



Saint-Gobain Abrasives Inc. Automotive
Aftermarket

Training Course Catalog

Version 4.1

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Presented by:

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Training Course Catalog

Automotive Refinishing Training (All 12 Modules as indicated in Timeline - 4 hours)

Sanding (Modules one through seven in Outline_Timeline_Template.xls - 1/4 hour)

Upon successful completion of this course, trainees will be able to identify the various types of sanding from Dual Action Orbital types to hand sanding with blocks and paper. They will also know the different types of abrasive grains and which are best for certain applications along with which ones are the most productive in terms of material removal and process times depending on the material being ground or sanded directly.

Scuffing (Module 5 in the Outline_Timeline_Template.xls - ¼ hour)

Upon successful completion of this course, trainees will be able to identify the different types of scuff pads and their proper usages. They will also learn the benefit of scuff gels which used properly to aid in cleaning and abrading certain automotive surfaces for painting, blending and etc. They will also learn about surface conditioning discs and stripping materials depending on the application or auto body shop process desired.

Cutting (Module 7 in the Outline-Timeline_Template.xls - ¼ hour)

Upon successful completion of this course, trainees will be able to identify the size differences and usages of various cutting methods. They will also be able to know why certain sizes are the most productive in terms of stock removal and removal rates.

Adhesives Applications and Sealers (Modules eight and twelve in Timeline - 1 hour)

Upon successful completion of this course, trainees will be able to identify the various types of plastics and other repair materials such as TPO, SMC and etc. They will also know the differences between urethane and epoxy repair materials along with the various types of seam sealers. They will be able to repair all of the material types properly and according to industry standards such as I-CAR and ASE.

Paint System Applications (Modules nine, ten and eleven in Timeline – 1 hour)

Upon successful completion of this course, trainees will be able to identify the various types of paint preparation systems which includes their assembly, application, usage and storage. They will also be able to identify surface defects such as runs, sags, poor coverage and orange peel with the ability to correct all of them.

Masking (Module 10 in Outline_Timeline_Template.xls – ¼ hour)

Upon successful completion of this course, trainees will be able to mask vehicles properly and identify areas on vehicles where certain types of masking products can be used. For example they will know where to use sheeting, masking paper, masking tape, fine line tape and other protective plastic materials. They will also know the difference between masking products treated for painting, overspray and waterborne products.

Buffing (Module 11 in Outline_Timeline_Template.xls – ¼ hour)

Upon successful completion of this course, trainees will be able to dry sand and wet sand all types of various paint manufacturer's clear coats along with buffing them with wool and foam buffing pads. They will be able to identify a good gloss finish at the correct machine speeds with the ability to tell if the buffing scratches are gone or just filled.

Adhesives and Sealers Applications (Module 12 in Timeline – ¼ hour)

Upon successful completion of this course, trainees will be able to apply Undercoating, Rocker Panel Textures, Weld-Thru Primer, Emblem and Trim Applications Techniques such as Spray Trim Adhesive or Double Sided Acrylic Tape which includes their adhesion promoter methods.

Body Panel Refinishing Training (Modules one through seven in timeline – 1 Hour)

4 Total Automotive Refinishing Courses:

1 Body Panel Refinishing Training – 1 Hour

1 Paint Refinishing Training – 1 Hour

1 Adhesives Refinishing Training – 1 hour

1 Automotive Refinishing Training – 4 Hours

Best Practices For Body Shop Repair (All 8 Modules indicated in Timeline - 4 hour)

Upon successful completion of this complete course, trainees will be able to handle of the objectives listed below for each respective module as indicated below:

Collision Repair Center Basics (Module 1 Outline_Timeline_Template.xls - 1/2 hour)

Upon successful completion of this module, trainees will be able to identify the various types of sanding from Dual Action Orbital types to hand sanding with blocks and paper. They will also know how to properly clean the vehicle, review the repair order, protect the interior and acclimate the vehicle as per the Best Practice Poster.

Body Preparation (Module 2 in the Outline_Timeline_Template.xls - 1/2 hour)

Upon successful completion of this module, trainees will be able clean the repair area, grind the repair area, prep for filler, apply body filler, block body filler, sand body filler, feather edge and apply putter or glaze if necessary as per the Best Practice poster.

