

PROFESSIONAL DETAILING MANUAL



Your Company

VEHICLE CONDITION REPORT



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PAINT TYPE		т			PROFESSIONAL
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original estimated price.			ADVAN	CE CHARGE	
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I hereby authorize the repair work, as per estimate, to be performed along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection and delivery at my risk. An express lien is acknowledged on vehicle to secure the amount of the repairs thereto. You will not be held responsible for the mechanical condition nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

PRO®FESSIONAL DETAIL MANUAL **Step #1 Exterior Cleaning**

* Personal Protective Equipment (PPE):

- Safety Glasses
- Safety Gloves Rubber Boots
- Apron

Purpose:

To clean the engine compartment and exterior so that you can clearly see the paint condition and any hidden damage; to produce a clean surface to polish & finish with wax, sealant or coating.

PROCEDURE	WHY DO THIS?	PRO® PRODUCT	EQUIPMENT*	TIPS
1. Wet fenders with car wash soap	To prevent cleaning solutions from streaking body/fender during engine cleaning process	C-60 Super Car Wash di- luted 100:1	PPE5-Gallon bucketWash mitt	Paint surface should be cool to the touch
2. Clean the following areas using a pressure washer and recommended cleaner: • Engine compartment • Behind the gas filler door • Fender Wells • Door jambs-by hand/no pressure washer (sensitive electronics area)	Removes dirt, grease, grime; restores original appearance; prepsengine for dressing Pressure washer is quicker; cleansbetter in hard to reach places	C-51 Red Devil Degreaser diluted 1:1 or C-84 Frank's Special Cleaner diluted 1:1	 PPE Pressure washer Stiff bristle brush to agitate dirt in engine compartment Pressurized tank sprayer or spray bottle for dispensing C-51 or C-84 	Do not warm up engine; causes product evaporation; condensation in electrical components. Cover sensitive electrical components.
3. Clean wheels using a pressure washer and recommended cleaner:	To remove brake dust, dirt, road grime, dressing and other surface contaminants	C-42 Wheelie Clean (non-acid) diluted 9:1 or C-24 PRO® Power (acid) diluted 9:1	 PPE Pressure washer Soft bristle brush to agitate wheel spray bottle for dispensing C-42 & C-24 	Aftermarket wheels: Check with manu- facturer for cleaning directions.
4. Clean tires using a pressure washer and recommended cleaner:	To remove new tire mold release, blue coating, brake dust, dirt, road grime, previous dressing and other surface contaminants. To prep tire for new dressing application.	• C-52 Whitewall Cleaner diluted 1:1	 PPE Pressure washer Nylon/brass tire brush Pressurized tank sprayer or spray bottle for dispensing C-52 	Clean new tires to remove tire mold release; prevents staining lower plastic body panels.
5. Wash entire body	To remove surface contaminants	 C-60 Super Car Wash diluted 2:1 in foamer jar; set foamer to 64:1 or C-60 Super Car Wash diluted 2 oz. per gallon in a 5-gallon bucket. 	PPE Foam Cannon 2 wash mitts buckets	Use 2 buckets; one "clean" suds bucket for exterior cleaning; a second bucket for tires & wheels, door & trunk jambs, under hood and fender wells.
6. Rinse thoroughly	Rinse away contaminants		Water hose with plastic or rubber coated pressure sprayer.	Do <u>not</u> use metal sprayers. Contact with painted surface can cause dents or scratching.

PRO®FESSIONAL DETAIL MANUAL **Step #1 Exterior Cleaning (Continued)**

* Personal Protective Equipment (PPE):

- Safety Glasses
- Safety Gloves Rubber Boots
- Apron

Purpose:

To clean the engine compartment and exterior so that you can clearly see the paint condition and any hidden damage; to produce a clean surface to polish & wax.

