

**SHERWIN
WILLIAMS®**

TECHNICAL SERVICE

UNMATCHED PROFESSIONAL EXPERTISE AND FIELD
EXPERIENCE FOR SUCCESSFUL PROJECT DELIVERY



FROM SPEC TO PROTECT

[sherwin-williams.com/protective](https://www.sherwin-williams.com/protective)



EXPERTISE TO HELP GUIDE YOUR PROJECT SUCCESS

Contractors and applicators face a number of unique challenges in the coatings industry today, from finding qualified workers and executing successful projects to costly production chain holdups and rigorous inspections.

Working with an experienced, field-tested technical service team can help alleviate many of these issues. Including a trusted technical resource in your coatings process will help complete your project quickly and accurately, and with minimal touch-up work.

With a combined 450+ years of experience, our NACE, and SSPC-trained technical service team are with you all the way – from product selection to job start-up and surface preparation, to application and future coatings maintenance.





START ON THE RIGHT FOOT

With Proper Project Planning

Sometimes a specification is unclear for a multitude of reasons.

Our number one goal is to catch any problems before the project begins so that you can avoid costly repairs or reduced lifespan. We'll attend pre-job site meetings with all owners, engineers and contractors to:

- Collectively review the specifications to identify issues or potential areas that might have been missed
- Provide direction on any missing items
- Assist with accurate surface preparation before any coatings are applied

FACILITY CHECKUP

“ I’m an owner of several large facilities. How do I know if or when things need coated? ”

Facility site surveys can help answer this question. Sherwin-Williams technical service representatives will perform a comprehensive assessment of your facility and assets, and create a tailored coatings plan categorized in three tiers:

1 Areas that are still in good condition

2 Areas that need to be addressed with a simple overcoat

3 Areas that need a full remediation

This approach keeps you informed and provides you planning time to budget for future projects.

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THE MORE YOU KNOW

Comprehensive Product and Equipment Training

We understand how hard it is to find qualified workers. You may have employees with minimal experience in the industry or maybe your team is not familiar with the specific products or equipment required to complete the project. Both situations can be daunting.

Before the project officially starts, our manufacturer-trained professionals can provide

product overviews, application equipment recommendations and hands-on application demonstrations. We train your applicators on everything from the chemistries of our coatings to the mechanics of the application equipment to make sure they acquire ample base knowledge. Plus, we're there to answer questions or provide further guidance.

CUSTOMER CALLOUT

“ Our subcontractor, CL Coatings, was scheduled to apply a plural-component product to the interior of some newly constructed wastewater channels. Our specifications included the requirement for a manufacturer's representative to be present during mixing and setup to ensure adherence to the specified literature.

The crew was green with respect to their knowledge of plural-component systems. Upon initial startup of the pump, the Sherwin-Williams rep noticed an anomaly in one of the pump discharge pressure readings.

He took charge and directed the crew to disassemble the lower portion of the suspect pump. It was discovered that the obstruction was a metallic plug from a thinner can from a previous job that got sucked into the inlet and made its way into the pump discharge chamber.

The tech rep was solely instrumental in troubleshooting the equipment, identifying the problem and directing the disassembly and repair with great dispatch.

Not only did he save the subcontractor's equipment from catastrophic failure, but the tech rep's actions also prevented substandard application that would have resulted in very costly repairs and re-work - not to mention delays to the project. ”

Howard Minnick, Quality Control Manager, J.F. Shea Construction Co., Inc.



IN THE THICK OF IT

Project Check-Ins

Sometimes projects don't go as smoothly as anticipated. Mistakes can happen. We're here to catch a potential or small problem before it snowballs into a serious issue such as a coating failure.

We'll check in periodically on each step of the coating process as it progresses, rather than waiting until completion.

Examples include: Making sure the primer has a 24-hour recoat window is applied in a good timeframe if rain is predicted in the upcoming forecast. Or noticing that your pump is off ratio and providing guidance to ensure optimal mix ratio or applications.



BETTER, FASTER, STRONGER

Throughput Optimization Assistance

We've delivered the product and equipment knowledge. We've checked in to make sure no problems are popping up. But what about making the coating process quicker and more efficient?

For example, those I-beams in the fabrication shop are taking ages to dry with the current suite of coating products, and the layout of your shop only allows you to paint one side at a time. On the other side, you're working with a product that has an

extremely quick dry time and need to speed up your mixing and application output.

We'll come in to review your setup and recommend a different coating system with faster turnaround times. Or change your mixing and application methods to complete multiple steps at once, increasing overall productivity. Small changes compound to make a big difference over time.



Many customers have seen up to a 30% increase in production after our technical service representatives have worked with their painters to train them on proper abrasive blasting equipment utilization.

