minimum until the actual assignment.
- Tell your story in print. From the big sign on the wall to the one-page handout every estimate leaves with, say exactly why your shop is her best choice.
- And...the perpetual No. 1 customer service issue: CLEAN. Dusting, vacuuming and keeping the glass sparkling is clearly harder than it appears, as I'm still in lots of dusty waiting rooms!

### Summary

Remind all your employees who will have any contact with the shop's customers to smile, speak first and act like they're glad to have the business.

## RUST PREVENTATIVE COATING

### UNDERCOATING

#### 3M™ Cavity Wax Plus

- Self-healing, corrosion protection for inner body panels, frame rails and structural enclosures
- Designed to remain soft and pliable; will not crack, chip, or peel

3M

No. 8852



#### RUCS Rubberized Undercoating

- Flexible, paintable, black coating
- Moisture barrier for application over auto underbody repairs
- Creates an effective sound barrier that reduces vibration
- 17 oz



No. 49308

#### Rubberized Undercoating

- Designed for undercarriages, trunks, and fender wells
- Provides premium corrosion resistance
- Excellent sound and deadening properties
- Dries quickly and is paintable in 30 minutes
- Should not be used as a paintable chip guard
- True black in color
- Stays flexible & will not crack or chip

No. 9984



#### Aerosols

- High Teck™ offers an array of popular aerosol products at highly competitive prices
- These proven formulas were designed for the PBE industry to offer quality and affordability



#### PERFORMANCE GLOSS ENAMELS

Part No.	Description	Size	Qty
<b>9900</b>	Gloss White	12oz fill	6
<b>9901</b>	Gloss Black	12oz fill	6
<b>9902</b>	Semi-Gloss Black	12oz fill	6
<b>9903</b>	Flat Black	12oz fill	6

#### PERFORMANCE PRIMERS

Part No.	Description	Size	Qty
<b>9970</b>	Self-Etching Green	12oz fill	6
<b>9971</b>	Sandable Gray	12oz fill	12
<b>9972</b>	Guide Coat	12oz fill	12

#### Rust Preventer

- Non-hardening
- Sprayable in 360° pattern
- Superior adhesion
- Fast drying
- Excellent corrosion protection

No. 39573



#### Low VOC Under Coating

- Uniform appearance
- Excellent adhesion
- Economical



Part No.	Description
<b>40463</b>	Standard
<b>40523</b>	Rubberized



#### Fast Dry Rubberized Undercoat

- Easily applied
- Fast drying with good build up and texture
- 100% rubber
- No odor when dry
- OEM appearance and texture
- Paintable



Part No.	Size
<b>SUF</b>	Aerosol
<b>SUFV</b>	Low VOC Aerosol
<b>BUF</b>	Quart
<b>BUF1</b>	Gallon
<b>BUF5</b>	5 Gallon

#### Quick Dry Rubberized

- Fast drying, easy to apply
- Excellent abrasion resistance
- Retains black color
- Won't sag or run
- Dries completely, yet remains flexible
- Seals out dust, fumes, moisture, heat and cold
- Aerosol package requires no clean-up



#### TRANSTAR

Part No.	Description
<b>4363-F</b>	Aerosol
<b>4364-F</b>	Quart
<b>4361-F</b>	Gallon



**SPECIALTY COATINGS**

**CHIP GUARDS**

**Crystal Clear 2K Chip Guard**

- Extremely durable
- Non yellowing
- Can be used on any finished surface that you want to protect against UV Rays
- No special equipment required
- Quart Kit



**No. BCG4**

**Gravel Guard**

- Easy to use
- Ideal for application where heavy or coarse texture patterns are desired
- Quick drying
- Paintable



**Part No. Color**

<b>SVG1</b>	Black
<b>SVG2</b>	Grey
<b>SVG3</b>	Beige

**3M™ Rocker Panel Pouch**

- Easy and fast texture matching
- The HGP20 Applicator provides precision delivery and low overspray
- Packaged for one-time application jobs



Part No.	Size
<b>8734</b>	5 oz

**Chip Guard**

- Excellent chip and impact protection
- Duplicate a variety of factory textures
- Dries Fast
- Simple aerosol application



**Part No. Description**

<b>39793</b>	Heavy Texture
<b>39803</b>	Clear
<b>39813</b>	Satin

**Gravitex Plus®**

- No measuring or mixing required
- Protects against stone chips, salt, rust and dampness
- Helps to deaden sound and vibrations
- High build formula covers weld marks and seams
- Can be painted once dry

**Part No. Description**

<b>0721</b>	Black
<b>0722</b>	White
<b>0723</b>	Gray



**BED LINERS**

**Raptor Bedliner Kit**

- **CUSTOMIZABLE:** Tint RAPTOR® to match ANY Color, even white!
- **DURABLE:** Provides tough, scratch and stain resistant surface
- **UV RESISTANT:** Delivers the highest level of fade protection
- **WATERPROOF:** Provides a water tight seal, keeping moisture out and eliminating the chance for rust
- **RESISTANT:** Against fuels, hydraulic oils, animal urine, salt water and more
- **EASY TO CLEAN:** Simply hose off
- **QUICK AND EASY TO USE:** Dries rapidly, use it the day you spray it!



