



Adhesive Templates Canada New User Info

Please copy and paste links to your browser to watch and share with your team...

Video tutorial of using website for new users

<https://www.youtube.com/watch?v=w0LWjtMAuCc>

Video of doing 4 nameplates on a new Sierra ... shows both one piece and multi-piece emblems

<https://www.youtube.com/watch?v=25hwJmVVOnI>

Document tutorial of using website for new users

<https://www.adhesivetemplates.ca/images/Canada/ATC-How to use website a.pdf>

Video on doing a Silverado ... the number one seller

<https://www.youtube.com/watch?v=wPKQyqxfic0>

General Info and Best Practices

Ordering

- Website address for Canadian customers is www.adhesivetemplates.ca. Most log in issues are due to accidentally being on our USA site (USA site ends in .com).
- Double check accuracy of all information when registering the first time. If you need any changes just email us at info@collisionrepairinnovations.com. This includes if you want to add any email addresses to the auto-invoice emails.
- Trouble finding the template you need? Verify with your dealer using the vehicle VIN to get accurate part number of nameplate you need a template for. Please use our OEM Part Number search field to find the template you need. This is the most accurate way to get the proper template. We try our best to keep our Year Make Model search fields up to date, but we are sometimes not perfectly accurate. So this is why we recommend using the OEM Part Number search field.
- Each of our templates has a colored box in the description area. Green "Ready to Ship" means we have that template ready to go. Blue "Template Not Yet Ready" means that we will need some time before its ready to ship. Please email us and we can get you an ETA. Red "Not Recommended" means that the nameplate does NOT use two-sided tape therefore there is no template for it.
- Add the RO for each template in the comment section of the cart screen, as this helps us package different RO's separately.
- There is no additional shipping charges for templates. All templates are shipped via Canada Post Xpresspost delivery, which is 2-3 days for most of Canada (add days for rural location or for weather events).
- Shipping charges for supplies (Blue Bear, Professional Kits, etc) are added at the payment screen.
- Click on "Stripe" button to pay by credit card. Once in the Stripe payment screen, you can click on "remember credit card" so that you don't need to retype it in for future orders.

- Click on Paypal to open up Paypal payment screen, and follow the prompts.
- Double check credit card info, as typos are the most common reason for payments to not go through. You will see a red error box if your payment information is incorrect or if your card is blocked.
- Once your order is accepted, you will see a confirmation screen, plus receive an email with the invoice.
- Please get orders in by 2:00 pm CST to ensure same day shipping.
- You will receive an email from Canada Post with the tracking number once your order has been shipped. If you don't receive a tracking email, please let us know to add your email to the Canada Post site.
- Check your spam folder in case emails are stuck in there!
- You can see your order history, and re-print invoices in the Account tab at the top right of the home page.

***Please note there is a glitch in the Mitchell estimating program for Jeep Grand Cherokees...always double check with your dealer using the VIN if you need a template for these door nameplates...often the one that pops up in Mitchell is incorrect!

Using Templates

- Inspect nameplate for damage prior to retaping with a template.
- Warming up nameplate with heat gun prior to removal from vehicle helps it come off easier without damage.
- When new to the program, start with one piece nameplates (Rav4, Chev Bowtie, Tacoma) to get some experience. Then move on to smaller multi-piece nameplates (AWD, Ram, 4x4). The more letters the more experience is needed, so save those until you are more comfortable (such as Silverado, Ram 1500, Cherokee).
- Garner help from detail or apprentice staff to help prepare nameplates. Most shops choose to keep top techs repairing the more difficult operations, and have apprentices or detailers put the templates onto the nameplates. Tech can verify alignment (and adjust accordingly) prior to putting nameplate back on.
- Soak nameplates for a few hours to overnight in mild solvent to soften old adhesive. We recommend our Blue Bear product as it is biodegradable. Some shops choose to use other mild solvents. Watch out for emblems with painted colored inserts (such as X31), or peeling chrome, as the solvent may remove it as well. Matte black emblems (such as RAM 1500) are typically ok to be soaked. Once soaked, the old adhesive removes with plastic scraper. Some techs still prefer rubber wheel or razor blades to remove old adhesive. Each shop is free to choose their most effective method of removing old tape.
- Thought the Blue Bear is very slow to evaporate, it does lose its strength over time. So most techs will use small containers and only use small amounts of fresh Blue Bear so that the max effectiveness is there.
- Ensure to clean nameplate thoroughly after removing old adhesive. Soap and water works well. Soaking solvent residue can impede adhesion between the nameplate and the template.
- Use 3M adhesion promoter sponges between the nameplate and template to ensure excellent adhesion.
- Double check lettering alignment before applying to vehicle. Our Professional Starter Kit has an "alignment grid" to help verify that your lettering is straight. Techs will use other methods such straight edge or a straight tape line on a work bench to verify their nameplates are straight and ready to go back on to vehicle.

Feel free to reach out to us by email info@collisionrepairinnovations.com anytime for more information.

Thank you!

Dan Bernier
ADHESIVE TEMPLATES CANADA