

interstandox 79

the world of vehicle refinishes GB



The new star

The fast clear from Wuppertal

A reason to celebrate

60 Years of Standox around the globe

Challenges of the future

Accident repairs are changing



With its first-class product features and super-fast drying times the Standocryl VOC Xtreme Clearcoat, launched in 2014, is without a doubt the new star among Standox clearcoats. But the refinish brand from Wuppertal, Germany, has more clearcoats to offer.

> page 4



From Germany and Slovenia, to Italy, Mexico and Switzerland – people all over the world toasted Standox’s birthday. An overview of celebrations around the globe.

> page 12



New OEM technologies are affecting bodyshop needs. In an interview, Sascha Pollak from the Institute for Vehicle Technology (Kraftfahrzeugtechnisches Institut) in Lohfelden, Germany, explains what this means for the future of bodyshops.

> page 15

Cover story	
The fast clear from Wuppertal	4
Products	
Direct and flexible: Standoflex Plastic Putty	7
Quickly getting a grip on sand-through areas	7
Journal	8
Bodyshop management	
“Colour is at the heart of our business”	10
Swedish students learn with MiKEY	11
International	
60 Years of Standox – a reason to celebrate	12
Gallery	
A Frog Prince with six cylinders	14
Guest article	
Accident repairs are changing	15

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A reprieve for the industry!?

Let's begin with the happy events of the last few months, and sadly, even the best party has to come to an end. That this

is true of the celebrations that marked Standox's 60th birthday. I would like to thank our sales partners and country representatives personally for the organisation of so many events that marked this anniversary. Because we are very proud of our brand's long history, the special 60 years logo will remain in use for a little while. In this issue we report extensively on the celebrations and are delighted to be able to congratulate one of our sales partners in Germany, Firma Wulff, on its 125th anniversary!

But the Standox brand is not only proud of the past. We are also well-prepared for the future. Business is not getting easier; insurance companies, as well as fleet and lease companies, are exerting increased pressure on prices. At the moment, falling energy costs have given bodyshops a short reprieve, but that won't last for long. That is why we at Standox will continue to help you make your business more profitable by, for example, developing new efficient products that offer shorter application times and by helping to improve your work processes.

The automotive industry has also shown that it is appreciative of Standox quality. In this issue of Interstandox you can read how our cooperation with the automotive industry in Turkey demonstrated our know-how and the quality of our products. Other countries in this region are also very active despite all the crises. We had the honour of welcoming a customer group from Israel to Wuppertal, where they were able to assure themselves of the reliability of our products.

And lastly, this year, our function rooms in the international Information Center will be kitted out with completely new technology so that you can continue to expect professional training and customer events at our site in Wuppertal.

Yours

Olaf Adamek



Lightning-fast drying, brilliant gloss and almost as hard as glass – just three of the benefits of the new Standocryl VOC Xtreme Clearcoat K9580.

The fast clear from Wuppertal

With its first-class product features and super-fast drying times, Standocryl VOC Xtreme Clearcoat K9580, launched in 2014, is without a doubt the new star among Standox clearcoats. But the refinish brand from Wuppertal, Germany, has more clearcoats to offer.

Since its launch, Standocryl VOC Xtreme Clearcoat K9580 has attracted a lot of attention, both in the trade press and among users. And that's no surprise. Thanks to an innovative binder technology, it does dry extremely quickly – in just five minutes at 60 °C, and in less than hour at an ambient air temperature of 20 °C.

“Without exaggerating, you could say this is a clear of a new dimension,” says Mathias Glawe, training manager for Standox in Germany. “Before, even fast-drying clears took at least 20 to 30 minutes at 60 °C, and at ambient temperatures of 18 °C to 22 °C, it generally took the whole night for them to dry.”

Three hardeners for every scenario

Three different hardeners have a key role to play in achieving these fast-drying times. They are added depending on humidity levels and the ambient temperature. That makes it possible to optimise the finishing process under all climatic conditions – and it saves on heating. Spray booth curing is possible even at low temperatures and can result in drying times of a maximum 15 minutes. This can enable energy savings of up to 50 per cent. Ambient drying offers even more potential. By not heating the spray booth at all, businesses can cut their energy costs for clearcoat application by up to 88 per cent.