Plastic Repair and Panel Bond (Modules 1, 3, 4 & 5 in Outline - Template - 2 Hours)

Plastic Repair Structural (Module 3 in the Outline-Timeline_Template.xls - 1/2 hour)

Upon successful completion of this module, trainees will be able to identify the various types of plastics and other repair materials such as TPO, PPO and etc. They will also know the differences between urethane and epoxy repair materials along with the various types of seam sealers. They will be able to repair all of the material types properly and according to industry standards such as I-CAR and ASE.

Plastic Repair Cosmetic (Module 4 in Timeline - 1/2 hour)

Upon successful completion of this module, trainees will be able to identify the type of repair, feather edge the repair area, mix the repair material, apply the repair material and sand the cured repair material as per the Best Poster poster.

Panel Bonding (Modules 5 in Timeline – 1/2 hour)

Upon successful completion of this module, trainees will be able to identify the various types of panel bonds such as Door Skin removal and repair along with Quarter Panel removal and repair plus Roof Skin removal and repair.

Paint Cup System Applications (Modules 6 in Timeline – 1/2 hour)

Upon successful completion of this course, trainees will be able to identify the various types of paint preparation systems which includes their assembly, application, usage and storage. They will also be able to identify surface defects such as runs, sags, poor coverage and orange peel with the ability to correct all of them.

Masking (Module 7 in Outline_Timeline_Template.xls – 1/2 hour)

Upon successful completion of this course, trainees will be able to mask vehicles properly and identify areas on vehicles where certain types of masking products can be used. For example they will know where to use sheeting, masking paper, masking tape, fine line tape and other protective plastic materials. They will also know the difference between masking products treated for painting, overspray and waterborne products.

Buffing (Module 8 in Outline_Timeline_Template.xls – 1/2 hour)

Upon successful completion of this module, trainees will be able to dry sand and wet sand all types of various paint manufacturers' clear coats along with buffing them with wool and foam buffing pads. They will be able to identify a good gloss finish at the correct machine speeds with the ability to tell if the buffing scratches are gone or just filled.

Paint Shop Best Practices (Modules 2, 6, 7, & 8 in Outline_Template – 2 Hours)

5 Total Best Practices Courses:

- 1 Plastic Repair and Panel Bond – 2 Hours
- 1 Paint Shop Best Practices – 2 Hour
- 1 Best Practices For Body Shop Repair – 4 hours
- 1 Metal Bond and Weld Bond – 2 Hours
- 1 Paint Cup Best Practices – 1 Hour

Metal Panel and Weld Bond Best Practices Training (All 8 Modules indicated in Timeline - 2 hours)

Upon successful completion of this complete course, trainees will be able to handle of the objectives listed below for each respective module as indicated below:

Panel Removal Module 1 Outline_Timeline_Template.xls - 1/12 hour)

Upon successful completion of this module, trainees will be able to identify the steps of removing the damage panel to get ready for metal bonding or weld bonding.

Surface Cleaning (Module 2 in the Outline_Timeline_Template.xls-1/12 hour)

Upon successful completion of this module, trainees will be able to clean the bond area before grinding or sanding which is covered in Module 3 below.

Surface Grinding (Module 3 in the Outline-Timeline_Template.xls – 1/6 hour)

Upon successful completion of this module, trainees will be able to grind the bone line and apply weld thru primer in areas needed if welding is to be done or recommened.

Dry Fit (Module 4 in Timeline – 1/12 hour)

Upon successful completion of this module, trainees will be able to dry fit the replacement panel to ensure proper fit before applying any adhesives or welding.

Adhesive Application (Module 5 in Timeline – 1/4 hour)

Upon successful completion of this module, trainees will be able to choose the proper adhesive for the repair and understand that there are difference adhesives for different substrates depending on the type of repair being bonded or welded.

Re-Apply Adhesive (Module 6 in Timeline – 1/12 hour)

Upon successful completion of this module, trainees will be able to re-apply adhesive to enusre 100% contact between the mating repair panels or substrates needed.

Clamping (Module 7 in Outline_Timeline_Template.xls – 1/12 hour)

Upon successful completion of this module, trainees will be able to allow the adhesive to build tensile strength by leaving the clamps on for the recommended time depending on which adhesive is used for each respective repair required.

Repair Procedures (Module 8 in Outline_Timeline_Template.xls – 2/3 hour)

Upon successful completion of this module, trainees will be able to identify quarter panel, truck side, van sides, roof panels, door skins and view a video on how to properly install a metal door skin which is also indicated in the class presentation.

