



Upgrade to Waterborne Without Skipping a Beat

WATERBORNE UPGRADE HANDBOOK



The miracles of science™

DuPont waterborne products—
Good for business. Better for the environment.

At DuPont, we believe in the power of science to dramatically improve the way we work and live. Our portfolio of waterborne refinishing products is a great example.

For more than 200 years, we have been delivering innovative solutions to help make the world a safer, healthier place for everyone. DuPont introduced waterborne technology in the United States in the mid-1980s and was the first to reformulate OEM technology specifically for the collision refinish market. Today, thousands of body shops around the world have successfully upgraded to a DuPont waterborne system.

Our highly respected portfolio of waterborne brands includes DuPont™ Cromax® Pro, Standoblue® and Spies Hecker® Permahyd® Hi-TEC. So, no matter what type of vehicle is in your booth, or what type of body shop you run, DuPont offers VOC-compliant systems—from primers to clearcoats—that will help you deliver top-quality repairs faster and better.

At DuPont, the change to waterborne is more than a conversion—it’s an upgrade.

Body Shop Review & Personalized Plan



Color Tools & Equipment



Training



Ongoing Support



Upgrade Tracker



Welcome to Waterborne

Today, DuPont Performance Coatings is the leading global supplier of waterborne basecoats to the automotive industry. We have extensive waterborne basecoat experience with the major OEMs, dating back to the mid-1980s. Because we have built on that foundation in the development of our collision repair systems, you can rest assured that our systems meet the highest standards for quality, color match and productivity.

Compliance with Greater Productivity

The DuPont portfolio of waterborne basecoats delivers a competitive advantage, versus solventborne, in terms of lower paint consumption, faster application process time and better appearance. An upgrade gives your shop a real productivity boost now—whether you need to comply with regulatory changes this year, next year or further down the road.

Cost-Neutral Upgrades

Upgrading can be implemented in existing shops with relatively low cost. The cost of the upgrade may be offset by increased productivity and lower energy usage in the application process.

Take Hold of Your Business Destiny

DuPont Performance Coatings recommends that you be proactive and begin your technology upgrade to waterborne early to ensure you control your business destiny. Starting the upgrade process now gives you the time to consider all your options, dictate a timetable that works best for your shop and allows your technicians to be trained behind the gun before your shop is under the gun to comply.

