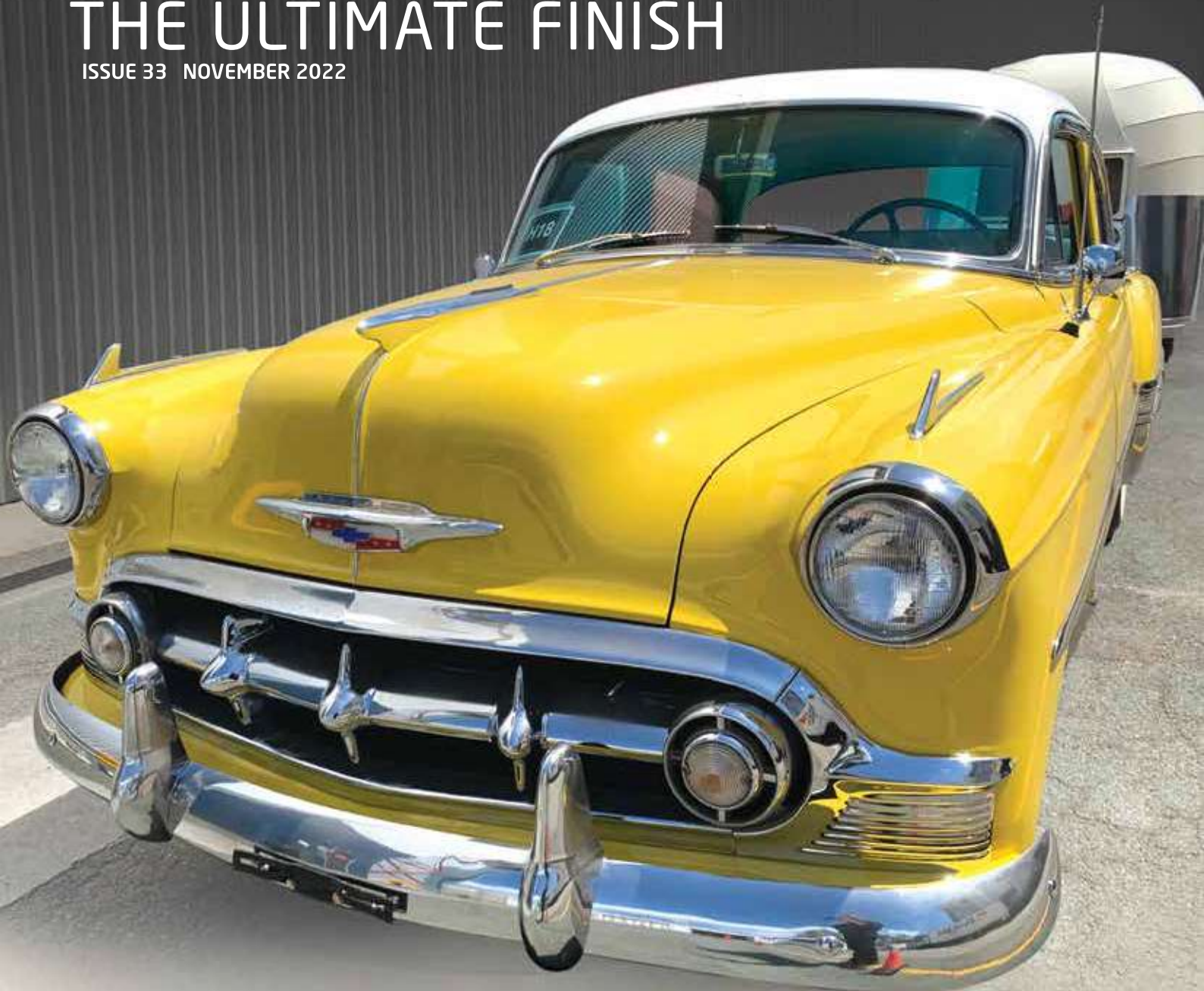


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THE ULTIMATE FINISH

ISSUE 33 NOVEMBER 2022



IN THIS ISSUE

ELVIS - THE MAKING OF A MOVIE
SOMMERVILLE SMASH EXPANDS
HOW TO AVOID PINHOLES
500 AUDITS AT VOLGREN

Your Passion.

Our Coatings.

TABLE OF CONTENTS

- 3 Spaceport America Cup
- 4 Aussie Hail
- 5 Sommerville Smash Repairs
- 6 Granddad Jack's
- 7 Coach's Corner - WIP
- 8-11 Behind the Scenes - Elvis the Movie
- 12 Tech Tips - How to avoid Pinholes
- 13 MPSR Group
- 14 TAFE QLD Signage Forum
- 14 Sagola - Black is Back!
- 15 MBQ Autobody
- 16 Volgren - 500 Audits
- 17 Mike Anderson Event
- 18 CNR Autobody - 25 Years
- 18 Q-Lite Lamp
- 19 Impact Smash Repairs - 25 Years
- 19 Recognition Listing

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A MESSAGE FROM THE MANAGING DIRECTOR



Your Passion. Our Coatings.

