

TECHNICAL SUPPORT & SERVICES



WE ARE WITH YOU
FROM START TO
A GREAT FINISH

SHERWIN-WILLIAMS®

wood.sherwin.eu

When it comes to changing coatings suppliers, one of the most common concerns for wood product manufacturers is the cost and time required to transition, and the effect this can have on your productivity and bottom line. For Sherwin-Williams, minimizing operational disruption to your business is key. The Sherwin-Williams Service & Technical Teams has helped numerous large manufacturers make a smooth conversion, and we can do the same for you.

We realize that every manufacturer has unique needs, and that's why your Technical Teams will be customized to fit yours, with direct, responsive, localized support to guide you through each step of the transition process. From beginning to end, your Technical Team – consisting of sales, technical and lab support – will work closely with you and your staff to set key milestones, evaluate your line, and build solutions around your manufacturing specifications.

Our focus is on making your job easier and ensuring a seamless transition by putting the right team of people beside you to support your needs, helping you improve product quality and maximize productivity and throughput.

REDUCES LINE TIME

Based on your location and specific needs when it comes to product and colour matches, our Technical & Service Support Team will either work with you on site or simulate your line in any of our Technical Application Centres. By using our Technical Centres you have the possibility to try out a new product systems or new equipment without any disruption in your production line. Our technical experts will help guiding you to find the right solution.



IMPROVED QUALITY

We work with one goal in mind: efficiently converting your line to help you produce the highest quality finishes with systems that have been proven to work. Manufacturers that convert to Sherwin-Williams coatings typically experience improved product quality—including enriched clarity and superior performance when it comes to look and feel.

INCREASED THROUGHPUT WITH REDUCED COST

Much of the information that our Technical Team gathers from you upfront, including a thorough finishing line survey and audit and evaluation of your standard operating procedures, will help to accelerate the transition process and identify opportunities for improvement. This comprehensive evaluation, combined with Sherwin-Williams product technology, help to reduce rework and application steps to ensure optimized levels of productivity. Our Design & Engineering Team can provide solutions to minimize material and energy use, optimize safety and productivity, maximize efficiency, and minimize cost and labor.





WHAT YOU CAN EXPECT FROM OUR TECHNICAL EXPERTS

Once you've made the decision to convert to Sherwin-Williams Industrial Wood coatings, your sales representative will introduce you to the team, establish the timeline and begin to set defined transition milestones, including:

- Completing a detailed finishing line survey
- Identifying coating requirements and specifications
- Evaluating and optimizing standard operating procedures
- Conducting colour matching
- Product testing and modifications
- Coordinating scale-up for line application
- Conducting test runs
- Establishing a standards program

BEYOND THE IMPLEMENTATION

We know your needs don't end after the transition, which is why we offer a full range of value-added solutions on a local and global level to help you maximize your quality and meet your goals. Once you've transitioned to Sherwin-Williams, our team will be available to provide ongoing support. From monitoring inventory levels to periodic standard operating procedure reviews and finish line audits, you can count on the Sherwin-Williams technical team to help you maximize productivity and throughput, and reduce costs on an ongoing basis.

With access to our multiple Colour and Design Centres across the region, you can stay ahead of the latest colour and finish trends - and receive a distinctive edge in the marketplace - with palette assessments, colour consulting and the latest research.

Our finishing solutions go beyond the coatings to deliver value in every aspect of your process—and we're committed to your long-term success. Let us show you how we can be your coating solutions partner.



Your Coating Solutions Partner

Sherwin-Williams offers an extensive range of consultative services to help our customers achieve the best finish possible. Whether working with you to improve your finish, your process, or your environmental footprint, we are dedicated to providing meaningful and value-added solutions.

CUSTOMIZATION

Whether you're an OEM of kitchen cabinets, furniture, building products, or flooring, you can benefit from our expertise. We take the time to understand the specifics of your operations, so we can provide a personalized plan to meet your specific aesthetic, performance, and process requirements.

HIGH PERFORMANCE COATINGS

Your customers demand coatings that can stand up to everyday wear and tear, which is why more Industrial Wood OEMs continue to trust us to provide the technologies that will help them exceed all expectations.

INDUSTRY EXPERTISE

With a growing global infrastructure dedicated to serving the needs of your industry, we understand your unique coating needs and the many regulatory, environmental, and performance specifications you face.

SERVICE + TECHNICAL SUPPORT

Our solutions don't end with the initial transition. You have our commitment to providing on-site technical expertise and ongoing support including introduction to the potential benefits of advanced/emerging technologies and innovations as they are introduced to the markets.



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SHERWIN-WILLIAMS YOUR COATING SOLUTIONS PARTNER

The Sherwin-Williams Company, through its Performance Coatings Group Division, is an industrial coatings leader that delivers local finishing solutions on a global scale to OEMs and tier suppliers.

Comprised of coatings professionals dedicated to providing unparalleled customer support, Sherwin-Williams brings value to the finishing process through solutions like on-site technical assistance, customized products, colour and design services, and process improvement expertise.

With innovative liquid and powder coating technologies to protect wood, metal and plastic, as well as finishing equipment and supplies needed for coatings application, Sherwin-Williams utilizes an infrastructure spanning six continents to provide better finishing solutions for manufacturers.

Since 1866, Sherwin-Williams has provided manufacturers and finishers with the coatings they need to make their products look better and last longer, while helping their operations meet productivity and sustainability goals. For the industrial wood markets, our innovative solutions go beyond coatings to include knowledge, tools, equipment, supplies, and industry-leading support.

We're more than a coatings provider – we are Your Coating Solutions Partner.