**Spray Gun now included**



Part No.	Description	UOM
<b>0820G</b>	Black Bedliner with Gun	4L Kit
<b>0821G</b>	Tintable Bedliner with Gun	4L Kit
<b>0820VG</b>	2.6 VOC Black Bedliner with Gun	4L Kit
<b>0821VG</b>	2.6 VOC Tintable Bedliner with Gun	4L Kit
<b>4801</b>	Black Bedliner	1L Kit
<b>4802</b>	Tintable Bedliner	1L Kit
<b>4803</b>	2.6VOC Black Bedliner	1L Kit
<b>4804</b>	2.6VOC Tintable Bedliner	1L Kit
<b>4807</b>	Raptor Kit - White	4L
<b>4808</b>	Raptor Kit 2.6 VOC - White	4L
<b>4850</b>	Black Bedliner	5 Liter
<b>4851</b>	Tintable Bedliner	5 Liter
<b>4824</b>	2.6VOC Hardener	5 Liter
<b>4800</b>	TRACTION Slip Resistant Additive	Bag



semproducts.com



# Tough doesn't even begin to describe it

## MATTE **EXTREME** COATING

- Tough, durable 2K coating
- Chemical and fade resistant finish
- Perfect for truck beds, trailers, RVs, industrial and farm equipment
- Spray gun included in kits



# GLADIATOR™ XC

BLACK AND TINTABLE KITS AVAILABLE

**56650** Gladiator XC - Black Kit

**56670** Gladiator XC - Tintable Kit

FOR PROFESSIONAL USE ONLY

 **WARNING:** Cancer and reproductive harm – [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)

## Black Bed Liner Kit

- Textured rich black finish
- Superior UV resistance
- Superior adhesion to most substrates
- Fast firm build
- 1,000's of uses (Automotive, Industrial and Home)



50 State Compliant



**No. BL100**

### KIT INCLUDES:

- 4 - Part A (711 ml / 24 fl oz bed liner)
- 1 - Part B (946 ml / 32 fl oz activator)

### Accessories:



**6" Nylon Bed Liner No. 4546**

**NEED AN APPLICATION GUN?  
USE WITH HIGH TECK'S BLO726  
APPLICATION SPRAY GUN**



## Urethane Truck Bed Liner Kit

- Waterproof
- Tough & Durable
- UV resistant to chalking



Part No.	Description	Size
<b>2000-2</b>	Black	KIT
<b>2100-2</b>	Tintable	KIT



## Aerosol Bedliner

- Ultra chemical resistant bedliner
- Seals out moisture and corrosion
- Remains permanently flexible
- Abrasive resistant
- Great anti-skid coating



**No. SEZL**

## Gator Guard

- Adheres to bare or painted metal, concrete and wood
- Contains kevlar
- Chemical resistance
- Textured anti-slip finish
- Protects against corrosion
- Durable bedliner and multi-purpose coating



### Accessories:



**6" Nylon Bed Liner Cup Brush (5/8-11) No. TNBC**

### Part No. Description

<b>BGG2</b>	Standard - Black
<b>BGG2W</b>	Standard - White



## Shake & Shoot

- Easy to use
- Can be sprayed, brushed or rolled
- Available in Black and Tintable
- Provides a tough, durable finish



### Part No. Description

<b>BSSBL</b>	Low VOC - Black Kit
<b>BSSBLT</b>	Low VOC - Tintable Kit

**EVERY BSSBL & BSSBLT KIT NOW COMES WITH A FREE BUPASS APPLICATOR GUN!**

## Rock-It XC™

- Best-in-class durability, gloss and texture
- Superior fade resistance and UV stability
- 50 state compliant
- T3 True Tint Technology™—non-yellowing formula
- Produces a variety of textures
- Spray it, roll it or brush it



**Kits Include FREE Applicator Gun**



Part No.	Description	Size
<b>BLACK</b>		
<b>46650</b>	Rock-It XC Black Kit*	Kit
<b>46654</b>	Rock-It XC Black	Quart
<b>46655</b>	Rock-It XC Black	5 Gallons
<b>4665-DR</b>	Rock-It XC Black	54 Gallons
<b>TINTABLE</b>		
<b>46670</b>	Rock-It XC Tintable Kit*	Kit
<b>46674</b>	Rock-It XC Tintable	Quart
<b>46675</b>	Rock-It XC Tintable	5 Gallons
<b>4667-DR</b>	Rock-It XC Tintable	54 Gallons
<b>CATALYST</b>		
<b>46644</b>	Rock-It XC Catalyst	Quart
<b>46646</b>	Rock-It XC Catalyst	1/2 Pint

\*Rock-It XC KITS INCLUDE: 4 each 80% filled quarts of liner material, 1 quart Rock-It XC Catalyst, Technical Data Sheet with detailed instructions for 7 texture options, mixing cup, Economy Coating Gun