As we come to the close of 2022, we can reflect on what has been a challenging year for most repairers with ongoing cost and supply chain pressures. But there has also been many positive achievements from

our customers, shown in their passion for their business and for their hobbies. In this issue, we are pleased to highlight just some of the amazing work our customers have achieved using our products.

This month, our cover photo is of one of the many cars featured in the 2022 Baz Luhrmann movie "Elvis". Our Gold-Coast based distributor, OzTrade Supplies was fortunate enough to work closely with the movie production team to ensure the vehicles featured were painted in colours authentic to the era. You can read this story on page 8.

On Page 4, read how Aussie Hail was able to respond to the demand in South Australia following the Adelaide hailstorm in 2021. We also showcase a story on a group of university students in New Zealand who participated in the Spaceport America Cup - Intercollegiate Rocket Competition on page 3.

In late August, Mike Anderson from Collision Advice USA returned to our shores to host and present our one-day seminar "2023 and Beyond". This was a great opportunity for customers and our Axalta Services team to discuss the latest industry trends. I was fortunate to attend this session, and Mike Anderson certainly kept his audience captivated. You can read more about this on page 17.

Enjoy the read, stay safe and see you in 2023!

Steven Brett
Managing Director
Axalta Coating Systems



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SOARING ROCKETS

In July a team from the University of Canterbury (NZ) travelled to the New Mexico desert to take part in the Spaceport America Cup, with their Spies Hecker painted rocket!

The team participated in the competition as a final year project for their Bachelor of Engineering degree. A three metre rocket was designed and custom built by the students, including the fins, nosecone, internal components and mechanics, with the exception of the long cylinder that formed the rocket body, which was commercially manufactured.

"The goal for the competition was to control the altitude of the rocket to 30,000 feet. This was achieved using machined aluminium air brakes which sat halfway down the rocket," said Pieter Leigh. "The rocket itself consisted of a single stage carbon fibre body and a fibreglass nosecone."

However, before the team was due to leave for America, disaster struck when the rocket crashed, destroying it. The team had to rebuild it in three weeks. With just one week left, the rocket was rebuilt but not painted.

"It looked so bad," said team member Nate Stainton. "So we sent it to Perfect Autobody in Christchurch, who told us they could pull off a miracle and get it painted in four days."

The rocket was painted in the university's colours of deep grey and red, using Spies Hecker Permahyd Hi-Tec waterborne Toyota 1E2 dark grey effect and Toyota 3P0 super red, and the Spies Hecker 8045 clearcoat.

"The polished surface of the rocket added about three kilometres to the height of the rocket, improving performance by about 30 percent," said Jacob Saunders.

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"We were judged on a wide range of categories and we scored quite highly for workmanship. The judges said it was the best-looking rocket."

The University of Canterbury team finished about the middle of the pack - but winning the competition wasn't the only driver for attending.

"We made a whole lot of connections with other universities doing the same thing. It was one of the best experiences I have ever had - standing in the desert in the middle of summer watching the launch of more than 100 rockets," concluded Nate.

The Spaceport America Cup is the world's largest intercollegiate rocketry engineering competition - it requires teams to design, build and then launch high-power rockets to as close to 10,000 or 30,000 feet high as possible, depending on the category the team is competing in. 149 higher education institutions from 22 countries competed in this years' competition.

Below: The University of Canterbury team - Mathew Furkert, Luke Roeven, Nate Stainton, Rhys Marchant-Ludlow, Pieter Leigh, Jack Davies, and Jacob Saunders with their rocket.



HAIL HEROES

In October 2021, Adelaide was battered by a severe hail event which caused significant damage to thousands of vehicles across the city. In response, Aussie Hail swiftly mobilised, setting up a temporary repair centre to accommodate approximately 6000 vehicles affected by the storm.

"This was the worst storm Adelaide had experienced in over 20 years," explained Justin Dungleison, General Manager of Aussie Automotive Group, the parent company of Aussie Hail. "When the hailstorm hit, we had to move quickly and overcome several hurdles to set up the temporary repair centre. This was undertaken during the height of COVID restrictions. With borders closed, our personnel had to complete compulsory quarantine and were separated from their families for long periods of time due to travel restrictions."

Aussie Hail began assessing vehicles within a week of the hailstorm. With more than 6000 cars to look at, it was imperative to be up-and-running as soon as possible. The team moved swiftly, starting construction on spray booths and the other infrastructure needed to efficiently run the temporary body shop. It took about six weeks to set up and begin repairing the hail-damaged vehicles.

"First, we located a suitable site (which was challenging during those COVID times) and had to recruit and move staff from other areas of the business. This year in particular, the supply chain has been affected, so getting parts and equipment was challenging", said Justin.

The Adelaide hail repair centre has now been operating for nine months and has repaired approximately 4000 vehicles so far. The service offered differs from the more traditional hail repair approach, which requires customers to take their vehicles to a least two different businesses for repair - a hail repairer to fix the dents then a traditional body shop for the paint work. Customers bring their vehicles to Aussie Hail for a one-stop service all under the same roof - optimising their experience, enabling swifter repairs and reducing cycle times, sometimes by weeks.