But that's not the end of the benefits the Standocryl VOC Xtreme Clearcoat K9580 has to offer. It also comes with outstanding product features. “The Standocryl VOC Xtreme Clearcoat K9580 not only promotes environmentally aware use, but also enables an optimal finish for a brilliant paint result,” Glawe concludes. “The surface flow is even, the clear becomes extremely hard and helps to ensures lasting brilliant gloss, thereby meeting the high expectations of professional refinishers.”



Testing the exceptional clearcoat in practice

In view of all these advantages, many refinishers were interested in the new product as soon as it was launched. André Stickling, managing director of Timmermann GmbH, a bodyshop in Gütersloh, Germany, was intrigued, but was not convinced by the description alone. He says, "I wanted to try out the clearcoat myself and make my own mind up." His employee Mehmet Acikyüz took a similar view. He says, "Standocryl VOC Xtreme Clearcoat K9580 dries super quickly and becomes extremely hard. But we wanted to check if that didn't become too brittle so we wouldn't have any unpleasant surprises."

For the practical test, Stickling had a bumper on his own car painted with Standocryl VOC Xtreme Clearcoat K9580. Stickling says, "I wanted to find out how it would perform in terms of possible flaking. But even after six months, I can't spot any issues." Stickling tested the clearcoat on total resprays. "That also worked impeccably, because the clearcoat stays open long enough," he says.

Today, Timmermann GmbH regularly uses Standocryl VOC Xtreme Clearcoat K9580 and appreciates its other benefits as well. The accelerated drying times allow for quicker work and have also had a significant effect on energy costs. Stickling says, "We now just turn the oven to the fan setting; 20 °C works really well for us."

Mendl Lackier- und Designstudio GmbH, in Pleinfeld near Nuremberg, Germany, reports similar findings. Managing director Alexander Mendl says, "Since allowing the vehicles to dry at room temperature, our heating oil consumption has fallen by around two-thirds."



This is how Standocryl VOC Xtreme Clearcoat K9580 performs in the field



Hansjörg Hossle, Gebrüder Knecht AG: "I can only advise bodyshops who want to optimise their work processes and to cut costs, to test the clearcoat."



André Stickling, Timmermann GmbH: "We manage very well with drying at 20 °C."



Alexander Mendl, Lackier- und Designstudio Mendl: "Our heating oil consumption has fallen by around two-thirds."



Sergio Da Silva, Wenger
Carrosserie/Fahrzeugbau.

“Process optimisations, cost savings”

In Switzerland, experiences with Standocryl VOC Xtreme Clearcoat K9580 are also positive. Sergio Da Silva, departmental head at Wenger Carrosserie/Fahrzeugbau in Basel, says, “We used to have to wait three to four hours before we could begin polishing. Now we can start after just an hour.”

Hansjörg Hossle, from Gebrüder Knecht AG in Windisch in the district of Aargau, is also impressed by its easy application. He is full of praise: “The clearcoat applies evenly without forming solvent poppings. And, afterwards, it is easy to sand and polish. I can only advise bodyshops who want to optimise their work processes and to cut costs, to test the clearcoat and see its benefits for themselves.”

A clearcoat for every application

In addition to **Standocryl VOC Xtreme Clearcoat K9580**, Standox has other clearcoats in its offering that score highly for their particular product features.

VOC Easy Clearcoat K9510

A reasonably-priced alternative with very good gloss and flow properties. Easy and reliable application under almost all bodyshop conditions. Application in a single process step (One Visit Application) recommended.

VOC HS Clearcoat K9520

High solids product with high stability. In combination with 2K Special Matt, is particularly suitable for repairing OEM matt finishes. Can be applied with Standox VOC and HS hardeners. Mercedes-Benz approval for matt finishes.

VOC Express Clearcoat K9530

Highly productive and fast VOC refinish clearcoat. Flexible and fast in application. Dries quickly and reliably at 50 °C object temperature. Very good polishability. Application in a single process step (One Visit Application) recommended.

VOC Premium Clearcoat K9540

VOC clearcoat for all partial and full repairs. Very good curing, outstanding polishability, very good flow and gloss. Can be mixed with Standox VOC and HS hardeners, and can be used over all Standox basecoat qualities.

VOC 2K Clearcoat K9550

High-quality VOC clearcoat for partial and full repairs. Traditional application in two spray passes. Outstanding gloss and flow properties with good polishability.

