

UNDERSTANDING AND PREVENTING REFINISH DEFECTS

REF10

The slightest change in a shop environment can impact refinish work quality. This makes it more critical than ever before that repair professionals maintain a deep understanding of different coatings' chemical makeup, as well as their reactions and response tendencies, to adjust and adapt the refinish process as needed to maintain superior work in a varying shop environment.

REF10, I-CAR's most recent refinish-specific course, uses HD-quality videos, detailed animations, and in-person classroom discussions to enrich technicians' coatings knowledge foundation and arm them with critical thinking techniques to prevent and troubleshoot defects on the job to improve quality and meet high customer expectations.

Course Content

Module 1 – Coatings Chemistry, Drying, and Curing

The course begins with an explanation of how refinish defects can be costly to the shop and refinish technicians involved. Next, the instructor details the composition of coatings and how elements like surface tension, solvents, flash time, reducers, hardeners, and clearcoat can impact refinish quality. Topics throughout this module are also supplemented with detailed animations to help convey the information.

Module 2 – Surface Preparation, Equipment, and Application

The second module of the course uses videos, animations, and instructor expertise to inform how improper surface preparation can lead to a variety of refinish defects. The instructor will spend time engaging the class in discussions on how factors with the spraybooth, compressed air line, and refinish material impact the overall finished product.

Module 3 – Troubleshooting and Correction

The final module in the course focuses on determining the root cause of a refinish defect and outlines corrective actions to provide the customer with a quality finished product.

Recommendations

This course covers a variety of topics related to technology in current and future vehicles. It is recommended that students have a basic understanding of several of the subject areas contained in the course and understand where they can find repair information on new trends. Courses that are helpful include:

- Refinishing Equipment (REF01)
- Refinishing Equipment (REF01e)
- Surface Preparation and Masking (REF02)
- Surface Preparation and Masking (REF02e)
- Detailing (REF04)
- Detailing (REF04e)
- Refinish Material Application and Blending (REF08e)
- Color Theory, Mixing Toners, and Tinting (REF09)
- Hazardous Materials, Personal Safety, and Refinish Safety (WKR01)

Registration

To register for Understanding and Preventing Refinish Defects (REF10), visit the I-CAR website at www.i-car.com or contact I-CAR Customer Care at 800-422-7872.

Course Highlights

Credit Hours: 3

Estimated Duration: 4 hours

Format: Classroom instruction with written test

Meets I-CAR ProLevel® or annual training requirements for the following roles:



ESTIMATOR



REFINISH TECHNICIAN



AUTO PHYSICAL DAMAGE APPRAISER

After completing this course, you will be able to:

- Understand the similarities and differences regarding how solvent and waterborne coatings react in a shop environment
- Understand how a technician's knowledge of refinish coating chemistry can affect the quality of refinish work
- Identify and correct common and irregular refinish defects
- Understand how to make adjustments to the refinish process according to environmental conditions
- Apply critical thinking on the job to improve work quality



I-CAR Training Support Center
5125 Trillium Blvd.
Hoffman Estates, IL 60192
Phone: 800-422-7872
Fax: 800-590-1215
www.i-car.com