While reacting to a hail event such as that experienced in Adelaide required the team to move quickly to set up the repair centre, Justin says a lot of preparation work was undertaken beforehand in conjunction with Axalta. As the hail season ends, Aussie Hail will undertake an end-to-end review with Axalta to assess how well the implemented processes worked. The Aussie Hail and Axalta team continue to partner together to identify and evolve processes so they can continually improve their customer service delivery.



*Top: High damage severity.
Centre: Warm and inviting reception.
Bottom: Quality workmanship at Aussie Hail.*

"Efficiency is everything. These products allow us to repair more cars and meet the customers' expectations of a fast turnaround," says Justin. "That's why we carefully select the products we use, such as the Spies Hecker Speed-TEC range of clearcoats and primers."

As the season ends, the team members will often move to complementary businesses in the wider Aussie Automotive Group.

"As a seasonal business a lot of our workforce are contractors or casuals," Justin explains. "We want to keep our valued employees - they work hard and we invest a lot in our training. The complementary businesses allow us to keep them on and ready to go for the next hail season."

**Distributor: SA Color
Paint System: Spies Hecker Permahyd Hi-Tec**



AN *Opportunity* PRESENTS

When the opportunity came knocking at his door (well literally next door), Sommersville Smash Repairs owner Chris Agnew didn't hesitate in pursuing his vision for expansion.

"Two years ago, I bought my brother out of the business who would have been with me for 29 years today," said Chris. The business needed to expand to become more sustainable in the future, so the decision was made to purchase the building next door.

The acquisition allowed Chris to extend his Gold Coast based business from 3,500 square metres to 4,500 square metres. The additional factory now houses the panel shop, allowing him to overhaul his existing panel division into a brand-new paint facility.

"As part of the refit, we installed new spray booths and equipment. We invited our preferred suppliers to provide input on the best layout for efficiencies which included preparation bays and priming stations, separated from the paint shop," said Chris.

Chris set up the new paint division to allow for maximum productivity and efficiency of staff, with the ability to fast-track small to medium repairs away from the heavy collision and large structural repairs.

"Working with the Axalta Team, our Standard Operating Procedures were revised to incorporate the expansion. Together, the new space and the updated paint shop have allowed the vehicles to flow through the workshop more efficiently."



Inside the new panel shop.

"The new building and renovation have provided us a better presence and more exposure. It's now given us the opportunity to work on other improvements that will provide added value and assist in future proofing the business for times ahead," Chris concluded.

Distributor: Oz Trade Supplies

Paint System: Spies Hecker Permahyd Hi-Tec



The team at Sommersville Smash Repairs in front of new spray booths.



GRANDDAD JACK'S LEGACY

The story of David Ridden and Granddad Jack's is a winding tale which starts with a spray-painting apprenticeship in New Zealand, moves through the corporate world, and finishes with award-winning distilleries on Queensland's Gold Coast and Brisbane.

David left school at 14 to begin a spray-painting apprenticeship. On completion of his qualification at 19, after spending his weekends repairing cars and selling them, David bought his first bodyshop. After running the shop for several years, David took up a role with Standox, running the New Zealand business and building it to the number three brand position in the market at the time. Following a move to Australia and after several other roles, David decided to semi-retire. It didn't take! "I got bored," David said. "All my mates were working, and I was hanging out on my own."

David's next venture was driven by his desire to tell the story of his grandfather Jack. Born in 1919 in Timaru, a little town on New Zealand's South Island, and growing up on the small family farm, Jack was the 'man of the house' from a young age after his father passed away before he was born. He lived through some of history's toughest times, including the depression and World War II and provided for his family.

"My grandfather loved a whiskey and I thought a distillery would be the perfect place to tell his story," David explained.

In 2018, David began construction of the first distillery on the Gold Coast, opening on 24 August 2018. And Granddad Jack's Craft Distillery was born.

Drawing on his spray-painting background, David bought a VW Transporter van, with a goal of making it look like an old-school vehicle from Granddad Jack's era. He painted it in a matt tan using Standox paint with 40% matting agent.

"Painting the van was one of the first things we did, and that specific tan has subsequently become the Granddad Jack's brand colour," David said. "All the spirit bottles are the tan colour, which in the beginning I painted by hand using Standox paint. Now we produce about 30,000 bottles a year so the bottles come to us pre-painted."

The colour has been such a success that David is now working with the Axalta team to add the Granddad Jack's 'tan' colour to the Standox library.

With a second distillery in Brisbane, this award-winning business is the fastest growing super-premium distillery in Australia.

"I began Granddad Jack's to tell my grandfather's story, to build a distillery and not get too serious about it. We are storytellers who just happen to make great booze."

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COACH'S CORNER WITH ROBIN TAYLOR

WHEN WIP BECOMES TOO MUCH!

On recent visits to bodyshops around the country, there is one thing that stands out – the amount of jobs on shop floors that are a work-in-progress (WIP). There appears to be two major causes to this: (1) lack of parts, and (2) lack of staff.

But as the WIP continues to grow, so does the average length of time a job sits idle. If a WIP goes unchecked, it can have a dramatic and adverse impact on the key-to-key cycle time (from vehicle drop-off to vehicle pick-up) and, ultimately, the cost of repairs.

