

## **A-Plus™ Membership Criteria:**

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

- Use Sherwin-Williams Automotive Finishes products as your primary refinishing system:
  - Premium Undercoats
  - Top-quality ULTRA 7000® Basecoat or AWX® Waterborne Basecoat
  - Premium Clearcoats
- Comply with all Federal, State, Provincial, 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 on-going employee training program by utilizing various training resources available through I-CAR, ASE, or Sherwin-Williams Automotive Finishes.
- 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 ensure 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 Automotive Finishes Limited Lifetime Guaranty Program.
- Monitor your customer service index through a third-party service such as CSI Complete or Customer Research Inc.
- Adhere to the Code of Ethics issued by the Society of Collision Repair Specialists (SCRS).

## **A-Plus™ Network Code of Ethics:**

Every A-Plus™ Network 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 remanufactured 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 A-Plus™ Network**  
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