

## Quality Repair Criteria

| Type  | Guidelines  |
|---|---|
| <b>Parts</b>                                      | <ul style="list-style-type: none"> <li>All parts authorised and invoiced must be fitted</li> <li>Refer to the parts guideline for usage criteria<br/><a href="http://www.repairernetwork.com.au/nrma/parts-guidelines">http://www.repairernetwork.com.au/nrma/parts-guidelines</a></li> </ul>   |
| <b>Remove &amp; Replace</b>                       | <ul style="list-style-type: none"> <li>All authorised remove and replace items are to be carried out.</li> <li>Where applicable, R&amp;R's should comply with manufacturers specifications</li> </ul>   |
| <b>Repairs</b>                                    | <ul style="list-style-type: none"> <li>All authorised repair operations are to be carried out to an acceptable standard, this includes all structural items to be free from kinks and align to adjacent panels</li> <li>Note: acceptable body filler thickness should apply as per the product recommendations</li> </ul>   |
| <b>Panel Alignment</b>                            | <ul style="list-style-type: none"> <li>Panel gaps are to be consistent to the vehicle manufacturer's gaps.</li> <li>Ensure the doors, boot lid and all swinging panels are opening freely and not binding.</li> </ul>   |
| <b>Welding / Bonding</b>                          | <ul style="list-style-type: none"> <li>All welds, where possible are to be carried out as per manufacturer recommendations, or comply with alternative manufacturer recommendations including bonding and riveting.</li> <li>Spot and Inverter welders are to be used when indicated by the manufacturer or other industry recognised recommendations</li> </ul>  |
| <b>Paint Operations</b>                           | <p>All paint operations authorised must be carried out.</p> <p><b>Colour Match</b></p> <ul style="list-style-type: none"> <li>Paint colour should reflect the pre -accident finish. Plastic components may vary in colour; always check "like" parts of the vehicle for variation. Colour variations may also occur with metallic finishes.</li> </ul> <p><b>Blemishes</b></p> <ul style="list-style-type: none"> <li>The paint film is to be free from any dust or dirt particles, preparation marks, runs or dry spray. Factory finishes are not perfect so consideration should be given to minor blemishes in obscure or insignificant areas</li> </ul> <p><b>Gloss Levels</b></p> <ul style="list-style-type: none"> <li>Gloss levels are to be consistent to the remainder of the vehicle, the gloss level should be judged on its merits</li> </ul> <p><b>Texture / Finish</b></p> <ul style="list-style-type: none"> <li>The texture or finish (peel) is to be consistent to the remainder of the vehicle taking into consideration any previous repairs.</li> </ul> <p><b>Paint Blends</b></p> <ul style="list-style-type: none"> <li>Blends are to be consistent with the pre accident finish e.g. Peel texture and colour</li> </ul> <p><b>Interior Colours</b></p> <ul style="list-style-type: none"> <li>Interior paint colour and coverage are to be consistent with the pre accident finish</li> </ul> <p><b>Sealers , Adhesives, Foams</b></p> <ul style="list-style-type: none"> <li>All body, sound and structural foams are to be replaced to manufacturer's specifications where available, or comply to other industry recognised recommendations.</li> <li>Spray sealers and anti-chip coats are to match the appearance of the pre accident finish.</li> <li>Repair areas should be internally coated to prevent corrosion.</li> </ul> |
| <b>Structural, Mechanical and Occupant safety</b> | <p>All structural, mechanical and occupant safety parts authorised and fitted must comply to IAG Parts Guidelines</p> <p><b>Structural</b></p> <ul style="list-style-type: none"> <li>Any component identified as a part of the vehicles structure, such as the chassis rails, skirts, inners panels, pillars, floor panels. i.e. Repair or replacement of structural components that affect the vehicle's safety performance</li> </ul> <p><b>Mechanical</b></p> <ul style="list-style-type: none"> <li>All components identified as mechanical, may include engine, drive train, suspension, steering items and wheels.</li> </ul> <p><b>Occupant Safety</b></p> <ul style="list-style-type: none"> <li>Any component identified as part of the occupant's safety including seat belts, air bags, seats and any other SRS system fittings.</li> </ul>   |