In the early 1960s, John Little, an operations researcher formed Little's Law. In simple terms it states:

$$\text{AVERAGE CYCLE TIME} = \frac{\text{WORK IN PROGRESS (NO. OF CARS)}}{\text{AVERAGE THROUGHPUT}}$$

In most cases, our throughput is limited by the number of staff or equipment levels. For a shop that is working at full capacity, with good systems in place, average throughput stays relatively constant. So as WIP goes up, so does the average cycle time.

Simply put, to control cycle time, and stop it from blowing out, we have to control our WIP. A good place to start is control the WIP onsite through the scheduling process.

For non-driveable jobs little can be done to reduce the WIP, so much of the key-to-key cycle time is due to parts availability.

It is not usual for parts to be on backorder for 6 to 12 weeks; the net result is that many shops now have between 6 to 12 weeks WIP for non-driveable jobs.

However, driveable jobs provide better opportunity for balancing the workload and reducing WIP. These jobs should only be brought into the shop when parts are onsite and the job can be put through without delays.

Forward thinking repairers are focused on new ways to help plan the work better, and this includes obtaining pictures of the damaged vehicle before it arrives or communicating with work providers to "assess" the job before booking it in.

Anything that can reduce the number of cars onsite that are not being worked on is a bonus for the customer, the work provider and the shop.

Where possible, spread the smaller jobs across the week and avoid the 'drop off on Monday and pick up on Friday' mentality. Spreading the work evenly across the week, including bringing smaller jobs in on Thursday and Friday, not only reduces key-to-key time, but also lessens the downtime experienced from too many cars onsite. In addition, spend some time thinking through storage requirements for WIP jobs to avoid having to move "non-driveable cars" in and out of the shop.

If you would like some tips on how to better schedule work, view Robin's latest "Let's Talk" video on Effective Scheduling. Simply visit axaltaANZ on YouTube or scan the QR code.



A BEHIND-THE-SCENES

ELVIS

The making of a movie

Baz Luhrmann's new movie *Elvis* has taken the world by storm with its deep dive into the extraordinary yet troubled life of Elvis Presley - from his childhood and meteoric rise to fame in the early 1950s, through to his long, slow decline.

The rock 'n' roll biopic catapults you back in time to an era where the world was on the precipice of the Space Age, which heavily influenced car designs and their rocket-like style. Large tailfins and elaborate taillights, wraparound windshields and a lot of chrome detailing were just some of the defining features of cars in the 1950s.

It's a well-known fact that there was more to Elvis than just his music. He was also an avid collector of cars - American and later European - but he had a particular love for Cadillacs. In 1955, Elvis purchased his first Cadillac, a 1954 Fleetwood Series 60, which he'd had for only three months before it burnt out on the roadside after he forgot to release the emergency break. It's said that he owned more than 200 Cadillacs in his short lifetime, many given away to family and friends as gifts throughout the years.

So it will come as no surprise to learn that cars play an important role in the movie. Filmed on the the Gold Coast, the film set's art department was left in charge of sourcing the 300+ vehicles that are shown in the movie. Some of these vehicles required resprays and other touch-ups, and Axalta's local Gold Coast distributor OzTrade Paint Supplies was on hand to provide guidance on product selection and paint application. Axalta's own Colour Services team provided additional support with vintage colour formulas to ensure the vehicles remained true to the era.

Front Cover: 1953 Chevrolet Bel Air.

1. 1941 Dodge Fargo.

2. 1950 Chrysler Windsor.

3. 1949 Chevrolet Panel Van.



1



2



3



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A FLEET OF CLASSIC RIDES

When production commenced for Elvis, Damien Drew, Senior Art Director for the movie, had the mammoth task of sourcing specific makes and models of classic cars to be used for various scenes on set.

"The list was extensive with the rarer models such as the 1955 Cadillac Series 60 Special Sedan and the 1956 Cadillac Eldorado being very difficult to find. However, given that we were shooting on the Gold Coast, the quickest route was to put out a casting call on Facebook to all classic car collectors and owners based in Queensland, requesting 1930s to 1970s motorcycles, trucks and cars." said Damien. "We had an overwhelming response from the Facebook call-out and I received upwards of 20 emails a day in those first few weeks. Many cars were not appropriate, but with the help of the Amor Brothers, JT Haken and car clubs across Queensland, NSW and Victoria, we amassed more than 600 cars in a database over the following months."

In addition to the fleet of classic rides selected for the movie, Warner Bros. purchased and shipped in six cars from the United States, with a further seven vehicles purchased here in Australia. The rest were rentals. During the course of filming, there were approximately 300 vehicles used across all sets. The Exterior Beale Street set, depicting Memphis in the 1950s, utilised almost 60 cars on rotation during day and night shoots, demonstrating the magnitude of this production.

Damien worked closely with brothers Grant and Carl Amor, who own the Gold Coast Motor Museum, in his search for cars to use in the movie.

"They needed quite a few cars for the street scenes, a number of which we provided, and if we were unable to assist with certain models, we would help source them," said Carl.

