

PRO[®]FESSIONAL DETAIL MANUAL

Step #1 Exterior Cleaning

* We recommended wearing:

- 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
1. Wet fenders with car wash soap	To prevent cleaning solutions from streaking body/fender during engine cleaning process	• C-60 Super Car Wash diluted 100:1	• Safety equipment • 5-Gallon bucket • Wash 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; preps engine for dressing Pressure washer is quicker; cleans better in hard to reach places	• C-51 Red Devil Degreaser diluted 1:1	• Safety equipment • Pressure washer • Stiff bristle brush to agitate dirt in engine compartment • Pressurized tank sprayer or spray bottle for dispensing C-51	<u>Do not</u> warm up engine; causes product evaporation; condensation in electrical components. Cover sensitive electrical components. Dry brush & vacuum hood insulation; do not wet insulation.
3. Clean wheels using a pressure washer and recommended cleaner:	To remove brake dust, dirt, road grime, dressing and other surface contaminants	• C-41 Non-Acid Wheel Cleaner RTU (OEM wheels) or • C-24 PRO [®] Power Acid Cleaner diluted 4:1 (chrome and wire wheels Only)	• Safety equipment • Pressure washer • Soft bristle brush to agitate wheel • spray bottle for dispensing C-41 & C-24	Aftermarket wheels: Check with manufacturer for cleaning directions.
4. Clean tires using a pressure washer and recommended cleaner: • Spare tire-removed from trunk	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	• Safety equipment • 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.	• Safety equipment • Gilmour Foamer • 2 wash mitts • 2 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.	<u>Do not</u> use metal sprayers. Contact with painted surface can cause dents or scratching.

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Step #1 Exterior Cleaning (Continued)

* We recommended wearing:

- 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 [®] Vinyl & Rubber Dressing diluted 1:1	• Safety equipment • Spray bottle for dispensing S-92	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	B-90 Chamois	• Safety equipment • 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, old wax, road film, adhesive and other contaminants that normal washing cannot remove. Helps wax or polymer sealant to adhere to paint better.	• C-61 PRO [®] -Sol	• Safety equipment • Applicator pad • Clean dry towel	Apply C-61 to applicator & wipe surface clean; <u>Never spray solvents</u> . Do <u>not</u> apply solvent directly to a hot surface.
10. Blow dry & towel dry door jambs mirrors, gas tank door	To remove excess water and prevent water spotting		• Safety equipment • Compressed air • B-90 Synthetic chamois • Clean dry 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	• Safety equipment • Applicator pad • Clean dry 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-102 Clay Away [™] 4 for dark paint finishes or • C-101 Clay Away [™] 3 for light colored vehicles • S-74 WipeOut [™] Spray Wax to lubricate	• Safety equipment • Spray bottle for dispensing S-74 • Clean dry towel	If clay bar is dropped, do <u>NOT</u> use again on painted finish. It could scratch. However, 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				

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Step #2 Interior Cleaning

* We recommended wearing:

- Safety glasses
- Safety gloves
- Apron

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		<ul style="list-style-type: none"> • Safety equipment • Short handle stiff bristle brush 	Report any needed repairs found in step #1 Exterior Cleaning
2. 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		<ul style="list-style-type: none"> • Safety equipment • Compressed air • Air 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		<ul style="list-style-type: none"> • Shop vacuum with <u>plastic</u> crevice tool 	Do <u>not</u> forget spare tire and tool storage areas
4. Clean all vinyl surfaces	Procedures #4 through #7 are done <u>before</u> cleaning seats and carpets; eliminates risk of re-soiling seats and carpets while cleaning and dressing trim and cleaning windows.	• C-49 HD Interior Cleaner diluted 15:1	<ul style="list-style-type: none"> • Safety equipment • White cotton towel • Nylon Brush 	Spray product onto towel, <u>not</u> directly on surface
5. Clean headliner, sun visors, ash trays and glove box		• C-49 HD Interior Cleaner diluted 15:1; or • AHF-400 Aerosol Fabric Cleaner	<ul style="list-style-type: none"> • Safety equipment • White cotton towel 	Do <u>not</u> use cleaners on clear plastic (instrument panels, etc..) For headliners-use AHF-400 only
6. Dress all vinyl areas <u>except</u> accelerator & brake pedal and steering wheel		• S-92 Premo [®] Vinyl & Rubber Dressing	<ul style="list-style-type: none"> • Safety equipment • Applicator pad 	
7. Clean interior windows using 2-towel method; remove unnecessary decals		• C-13 Glass Gleam Glass Cleaner diluted 3:1	<ul style="list-style-type: none"> • Safety equipment • 2 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		• C-83 Xtract Power [™] diluted 10:1	<ul style="list-style-type: none"> • Safety equipment • Spray bottle 	Do <u>not</u> over saturate
9. 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.	<ul style="list-style-type: none"> • C-83 Xtract Power[™] diluted 20 oz. in 10-gal extractor tank (40:1) • C-12 Leather Cleaner 	<ul style="list-style-type: none"> • Safety equipment • Hot water extractor • Short stiff bristle brush 	
10. Clean and condition leather surfaces, as necessary	Restore and renew suppleness to leather surfaces	• S-44 Leather Lotion [™] to condition leather	<ul style="list-style-type: none"> • Safety equipment • Spray Bottle • Wipe on with applicator; buff dry with towel 	S-44 Leather Lotion [™] may be applied to damp leather
11. Re-install spare tire and tighten down all equipment				Do <u>not</u> dress spare tire

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Step #3 Exterior Dressing

* We recommended wearing:

- Safety glasses
- Safety gloves
- Apron

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	• Safety equipment • <u>Plastic</u> razor blade • Soft Towel	Apply solvent directly to towel not painted surface
2. Dress fender wells with <u>water</u> base dressing	Gives finished look to wheel area	• S-92 Premo [®] Vinyl & Rubber Dressing diluted 1:1	• Safety equipment • Spray bottle	keep dressing off wheels, fenders & wheel covers. Do not drive vehicle immediately after application when tires are wet to avoid unabsorbed product from spinning off 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-93 Prime Shine™ or • S-87 Blue Gloss Dressing	• Safety equipment • Sponge applicator	
4. Dress rubber moldings, window trim and door and trunk gaskets with <u>solvent</u> based dressing	Protects surfaces from buffing residue; cuts final detailing time	• S-93 Prime Shine™ or • S-87 Blue Gloss Dressing	• Safety equipment • Sponge applicator • Detail brush	Use detail brush to apply dressing to windows, trim & molding. Buff with dry towel to remove excess material and eliminate streaking or collecting dust
5. Dress or repaint heavily weathered and/or faded black bumpers with bumper dressing or Bumper Paint	Produces a black satin finish on dry and faded bumpers without collecting dust	• S-68-Q Bumper Renewer or • ABB-600 Aerosol Black Bumper Paint	• Safety equipment • Sponge applicator • White cotton towel	

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Step #4 Compounding, Polishing & Waxing

* We recommended wearing:

- Safety glasses
- Safety gloves
- Rubber boots
- Apron

Purpose: To restore painted surfaces to an even, high luster; to remove surface scratches and swirl marks; to remove oxidation; to give paint added durability while displayed on the used car lot.

