

PRODUCT TROUBLE SHOOTING GUIDE

1. TAKE LOTS OF PICTURES

BE SURE TO CLEARLY PHOTOGRAPH:

- THE VEHICLE AND THE AREA IN QUESTION
- ALL THE PRODUCTS USED & THEIR BATCH CODES!
- THE TECHNICIANS WHO PERFORMED THE WORK!
- PICTURES CAN BE E-MAILED TO HELP SPEED THE TROUBLE SHOOTING!
- THE MORE PICTURES THE BETTER!

2. PHONE ALL SUPPLIERS INVOLVED.

- AWAIT INSTRUCTIONS!

3. SAVE ALL MATERIALS USED ON THE JOB FOR INSPECTION AND TESTING.





CREST INDUSTRIES, INC.

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PRODUCT TROUBLE SHOOTING REPORT

GENERAL INFORMATION

DATE OF REPORT: _____ CREST DISTRIBUTOR: _____ SALES REPRESENTATIVE: _____

USER INFORMATION

BUSINESS NAME: _____ ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ TELEPHONE #: _____

TYPE OF BUSINESS (BODY SHOP, SERVICE, DETAIL SHOP, GLASS SHOP, ETC.): _____

VEHICLE INFORMATION

YEAR: _____ MAKE: _____ MODEL: _____ DATE REPAIRED: _____

TECHNICIAN'S NAME: _____ DATE PROBLEM / FAILURE REPORTED TO SHOP: _____

DESCRIPTION OF PROBLEM / FAILURE / DOCUMENT WITH PHOTOGRAPHS: _____

LIST ALL CREST PRODUCTS USED IN REPAIR / RETAIN ANY REMAINING PRODUCT FOR TESTING AND ANALYSIS:

LIST ALL NON-CREST PRODUCTS USED IN REPAIR: _____

CREST PRODUCT SPECIFIC INFORMATION

AEROSOL COATINGS (ACB, ABO, ARC, AT02, ETC.):

1. PRODUCT STOCK NO: _____ 2. BATCH CODE (PRINTED ON BOTTOM OF CAN): _____

3. TEMPERATURE CONDITIONS AT TIME OF APPLICATION: _____ 4. NUMBER OF COATS APPLIED: _____

5. DRY TIME BETWEEN COATS: _____ 6. DRY TIME AFTER LAST COAT WAS APPLIED: _____

7. WAS FINAL COAT TOP COATED / PAINTED? _____

8. IF SO, WITH WHAT PRODUCT (MANUFACTURER, STOCK#)? _____

9. HOW LONG AFTER TOP-COATING DID PROBLEM DEVELOP? _____

1-PART SEALANTS / ADHESIVES (CDP, CMST,B,G,W, CJN, TJN, ETC.):

1. PRODUCT STOCK NO.: _____ 2. DATE CODE: _____

3. SUBSTRATE TO WHICH PRODUCT WAS APPLIED (BARE METAL, PRIMED METAL, PLASTIC, ETC.): _____

4. TEMPERATURE CONDITIONS AT TIME PRODUCT WAS APPLIED: _____

5. IF APPLIED TO PRIMED METAL, WHAT PRIMER WAS USED? _____

6. HOW LONG WAS PRIMER ALLOWED TO CURE / DRY? _____

7. WHAT SOLVENT WAS USED TO "FEATHER" OR SMOOTH SEALER (IF ANY)? _____
8. WAS SEALER TOP COATED? _____ IF SO, WITH WHAT PRODUCT? _____
9. HOW LONG DID SEALER CURE / DRY PRIOR TO TOP COATING? _____

2-PART SEALANTS / ADHESIVES (CREST EPOXIES – CBM1, CBJ2, CEJB, FORMULA 21, CEPB, ETC.):

1. PRODUCT STOCK NO.: _____ 2. DATE CODE: _____
3. TEMPERATURE CONDITIONS AT TIME OF APPLICATION: _____
4. SUBSTRATE TO WHICH PRODUCT WAS APPLIED (BARE METAL, PRIMED METAL, PLASTIC, ETC.): _____
5. IF APPLIED OVER PRIMER, LIST TYPE, MANUFACTURER, PRODUCT STOCK NO.: _____
6. HAD THIS CARTRIDGE BEEN USED BEFORE OR WAS IT A FRESH CARTRIDGE? _____
7. DID USER BALANCE CARTRIDGE PRIOR TO INSTALLING NOZZLE? _____ 8. STOCK NO. OF NOZZLE USED: _____
9. WAS A TEST BEAD DISPENSED? _____ 10. WAS SOLVENT USED TO FEATHER PRODUCT? _____
11. HOW LONG DID PRODUCT CURE PRIOR TO SANDING / PAINTING? _____
12. WHAT FILLER WAS USED OVER PRODUCT (IF ANY)? _____
13. WHAT PRIMER / TOPCOATS WERE APPLIED OVER PRODUCT (LIST MANUFACTURER AND STOCK #)? _____

BODY FILLER / GLAZE (BSB, BSS, BSC, BUFF Etc.):

1. PRODUCT STOCK NO.: _____ 2. DATE CODE: _____
3. TEMPERATURE CONDITIONS AT TIME OF APPLICATION: _____
4. SUBSTRATE TO WHICH PRODUCT WAS APPLIED (SMC, BARE METAL, ALUMINUM, PRIMED METAL, PAINT, ETC.): _____
5. WAS CREST HARDENER USED? _____ 6. WAS HARDENER % ADJUSTED FOR HOT OR COLD CONDITIONS? _____
- IF SO, PLEASE DESCRIBE: _____
7. HOW THICK WAS PRODUCT APPLIED? _____ 8. HOW LONG DID PRODUCT CURE PRIOR TO SANDING? _____
9. WHAT GRIT PAPER WAS USED? _____ 10. HOW LONG DID FILLER / GLAZE CURE PRIOR TO PAINTING? _____
11. WHAT PRIMER WAS USED TO TOP COAT FILLER / GLAZE (LIST MANUFACTURER AND STOCK #)? _____

2K CLEAR AND PRIMER (BHC, BCC-38, BCC, BCC-50, BCM1, BUP2):

1. CREST STOCK NO.: _____ 2. DATE CODE: _____
3. TEMPERATURE CONDITIONS: _____ 4. WAS BUP2 – URE PRIME USED? _____
5. IF YES, WAS IT APPLIED TO BARE METAL OR ANOTHER PRIMER (LIST TYPE, MANUFACTURER & PART #)? _____
6. WAS URE PRIME MIXED 4:1 WITH BUP2 HARDENER? _____ 7. WAS URE PRIME REDUCED? _____
- IF SO, WHAT %? _____ 8. HOW MANY COATS WERE APPLIED? _____
9. HOW LONG DID URE PRIME CURE PRIOR TO SANDING? _____
10. HOW LONG BEFORE SANDED URE PRIME WAS TOP COATED? _____
11. MANUFACTURER AND PART # OF BASECOAT: _____ 12. WAS BASECOAT WATERBORNE? _____
13. STOCK NO. OF CREST CLEARCOAT USED: _____ 14. STOCK NO. OF CREST ACTIVATOR USED: _____
15. MIX RATIO: _____ 16. WAS CLEARCOAT REDUCED? _____ 17. IF SO, WHAT %? _____
18. MANUFACTURER AND PART # OF REDUCER: _____
19. NUMBER OF COATS APPLIED: _____ 20. FLASH TIME BETWEEN COATS: _____
21. CURE TIME PRIOR TO SANDING / BUFFING: _____ 22. CURE TIME PRIOR TO DELIVERY: _____