Upon successful completion of this course, trainees will be able to handle any metal panel bonding or weld bond repair and have the proper information for best practices moving forward with plenty of reference material after the class has ended.

Paint Cup Best Practices (Modules 1-3 in Paint Cup Outline Timeline – 1 hour)

Upon successful completion of this course, trainees will be able to identify the various types of paint cup systems which includes their assembly, application, usage and storage. There is a Powerpoint presentation also available along with Best Practices videos too in case you can't do a hands on demo in the classroom.

Estimator Professional Selling Skills Training (All 7 Modules indicated in Timeline - 3 hours)

Upon successful completion of this complete course, trainees will be able to handle of the objectives listed below for each respective module as indicated below:

Professional Selling Skills Basics Module 1 Outline_Timeline_Template.xls - 1/2 hour)

Upon successful completion of this module, trainees will be able to identify the steps of professional selling skills such as opening, probing or asking questions, supporting with feature & benefits along with closing plus perform an actual opening worksheet.

Be sure to show them the differences in the 4 basic Professional Selling Skills steps since they can't really be done out of order or by skipping steps to be effective.

Probing or Asking Questions (Module 2 in the Outline_Timeline_Template.xls-1/4 hour)

Upon successful completion of this module, trainees will be able to ask the right questions with open or closed probes to get the customer talking or by confirming a need and perform an actual worksheet that they can keep for future reference

Support or Telling (Module 3 in the Outline-Timeline_Template.xls – 1/2 hour)

Upon successful completion of this module, trainees will be able to identify relevant feature and benefits of the services they provide along with linking them to together to show the customer what's in it for them along with another actual worksheet to be done.

Closing (Module 4 in Timeline – 1/2 hour)

Upon successful completion of this module, trainees will be able to close by using the PSS skills learned so far and perform another actual worksheet for them to keep.

Indifference (Module 5 in Timeline – 1/4 hour)

Upon successful completion of this module, trainees will be able to identify the three basic types of indifference and perform an actual worksheet on skepticism.

Misunderstandings (Module 6 in Timeline – 1/4 hour)

Upon successful completion of this module, trainees will be able to clear up any misunderstanding that might happen during the PSS process and perform another actual worksheet for them on misunderstandings to keep for future reference.

Drawbacks (Module 7 in Outline_Timeline_Template.xls – 1/2 hour)

Upon successful completion of this module, trainees will be able to handle drawbacks more effectively and perform another actual worksheet which all get reviewed after each module to make sure everyone has complete understanding of each PSS step.

Upon successful completion of this course, trainees will be able to handle any estimate better once they have learned the basic professional selling skills taught for many years not matter what the product or service being offered can be applied.

Best Practices Seam Sealers (All 7 Modules indicated in titled Timeline - 1 hour)

Upon successful completion of this complete course, trainees will be able to handle of the objectives listed below for each respective module as indicated below:

Best Practices Seam Sealers Module 1 Outline_Timeline_Template.xls – 5 minutes)

Upon successful completion of this module, trainees will be able to identify different type of seam sealers both 1 part and 2 part to help match OEM seam sealers on the rest of the vehicle or individual parts being repaired.

Be sure to show them the differences in the materials that the seam sealers are made of since they have different dry times and color to help match the OEM seams already existing to be either painted or not.

Quick Set Beige 1 Part Seam Sealer (Module 2 in the Outline_Timeline_Template.xls – 5 minutes)

Upon successful completion of this module, trainees will be able to match other 1 part seam sealers on the vehicle or part being repaired such as door skins or where a beige colored seam sealer has been to used to seal seams on the rest of the vehicle.

Saugage Foil Pack Seam Sealer (Module 3 in the Outline-Timeline_Template.xls – 5 minutes)

Upon successful completion of this module, trainees will be able to identify other white in color or urethane 1 part type seam sealers and how to use the applicator gun to dispense this type of seam sealer to match OEM finish on the repaired part or the rest of the vehicle being repaired.

Non Sag High Build 2 Part Epoxy Seam Sealer (Module 4 in Timeline – 5 minutes)

Upon successful completion of this module, trainees will be able to build up and tool this 2 part seam sealer that can hold brush marks, air blower or other textures if needed plus hold a masking tape or fine line tape edges along with matching the height of other OEM seam sealers on the repaired part or the rest of the vehicle being repaired.