VOC Xtra Clearcoat K9560

Suitable for partial and full repairs. Versatile and reliable in application. Can be used with Standoblue and Standohyd Plus. Can be applied with VOC hardeners and VOC 2K additives, as well as in a single process step (One Visit Application).

VOC Platinum Clearcoat K9570

Special scratch resistant VOC clearcoat that meets Mercedes-Benz specifications. Application in a single process step (One Visit Application) possible. Approved by Mercedes-Benz.

Direct and flexible: Standoflex Plastic Putty

Thanks to its good adhesion properties, Standoflex Plastic Putty U1030 allows for fast and reliable build-up on painted and uncoated component parts. The 2K putty is activated with the hardener supplied and can subsequently be applied directly onto the plastic substrate. It stays flexible and its application is almost entirely pore free. By using Standoflex Plastic Primer U3060 as well, adhesion can be improved even further. Standoflex Plastic Putty U1030 dries in 15 minutes using forced drying or in 30 minutes at ambient air temperatures. Once dry, it is easy to sand and improves the durability of the finish thanks to its flexibility.

Standoflex Plastic Putty U1030 is black to match the colour of most plastic component parts. The hardener supplied in the lid of the tin is white and provides users with a visual check to ensure both components have been mixed together well.



Standoflex Plastic Putty U1030 is well-suited for refinishing plastic component parts.



Quickly getting a grip on sanded-through areas

Thanks to SprayMax 1K Spotfill Primer U3020 in a spray can, Standox can now offer a product for insulating sanded-through areas that saves refinishers lengthy corrective steps. Thanks to its easy application and shortened drying times, the SprayMax 1K Spotfill Primer U3020 can help to speed up the refinish processes.

Even with the utmost care, refinish work can produce areas of sand through, particularly when sanding old paintwork or the filler on edges and corners. Often the sanded-through areas are only noticed in the spray-booth, shortly before painting. With the SprayMax 1K Spot Fill Primer U3020 from the Standox spray can range, refinishers can accurately pinpoint and insulate the smallest of sanded-through areas with just a thin coat. Thanks to the practical spray can, even difficult to reach areas can easily be treated. After a short drying

time of approximately ten minutes, the refinish process can be resumed as normal. The sanded-through area is now effectively protected against corrosion.

Standox offers the 1K Spotfill Primer U3020 in a 400ml spray can. It is suitable as a base for both the Standohyd Plus and the Standoblue basecoat systems.



A small car makes a big impression

A Mini is making a big splash: André Koch AG, the Standox importer in Switzerland, has restyled the small car and turned it into its new show car. The car's unusual paintwork in the shimmering chameleon colour Crystal Rainbow (mixing tint 287) has made the convertible a real show-stopper at exhibitions and events. In addition to the André Koch logo, the show car also displays the Repanet Swiss globe and the familiar Standox bowtie logo. Refinishers applied the delicate script and logos by hand using specially made templates, and gave the Mini its fantastic finish with the Standocryl VOC Xtreme Clearcoat K9580.



Standox partner Wulff celebrates 125th anniversary



In 2015, Wulff GmbH & Co. KG, a Standox partner from the brand's inception, celebrated 125 years since its establishment. The trading company, founded in 1890, has looked after Standox sales in north-western Germany since the mid 1950s. To celebrate its anniversary, Wulff held an in-house fair at its headquarters in Lotte, near Osnabrück, Germany, at which many of its partner companies presented their products. Standox was represented and attracted a lot of attention with the centrepiece on its stand: a gorgeous, custom-painted Harley Davidson, coated in Standox, of course.



Visitors from Israel

Recently, Standox invited its partners and customers from Israel to the Standox Center in Wuppertal, Germany. We welcomed a total of 18 guests, including the importer Comet, and representatives from leasing companies, OEMs, as well as existing and potential new customers. The visitors took part in a Standox brand training, visited the production site at the Wuppertal site II and the Cologne Ford-Werke GmbH, and enjoyed a guided tour of Cologne's historic old town.



Standox extends cooperation with Opel in Turkey

Since 2010, Standox has supplied the 66 Opel subsidiaries in Turkey with high-quality paints and, in 2011, became the company's exclusive paint supplier. To mark the five years of collaboration, the partners are strengthening their cooperation through a joint project called We are more colourful together. The aim of the project is to create optimal working conditions in partner bodyshops and to offer an excellent service jointly, while keeping costs and time spend to a minimum. As a particular incentive for participating bodyshops, the three best ones received attractive prizes.