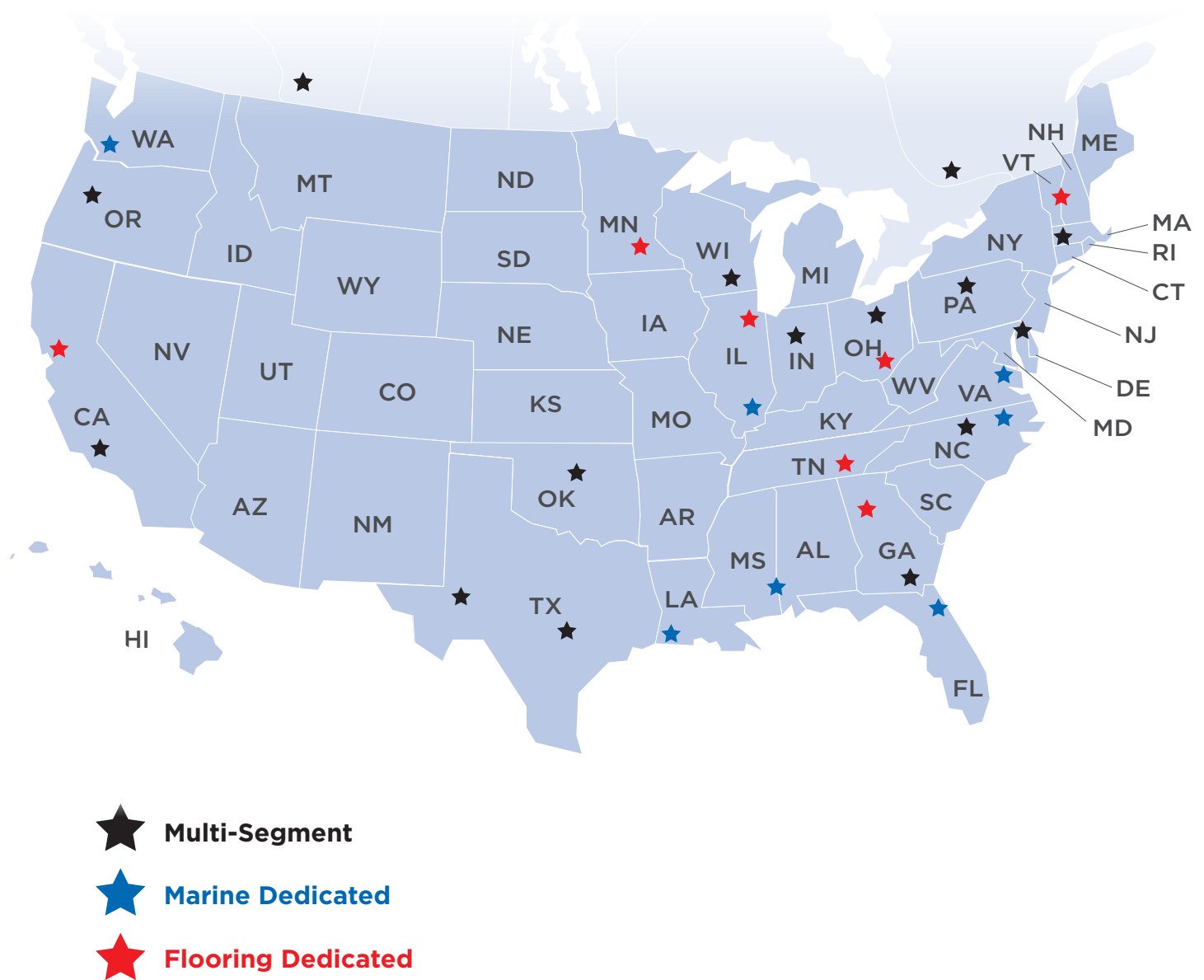
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SEASONED AND SPECIALIZED

Our Team of Industry Experts

We've hit the sweet spot. Our reps have the right geographic range and time availability to treat each project and call with focused care and attention.



BY THE NUMBERS

Who and How We Serve



450+

**COMBINED YEARS
OF EXPERIENCE**



7

FLOORING TECH REPS

Our dedicated flooring technical service reps have extensive, specific experience with concrete and moisture issues that can arise in any environment.



7

MARINE TECH REPS

Marine-dedicated technical service reps have the industry experience to accurately identify problems that are only present in the marine industry, such as assessing underwater hulls and biological growth to determine what anti-fouling systems may be needed.



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**MULTI-SEGMENT
TECH REPS**

Multi-segment technical service reps have the broadest range of knowledge. They can provide insight and solutions on any unique project issue or requirement.



5

**AVERAGE NUMBER
OF STATES SERVED
PER TECH REP**



12

**AVERAGE NUMBER OF
TECHNICAL SERVICE
CALLS/PROJECTS PER
REP PER WEEK**

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THE SHERWIN-WILLIAMS DIFFERENCE

Sherwin-Williams Protective & Marine delivers world-class industry subject matter expertise, unparalleled technical and specification service, and unmatched regional commercial team support to our customers around the globe. Our broad portfolio of high-performance coatings and systems that excel at combating corrosion helps customers achieve smarter, time-tested asset protection. We serve a wide array of markets across our rapidly growing international distribution footprint, including Oil & Gas, Water & Wastewater, Bridge & Highway, Steel Fabrication, Flooring, Food & Beverage, Fire Protection, Marine, Rail and Power.



Unparalleled
distribution network



Global
industry expertise



Most extensive sales
organization coverage



Unmatched technical
and specification service