PROCEDURE	WHY DO THIS?	PRO [®] PRODUCT	EQUIPMENT	TIPS
1. 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		<ul style="list-style-type: none"> • 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 adhesion	<ul style="list-style-type: none"> • P-40 Duz-All[®] Clearcoat Cleaner • VC-80-C Wool Buff Pad or • VF-85-C Foam Polish Pad 	<ul style="list-style-type: none"> • Safety equipment • 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		<ul style="list-style-type: none"> • P-20 Liquid Compound • VC-80-C Wool Buff Pad 	<ul style="list-style-type: none"> • Safety equipment • Wax applicator pad • Variable speed buffer • Use wool cutting pad 	
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	<ul style="list-style-type: none"> • P-34 Progold[™] for moderate oxidation/scratches or • P-21 Swirl Eliminator for light oxidation/scratches • VF-85-C Foam Polish Pad 	<ul style="list-style-type: none"> • Safety equipment • Variable speed buffer • Foam polish pad • Wax applicator pad • Clean cotton towel 	Polish and glaze-begin @1400 RPM-as product dries, reduce pressure and increase to 2300 RPM-burnish to high gloss
CONVENTIONAL FINISHES 3a. POLISH painted surfaces as required to remove light oxidation and/or fine surface scratches left after compounding.		<ul style="list-style-type: none"> • P-57 Miracle Wax[™] Cream for moderate oxidation or • P-33 Troubleshooter[®] for light oxidation/scratches • VF-85-C Foam Polish Pad 	<ul style="list-style-type: none"> • Safety equipment • Variable speed buffer • Foam polish pad • Wax applicator pad • Clean cotton towel 	
4. WAX or seal paint for added durability and provide additional gloss	Seals in gloss, depth and clarity after polishing; provides long term protection	<ul style="list-style-type: none"> • P-35 Satin Creme[®] or • P-79 Quickor[™] Liquid Wax 	<ul style="list-style-type: none"> • Safety equipment • Orbital buffer • Wax applicator pad • Clean cotton 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 expectations	<ul style="list-style-type: none"> • S-74 Wipeout[™] Spray Wax 	<ul style="list-style-type: none"> • Safety equipment • Spray bottle for S-74 • Clean cotton towel • Short bristle detailing brush 	Pay particular attention to cracks and crevices
6. Clean exterior glass using two towel method	Gives finished look and assures optimal customer expectations	<ul style="list-style-type: none"> • C-13 Glass Gleam Glass Cleaner diluted 3:1 	<ul style="list-style-type: none"> • Safety equipment • 2 towels - 1 for cleaning and 1 for buffing 	Lower windows to clean edges

Paint Restoration Guidelines

CLEAR COAT FINISHES

PAINT CONDITION	POOR	AVERAGE	GOOD
TYPICAL PROBLEMS CLEAR COAT FINISHES	<ul style="list-style-type: none"> • Heavy oxidation • Moderate to heavy scratches and blemishes • Surface contamination (fallout and/or overspray) • Light surface contamination • Uneven paint luster 	<ul style="list-style-type: none"> • Light oxidation • Dull paint luster • Minor car wash scratches and blemishes • Light surface contamination 	<ul style="list-style-type: none"> • No oxidation • Fine scratches • Somewhat dull paint luster
STEP #1	<ul style="list-style-type: none"> • Clay painted surfaces using: C-102 Clay Away™ 4 with S-74 Wipeout Spray Wax 	<ul style="list-style-type: none"> • Clay painted surfaces using: C-102 Clay Away™ 4 with S-74 Wipeout Spray Wax 	<ul style="list-style-type: none"> • Clay painted surface using: C-102 Clay Away™ 4 with S-74 Wipeout Spray Wax
STEP #2	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Orbital or hand wax painted surface using: P-35 Satin Creme™; or P-79 Quickor™ Liquid Wax; Wax with cotton wax applicator; Buff with clean cotton towel to high luster. 	<ul style="list-style-type: none"> • Orbital or hand wax painted surface using: P-35 Satin Creme™; or P-79 Quickor™ Liquid Wax; Wax with cotton wax applicator; Buff with clean cotton towel to high luster.
STEP #4	<ul style="list-style-type: none"> • Orbital or hand wax painted surface using: P-35 Satin Creme™; or P-79 Quickor™ Liquid Wax; Wax with cotton wax applicator; Buff with clean cotton towel to high luster. 		
TIPS	<ul style="list-style-type: none"> • 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, glazes and polishes; be sure to mark the back of each pad "C", "G" or "P" as appropriate with a felt marker. • Don't forget final waxing with P-35 Satin Creme™ or P-79 Quickor™ Liquid Wax; use these products sparingly for best results and easier removal; waxing will seal in shine, depth and clarity while providing long term protection on the car lot. 		