As specialists in restoring and preserving classic cars, as well as proudly displaying them, they worked on seven of the cars for the movie - prepping, stripping, priming and repainting to specifications.

Once all the vehicles and hero cars had been sourced and selected, the next step was to colour match them to the actual cars owned by the King himself. This was successfully completed with support from Ryan Lochowicz at Axalta paint distributor, Oz Trade Supplies.

Carl continues, "When the movie wrapped, we purchased three of the cars we restored - a 1955 Cadillac Limo, which is a replica of Elvis's first touring car, a 1953 Chevrolet Bel Air similar to the first car he used on his first Memphis tour, and a Lansky van. We're incredibly passionate about preserving history and to be a part of this movie was everything we'd dreamed of. We're thrilled to have three of the cars used in Elvis on display at the museum for everyone to appreciate and enjoy."

CUSTOM COLOURS

JT Haken, a third-generation panel beater/spray painter and part of Haken Brothers Handcraft based in Logan Village in Queensland, is a specialist in his field when it comes to fabrication from an idea and custom-built cars.

"When I saw the call-out on Facebook, I reached out to Damien and submitted vehicles for consideration. I mentioned that I'm studying acting and have a restoration business, if he needs assistance, I can help. And well, the rest is history," said JT.

Haken Brothers Handcraft colour matched and repainted most of the hero cars used in the movie, including a 1953 Chevrolet Bel Air from yellow to white, and two 1955 Ford Customline police cars from blue, to black-and-white. With these two cars in particular, the team had to custom make what they call camera bucks, which are identical versions of both cars that have been cut into segments for easy camera access. "Cutting a perfectly usable, roadworthy vintage car into pieces is sacrilege, but the good thing is that we are able to weld them back together again as fully functional cars," said JT.

The Haken Brothers team worked for many months, sanding cars back to bare metal, priming and then painting them - turning over one car a week - with little to no margin for error. However, as with most projects, things don't always run smoothly. The team painted many sheet metal samples in order to seek approval from Catherine Martin the Production Designer, and Director Baz Luhrmann. The colour of the 1951 Chrysler Windsor used for Tom Hanks's character Colonel Parker, was of particular interest to the Director.

"We exclusively used Axalta products from the Cromax Centari, Spies Hecker Permahyd Hi-Tec and Permasolid 275 ranges - the best products I've used to date and since having worked with Warner Bros., I changed by entire shop over to Axalta products - I won't use anything else," said JT.

Left: Pictures 1, 2 and 3. Stages of preparing the 1946 Ford Panel Truck.



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2



3

Since Elvis premiered in Australia back in June this year, there has been a renewed interest in vintage cars, one could almost call it a revival of sorts, that has fans and collectors alike 'all shook up'. Classic cars have increased in value, including Elvis' personal collection. The 1950s was most certainly one of the most iconic eras for many reasons, and Baz Luhrmann has undeniably breathed new life into the man that was – his music, the cars, and a legacy that will never die.



TECH TIPS

HOW TO AVOID PINHOLES

Pinholes in the clearcoat of finished paintwork are more than annoying. Let's look at what causes these issues and how professional refinishers can avoid them.

CHOOSE THE CORRECT FILLER SHADE

Pinholes in the clearcoat are caused by overloading of the basecoat. We particularly see overloading happening with red and white solid colours. To reduce the risk of applying too much basecoat, we recommend you choose the right filler/surfacer shade. Not only does this assist with better coverage, it also saves on material and costs. If you are not sure which filler/surfacer colour to choose, refer to the filler/surfacer colour selector wall charts or colour retrieval system.

DRY THE WATERBORNE BASECOAT CORRECTLY

The correct drying of the basecoat is essential for a flawless finish. Review the climate guide for information on how to adjust the basecoat to suit the current climatic conditions.

PAY ATTENTION TO SPRAY GUN SET-UP

When choosing the nozzle size and pressure for your spray gun set-up, follow the recommendations in the technical data sheets. A nozzle that is too large leads to more material application and increases the risk of sags or other defects. The situation is similar with pressure: material that is not atomised finely enough leads to higher layer thicknesses and subsequent problems. Equally, material that is too finely atomised or a very high inlet pressure brings more air onto the surface and can lead to pinholes.

TIPS FOR DRYING WITH A BLOW GUN

When drying the basecoat with a blow gun, use the right pressure and enough distance. Axalta recommends an inlet pressure maximum of two bar and a minimum distance of one metre. Please note that refinishers should not use this drying method when the basecoat is activated or hardened.



STANDOX



SPIES HECKER



CROMAX

Why not view our video on how to prevent pinholes! Simply scan the QR code shown or visit Axalta ANZ on YouTube and view Channels.

PASSION FOR THE INDUSTRY

When Axalta recently hosted South-West Sydney school students as part of a "Try-a-Trade Day", the management team at MPSR Group were keen to get involved!

MPSR Group, located in Marrickville, Sydney is a family-owned body repair shop run by husband-and-wife team John and Sarah Karavasilias. The business is a friendly, professional and welcoming body shop, which John and Sarah are extremely proud of.

But what sets them apart from many repairers is their passion for the industry.