TRIM PAINT



**2k Hot Rod Satin Black**

- High quality two component coating
- For small damage repair jobs
- Very good flow
- Highest chemical and weather resistance
- Long lasting and very durable finish



**No. 3680212**



**Trim Paint**



- Easy to use
- High yield
- Excellent coverage due to high solid matter content
- Dries quickly
- Very good flow

Part No.	Finish
<b>3680101</b>	Gloss Black
<b>3680102</b>	Satin Black
<b>3680103</b>	Matte Black

**3 in 1 Primer**

- Use on plastic, metal and painted surfaces
- Flexible: Fast drying
- Easy Sanding
- Paint gun style fan pattern



Part No.	Color
<b>SAPB</b>	Black
<b>SAPG</b>	Gray
<b>SAPW</b>	White

**Trim Black**

- Excellent adhesion and durability
- No primer required
- Matches OEM appearance
- Retains flexibility
- Great coverage
- Professional results
- Applications: plastic, steel, aluminum, stainless steel, chrome



Part No.	Description	Size
<b>39063</b>	Gloss	13 oz Aerosol
<b>39068</b>	Gloss	Pint
<b>39143</b>	Standard	20 oz Aerosol
<b>39144</b>	Standard	Quart
<b>39141</b>	Standard	Gallon
<b>39144-LV</b>	Low VOC Standard	Quart
<b>39141-LV</b>	Low VOC Standard	Gallon

**2-in-1 Trim Paint**

- For use on metal or plastic
- Excellent adhesion on metal or plastic substrates
- New spray tip gives better coverage
- Good corrosion resistance
- Excellent flow & leveling
- Good hiding & coverage
- Fast drying and flexible



Part No.	Finish
<b>4643</b>	Matte Black
<b>4653</b>	Satin Black
<b>4663</b>	Gloss Black



**Original Bumper Coater**

Part No.	Description	Size
<b>39103</b>	Flexible	13 oz
<b>39104</b>	Flexible	Quart
<b>39101</b>	Flexible	Gallon
<b>39104-LV</b>	Low VOC Flexible	Quart
<b>39101-LV</b>	Low VOC Flexible	Gallon

**Bumper Coater Aerosols**

Part No.	Description	Size
<b>39073</b>	Gloss Silver	13 oz
<b>39083</b>	Gloss Black	13 oz
<b>39153</b>	Ford Charcoal	13 oz
<b>39163</b>	Ford Medium Smoke	13 oz
<b>39263</b>	Ford Dark Titanium	13 oz
<b>39273</b>	GM Charcoal	13 oz
<b>39293</b>	Honda Black	13 oz

- No adhesion promoter required
- No primer required
- Excellent adhesion and durability
- Matches OEM appearance
- Retains flexibility
- Great coverage
- Professional results
- Application: Plastic

**Bumper Cladding**

- Sticks to smooth or textured TPO plastics
- Simple, ready-to-spray, 1K formulation means there's no waste
- Compatible with most urethane and polyester-based base-clear topcoat systems



Part No.	Description	Size
<b>3601-4</b>	Light Gray	Quart
<b>3601-1</b>	Light Gray	Gallon
<b>3602-4</b>	Dark Gray	Quart
<b>3602-1</b>	Dark Gray	Gallon
<b>3604-4</b>	White	Gallon
<b>3611-1</b>	Light Gray	Gallon
<b>3612-1</b>	Dark Gray	Gallon
<b>3613-1</b>	White	Gallon

## PRIMERS

### 1K PRIMERS

#### Sandable Primer

- Sandable in 5 minutes
- Protects against rust & corrosion
- Adheres to bare metal
- Color: gray
- 12 oz



**No. 9971**



#### Flexible Primer Surfacer

- Ready to spray
- Quick drying
- Topcoat with most refinish materials
- Easy to sand
- Flexible formulation



**No. 39133**



#### High 5 High Build Primer

- Flat fan for ultimate film build and versatility
- Chromate free and easy to sand



Part No.	Color
<b>0763V</b>	White
<b>0765V</b>	Dark Gray
<b>0783V</b>	Beige
<b>0791V</b>	Gray



#### 1K Primer/Sealer

- 1K Product - Ready to Spray
- Low build and fast drying
- Excellent adhesion to multiple surfaces
- May be topcoated with a basecoat, lacquer, urethane, or enamel
- Available in four colors – Black, White, Gray and Red