Congratulations to Forum Colorum!

Last year, Forum Colorum not only celebrated the 60th birthday of Standox, but also its own 25th anniversary. The Standox importer from Domžale, Slovenia, is responsible for Slovenia, Croatia and Bosnia-Herzegovina. A total of 150 guests, including partners, representatives of car importers and former employees, attended the celebrations in November 2015 in the Slovenian capital, Ljubljana. The company used the occasion to thank three of its customers for the good collaboration, among them Porsche Slovenija.





The precision work performed in colour labs is highly valued by bodyshop professionals as confirmed by local Colour Coordinators who assist and advise customers with colour questions.



“In our colour lab in Moscow, we develop colours to meet customer requirements. We also conduct training, sometimes at the customers’ facilities. Colour competencies are key in our job.”
Anna Martynova, Colour Marketing Supervisor for Russia and Eastern Europe.



“Colour designers are very creative and constantly develop new pigments with new effects. That is why colour accuracy is so important in our business. After all, we sell colour, so precision is vital.”
Carmen Miralles, Colour Coordinator in Spain.



“Customers are always pleased when I can help them – for example with the mixing formula for a classic paint colour they weren’t able to find quickly in our database.”
Franz Kolbe, Colour Coordinator in Sweden.

“Colour is at the heart of our business”

Milka Jovic, Colour Coordinator in Sweden.

Refinishers around the world rely on the fact that they can accurately reproduce unusual or even rare car colours with Standox paint systems. In order to fulfil this expectation, the colour experts in colour labs every year analyse tens of thousands of colours.

Colour, colour, colour – at Standox this is what it’s all about. Whether in Mechelen in Belgium, Front Royal in the USA, Tlalneplantla in Mexico, or Shanghai in China – all around the globe colour specialists analyse car colours and develop new mixing formulas every day to enable refinishers all over the world to achieve accurate results. “We are close to the car manufacturers, to our customers and to the markets,” says Armin Sauer, Colour Management Specialist from Standox Germany. “That’s vital because every region uses different colour pigments in its car paints.”

Thanks to these contacts, the Standox specialists often know the colour trends of tomorrow in advance. That’s important because the development of a single mixing formula is usually not enough. Even standard colours on the same type of new car can show colour deviations if they are painted in different plants. The colour labs also have to supply the right solution for car colours that have spent years exposed to sunlight, weathering and environmental influences and have therefore changed colour.

If a new mixing formula has to be developed, highly accurate spectrophotometers supply an initial, provisional result. Yet only then does the colourists’ work really start. “Developing a colour formula is a very labour-intensive process,” Sauer explains. “We narrow down some colours little by little, and then testing and subsequent corrections are, to a large extent, manual work.”

That holds true in particular for highly complex special colours. The colour specialists have put together detailed repair guidelines for some of these colours, such as Rouge Flamme by Renault or the structured matt paint that Peugeot recently presented on its revised 208 model. They can be downloaded from the Standox homepage.

Swedish students learn with MiKEY

Camille Brinkemar is a star when it comes to refinishing. In 2009, the now 27-year-old competed for Sweden at the World Skills in Calgary, Canada. Although she didn't win a medal, she did make an impression. Since then, she has taken part in the World Skills competition a further four times – and is now one of the judges.

In everyday life, Camilla Brinkemar teaches at a school in Falun, nearly 200 kilometres north-west of Stockholm, Sweden. Here, young people aged between 16 and 19 not only learn the topics that are on the usual school curriculum, but also receive practical training – for example as refinishers. And this is the subject for which Brinkemar is responsible.

She attaches great importance to effective and up-to-date teaching methods, so she was very interested when she heard about MiKEY, the Standex e-learning programme. Kåre Bäck, the OEM & Key Account Manager for Axalta Coating Systems in Sweden, gave her access to the software, and she started using it in lessons in autumn 2014.

Even though MiKEY was developed for extended professional training – where it has been used with great success – it has worked extremely well at the school in Falun.

“All the pupils who completed their education in 2015 worked their way through the eight MiKEY modules, across two academic years, and the 18 students on the course this year are doing the same,” says Brinkemar. She divides the modules into two years so “they complement the practical level of our training.”