John, a panel beater and spray painter by trade, completed his apprenticeship at MPSR, which at the time was run by his father and uncle. He is thankful of the opportunities he's been given through running a family-owned business. So when the chance to work with Axalta came up to tell his story, he jumped on board.

"There is currently a lot of discussion about the shortage of young people entering the trade," explains John. "But very few kids and parents get to see the industry for what it is. There is so much career potential. I want to encourage people to consider a career in automotive repair by providing exposure opportunities for interested youth."

Once in front of the school students, John was in his element talking about the potential career options that can arise from completing an apprenticeship. He has since undertaken to extend the program by hosting an open day for local students at his workshop.

"Since the Try-a-Trade Day, we have offered a Year 12 young female a two-week work experience placement at our facility."

More recently, MPSR was awarded the Best Automotive Smash Repairs at the 2022 Australian Small Business Champion Awards.

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Their commitment to investing in staff, equipment and systems for their business future has paid off and allows them to continually deliver high quality repairs for their customers. A quick read of their social media sites shows there is a big emphasis on employee wellbeing.

"As a team we balance each other out," said Sarah. "John is heavily involved in the operations. He has a photographic memory and is highly skilled in prioritising work with our 55-person strong team, to consistently complete up to 150 vehicles a week. I work on the business, making sure the workshop is safe and our staff are happy."

This super team work together beautifully, continually growing a prosperous business. The key to a great business and happy marriage?

"We have a rule - no discussion of work at home especially after a long day together at the workshop!", Sarah said.

Distributor: Wallaby Crash Supplies

Paint System: Standox Standoblue

CONGRATULATIONS to John and Sarah on being finalists in the upcoming Paint & Panel Magazine Bodyshop Awards!

Top: John and Sarah Karavasilias.

Below: Try-a-Trade Day at Axalta.



SIGNAGE SKILLS ON SHOW

When called on at the eleventh hour, the local Axalta Queensland team jumped on the opportunity to assist TAFE QLD, with support from WorldSkills Australia, with their first-ever Australian Skills Excellence Forum held in late July.

This two-day event allowed apprentices from all over Australia to learn more about their industry, along with other useful business skills.

Cameron Garrett, the Signs and Graphics teacher from the Creative Arts and Digital Design Faculty, was thrilled when asked to be the Skills Lead for his area of expertise at the forum.

"I wanted to showcase something that would be different from the usual signwriting we teach, so I called upon my former student Alexandra Christofidelis, who works at Brisbane Signs & Engraving to assist as the other Skills Lead," said Cameron.

The plan was to laser cut the TAFE logos they produced, but on the day they cut the logo from acrylic using a CNC router instead and infilled the letters by thinning the paint and then applying to the routed sections with a syringe and needle. When the colours had dried, they then painted the entire back of the sign.



*Above: Infilling letters with paint in a syringe.
Below: Alexandra and Cameron with two students.*



After a few last-minute phone calls, the Axalta team came to the rescue with Cromax acrylic lacquer colours made up in TAFE Red, Black and White.

The result was outstanding!



BLACK IS BACK!

Black is back with the new Sagola 'Black Racing' Limited Edition 3300 GTO spray gun that's due for release in early December.

This latest 3300 model features a new soft flow air valve, boasting maximum softness in the trigger. It works like lightning with high transfer efficiency and application speed, and what's more, there is the option of either a TECH Aircap for basecoat and clearcoat finishes, or an EVO Aircap for wet-on-wet primers, both available in 1.3 and 1.4 nozzle sizes.

Sagola has been producing high end quality products for over 65 years. All Sagola products are tested with paint material (not just water or solvent) to check spray pattern and fan before leaving the factory in Spain and come with a 3-year warranty.



To see the Black Racing limited edition gun in action, scan the QR code or order yours today from your local Axalta distributor.



SAGOLA 



SEAL OF APPROVAL FROM MBQ

Moving to a new paint system isn't something that shops do often - there is the usual downtime to consider, as technicians train and familiarise themselves with the new system. But for Vince Reggi and his team, the move has been worth it.

Mercedes-Benz, QLD (MBQ) Autobody, located in Salisbury on the south side of Brisbane, is a prestige repair facility and the only OEM-authorized Mercedes-Benz repairer in the city. The 20-strong team undertake a range of repairs from heavy structural damage through to cosmetic repairs.

Over an extended period, MBQ Autobody had the unique opportunity to trial all four major refinish brands, including the Standox Standoblue waterborne system.

"Standox was the system which was probably most aligned to our goals," says Vince Reggi, Autobody Branch Manager. "Mercedes-Benz Australia has a major influence on how we do things and while Standox is already their preferred paint brand and is being used by the Melbourne branch, we needed to undertake our own due diligence and trial the product."

For Vince and his team, the trial was very successful. The refinish technicians especially were thrilled with the system.

"The quality of the paint and the finish was a standout," explained Vince. "The processes seemed to be simpler than the other brands and the guys loved it."

Once the decision had been made to switch to Standox, MBQ Autobody began the process of transitioning across, supported by Axalta's Queensland representatives.