PROCEDURE	WHY DO THIS?	PRO® PRODUCT	EQUIPMENT*	TIPS
7. Spray <u>water</u> based dressing in an "criss-cross" pattern over engine compartment	To produce a satin finished appearance that won't collect dust	• S-92 Premo diluted 1:1 or • S-71 Clear Rubber Dressing Conc. diluted 3:1	PPE Spray bottle for dispensing S-92 and S-71	Do <u>not</u> use solvent based dressing on engine
8. Blow dry engine compartment. Blow dry or chamois all exterior surfaces and crevices	Reduces moisture in engine compartment and helps dressing dry evenly. To remove excess water and blow away any residue while still wet	• P-78 Sheetz™ Rinse Aid or • B-90 Chamois	 PPE Compressed air B-90 Synthetic chamois Clean dry towel for greasy areas 	Compressed air is a quick & easy way to remove excess water in hard to reach areas Do not use chamois on greasy areas.
 9. Clean the following areas using recommended cleaner: Bumpers Lower Body Below Moldings All exterior surfaces 	To remove tar, wax, road film, adhesive and other contaminants that normal washing cannot remove. Helps wax, polymer sealant or coating adhere to paint better.	• C-61 PRO®-Sol™ or • C-62 Cal-Solv™	PPEApplicator padClean dry microfiber towel	Apply C-61 or C-62 to applicator & wipe surface clean; Never spray solvents. Do not apply directly to a hot surface.
10. Blow dry & towel dry door jambs mirrors, gas tank door	To remove excess water and prevent water spotting		PPECompressed airB-90 ChamoisClean dry microfiber towel	Use caution around sensitive electrical components in door jambs
11. Re-inspect for tar and road residue	To prevent tar/residue from contaminating clay bar & buffing pad and harming paint surfaces	• C-61 PRO®-Sol™ or • C-62 Cal-Solv	PPEApplicator padClean dry microfiber towel	
12. Prepare surface for buffing/ compounding and/or polishing-wipe down horizontal surfaces with clay bar	Removes paint finish roughness/ contaminants; makes buffing easier and faster. Polish and wax perform better.	 C-105 Clay Away[™] for dark paint finishes or C-106 Clay Away[™] for light colored vehicles S-74 Wipeout[™] Spray Gloss to lubricate 	 PPE Spray bottle for dispensing S-74 Clean dry microfiber towel 	If clay bar is dropped, do NOT use again on painted finish. It could scratch. How- ever, it can be used to remove contaminants on lower body panels where less exposed.
13. Inspect vehicle for any residual contaminants or repairs that should be noted				·

* Personal Protective Equipment (PPE):

• Safety Glasses

Safety GlovesApron

Purpose:

To remove dirt, stains and odors; make interior look as new as possible; identify any carpet, upholstery or trim repairs that need to be corrected.

PROCEDURE	WHY DO THIS?	PRO® PRODUCT	EQUIPMENT	TIPS
1. Dry brush carpets & mats	Loosens dirt & makes carpet pile stand up; vacuuming is easier		PPE Short handle stiff bristle brush	Report any needed repairs found in step #1 Exterior Cleaning
Use compressed air to blow dirt from cracks, crevices, vents and between seats	Move hard to reach dirt to where it can be easily vacuumed		PPECompressed airAir hose with rubber blow nozzle	Blow out console, dash and seat crevices. Also air conditioner ducts
3. Vacuum interior, ash trays, glove box, trunk carpet and all trunk compartments	Remove all loose dirt before attempting to clean carpet & seats		Shop vacuum with <u>plastic</u> crevice tool	Do <u>not</u> forget spare tire and tool storage areas
4. Clean all vinyl, rubber & plastic surfaces	Procedures #4 through #7 are done before cleaning seats and	• C-49 HD Interior Cleaner diluted 15:1	PPEClean microfiber towelNylon Brush	Spray product onto towel, <u>not</u> directly on surface
5. Clean headliner, sun visors, ash trays and glove box	carpets; eliminates risk of re- soiling seats and carpets while	C-49 HD Interior Cleaner diluted 15:1	PPE Clean microfiber towel	Do <u>not</u> use cleaners on clear plastic
6. Dress all vinyl areas <u>except</u> accelerator & brake pedal and steering wheel	cleaning and dressing trim and cleaning windows.	AHF-400 Aerosol Fabric Cleaner S-92 Premo® Dressing	PPE Applicator pad	(instrument panels, etc) For headliners- use AHF-400 only
7. Clean interior windows using 2-towel method; remove unnecessary decals		• C-13 Super Glass Gleam diluted 3:1	PPE2 towels - 1 for cleaning and 1 for buffing	Do <u>not</u> use ammonia cleaner on window tint
8. Pre-spot trouble areas on carpets, seat belts, seats, door trim and trunk carpet	Breaks down stains to be removed with extractor	C-83 Xtract Power [™] diluted 10:1	PPE Spray bottle	Do <u>not</u> over saturate
Clean carpet, mats, seats, door trim, trunk carpet and seat belts	Hot water extractor produces cleaner and dryer interiors in less time; helps eliminate odors.	 C-83 Xtract Power[™] diluted 40:1; C-28-Q Seat Belt Cleaner 	PPE Hot water extractor Short stiff bristle brush	S-44 Leather Lotion™ may be applied to damp leather
10. Clean and condition leather surfaces, as necessary	Restore and renew suppleness to leather surfaces	 C-12 Leather Cleaner and S-44 Leather Lotion™ to condition leather 	PPE Spray Bottle	Do <u>not</u> dress spare tire
11. Re-install spare tire and tighten down all equipment			Wipe on with applicator; buff dry with towel	