Part No.	Description	Size	Part No.	Description	UOM
<b>77850-1</b>	Black 1K Primer/Sealer	Gallon	<b>77950-1</b>	2.1 VOC Black 1K Primer/Sealer	Gallon
<b>77850-4</b>	Black 1K Primer/Sealer	Quart	<b>77950-4</b>	2.1 VOC Black 1K Primer/Sealer	Quart
<b>77851-1</b>	White 1K Primer/Sealer	Gallon	<b>77951-1</b>	2.1 VOC White 1K Primer/Sealer	Gallon
<b>77851-4</b>	White 1K Primer/Sealer	Quart	<b>77951-4</b>	2.1 VOC White 1K Primer/Sealer	Quart
<b>77852-1</b>	Gray 1K Primer/Sealer	Gallon	<b>77952-1</b>	2.1 VOC Gray 1K Primer/Sealer	Gallon
<b>77852-4</b>	Gray 1K Primer/Sealer	Quart	<b>77952-4</b>	2.1 VOC Gray 1K Primer/Sealer	Quart
<b>77853-1</b>	Red 1K Primer/Sealer	Gallon	<b>77953-1</b>	2.1 VOC Red 1K Primer/Sealer	Gallon
<b>77853-4</b>	Red 1K Primer/Sealer	Quart	<b>77953-4</b>	2.1 VOC Red 1K Primer/Sealer	Quart

#### Acrylic Primer

- A premium acrylic primer with heavy build and excellent sanding properties
- Dries fast with excellent color holdout with all paints systems



Part No.	Color	Size
<b>33001</b>	Gray	Gallon
<b>33004</b>	Gray	Quart
<b>34001</b>	Hot Rod Black	Gallon
<b>34004</b>	Hot Rod Black	Quart
<b>35001</b>	Red Oxide	Gallon
<b>35004</b>	Red Oxide	Quart



#### DTM Primers

- Excellent adhesion to cold rolled steel, aluminum, galvanized, body filler, fiberglass and SMC
- Excellent corrosion resistance when applied to any bare metal, thereby eliminating the pretreatment primer step



Part No.	Description	Color	Size
<b>31001</b>	DTM Primer	Gray	Gallon
<b>31004</b>	DTM Primer	Gray	Quart
<b>31201</b>	DTM Primer	Black	Gallon
<b>31204</b>	DTM Primer	Black	Quart
<b>31301</b>	DTM Primer	White	Gallon
<b>31304</b>	DTM Primer	White	Quart
<b>31104</b>	DTM Primer Activator 2K	---	32 fl oz
<b>31116</b>	DTM Primer Activator 2K	---	Half Paint
<b>31116</b>	DTM Primer Activator	---	32 fl oz

#### Grey Aerosol Primer

- 2 in 1 Primer specialty coating
- Helps prevent rust and seal out moisture
- Excellent flexibility and adhesion properties that enable it to be applied to flexible and rigid parts
- Fast drying, provides superior fill and build, and is easy to sand



**No. 70**

# SPEED PRIMER



Fast cure, can be sanded in 25 minutes

Excellent Color Holdout

Superior Impact Resistance

Excellent Flow Out

Gray in Color



Part No.	Description	Size
<b>7550-1</b>	Speed Primer	Gallon
<b>7550-4</b>	Speed Primer	Quart
<b>7551-4</b>	Speed Primer Activator (Medium)	Quart
<b>7551-16</b>	Speed Primer Activator (Medium)	Half Pint

## 2.1 VOC 2K HIGH BUILD URETHANE PRIMER



Excellent Color Holdout

Outstanding Fill and Build

Easy Sanding / No Shrinkage



Easy tinting with primer tints or base coat toner

Part No.	Description	Size
<b>7420-1</b>	2.1 VOC 2K HB Gray Urethane Primer	Gallon
<b>7420-4</b>	2.1 VOC 2K HB Gray Urethane Primer	Quart
<b>7421-4</b>	2.1 VOC 2K HB Primer (Medium)	Quart
<b>7421-16</b>	2.1 VOC 2K HB Primer (Medium)	Half Pint
<b>7422-1</b>	2.1 VOC 2K HB Buff Urethane Primer	Gallon
<b>7422-4</b>	2.1 VOC 2K HB Buff Urethane Primer	Quart

## PRIMERS

### 1K PRIMERS

#### 1K Plastic Adhesion Promoter

- One light uniform coat is all you need
- Excellent adhesion properties
- Dries quickly
- Can be topcoated after just 10 minutes
- Colorless, with silver pigments



**No. 3680009**



#### EZ Coat

- Duplicates factory appearance
- Direct to metal and aluminum
- Quick curing and hiding
- Paintable with most automotive basecoats
- Excellent corrosion control



Part No.	Color
<b>62213</b>	Black
<b>62223</b>	Olive Green
<b>62233</b>	Light Green
<b>62243</b>	Gray
<b>62253</b>	Tan
<b>62263</b>	Olive Brown
<b>62273</b>	White

#### 2 in 1 Primer

- For use on metal or plastic
- Good corrosion resistance
- Fast drying and flexible



**TRANSTAR**

Part No.	Color
<b>4603</b>	Gray
<b>4613</b>	Black
<b>4623</b>	Red
<b>4633</b>	White

#### High-Build Primer Surfacer

- Provides superior adhesion
- Excellent filling properties
- Works on flexible or rigid substrates
- Easy to sand



Part No.	Color
<b>42003</b>	Black
<b>42013</b>	Gray
<b>42023</b>	Beige
<b>42033</b>	Rose
<b>42043</b>	White