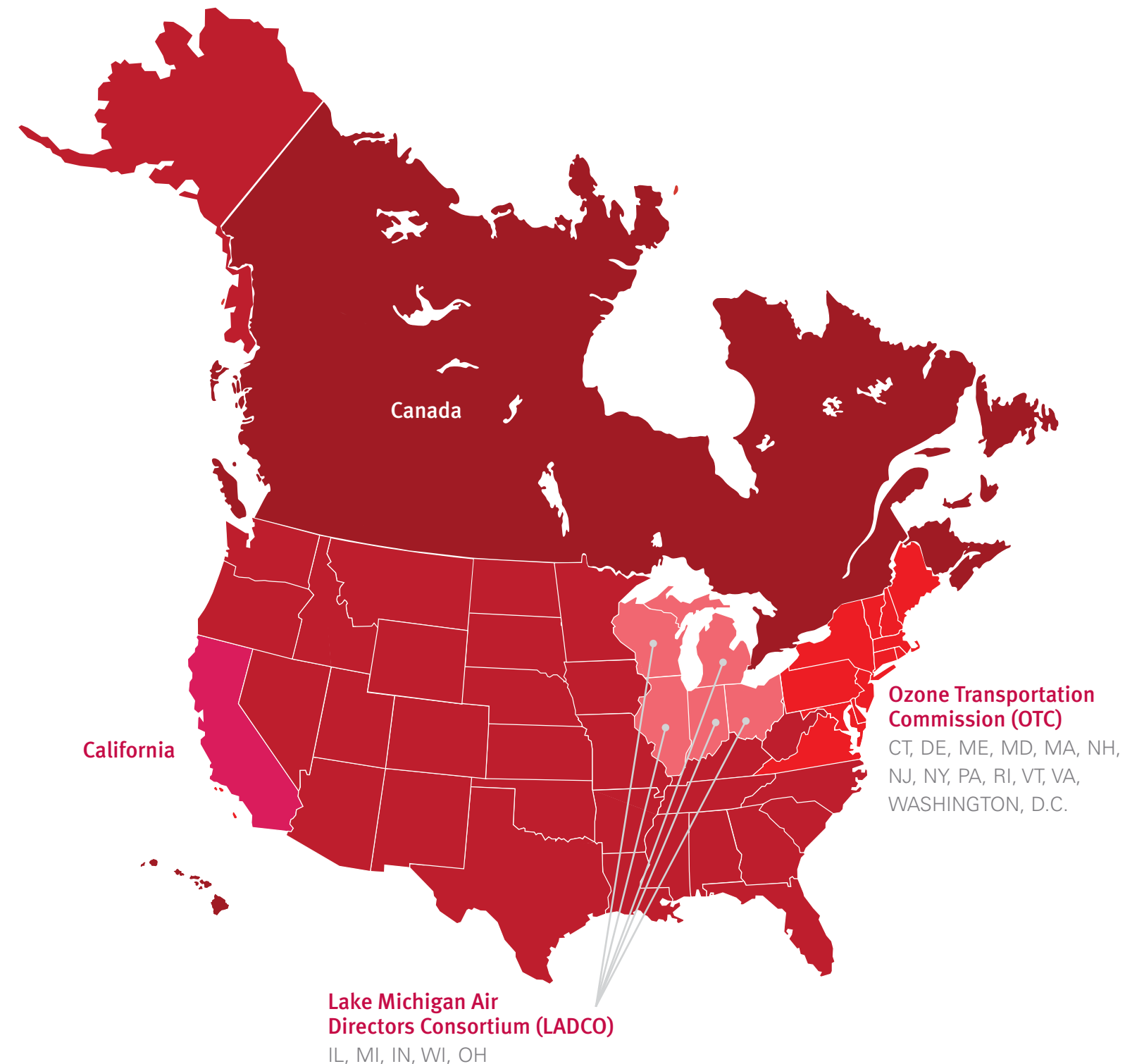
The Model Rule Development

Depending on the area in the U.S., stricter air quality standards to reduce VOCs may be considered, drafted or implemented. All these activities are happening to reduce the amount of ground level ozone.

Planned regulatory compliance date for my area

____/____/____
MM DD YYYY

To see a compiled list of the regulatory resources in your area, visit upgrade2water.dupont.com



Body Shop Review & Personalized Plan

Body Shop Review

The Body Shop Review is a detailed look at all areas of your painting operation. Your DPC Account Manager will assess your current setup—from prep area and color tools, to spray booth and clean-up procedures. All the products, procedures and equipment that will be impacted during the technology upgrade to waterborne will be identified and evaluated to help you have everything in place for your shop to have a successful upgrade.

Smooth Transition

The changes in surface prep and painting techniques are minimal. The transition for skilled painters is as painless as possible. DuPont Performance Coatings provides the guidance and training needed at every step. You only have one chance to get it right. But relax. DuPont Performance Coatings has helped thousands of shops upgrade and has many years of waterborne expertise. The transition will be as smooth as the finishes that roll out of your booth.

How Will the Body Shop Review Help?

Like any other change, you can't get from point A to point B without a plan. The Body Shop Review gives everyone involved a detailed breakdown of what to expect and when. We understand that timing can be critical. This review assists in preventing any delays and puts the right people, processes and products in place for a smooth transition.

The DuPont Road Map to Success with Waterborne

- Consult with a DuPont Performance Coatings (DPC) Account Manager and Jobber
- Perform top-to-bottom Body Shop Review, conducted by DuPont Performance Coatings
- Evaluate Body Shop Review
- Develop a personalized transition plan and timeline
- Install equipment upgrades, if required
- Attend technical training (for painter)
- Install waterborne system at shop
- Ongoing support and follow-up assistance provided by a DPC Account Manager and Jobber

After you upgrade to a DuPont Performance Coatings waterborne system, it's time to enhance your business operations. At DuPont Performance Coatings, we offer practical, easy-to-use tools that provide proven business solutions to help drive customers "TO" your collision repair center and improve workflow "THRU" it to optimize profitability. Solutions include shop management software, ProfitNet™ with cost tracking functionality, implementation guidance on LEAN principles, KPI tracking and much more.

Setting the Target Date

Following the Body Shop Review, your DPC Account Manager will work with you to set the target date for your shop upgrade. The process—from Body Shop Review to upgrade completion—can take as little as 10 days to finalize, depending on your equipment needs.

What if I Need to Change the Target Date?

The upgrade process timeline has been developed and refined based on the thousands of shops DuPont Performance Coatings has already upgraded globally. However, the timeline is flexible in case something comes up in your shop and an adjustment to the schedule is needed.



Color Tools & Equipment

Color Tools

Whatever your preference, whether digital or visual, we have the right color tool to help you find the perfect match. The DuPont Performance Coatings waterborne fan decks use actual waterborne paint and processes for the closest visual match possible. Our color retrieval systems provide you with a complete database of color formulas and alternates, so you can be assured of having a formula for any car that comes into your shop.

Safety and Protection

Typically, the same safety equipment and protective apparel currently used in your shop are adequate. This will be discussed during the Body Shop Review.

Booth

DuPont Performance Coatings waterborne systems will work in most spray booths. The most important things to consider are airflow and cleanliness of the air supply. Assessing the air movement in your booth is critical. The booth must have proper airflow and the air must be pure.

Air Handling and Drying

Integrating some form of supplemental air movement will speed up the dry time of waterborne basecoats. Although there are a number of options that you can consider, the optimum choice for your shop will depend on your shop's location and your production requirements. Whether you only need air stands or a permanent option, such as corner-mounted dryers, your DPC Account Manager will advise you on the best solution for your shop.