PRO®FESSIONAL DETAIL MANUAL

Step #2 Interior Cleaning

PRO®FESSIONAL DETAIL MANUAL **Step #3 Exterior Dressing**

* Personal Protective Equipment (PPE):

Safety GlassesSafety GlovesApron

Purpose:

To prepare the exterior for compounding, polishing and waxing; to protect vinyl surfaces from residue and to make final clean-up easier and faster.

PROCEDURE	WHY DO THIS?	PRO® PRODUCT	EQUIPMENT	TIPS	
1. Re-inspect for tar and road residue	To prevent tar/residue from contaminating buffing pad and harming paint surfaces	• C-61 PRO®-Sol™ or • C-62 Cal-Solv™	PPE Plastic razor blade Microfiber Towel	Apply solvent directly to towel not painted surface	
Dress fender wells with <u>water</u> base dressing	Gives finished look to wheel area	• S-92 Premo® Dressing diluted 1:1	PPE Spray bottle	Keep dressing off wheels, fenders & wheel covers. Do not drive vehicle immedi- ately after application when tires are wet to avoid unabsorbed product "sling" onto body panels	
3. Dress tires with <u>solvent</u> based dressing and allow to dry; remove excess with towel	Solvent base dressings stand up to the elements better than water base on exteriors	• S-86 Premium Blue™ or • S-87 Blue Gloss Dressing	PPE Foam dressing applicator		
Dress rubber moldings, window trim and door and trunk gaskets with solvent based dressing	Protects surfaces from buffing residue; cuts final detailing time	• S-86 Premium Blue™ or • S-87 Blue Gloss Dressing	PPE Foam dressing applicator Detail brush	Use detail brush to apply dressing to windows, trim &	
5. Dress or coat faded black bumpers with trim gel or coating	Produces a black satin finish on dry and faded bumpers without col- lecting dust	 S-67-Q Blue Ice[™] or S-3 Synergy Trim Coating 	PPEFoam dressing applicatorMicrofiber Towel	molding. Buff with dry towel to remove excess material and eliminate streaking or collecting dust	

PRO®FESSIONAL DETAIL MANUAL **Step #4 Compounding, Polishing & Finishing (Rotary)**

* Personal Protective Equipment (PPE):
• Safety Glasses
• Safety Glasses

ApronNIOSH Dust Mask

Purpose:

To restore painted surfaces to an even, high luster; to remove surface scratches and swirl marks; to remove oxida tion; to give paint added durability.