### 2K PRIMERS

#### System 20 Primers

- High build primer filler for spot repairs at 4:1
- Primer surfacer for larger areas at 4:1:1 reducer
- Surface sealer at 4:1:2 reducer
- Tintable with up to 10% with urethane mixing base
- Compatible with System 20 Hardeners



#### National Rule

Part No.	Color	Size
<b>2253</b>	Gray	GL
<b>2251</b>	Gray	1L
<b>2275</b>	Black	GL
<b>2274</b>	Black	1L
<b>2277</b>	White	GL
<b>2276</b>	White	1L

#### 2.1 VOC

Part No.	Color	Size
<b>2253V</b>	Gray	GL
<b>2251V</b>	Gray	1L
<b>2275V</b>	Black	GL
<b>2274V</b>	Black	1L
<b>2277V</b>	White	GL
<b>2276V</b>	White	1L

#### Slick Sand

- Extra High build
- VOC compliant



**EVERCOAT**

Part No.	Color
<b>708</b>	Quart
<b>709</b>	Gallon

#### Finish Sand

- Highbuild
- 4:1 mix ratio
- Direct to metal
- VOC compliant



**No. 738**  
**EVERCOAT**

#### Ultra High Build Polyester Primer

- Highbuild
- 4:1 mix ratio
- Direct to metal
- VOC compliant



**No. 730** **EVERCOAT**

#### Feather Fill

- High build
- VOC compliant



**EVERCOAT**

Part No.	Color	Size
<b>711</b>	Buff	Gallon
<b>712</b>	Gray	Quart
<b>713</b>	Gray	Gallon
<b>715</b>	Black	Gallon

#### 2K Rapid Primer Filler

- Free from isocyanates and resistant to solvents
- Quick drying (1 hour at 68°F)
- Good sandability
- High filling capacity (up to 4 mil)



**No. 3680031**



#### 2K Epoxy Primer

- Excellent adhesion
- Very smooth flow
- Outstanding insulating & sealing properties
- For cleaned and sanded surfaces



**No. 3680032**



#### Super Build

- Built-in guide coat
- Adheres to a broad range of substrates
- Direct to metal application
- Waterborne paint compatible and VOC compliant



**No. 740** **EVERCOAT**

## PRIMERS

### SELF-ETCH PRIMER

#### Acid#8 Etch Primer

- Etch and prime bare metal in one step
- Flat fan high atomization nozzle
- Anti-corrosive barrier that prevents steel from rusting
- Can be directly topcoated – no sanding required



**No. 0741V**



#### Self Etch Primer

- Provides excellent adhesion
- Compatible with all primer surfacers
- Color: Grey



**No. SEP**



#### Self Etch Primer

- Inhibits rust & corrosion
- Chromate-free
- Color: green



**No. 9970**

#### Self Etch Primer

- Excellent adhesion to steel, aluminum and stainless steel
- Quick drying
- Bulk products VOC compliant



Part No.	Color	Size
<b>39673</b>	Black	20 oz Aerosol
<b>39674</b>	Black	Quart
<b>39671</b>	Black	Gallon
<b>39683</b>	Gray	20 oz Aerosol
<b>39684</b>	Gray	Quart
<b>39681</b>	Gray	Gallon
<b>39693</b>	Green	20 oz Aerosol
<b>39694</b>	Green	Quart
<b>39691</b>	Green	Gallon

#### 1K Self Etch Primer

- Use as wash primer or filler primer
- Can be overcoated with all solvent based and waterborne basecoat and 2K topcoats



**No. 3680003**



### WELD THRU

#### Zincweld™

- Best-in-class corrosion protection
- All-zinc formula
- Increased adhesion
- High film build
- Unaffected by cavity wax



**No. 40773**



#### Weld #2 Weld Thru Primer

- High adhesion
- Superior conductivity
- Offers the best rust protection for SPOT, MIG and TIG welding
- High concentration of zinc or copper in the dry film
- Clog free nozzle
- Fast drying - speeds up welding process
- Corrosion inhibiting



#### 1K Self Etch Weld-Thru Primer

- Repels welding beads
- Can also be used as a sealer on old paint coating
- Use on bare, sanded, and unsanded surfaces
- Cannot be retouched with polyester materials



**No. 3680001**



Part No.	Color
<b>0768</b>	Copper Weld
<b>0789</b>	Zinc Weld

### CLEARS

#### 2.1 VOC Multipurpose Clearcoat

- Multi-Purpose clear - ideal for a variety of projects
- Specifically formulated for markets with VOC legislation
- High gloss for a glamour appearance
- Extremely user-friendly and easy to spray
- 4:1 mix ratio
- 32.00% - low solids
- Limited lifetime warranty



Part No.	Description	Size
<b>77130-1</b>	2.1 VOC MP Clear	Gallon
<b>77130-4</b>	2.1 VOC MP Clear	Quart
<b>77131-4</b>	2.1 VOC MP Activator - Fast	Quart
<b>77131-16</b>	2.1 VOC MP Activator - Fast	Half Pint
<b>77132-4</b>	2.1 VOC MP Activator - Medium	Quart
<b>77132-16</b>	2.1 VOC MP Activator - Medium	Half Pint
<b>77133-4</b>	2.1 VOC MP Activator - Slow	Quart
<b>77133-16</b>	2.1 VOC MP Activator - Slow	Half Pint



