



Propspeed Application & Complaints Q&A

Do I have to follow ALL of the Propspeed directions?

Yes, you do. Every step in the Propspeed application must be followed if the boat-owner is going to realize the beneficial effects that the product delivers. There has always been what we call 'short-cuts' in the paint departments of boatyards and sometimes they are okay to employ. Not so with Propspeed. Every step of the Propspeed application that we have in print and video is mentioned because years of experience have shown us that this IS how it works best.

What are some common mistakes made when applying the product?

- The surfaces to be coated aren't sanded with the appropriate grit sandpaper; or not at all.
- The sanded surface is allowed to sit overnight or longer and there is no remedial sanding done to remove any flash rusting that has developed.
- Allowing the Propprep Solution to dry and crystallize on the surface.
- The use of a dirty, contaminated rag when using Propclean and Propprep.
- Failure to adequately stir the etching primer's yellow pigment found in the bottom of the container into a homogenous mixture **before** adding the hardener.
- Improper catalyzing ratio of the etching primer base and hardener.
- An insufficient and inconsistent amount of etching primer being applied to the surface.
- Not brushing out large sags and runs in the primer.
- The use of the least expensive brush the applicator could find.
- Missing the 'all-important' re-coat window between primer and clear topcoat.
- An insufficient amount of the clear topcoat being applied to the surface.
- Applying the products when temperatures are too cold.

What to be on the look-out for when approaching an applicator applying Propspeed

- Does he have the required grit sandpaper in his hands?
- Is he wiping the surface clean? Using clean rags? Is he using the appropriate cleansing solvent?
- Is he paying attention to his re-coat window?
- Is the application large enough to support two men?...and he's by himself?
- Is he making sure that the primer has been sufficiently stirred before use?
- Does he have the correct kit size for the work-load in front of him?
- Does he have the proper application tools to get the job done? Enough to complete the job?
- If you notice an applicator has missed the re-coat window between primer and clear topcoat advise them to re-apply another coat of the etching primer. This will restart the re-coat time clock between primer and clear.

Handling a boat-owner's complaint

Some specific facts to gather that will be important in making some determination where fault lies are as follows:

- **How old is the Propspeed application?**
 - In warmer tropical waters a Propspeed application should last between 12 and 18 months. Anything longer than this time and the owner got a deal. Anything shorter than this the owner may have a justifiable complaint. In cooler northern waters it's not uncommon for a boat owner to receive 2 or 3 seasons from Propspeed.
- **Who applied the product?**
- Boatyard?
 - Does the boatyard have any previous experience with Propspeed? Have you or any member of the Propspeed team spoken to them or conducted an in-field training seminar?
- Boat-owner?
 - Did the boat owner spend any time in reviewing the Propspeed website product application video? Or did he read the printed directions found on the website?
- Propeller shop?
 - Does the prop-shop have any previous experience with Propspeed? Have you or any member of the Propspeed team spoken to them or conducted an in-field training seminar?
- Independent contractor?
 - Does the independent contractor have any previous experience with Propspeed? Have you or any member of the Propspeed team spoken to them or conducted an in-field training seminar?
- **What time of the year was the product applied?**
 - Hot humid summer months will dramatically reduce the re-coat time between the primer and the clear topcoat. And cooler months like winter, spring and the fall will lengthen the re-coat time. Was the ambient temperatures taken into consideration on the day of the application?
- **Does the vessel use a dive-service to clean the bottom?**
 - Did the boat owner tell his dive service that he had Propspeed applied to the props and running gear and the use of scrub-pads and scrapers are prohibited when cleaning Propspeed?
- **How often does the vessel run?**
 - Was the owner of the vessel told that Propspeed doesn't contain any heavy metals or biocides and doesn't repel growth on contact but rather works on movement?
- **Does the vessel exhibit any outward signs of galvanic corrosion?**
 - Are the vessel's anodes showing excessive depletion in a short period of time? Other areas of the bottom that could be a sign of galvanic-corrosion are: blistering or peeling bottom-paint and the discoloration found around through-hull fittings.
- **Are the propellers showing wear and loss of product particularly in the hub/hub-root areas?**
 - If the answer is yes then the vessels propellers are probably cavitating. The phenomenon of cavitating propellers is well documented and no coating system can withstand the effects of cavitating propellers, including Propspeed. Most boat owners and captains understand this hydrodynamic phenomenon and don't hold Propspeed responsible for excessive wear in these areas.

These are some of the specific questions that need to be asked of a boat owner and/or boat captain who may feel that his Propspeed application did not live up to its hype.

Once these questions have been answered you can begin to formulate where some plausible responsibility may fall.

How to resolve potential complaints

- Offer the boat owner or captain on-site support from you or another team member during the next application of Propspeed to his vessel.
- Advise the boat owner or captain that you will contact your Propspeed representative and request a follow-up phone-call be made to them to determine if there's anything that Propspeed can assist with directly.
- Advise the boat owner or captain that your Propspeed representative can also follow-up with a phone-call to the boat-yard to ensure they are following the recommended application process.
- Each and every complaint has its own unique nuances and complexities about them and if the Port Supply team member feels that a free or reduced price on a kit of Propspeed would serve as a gesture of goodwill and could lead to increased business with a particular applicator then call your local Propspeed representative to discuss your particular case in point.