PROCEDURE	WHY DO THIS?	PRO® PRODUCT	EQUIPMENT	TIPS
Wrap wiper blades and arms with shop towel; protect high edges by taping with masking tape	Makes cleanups faster; reduces chances of burnt paint edges		 Towels for wiper blades edges and arms Masking tape for high edges 	
CLEAR COAT FINISHES 2. COMPOUND painted surfaces as required to remove oxidation, surface scratches and other imperfections	Remove contaminants and scratches embedded into paint finish and prepares surface for polishing step. Assures good wax or sealant	 P-26 Clear Cut Compound VC-80-C Wool Buff Pad or VF-85-C Foam Compound Pad 	 PPE Variable speed buffer Use wool pad for moderate oxidation/scratches Use foam pad for light oxidation/scratches 	Compounding requires lower RPM (1200- 1700) keeping buffing pad flat and using moderate pressure
CONVENTIONAL FINISHES 2a. COMPOUND painted surfaces as required to remove oxidation, surface scratches and other imperfections	adhesion	P-15 H.D. Machine Cleaner VC-80-C Wool Buff Pad	PPEWax applicator padVariable speed bufferUse wool cutting pad	Use separate pads for compounds, glazes, and polishes;
CLEAR COAT FINISHES 3. POLISH painted surfaces as required to remove light oxidation and/or fine surface scratches left after compounding.	Remove micro scratches left after compounding. Restore gloss and provide minimal protection. Preps surface for final finishing step	 P-34 Progold™ for moderate oxidation/scratches or P-21 Swirl Eliminator for light oxidation/scratches RV-85-C Foam Polish Pad 	 PPE Variable speed buffer Foam polish pad Wax applicator pad Clean microfiber towel 	Polish and glaze-be- gin @1400 RPM-as product dries, reduce pressure and increase to 2300 RPM-burnish
CONVENTIONAL FINISHES 3a. POLISH painted surfaces as required to remove light oxidation and/or fine surface scratches left after compounding.	ourness for mile mileting stop	 P-57 Miracle Wax[™] Cream for moderate oxidation or RV-85-C Foam Polish Pad 	 PPE Variable speed buffer Foam polish pad Wax applicator pad Clean microfiber towel 	to high gloss
4. WAX, PAINT SEALANT or COAT for added durability and provide additional gloss	Seals in gloss, depth and clarity after polishing; provides long term protection	 P-35-Q Satin Creme[™] or P-82 Carnauba Creme Wax S-1 Synergy Paint Coating 	PPEDA PolisherWax applicator padClean microfiber towel	Apply with orbital buffer or by hand to eliminate any swirls
5. Remove all dust and residue on surface and in cracks and crevices from compounding, polishing or waxing processes.	Gives finished look and assures optimal customer expectaions	 S-74 Wipeout[™] Spray Gloss C-13 Super Glass Gleam 	 PPE Spray bottle for S-74 Clean microfiber towel Short bristle detailing brush 	Pay particular at- tention to cracks and crevices
6. Clean exterior glass to remove all dust and prepare surface for coating	Gives finished look and assures optimal customer expectaions	• S-2 Syngergy Glass Coating	PPE2 towels - 1 for cleaning and 1 for buffing	Lower windows to clean edges

PRO®FESSIONAL DETAIL MANUAL **Step #4 Paint Correction (DA)**

* Personal Protective Equipment (PPE):
• Safety Glasses
• Safety Glasses

• Apron • NIOSH Dust Mask

Purpose:

To restore painted surfaces to an even, high luster; to remove surface scratches and swirl marks; to remove oxida tion; to give paint added durability.