"The Axalta crew made it very simple to transition. Importantly, the reps were very transparent right from the start - very clear and direct, which I liked. They came out during the trial period and showed us how everything worked. The reps corrected any issues that arose straight away. I've never experienced anything like it - they are very supportive and regularly visiting us to make sure everything is fine. We've built a fantastic relationship."

"The Standox system has definite benefits - quicker drying time means it's a lot more efficient," concluded Vince. We still have some work to do as we continue to build our colour library, but in six months we will be well and truly underway."

**Distributor: Queensland Paint Supplies
Paint System: Standox Standoblue**

Top: MBQ is the only Mercedes-Benz authorised repairer in Brisbane. Bottom: The team at MBQ.





CONGRATULATIONS ON **500** AUDITS!

The Volgren-Axalta partnership reached a significant milestone in August when the Axalta Victorian team completed the 500th successful audit at Volgren's Dandenong plant.

Axalta has been the exclusive paint supplier for Volgren's three manufacturing plants and service centre since 2018, providing an additional independent paintworks audit of their industry-leading buses.

At the beginning of the partnership, Volgren and Axalta made a mutual commitment to introduce new control measures to uphold quality standards and ensure the paintwork met the expectations of Volgren's customers.

Talking about meeting this milestone, Axalta's Commercial Vehicle Manager Michael Busch said: "Volgren's commitment to achieving the highest possible quality levels aligns perfectly with Axalta's own mission. For the past four years our businesses have worked together closely, using the information generated from these audits to ensure Volgren's customers receive globally benchmarked quality vehicles. We take great pride in the fact that wherever you travel throughout Australia, you can see a Volgren bus in great physical condition regardless of how aggressive the external environment."

"Five hundred audits is a massive achievement and it represents the significant, continuous effort of our team members across Australia. This milestone demonstrates the ongoing work and positive outcomes that our team achieves daily," said Michael.

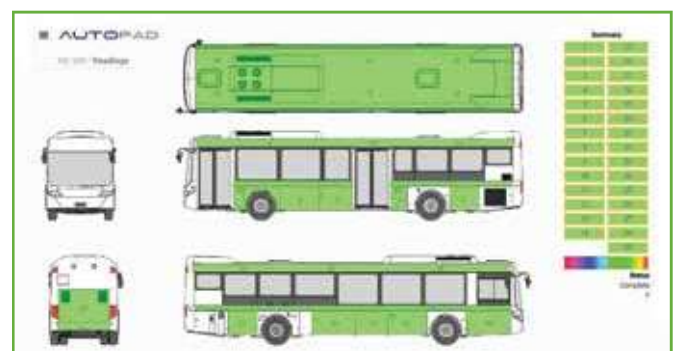
A key element of this approach was the introduction of the "AutoPad", a cloud-based audit which is specifically designed to provide Volgren's national quality team with detailed, real-time information on the quality of the finished paintwork. The audit measures and reports on several quality aspects, including film thickness, peel factor and gloss levels.

Volgren's quality team uses this information to ensure that the paintwork on all buses is the highest quality and that no sub-standard buses are delivered to their customers.

Gary Dimitrakis, a supervisor at Volgren who oversees the body builders paint operations, said one of the biggest advantages of switching to Axalta has been the digital automation.

"Before Axalta, everything was paper based which caused plenty of headaches and time delays searching for information. Now, everything is online.

"It's easy for anyone to access the auditing information, keep track of individual buses and manage any potential issues."



Above: "AutoPad" is used for QC Auditing.

Gary said Axalta continues to audit all of Volgren's buses taking film-build readings to ensure quality control and give operators every confidence in the product and application.

"We've developed a great partnership with Axalta and continue to work well together. Over time they've definitely improved our processes and helped us save time, reduce cost, without compromising on quality."

**Distributor: Crash Supplies VIC
Paint System: Imron Fleet Line**

MIKE ANDERSON TALKS SHOP!

In mid-August we were delighted to welcome back internationally recognised speaker Mike Anderson of Collision Advice USA. Mike joined us on the Gold Coast to present our '2023 and Beyond' seminar to a group of around 45 attendees, of which the majority were bodyshop owners and managers.

The seminar covered key industry trends and how best to navigate through a changing collision repair landscape. And as always, Mike was able to captivate his audience with his many industry insights and incredible stories.

Trace Gordon of JVS Bodyworks made the trip from Renmark in South Australia to see Mike Anderson. "The seminar was an investment in our business. An investment that provided so much clarity and in-depth information regarding the future direction of the automotive industry," said Trace. "Mike Anderson is one of the most inspiring and genuine speakers, and his knowledge of automotive repairs is unsurpassed."

The group spent some time learning how to build effective teams using team cells. With a tight labour market, tips were shared on how to keep technicians focussed on skilled work to maximise productivity. However, Mike was keen to reinforce that "we will always have a staff shortage until we can pay people more."



He also presented best practice around parts processes, recommending the use of parts carts for damaged and new parts, and parts tubs for parts stripped off the car to be replaced later.

A live-cross to Jake Rodenroth of Lucid Motors, an up-and-coming luxury electric vehicle manufacturer, certainly impressed the audience. Jake gave insights into Lucid's platform and technology, demonstrating how augmented reality is being used within the automotive industry today.