2.1 VOC

# EURO-GLASS CLEAR



Excellent gloss retention, flow and leveling

Can be applied over most basecoat systems

Easy buffing within 6 to 36 hours

Excellent flexibility and durability



Part No.	Description	Size
<b>77190-5</b>	2.1 VOC Euro-Glass Clear	5L
<b>77191-25</b>	2.1 VOC Euro-Glass Clear Activator (Fast)	2.5L
<b>77192-25</b>	2.1 VOC Euro-Glass Clear Activator (Medium)	2.5L
<b>77193-25</b>	2.1 VOC Euro-Glass Clear Activator (Slow)	2.5L

4:1 NATIONAL RULE

# MULTI-PURPOSE CLEAR



Ideal for a variety of projects

Extremely user-friendly and easy to spray

Excellent coverage 393 sq/ft per gallon at 1 dry mil

Part No.	Description	Size
<b>7000-1</b>	Multi-Purpose Clearcoat 4:1 National Rule	Gallon
<b>7005-4</b>	Multi-Purpose Clearcoat Activator (Fast)	Quart
<b>7006-4</b>	Multi-Purpose Clearcoat Activator (Medium)	Quart
<b>7007-4</b>	Multi-Purpose Clearcoat Activator (Slow)	Quart



## CLEARS

### Overall Clear

- Works well in air dry or force dry environments
- Provides excellent gloss, distinctness of image, leveling, blending, and buffing characteristics



Part No.	Description	Size
<b>8100-1</b>	4:1 National Rule Universal Clear Coat	Gallon
<b>8101-4</b>	Fast Hardener (Activator)	Quart
<b>8102-4</b>	Medium Hardener (Activator)	Quart
<b>8103-4</b>	Slow Hardener (Activator)	Quart

### 1K Spot Blender

- Use immediately after clear coat or topcoat is applied
- Seamless edge transitions in the blending area
- Superior solving ability
- No color deviations
- Ideal for spot repairs



**No. 3680093**



### 4:1 Multi-Purpose Clear

- Excellent leveling properties
- Easy to buff
- Excellent gloss retention and D.O.I.
- Fast dust free time



Part No.	Description	Size
<b>80001</b>	4:1 Clear	Gallon
<b>80004</b>	4:1 Clear	Quart
<b>80104</b>	4:1 Clear Activator	Quart
<b>80204</b>	4:1 Clear Activator - Multi-Panel	Quart
<b>80116</b>	4:1 Clear Activator - Spot Panel	Half Pint
<b>80216</b>	4:1 Clear Activator - Multi-Panel	Half Pint



### EuroPro

- Packaged in European 5L and 2.5L cans
- Excellent flow and leveling
- Great gloss from the gun
- High build coverage in fewer coats
- National Rule Compliant (4.2 VOC)
- Color: Clear Liquid (as packaged)

Part No.	Description	Size
<b>840-5</b>	Clearcoat	5L
<b>841-25</b>	Fast Activator	2.5L
<b>842-25</b>	Medium Activator	2.5L
<b>843-25</b>	Slow Activator	2.5L



### Speed Clear

- Can be buffed or wet sanded in approximately 90 minutes at 70 degrees
- Designed to be used for spot/panel work due to the fast dry times
- Use on all urethane basecoat systems
- Choose from four activators to regulate flash times for different job sizes and shop conditions



Part No.	Description	Size
<b>81001</b>	Speed Clear	Gallon
<b>81004</b>	Speed Clear	Quart
<b>81104</b>	Fast Activator	Quart
<b>81108</b>	Fast Activator	Pint
<b>81116</b>	Fast Activator	Half Pint
<b>81204</b>	Medium Activator	Quart
<b>81208</b>	Medium Activator	Pint
<b>81216</b>	Medium Activator	Half Pint
<b>81304</b>	Slow Activator	Quart
<b>81308</b>	Slow Activator	Pint
<b>81316</b>	Slow Activator	Half Pint
<b>81404</b>	Extra Slow Activator	Quart
<b>81408</b>	Extra Slow Activator	Pint
<b>81416</b>	Extra Slow Activator	Half Pint



### Xcellent Clearcoat

- A water white, high quality clearcoat designed for larger repairs
- Dries fast and retains high gloss and DOI
- Provides excellent durability and is resistant to environmental conditions
- Can be buffed to match the original finish after 5-14 hours air dry and can be buffed for several days

Part No.	Description	Size
<b>85001</b>	Clearcoat	Gallon
<b>85104</b>	Fast Activator	Quart
<b>85204</b>	Medium Activator	Quart
<b>85304</b>	Slow Activator	Quart



### Instant Clear Coat

- Ready to use clear coat in an aerosol
- Finishing coated surfaces in order to achieve a high gloss
- UV Resistant
- No Isocyanates



**No. SIC**



# 2.1 VOC 4:1 LV ECO-CLEAR



A high gloss, low VOC 2K Urethane Clearcoat made for the Automotive or Light Industrial market.