Spray Guns

Your DPC Account Manager will help you select the best spray guns for waterborne paints. Internal components must be plastic or stainless. Unless you have purchased a spray gun recently, you may not be aware of the modifications many manufacturers have made to their equipment. We can help you select the best option for your shop.

Storage, Cleaning and Waste Disposal

Waterborne products should be protected from extreme temperatures when stored.

Spray guns should be cleaned immediately after use. Your DPC Account Manager will instruct your painters on how to clean spray guns and will highlight available products developed for this purpose.

Waterborne waste should be stored separately from solvent waste. Consult with your local waste handling authority.

Supplies

Minor changes may be needed when it comes to your day-to-day refinishing supplies, such as strainers and mixing cups.



Training

Our exceptional training program is designed to meet the needs of all body shop employees—from estimators and paint technicians to the general manager. To date, DuPont Performance Coatings has trained more than 11,000 people from body shops around the world to help them ensure a successful upgrade to a DuPont Performance Coatings waterborne system.

Safety and Protection

The technical training levels of all your employees will be noted in the Body Shop Review. Based on that information, a detailed training program will be developed for your shop. The methods are effective. The results are beautiful.

A personalized training schedule will be developed to minimize disruption in your schedule. Our recommendation is that your technicians are trained prior to upgrading your shop.

Classroom Instruction

Classroom instruction is distraction-free, allowing for 100 percent focus on application techniques. Topics covered include: surface preparation; product mixing and usage; application techniques; safety and personal protection; waste handling; and color retrieval.

Hands-on Training

There is no substitute for real-world application. The hands-on training component is one of the most comprehensive available. Your painters will put what they've learned in the classroom to work in the booth and DuPont Performance Coatings training specialists will guide them to produce the best results in the shortest training time possible.

On-site Training

After the upgrade has been finalized, your DPC Account Manager and Jobber will come to your shop to work side-by-side with your painters, providing additional technical support and training as required. More than just product reps, these paint pros receive extensive training on waterborne application and products. They must go through a certification process to ensure that they are knowledgeable about product application, blending and problem solving.



Ongoing Support

Product Updates

Your DPC Account Manager and Jobber will help you stay informed as technology advances by providing you with regular updates and product demonstrations. This will help you continue to profit from the upgrade for years to come.

Refresher and New Hire Training

Whether experienced employees need a refresher course or a new painter needs to be trained on waterborne technology, DuPont Performance Coatings can provide training that matches the needs of your shop long after the upgrade has been made. Your DPC Account Manager has a thorough understanding of what makes your shop successful and can craft a training program to help keep cars moving “THRU” your shop to optimize profitability.

Technical Advice

If you have any questions, we can help.
We will provide the support you need.

1-800-GET DUPONT (prompt 7)
WBAAlert@usa.dupont.com



Your DuPont Performance Coatings (DPC) Account Manager will work with you to develop a technology upgrade timeline that works best with your calendar and body shop needs.

My Area's Compliance Date		My Upgrade Date		Who	When	Notes
MM / DD / YYYY		MM / DD / YYYY				
Check when completed						
Step 1						
<input type="checkbox"/>	Conduct Body Shop Review and set target date			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
<input type="checkbox"/>	Make plans for painters to attend technical training			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
Step 2						
<input type="checkbox"/>	Arrange for any facility or equipment changes, such as air movement equipment, compressors and/or air filtration systems			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
<input type="checkbox"/>	Schedule equipment for installation prior to upgrade			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
Step 3						
<input type="checkbox"/>	Make shop upgrades as determined by review			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
<input type="checkbox"/>	Review equipment cleaning and waste disposal processes			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
Step 4						
<input type="checkbox"/>	Arrange for waterborne application equipment and ancillary products			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
<input type="checkbox"/>	Arrange for new variant decks and spray-out panels			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
Step 5						
<input type="checkbox"/>	Painters attend technical training			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
<input type="checkbox"/>	Install waterborne paint system at shop			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
Step 6						
<input type="checkbox"/>	Provide on-site technical support to painter(s)			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
<input type="checkbox"/>	Monitor progress throughout initial upgrade			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
<input type="checkbox"/>	Technology upgrade complete			<input type="text"/>	MM / DD / YYYY	<input type="text"/>
1 Month After Waterborne Upgrade						
DPC Account Manager and Jobber monitor progress at shop during post-installation period						
3-6 Months After Waterborne Upgrade						
DPC Account Manager and Jobber conduct post-upgrade evaluation to reinforce best practices and identify any potential areas for improvement						



DuPont Performance Coatings
P.O. Box 80721
Wilmington, DE 19805 USA
1-800-GET DUPONT (prompt 7) | upgrade2water.dupont.com

Copyright © 2010 DuPont. The DuPont Oval Logo, DuPont®, The miracles of science®, Cromax®, Permahyd®, ProfitNet®, Spies Hecker®, and Standoblue® are trademarks or registered trademarks of E.I. du Pont de Nemours and Company or its affiliates. All rights reserved.
E-R5356 K-22549 12/10

