

Turbo News

Volume 1, Issue 1, Summer 2003

TURBOLINER



FASTER, TOUGHER, BETTER

THE HOT ONE

*If You Can Imagine
It We Can Coat It.*

Repairing Liner Material

How To Repair Polyurea: Within 6-8 hour window.

The following letter contains information on repair and rerepair of polyurea coatings.

For making a repair within the early hours after a coating has been applied, the steps are as followed:

Step (1): Cut out area to be repaired.

Step (2): Sand and wipe down the repair area with acetone.

Step (3): Mask off the area to

be sprayed and string tape around the edge.

Step (4): Spray material in area to be repaired until the area is level with existing coating.

Step (5): pull string tape and sand new material until it is level with old surface, blow the area out with air.

Step (6): Spray over the old and newly repaired section, then retexture the surface.

This completes the repair for polyurea that is uncured.

How To Repair Polyurea: After 6-8 hour window

For making a repair after the 6 hour window has passed (using NMP to make a repair), the steps are as followed:

Step (1): Cut out area to be repaired.

Step (2): wipe a light coat of NMP on the surface (do not soak the surface with NMP) to be repaired you will need to go beyond the actual repair areas as you will need to blend into the undamaged area.

Step (2): let NMP sit on surface for 15-20 minutes (you can not rush this process)

Step (3): Wash with acetone 2to3 times really well to neutralize the NMP (if you don't neutralize all the NMP it will cause bubbles when you spray over the surface.

Follow steps 3 through 6 in above section to complete the repair.

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Warranty Parts Return & Procedure

As you can imagine no one ever wants to have problems, but in the event that a problem does occur we would like to let you know the proper procedure. In the past we have had problems with warranty parts not being returned to the proper place in a timely manner. This causes a lot of problems because if the parts are not returned within 30 days you will be billed for the parts and the warranty claim is then closed never to be reopened. This situation will cost your business money and if you have to pay for parts that should have been covered under warranty this is not a good thing.

Well here it is in a nut shell: First off the equipment warranty reads that the manufacturer warranties equipment to the original purchaser that they will repair or replace (at their sole option) any defects in workmanship or material for a period of one year from the date of installation.. The warranty shall not apply to any equipment or parts that have been altered or repaired by anyone other than the manufacturer and/or it's authorized distributor, nor defects resulting from installation, misuse, negligence, accident, or use not specified by the manufacture. Call Turbo Liner if you have an equipment problem.

Turbo Liner handles all it's own Parts and Tech Support. Any questions please call us at: 877-678-8726

Before you call for Tech support please check your gun. 90% of all our support problems end up being something plugged or worn in the gun, most of which end up being in the check valve assembly. These issues are all covered in the Probler Gun Video, this video can really help in the understanding of how the gun works and how to keep it clean and trouble free. If you don't have a copy when you call in you can order at that time. The Material Must be kept at 70 Degrees F. or it Will Not Flow Properly.

Proper Warranty Procedures:

1: If a problem occurs call for Tech Support 877-678-8726 ext.1 & 3.

2: Have this information available pressure readings from both a & b side gauges, hose temp reading's and so on.

3: If a part failure is diagnosed we will ship the replacement part to you. At the time of shipping confirmation you will receive an RMA number. This RMA number (written on outside of package) is used to return the defective part. The part must be returned within 30 days or the claim will be null and void and you will be billed for the replacement part.

Return defective parts to:

Glas-Craft, Inc. Tech Dept.
5845 West 82nd Street, Suite 102
Indianapolis, Indiana 46278

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