- Water white clear eliminates concerns of color change over silver or white basecoat
- Good choice jambs, reconditioning panel repairs and overalls where cost is a factor

Part No.	Description	Size
<b>8400-1</b>	2.1 VOC 4:1 LV Eco-Clear	Gallon
<b>8401-4</b>	Eco-Clear Activator (Fast)	Quart
<b>8402-4</b>	Eco-Clear Activator (Medium)	Quart
<b>8403-4</b>	Eco-Clear Activator (Slow)	Quart

PART# 7030

# ECO-PRIME

- High Production 2K Acrylic Urethane Clearcoat
- 4:1 Mix Ratio
- Minimal Shrinkage
- Excellent Sandability



Part No.	Description	Size
<b>7030-1</b>	4:1 Eco-Prime National Rule	Gallon
<b>8031-4</b>	Eco Activator (Fast)	Quart
<b>8032-4</b>	Eco Activator (Medium)	Quart
<b>8033-4</b>	Eco Activator (Slow)	Quart

# PART# 8030 ECO-CLEAR



- Economical Urethane Clearcoat
- 4:1 Mix Ratio
- Excellent Flow Out
- Excellent Glos & DOI
- Easy to use

Part No.	Description	Size
<b>8030-1</b>	4:1 Eco-Clear National Rule	Gallon
<b>8031-4</b>	Eco Activator (Fast)	Quart
<b>8032-4</b>	Eco Activator (Medium)	Quart
<b>8033-4</b>	Eco Activator (Slow)	Quart



CLEARs

1K High Solids Clear

- Improved fan pattern is second only to a spray gun
- Increased gloss for a showroom finish
- Lays flat to blend perfectly with spray gun patterns
- Quick drying for increased production
- Shop floor compliant (NESHAP)
- Save time and material
- Maximize shop efficiency



Part No.	Finish
<b>40903</b>	Gloss
<b>40913</b>	Semi-Gloss
<b>40923</b>	Matte Clear

2K High Speed Clear

- Dries very quickly
- Very smooth flow
- Lasting high gloss
- Maximum resistance to abrasion and scratching
- No colour deviation
- Outstanding painting surface
- Very good polish ability
- Suitable even at lower ambient temperatures
- Ideally suited for small surfaces



No. 3680069

Acrylic Clear Coat

- Smooth flow and leveling
- High gloss, durable finish
- Patented valve and nozzle delivers spray gun like results



No. 3680058



2K Clear Coat

- Maximum resistance to abrasion and scratching
- Very smooth flow
- Lasting finish in high gloss, semi-gloss, or matte
- No color deviation
- Outstanding painting surface
- Suitable even at higher ambient temperatures



Part No.	Finish
<b>3680061</b>	High Gloss
<b>3680065</b>	Matte
<b>3680067</b>	Semi-Gloss



Clear#1 High Gloss Clear Coat

- Advanced clearcoat that gives a high gloss finish and excellent depth for a seamless and well-blended repair in a convenient aerosol
- Ideal for spot repairs, like fenders, bumper covers, mirror covers, and moldings
- Fast drying for increased productivity and UV resistant for exceptional durability
- Compatible with most water or solvent based paint systems



No. 0796

FACTORY PACK

SINGLE STAGE

2.8 VOC Single Stage Factory Pack

- Factory Pack includes the top 18 most popular colors in the industry
- Glossy finish, no top coat necessary
- High gloss, high solids, direct to metal, user friendly single stage topcoat
- Dries faster, lasts longer
- 2.8 VOC Acrylic Urethane Paint



USE IT ON



CARS

TRUCKS

CONSTRUCTION EQUIPMENT

TRAILERS

OFFICE EQUIPMENT

PATIO FURNITURE

& MORE



Hot Rod Black 1401	Gloss Black 1402	Gloss White 1403	Viper Red 1404	Oxford White 1405	Galaxy Silver 1406	Charcoal Mist Metallic 1407	Fleet White 1408	Pure White 1409
Swift Red 1410	Brilliant Black Pearl 1411	International Harvester Red 1412	Caterpillar Yellow 1414	Allis Chalmers Orange 1413	School Bus Yellow 1415	John Deere Yellow 1416	John Deere Green 1417	Ford Blue 1418

**BASE COATS**

**Factory Pack-Series Polyester Basecoat**

- May be mixed with any high grade urethane reducer (recommended at 1:1 mix ratio)
- May be top coated with any high quality Clear on the market
- Blendable color match to many OEM paint codes



**FEATURES**

- Base Coats matching OEM paint codes at a fraction of the cost
- Polyester Composition
- High Quality
- May be tinted with any high quality basecoat



**BENEFITS**

- Easy to Use
- Matches many popular OEM paint codes
- Available in gallons and quarts
- 18+ colors available