PROCEDURE	WHY DO THIS?	PRO® PRODUCT	EQUIPMENT	TIPS
Wrap wiper blades and arms with shop towel; protect high edges by taping with masking tape	Makes cleanups faster; reduces chances of burnt paint edges		Towels for wiper blades edges and arms Masking tape for high edges	
CLEAR COAT FINISHES 2. COMPOUND painted surfaces as required to remove oxidation, surface scratches and other imperfections	Remove contaminants and scratches embedded into paint finish and prepares surface for polishing step. Assures good wax or sealant		 PPE DA Polisher Use wool pad for moderate oxidation/scratches Use foam pad for light oxidation/scratches 	Compounding requires lower RPM (1200- 1700) keeping buffing pad flat and using moderate pressure
CONVENTIONAL FINISHES 2a. COMPOUND painted surfaces as required to remove oxidation, surface scratches and other imperfections	adhesion	• P-15 H.D. Machine Cleaner • BU-7-C Blue Compound Pad	PPEWax applicator padVariable speed bufferUse wool cutting pad	Use separate pads for compounds and polishes;
CLEAR COAT FINISHES 3. POLISH painted surfaces as required to remove light oxidation and/or fine surface scratches left after compounding.	Remove micro scratches left after compounding. Restore gloss and provide minimal protection. Preps surface for final finishing step	 P-29 Black Beauty™ for dark color finishes or P-31 #1 Polish for light color finishes YU-7-C Yellow Polish Pad 	 PPE DA Polisher Foam polish pad Wax applicator pad Clean microfiber towel 	Polish and glaze-be- gin @1400 RPM-as product dries, reduce pressure and increase to 2300 RPM-burnish
CONVENTIONAL FINISHES 3a. POLISH painted surfaces as required to remove light oxidation and/or fine surface scratches left after compounding.	ouridoo for midi miisimiy step	P-57 Miracle Wax™ Cream YU-7-C Yellow Polish Pad	 PPE DA Polisher Foam polish pad Wax applicator pad Clean microfiber towel 	to high gloss
4. WAX, PAINT SEALANT or COAT for added durability and provide additional gloss	Seals in gloss, depth and clarity after polishing; provides long term protection	 P-35-Q Satin Creme™ or P-82 Carnauba Creme Wax S-1 Synergy Paint Coating 	 PPE DA Polisher Wax applicator pad Clean microfiber towel 	Apply with DA polisher or by hand to eliminate any swirls
5. Remove all dust and residue on surface and in cracks and crevices from compounding, polishing and waxing	Gives finished look and assures optimal customer expectaions	S-74 Wipeout™ or S-4-P Synergy Detail Spray	 PPE Spray bottle for S-74 Clean microfiber towel Short bristle detail brush 	Pay particular attention to cracks and crevices
6. Clean exterior glass to remove all dust and prepare surface for coating	Gives finished look and assures optimal customer expectaions	C-13 Super Glass Gleam diluted 3:1	• PPE • 2 towels - 1 for cleaning and 1 for buffing	Lower windows to clean edges

Paint Restoration Guidelines CLEAR COAT FINISHES

- * Personal Protective Equipment (PPE):
 Safety Glasses
 Safety Glasses
 Ear Plugs
 Apron
 NIOSH Dust Mask

PAINT CONDITION	POOR	AVERAGE	GOOD
TYPICAL PROBLEMS CLEAR COAT FINISHES	 Heavy oxidation Moderate to heavy scratches Surface contamination (fallout and/or overspray) Uneven paint luster 	 Light oxidation Dull paint luster Minor car wash scratches Light surface contamination 	 No oxidation Fine scratches Somewhat dull paint luster
STEP #1	• Clay painted surface using: C-106 Clay Away™ with S-74 Wipeout™ Spray Gloss	• Clay painted surface using: C-105 Clay Away™ with S-74 Wipeout™ Spray Gloss	• Clay painted surface using: C-105 Clay Away™ with S-74 Wipeout™ Spray Gloss
STEP #2	Buff painted surface using: P-26 Clear Cut; or P-40 Duz-All® with VC-80C wool cutting pad & variable speed buffer @ 1200-1700 RPM	 Buff painted surface using: P-21 Swirl Eliminator™ Polish; or P-34 Progold® with RV-85C charcoal foam finish pad & variable speed buffer @ 1400-2300 RPM 	• Buff painted surface using: P-21 Swirl Eliminator™ Polish; or P-34 Progold® with CW-85C charcoal foam waffle finish pad & variable speed buffer @ 1400-2300 RPM
STEP #3	 Buff painted surface using: P-21 Swirl Eliminator™ Polish; or P-34 Progold® with VF-85C yellow foam polish pad & variable speed buffer @ 1400-2300 RPM 	• DA or hand wax using: P-35-Q Satin Creme™; or P-82 Carnauba Creme Wax; Wax with cotton wax applicator; Buff with clean towel to high luster.	• DA or hand wax using: P-35-Q Satin Creme™; or P-82 Carnauba Creme Wax; Wax with cotton wax applicator; Buff with clean towel to high luster.
STEP #4	• DA or hand wax using: P-35-Q Satin Creme™; or P-82 Carnauba Creme Wax; Wax with cotton wax applicator; Buff with clean towel to high luster.		
TIPS	 Use compounding and buffing produ Use separate pads for compounds a Don't forget final finish wax, paint s Wax, P-82 Carnauba Creme Wax™, 	ealant or ceramic coat with P-35-Q Sa P-63-Q Poly Gard™ or S-1 Synergy Cera and easier removal; wax/paint sealant/	oam pads. tin Creme™, P-36 Cherry Finishing amic Paint Coating. Use these