Brinkemar thinks very highly of the MiKEY software. “It is easy to use particularly as it incorporates images and audio. This helps for students who still have problems with our language.” MiKEY is available in nine languages, including Swedish, but sometimes Brinkemar uses the English version. “I used MiKEY to train our Brazil World Skills 2015 entrants, so that they would be familiar with the English technical terms.” And that approach appears to have worked. Frida Gustafsson, a former student of Brinkemar's, won the silver medal in refinishing for Sweden in São Paulo.



Camille Brinkemar (right) with her former student, Frida Gustafsson, who won a silver medal for Sweden at the World Skills 2015.



The MiKEY e-learning programme was introduced by Standex for training and further training of refinishers. It can be logged into and worked on using any internet-enabled PC or PC tablet. Its particular benefit: bodyshops don't have to manage without their employees while they are away doing further training. MiKEY contains eight modules that address different refinish topics, from workplace safety and identification and pre-treatment of different substrates, to the causes of paint defects and their rectification. Participants can take a practical test after completing the modules, and if successful, can call themselves a Certified 'Standex Master Refinisher'.



Breathtaking view in Milan: the Italian subsidiary hosted a gala dinner on the 20th floor of the WJC tower.

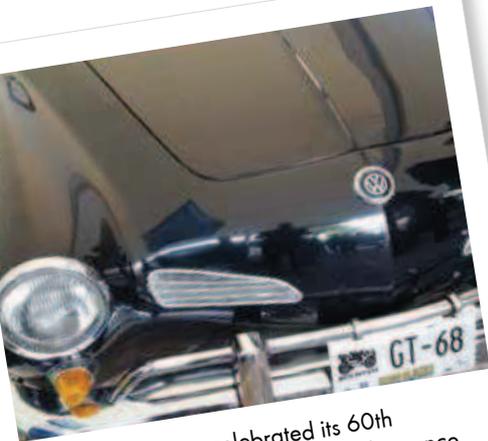


Mexico: In a presentation, Petra Schroeder, Stadox Brand Manager in North America, highlighted the great power of innovation that Stadox has to offer.

60 Years Stadox – a reason to celebrate

There are times when you should stop work and celebrate. Last year, the Stadox subsidiaries and partners didn't have to be told that twice. From Germany and Slovenia to Italy, Mexico and Switzerland – all over the world, people marked the refinish brand's birthday in different ways. Our Swiss colleagues converted an iconic VW minibus into a mobile catering service and took it to visit

their customers. In Italy, a gala dinner on the 20th floor of a sky-scraper was the highlight of two days of anniversary festivities. And the Slovenians had a second reason to celebrate: Stadox importer Forum Colorum turned 25 this year. This series of photos captures just some of last year's celebrations.



Stadox Germany celebrated its 60th anniversary with a nation-wide performance competition for refinishers that took place in the Stadox Center in Wuppertal.



A birthday cake to mark 60 years: Stadox was also celebrated at the international marketing workshop in Wuppertal.



Swiss paint distributor André Koch AG transformed an iconic T2b into a mobile catering service and surprised its customers.



Slovenian importer Forum Colorum was particularly creative: Drinks matched the colours of the Standox anniversary.



Musical entertainment in Slovenia was provided by the a cappella group Kreativo.



Three questions for Olaf Adamek, Standox Brand Manager EMEA

Did you learn something new about Standox in 2015?

Yes, definitely, because I was able to visit some of our partners in other countries this year. What is remarkable is that Standox is one of the most important partners of the automotive industry, particularly in those countries where the automotive market is still in development. We are represented in most of the bodyshops that are linked to a branded dealership or in brand-related bodyshops. I am delighted that our colleagues in South America have launched Standoblue and that Standox is the only European refinish brand to be represented there with such an efficient system.

Compared to other refinish brands, Standox is still a relatively young brand. Why are you proud of its 60th anniversary?

Over those 60 years, Standox has progressed to become one of the most significant refinish brands in the world. We have, in a relatively short time, achieved what many other refinish brands have attempted for 90, 125 or 135 years. In our industry, the age of a refinish brand does not say that much about the enthusiasm with which refinishers across the world use it. Thanks to our anniversary, that enthusiasm has become noticeable around the globe.

You have been responsible for the development of the Standox brand since autumn 2013 as Standox Brand Manager EMEA. What makes that job exciting?