Paint Restoration Guidelines

CONVENTIONAL FINISHES

PAINT CONDITION	POOR	AVERAGE	GOOD
TYPICAL PROBLEMS CONVENTIONAL FINISHES	<ul style="list-style-type: none"> • Heavy oxidation • Moderate to heavy scratches and blemishes • Surface contamination (fallout and/or overspray) • Light surface contamination • Uneven paint luster 	<ul style="list-style-type: none"> • Light oxidation • Dull paint luster • Minor car wash scratches and blemishes • Light surface contamination 	<ul style="list-style-type: none"> • No oxidation • Fine scratches • Somewhat dull paint luster
STEP #1	<ul style="list-style-type: none"> • Clay painted surfaces using: C-102 Clay Away™4 with S-74 Wipeout Spray Wax 	<ul style="list-style-type: none"> • Clay painted surfaces using: C-102 Clay Away™4 with S-74 Wipeout Spray Wax 	<ul style="list-style-type: none"> • Clay painted surface using: C-102 Clay Away™4 with S-74 Wipeout Spray Wax
STEP #2	<ul style="list-style-type: none"> • Buff painted surface using: P-15 HD Machine Cleaner; or P-20 Liquid Compound with VC-80C wool cutting pad & variable speed buffer @ 1200-1700 RPM 	<ul style="list-style-type: none"> • Buff painted surface using: P-33 Troubleshooter® with with RV-85C charcoal foam finish pad & variable speed buffer @ 1400-2300 RPM 	<ul style="list-style-type: none"> • Buff painted surface using: P-33 Troubleshooter® with with CW-85C charcoal foam waffle finish pad & variable speed buffer @ 1400-2300 RPM
STEP #3	<ul style="list-style-type: none"> • Buff painted surface using: P-33 Troubleshooter®; or P-57 Miracle Wax™ with VF-85C yellow foam polish pad & variable speed buffer @ 1400-2300 RPM 	<ul style="list-style-type: none"> • Orbital or hand wax painted surface using: P-35 Satin Creme™; or P-79 Quickor™ Liquid Wax; Wax with cotton wax applicator; Buff with clean cotton towel to high luster. 	<ul style="list-style-type: none"> • Orbital or hand wax painted surface using: P-35 Satin Creme™; or P-79 Quickor™ Liquid Wax; Wax with cotton wax applicator; Buff with clean cotton towel to high luster.
STEP #4	<ul style="list-style-type: none"> • Orbital or hand wax painted surface using: P-35 Satin Creme™; or P-79 Quickor™ Liquid Wax; Wax with cotton wax applicator; Buff with clean cotton towel to high luster. 		
TIPS	<ul style="list-style-type: none"> • 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, glazes and polishes; be sure to mark the back of each pad "C", "G" or "P" as appropriate with a felt marker. • Don't forget final waxing with P-35 Satin Creme™ or P-79 Quickor Liquid Wax; use these products sparingly for best results and easier removal; waxing will seal in shine, depth and clarity while providing long term protection on the car lot. 		

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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
2. Use inspection Check Sheet to inspect entire vehicle making sure: a) Paint is free of swirl marks b) Buffing dust and residue have been removed c) Wheels are free of dirt and brake dust d) All interior cracks and crevices are clean e) Glass is free of dirt and streaks	To re-check and correct the 5 most common problems in auto detailing	a) Return to Step #4 b) Return to Step #4 c) Return to Step #1 d) Return to Step #2 e) Return to Steps #2 & #4
3. 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