Frost White <b>HFP150</b> (GM WA-8624)	White <b>HFP151</b> (GM WA-8554)	Oxford White <b>HFP154</b> (FORD YZ/Z1)	Super White <b>HFP158</b> (TOY 040)	White Diamond Pearl <b>HFP161</b> (GM WA-800J)	Black <b>HFP250</b> (GM WA-8555)	Dark Shadow Gray <b>HFP254</b> (FORD CX)	Pewter Metallic <b>HFP256</b> (GM WA-382E)	Galaxy Silver <b>HFP350</b> (GM WA-519F)
Sparkle Silver <b>HFP360</b> (H.O.K.)	Victory Red <b>HFP450</b> (GM WA-9260)	Corvette Red <b>HFP451</b> (GM WA-9075)	Torredor Red <b>HFP454</b> (FORD FL)	Crush Orange <b>HFP550</b> (CHRY PL4)	Corvette Yellow <b>HFP650</b> (GM 52)	Arizona Beige <b>HFP655</b> (FORD AQ)	Green with Envy <b>HFP755</b> (CHRY PGE)	Dark Blue Pearl <b>HFP856</b> (FORD DX)



**Excel Basecoat Series**

- Quick dry, good hiding, factory pack line of many popular colors
- Various OEM colors are available
- Ideal for overalls, large blend area repairs, or for ground-coat material



Toyota Super White (040) <b>701001</b>	Oxford White (YZ) <b>701701</b>	Fleet White (8624) <b>700701</b>	Code 40 White (8554) <b>700601</b>	White Diamond Pearl 2nd Stage (4466) <b>700501</b>	Pewter Metallic (382E) <b>700201</b>	Arizona Beige Metallic (BFQ3) <b>701101</b>	Galaxy Silver (519F) <b>700301</b>
Shadow Gray Metallic (CX) <b>701201</b>	Corvette Bright Red (9075) <b>700801</b>	Victory Red (9260) <b>700901</b>	Toreador Red Pearl (FL) <b>701401</b>	Corvette Yellow (4466) <b>700401</b>	Crush Orange (PL4) <b>701601</b>	Green With Envy Pearl (PGE) <b>701501</b>	Dark Blue Pearl (DX) <b>701301</b>
Pewter Metallic (CX) <b>700201</b>	Corvette Yellow (4466) <b>700401</b>	Code 40 White (8554) <b>700601</b>	Ebony Black (UA) <b>701001</b>	Sparkle Silver <b>68001</b>	Corvette Bright Red (9075) <b>700801</b>	Fleet White (8624) <b>700701</b>	Victory Red (9260) <b>700901</b>

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# MOTOR GUARD



JO1000 - ENTRY KIT



JO1050 - ENTRY-PLUS KIT



JO1500 - PROFESSIONAL KIT



JO1525 - PRO-PLUS KIT



JO1550 - DELUXE KIT



JO2000 - SUPER-PRO KIT



JO2250 - SUPER-PRO PLUS KIT

## Now with **Striker Tip!**

### Draw Pins

The original Motor Guard Magna-Spot Stud Welder Pins now with the improved Striker Tip designed to guarantee a consistent, strong weld on all steels. .  
No Other Pin Flexes More Easily. No Other Pin Guarantees a Solid Weld on All Steels.

J20014 2.0 mm Draw Pins - Pk/500

J20015 2.5 mm Draw Pins - Pk/500



\* Offer Good  
Apr-June  
24

A compact tool for small damage repair on light-weight metal to reduce overpull.

**PURCHASE A JO-1050 or JO-1500  
and RECEIVE THIS J-20017  
T-PULLER TOOL @N/C**



"T" Puller  
J-20017



Mail To: Motor Guard Corporation - Q2 24 Free Offer  
580 Carnegie Street - Manteca, CA 95337

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_ Telephone \_\_\_\_\_

Motor Guard JO-1050/1500 must be purchased from an authorized Motor Guard Jobber. Complete and mail rebate form and a copy of your invoice showing purchase price and date by June 30, 2024. One rebate per person. Please allow 4 - 6 weeks for delivery. Coupon has no cash value.

## SATA TRAVEL MUG PROMOTION

Available now – while supplies last

# SATA

German Engineering



**SATA TRAVEL MUG –**  
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SATA TRAVEL MUG PROMOTION: Available now, you will receive with every SATAjet X 5500 a SATA TRAVEL MUG by Emsa! The perfect travel companion, ideal for hot or cold drinks, perfectly insulated, leak and dishwasher proof. Made from stainless steel, with a convenient Quick Press closure and a 0.5 litre capacity.

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Address Service Requested

# Q1<sup>®</sup> CarPlus Masking Tape



**Your all-purpose solution  
for general masking and  
repair jobs**

Part No.	Description	Size
<b>CPM118</b>	CarPlus Tape (3/4")	18mm x 55mm
<b>CPM136</b>	CarPlus Tape (1-1/2")	36mm x 55mm

## Features & Benefits

- Good adhesion on painted metal, rubber, glass or chrome parts during spray-painting operations
- Excellent holding power in combination with masking paper and masking film
- Clean removal after drying cycle at 90°C/194°F (1 hour)/ 100°C/212°F (30 min)
- FSC<sup>®</sup> certified paper