Self Leveling 2 Part Epoxy Seam Sealer (Module 5 in Timeline – 5 minutes)

Upon successful completion of this module, trainees will be able to identify where this type of seam sealer is needed such as roof ditch repairs that require a seam sealer to level out or to match the OEM precollision condition. They will also learn how to dispense this product to eliminate any air bubbles or how to remove them using a heat gun or some type of heat source if not dispensed properly.

Bare Metal 2 Part Epoxy Seam Sealer (Module 6 in Timeline – 5 minutes)

Upon successful completion of this module, trainees will be able to prepare and apply this type of seam sealer over bare metal or even a primed surface like other seam sealers for added corrosion protection or to match a gray in color OEM seam sealer already existing on the part being repaired or the rest of the repaired vehicle.

Sprayable Seam Sealers (Module 7 in Outline_Timeline_Template.xls – 10 minutes)

Upon successful completion of this module, trainees will be able to use a pneumatic applicator gun to spray either Non Sag High Build or Bare Metal seam sealer to match OEM welded type beads or to cover a large area with seam sealer to match the OEM texture or any other texture desired on the repaired part or the vehicle.

Mothers Best Practices (All 8 Modules indicated in it's titled Timeline - 2 hours)

Upon successful completion of this complete course, trainees will be able to handle of the objectives listed below for each respective module as indicated below:

Buffing Products Best Practices Module 1 Outline_Timeline_Template.xls – 5 minutes)

Upon successful completion of this module, trainees will be able to identify different type of buffing compounds and the proper pads to use when buffing clearcoat.

Be sure to show them the differences in the materials in terms of the sanding scratch that they can remove and which buffing pad works best with each buffing compound.

Heavy Duty Rubbing Compound (Module 2 in the Outline_Timeline_Template.xls – 5 minutes)

Upon successful completion of this module, trainees will be able to determine when to use a more aggressive compound and utilize tech tips provided in this module.

Foam Pad Polish and Glazes (Module 3 in the Outline-Timeline_Template.xls – 15 minutes)

Upon successful completion of this module, trainees will be able to identify when to use a foam pad polish as opposed to a glaze either by a buffing machine or by hand.

Detailer and Tip Saving Tips (Module 4 in Timeline – 5 minutes)

Upon successful completion of this module, trainees will be able to determine when to use the detailer along with other additional time saving tips provided in this module.

Application Guide for compounds and cleaners (Module 5 in Timeline – 15 minutes)

Upon successful completion of this module, trainees will be able to identify where to use certain type of compounds with their respective pads based on application and determine when to use auto washes, cleaners and degreasers in a repair center.

Vinyl and Rubber Dressings (Module 6 in Timeline – 5 minutes)

Upon successful completion of this module, trainees will be able to prepare and apply these types of dressings properly via demonstration or video depending on the venue.

Clay Bar (Module 7 in Outline_Timeline_Template.xls – 5 minutes)

Upon successful completion of this module, trainees will be able to use clay bars properly with a Mother's kit provided via demonstration or videos depending on the venue.

Other Mothers Procedures (Module 7 in Outline_Timeline_Template.xls – 50 minutes)

Upon successful completion of this module, trainees will be able to restore headlights, remove water spots and scratches, polish mag or aluminum wheels, chrome or metal parts, provide various types of tire care along with proper glass cleaning procedures.

Saint-Gobain School (All 7 modules in it's own titled timeline – 16 hours)

Upon successful completion of this school is a combination of 7 total modules all listed above which consist of Automotive Refinishing Training – 4hours, Best Practices – 4 hours, Professional Selling Skills – 3 hours, Metal Bond/Weld Bond Best Practices – 2 hours, Paint Cup Best Practices – 1 hour, Seam Sealer Best Practices – 1 hour and Mothers Best Practices including all of the 7 modules tests.

Please note: all of these courses can be done in the field or in either of our two training facilities (Watervliet, NY just outside of Albany or Stephenville, TX 2 hours from Dallas) but they have been designed to be taught throughout North America.

Should you have any questions about these courses or modules please feel free to contact Craig Chaffee, Manager of Training, Saint-Gobain Abrasives, Inc., Automotive Aftermarket at (508) 795-2774 or Craig.J.Chaffee@Saint-Gobain.com.