

A-Plus™ Membership Criteria:

When you sign up for the A-Plus™ membership, you will be among a select group of shops who meet the industry's highest standards. They are the same quality standards which insurance companies advocate and vehicle owners expect when selecting a collision repair facility. Sherwin-Williams asks that A-Plus™ shops meet the following requirements:

- Use Sherwin-Williams' premium undercoat system and top-quality ULTRA 7000® Basecoat/Clearcoat, ULTRA ONE HPU® Single Stage or AWX™ Waterborne Basecoat/Clearcoat System as your primary refinishing system according to Sherwin-Williams recommendations.
- Comply with all Federal, State, and Local regulations pertaining to collision repair facilities.
- Employ qualified technicians who are I-CAR or ASE-certified in refinish and body repair responsibilities.
- Provide an ongoing employee training program by utilizing various training resources available through I-CAR, ASE, or Sherwin-Williams.
- Maintain a refinishing area that complies with safety, environmental and legal regulations.
- *Utilize the following:*
 - A four-point clamping system to secure vehicles while making structural repairs.
 - Electrical and hydraulic pulling equipment appropriate to the service offered.
 - Equipment capable of making three-dimensional measurements.
 - Current dimensional guides appropriate to the vehicle being repaired.
 - A computerized estimating system.
- Use appropriate welding equipment that meets vehicle manufacturers' requirements.
- Replace or restore a vehicle's mechanical and structural components to their pre-accident condition to insure vehicle integrity, durability, and safety.
- Replace all safety devices and restore vehicle corrosion protection to manufacturers' recommendations.
- Provide a minimum one-year written warranty on all repairs.
- Maintain a clean, professional environment for receiving customers.
- Meet qualifications and utilize the Sherwin-Williams Limited Lifetime Guaranty Program.
- Monitor your customer service index through a third-party service such as Insight or CSI Complete.
- Adhere to the Code of Ethics issued by the Society of Collision Repair Specialists (SCRS).

A-Plus™ Code of Ethics:

Every A-Plus™ member endorses and abides by the SCRS Code of Ethics.

- Recommend proper collision repair procedures and explain to the customer why these are required to correct the collision damage.
- Offer customers a price estimate for work to be performed.
- Obtain prior authorization for all work done, in writing or by other means satisfactory to customers.
- Notify customers if appointments or completion promises cannot be kept.
- Furnish an itemized list for parts and services, priced fairly, which clearly identifies any used or re-manufactured parts.
- Exercise reasonable care of the customer's property while it is being serviced.
- Maintain a system for fair settlement of customer's complaints.
- Cooperate with established consumer complaint mediation activities.
- Cooperate with insurance company representatives and make a sincere effort to provide available and affordable service to the motoring public.
- Conduct all business practices in a lawful and professional manner.

Sherwin-Williams Automotive Finishes Corp. A-Plus™ Network
4440 Warrenville Center Road, Warrenville, OH 44128-2837
A-Plus™ Network Hotline: 1-800-386-3881