Just imagine you were responsible for a major car brand and had a voice in deciding how that brand should appear, what names the new cars should have, sometimes also what they should look like and what features they should have. That is comparable to the role of the Standox brand manager. For me, as a marketing and advertising specialist, that is a wonderful and exciting job. Who wouldn't want to manage such a progressive brand and decide how the region views Standox in future? Every year, the Standox team and I receive large number of visitors from abroad. Conversations and discussions with these guests are very interesting and informative, and we keep learning about new aspects of the markets in which we operate. On top of that, it's an honour to continue developing, but also to continue protecting and preserving a brand like Standox that is so highly-valued by our company, Axalta. I hope that I will be able to continue working in this role for many years to come.



Italy's motto: Standox brings colour into the world.



A Frog Prince with six cylinders

The title of the 2016 Standox calendar is True Stories. It shows a collection of particularly imaginative and evocative images. The topic: the fairy tales of the Brothers Grimm – with cars in the starring roles.

The fairy tales of the Brothers Grimm are part of classic world literature. They have been translated into 170 languages and may have contributed to the image the world has of Germany today. Generations of parents have recounted them to their children and they have been turned into countless films, while psychologists have analysed their underlying meanings.

Known all over the world

Practically every child knows the main characters. The Frog Prince is no less popular for being known as Froschkönig, Principe Ranocchio, Roi Grenouille, Rey Rana or Kikkerkoning, and the same is true of the other stories' characters. So choosing which characters to use for the Standox 2016 calendar wasn't easy for Düsseldorf-based German photographer Andreas Fechner.

Fairy tale picture riddle

The photos will make car enthusiasts and fairy tale fans smile. Hansel and Gretel are not lured by a gingerbread house, but by the friendly lights of a VW Bulli. And the seven dwarves are all grouped around a Volvo P1800 ES. Why? Quite simply because the elegant Swedish car with its frameless glass tailgate used to be called Snow White's coffin.

It's the paint that matters

For many images it is the car paint that provides the punch line. Take for example the Mini at which the wolf is thoughtfully gazing. It is the red roof that turns it into a motorised embodiment of Little Red Riding Hood. The Frog Prince also puts in an appearance – in the form of a Porsche 911, whose typical silhouette has always been reminiscent of a frog preparing to jump, and this is accentuated when the car is painted in the classic Porsche colour, Condagreen, as it is in Fechner's photo.

Outlook for 2017

You can already look forward to the Standox Calendar 2017. Under the heading "Generations of Colour" the photographer Ramon Wink shot the same car models but from different decades, in scenes that the world perceives as typically German. The Standox Calendar 2017 will be shipped from October 2016.



Accident repairs are changing



Claims expert Sascha Pollak from the Kraftfahrzeugtechnisches Institut (KTI), Germany

New OEM technologies are affecting bodyshop requirements. We spoke to Sascha Pollak from the Institute for Vehicle Technology (Kraftfahrzeugtechnisches Institut) in Lohfelden, Germany.

Interstandox: What changes in accident repairs do bodyshops need to prepare themselves for?

Sascha Pollak: The increased use of electronics in cars, the rising number of driver-assist systems and the growth in mixed material construction will make repairs significantly more complex in future.

Interstandox: Can you give us an example?

Sascha Pollak: Just think of the windscreen, which now has a growing number integrated functions. Take the built-in camera, for instance. When changing the windscreen, this often has to be recalibrated. Bodyshops need to have the right diagnostic technology to do so and may even require the appropriate adjustment devices, and these may differ from car manufacturer to car manufacturer. As the number of assistance systems continues to rise, jobs such as coding, adjusting and calibrating are becoming more and more important.

Interstandox: And on top of that, bodyshops have to adapt to the new materials used in vehicle construction.

Sascha Pollak: That's right. The diversity of vehicles is increasing and with that, the diversity of materials used is also increasing. Today, car manufacturing already uses different types of steel and a growing amount of aluminium.

Interstandox: What does that mean for bodyshops? How can they react to these new challenges?

Sascha Pollak: Businesses that want to continue repairing cars in future will have to pay greater attention to the increasingly complex manufacturer and repair information. In addition, they will have to train employees and invest in the right technology, though not necessarily directly with the car manufacturer. Nowadays, other companies offer diagnostic equipment that can be used for several different car brands.

Interstandox: How important is the technical information provided by car manufacturers?