We are very grateful to Mike for taking time out of his busy schedule to host this event. It provided a great networking opportunity for people in the industry to come together and share their experiences, but also leave with a greater understanding of where the refinish industry is heading.

*Above: Mike Anderson of Collision Advice USA.
Left: Mike Anderson with Axalta's Gerome Macri.*



25
YEARS

CNR AUTOBODY

Twenty-five years ago, brothers Camille and Romeo Nader built their workshop in Bankstown, south-west Sydney and have been a loyal Standox user since day one.

When asked what has kept them motivated over the years, Camille said: "It's what we know, it's what we do, it's what we love. We began from the ground up and have built the business from there."

From the start, the brothers have been committed to setting up the workshop correctly and avoiding shortcuts.

"The equipment, the tools, the oven, the materials, the products we use even down to the mixing cups - there's nothing cheap. We are a premium brand with an ISO 9001 International Business Operating System certification, certification for excellence in quality management, and awarded the Green Stamp Environmental Accreditation for outstanding sustainability practices. We are proud of our achievements so far," Camille said.



Above: Camille and Romeo Nader receive their award from Steven Brett, Axalta MD.

CNR transitioned from solvent basecoat to waterborne two years ago, a move they wish they had done earlier as it allows them to improve their speed of production whilst maintaining their reputation for quality work and exceptional service.

Distributor: Pinnacle Paint Supplies
Paint System: Standox Standoblue



NEW-AND-IMPROVED Q-LITE

THE POWERFUL DAYLIGHT LAMP FROM AXALTA

Whether carrying out damage appraisals, comparing car colour with samples, or checking the freshly painted finish for dust inclusions, using the right light is crucial.

Axalta's new release cordless Q-Lite lamp can help you create optimal light conditions anytime, anywhere, with 6 day and night light levels. The enhanced optical system with 15 high-power LEDs enables bodyshops to set light intensity levels in multiple stages, making it conceivable to compare both light and very dark metallic colours accurately.

This latest generation of Q-Lite daylight lamp is not only brighter, but more durable with the built-in fall and fragment protection making small accidents a thing of the past. And a new colour combination of the housing is a bonus too!

For more information or to purchase the new Q-Lite lamp, contact your local distributor.

RECOGNITION AWARDS

25 YEARS IMPACT SMASH REPAIRS

Owners Drew and Karen Milbourne have been operating their family business, Impact Smash Repairs for 25 years, in the charming NSW southern highlands suburb of Moss Vale.

Drew joined the automotive industry as an apprentice panel beater back in 1979 and made the decision to open his own shop in 1997, which has received 5-star customer reviews for their quality repairs ever since.

As a long-term Spies Hecker user, they made the move to waterborne products in 2010 and have not looked back.

"The key to success is getting it right from the driveway to the wash-bay, and everything in between," Drew said. "And of course, being well organised is also important."

In an industry that is ever evolving, keeping up with the latest technology and repair procedures is crucial to the success of the business. Impact Smash Repairs hold an I-CAR Gold Class Certification in repair, Environmental Sustainability awards, as well as three individual Platinum achievements.

Dedicated and committed staff and long-term loyalty using Spies Hecker all contribute to their 25-year milestone.

Distributor: Illawarra Toyota

Paint System: Spies Hecker Permahyd Hi-Tec

Below: Andrew Cutler (Axalta), Karen and Drew Milbourne, Anthony Thrift (Axalta).



30 YEARS

STANDOX

Symes Accident Repairs DONCASTER EAST VIC

SPIES HECKER

Spot on Panels SUNSHINE NORTH VIC

CROMAX

Le Mans Car Bay Body Repairs PETERSHAM NSW

25 YEARS

STANDOX

CNR Autobody BANKSTOWN NSW

Jacob Body & Paint WODONGA VIC

SPIES HECKER

Evans Bodyworks CROOKWELL NSW

Impact Smash Repairs MOSS VALE NSW

CROMAX

Goldmark Body Works NAMBOUR QLD

Riordan's Paint and Panel MILDURA SA

20 YEARS

CROMAX

Chas Greenwell Smash Repairs SHENTON PARK WA

Marineware Pty Ltd COOMERA QLD

15 YEARS

STANDOX

Kwinana Smash Repairs MEDINA WA

SPIES HECKER

Carisbrook Collision Repair Centre SALISBURY PLAIN SA

Swavley Smash Repairs BELMORE NSW

CROMAX

Fremantle Accident Repair Centre BEACONSFIELD WA

Kelly's Panel Refinishes MILDURA VIC

Paradise Motor Homes YATALA QLD

AXALTA

ProRotor Aircraft Maintenance & Overhaul CALOUNDRA QLD



Why burn money by baking?



Use the proven energy-saving paint system from Axalta

Axalta's patented Fast Cure Low Energy technology reduces energy costs in the spray booth by up to 70% - while still giving you the best quality repair. And you don't even need any special equipment to benefit from it. With the soaring cost of energy, it's a simple way to slash energy costs - without compromising on quality. Don't let your profits go up in smoke. Find out how Fast Cure Low Energy technology can help you right now.

Find out more at www.axalta.com.au