Paint Restoration Guidelines CONVENTIONAL FINISHES

- * Personal Protective Equipment (PPE):
 Safety Glasses
 Safety Glasses
 Ear Plugs
 Apron
 NIOSH Dust Mask

PAINT CONDITION	POOR POOR	AVERAGE	GOOD
TYPICAL PROBLEMS CONVENTIONAL FINISHES	 Heavy oxidation Moderate to heavy scratches Surface contamination (fallout and/or overspray) Light surface contamination Uneven paint luster 	 Light oxidation Dull paint luster Minor car wash scratches and blemishes Light surface contamination 	No oxidation Fine scratches Somewhat dull paint luster
STEP #1	• Clay painted surfaces using: C-106 Clay Away™ with S-74 Wipe- out Spray Gloss	• Clay painted surfaces using: C-105 Clay Away™ with S-74 Wipeout Spray Gloss	• Clay painted surface using: C-105 Clay Away™ with S-74 Wipeout Spray Gloss
STEP #2	Buff painted surface using: P-15 HD Machine Cleaner with VC- 80-C wool cutting pad & variable speed buffer @ 1200-1700 RPM	 Buff painted surface using: P-57 Miracle Wax™ with RV-85C charcoal foam polish pad & variable speed buffer @ 1400-2300 RPM 	• Buff painted surface using: P-57 Miracle Wax™ with RV-85C charcoal foam polish pad & variable speed buffer @ 1400-2300 RPM
STEP #3	 Buff painted surface using: P-57 Miracle Wax™ with RV-85C charcoal foam polish pad & variable speed buffer @ 1400-2300 RPM 	• DA or hand wax using: P-35-Q Satin Creme™ or P-82 Carnauba Creme Wax; Wax with cotton wax applicator; Buff with clean towel to high luster.	• DA or hand wax using: P-35-Q Satin Creme™ or P-82 Carnauba Creme Wax; Wax with cotton wax applicator; Buff with clean towel to high luster.
STEP #4	 DA or hand wax using: P-35-Q Satin Creme™ or P-82 Carnauba Creme Wax; Wax with cotton wax applicator; Buff with clean towel to high luster. 		
TIPS	 Foam pads are essential to removing swirl marks; they also provide better results on fine scratches. Use compounding and buffing products sparingly, especially when using foam pads. Use separate pads for compounds and polishes. Don't forget final finish wax, paint sealant or ceramic coat with P-35-Q Satin Creme™, P-36 Cherry Finishing Wax, P-82 Carnauba Creme Wax™, P-63-Q Poly Gard™ or S-1 Synergy Ceramic Paint Coating. Use these products sparingly for best results and easier removal; wax/paint sealant/coating will seal in shine, depth and clarity while providing long term protection. 		

PRO®FESSIONAL DETAIL MANUAL Step #5 INSPECTION By DETAIL MANAGER

Purpose:

To insure all inspection check sheet standards have been met; to comply with program requirements for inspection and signatures by proper parties; to identify any problems that need to be corrected.

PROCEDURE	WHY DO THIS?	TIPS
1. Remove any interior odors	Customers will <u>not</u> be satisfied with an odor	Use F-17 Smoke & Odor Eliminator or AOT Aerosol Odor Terminator
Use inspection Check Sheet to inspect entire vehicle making sure: a) Paint is free of swirl marks b) Buffing dust and residue have been	To re-check and correct the 5 most common problems in auto de-tailing	
removed c) Wheels are free of dirt and brake dust d) All interior cracks and crevices are clean		b) Return to Step #4 c) Return to Step #1
e) Glass is free of dirt and streaks		d) Return to Step #2
		e) Return to Steps #2 & #4
After all standards have been met: Detailer signs Inspection Check Sheet Detail Manager signs Inspection check Sheet	Required to show that all detail steps were followed	Return Inspection Check Sheet to Service Department for filing with Repair Order(s) in vehicle's service history file

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