Sascha Pollak: You won't get far in future without the information provided by car manufacturers. Although associations or institutions such as the KTI, the German Institute for Vehicle Technology, offer on their websites detailed technical information from car manufacturers, this cannot replace the full set of manufacturers' information. In the case of complaints or guarantee claims, bodyshops will only be on the safe side if they use the actual manufacturers' information.

BMW introduced the new, so-called Carbone Core mixed construction for the body of its 7 series. The use of CFC (carbon fibre composite) helps to significantly reduce weight. Photo: BMW Group



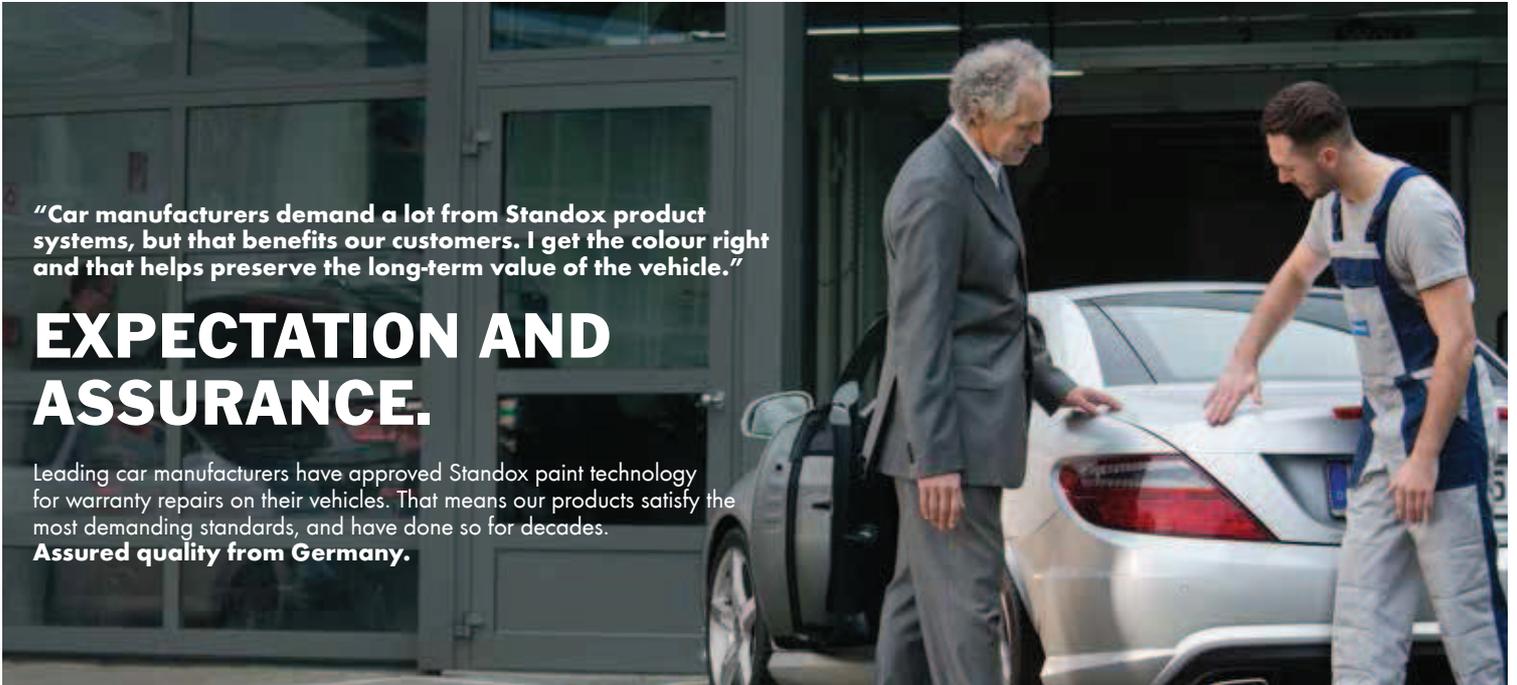


"Car manufacturers demand a lot from Stadox product systems, but that benefits our customers. I get the colour right and that helps preserve the long-term value of the vehicle."

EXPECTATION AND ASSURANCE.

Leading car manufacturers have approved Stadox paint technology for warranty repairs on their vehicles. That means our products satisfy the most demanding standards, and have done so for decades.

Assured quality from Germany.



STADOX

The Art of Refinishing.