



# WIRED

*Issue 11- JUNE 25*

***EURO CAR PARTS PRODUCT NEWS***



“

Don't expect to be at the top of the mountain the day you start climbing

”



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New to Range



Instant Price Match



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# Brake Clinic

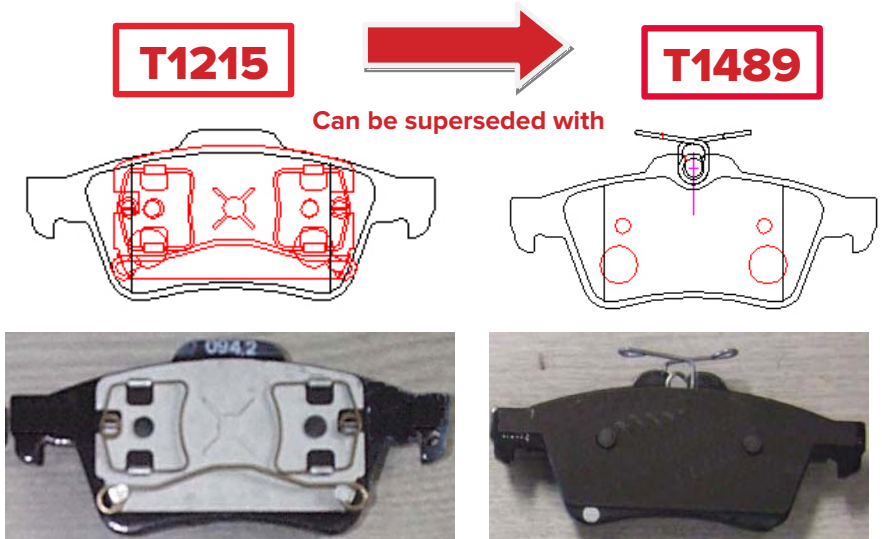
The Big Red *i*



**T**here have been an influx of queries regarding “Pads not being correct”. Customers are complaining that the pads which have come off the car are different to what has been supplied!

Modifications to pads (and other products) do happen. Vehicle manufacturers change the specification of products to improve performance and reduce issues. When this happens, Pagid will change their specification under the instruction of the vehicle manufacturer (where they are OE) or they will follow the OE design. This will cascade to the Eicher version.

The image featured is one of the most common queries that is received from the network. The “Mouse Trap” design has been removed in place of a butterfly clip.



We are inundated with “it’s the wrong part”, but, the answer is already on TopCat! All you need to do is simply scroll across the screen and click in the big red *i*. This will download the technical bulletin.

If you come across any complaints about how the product is different, just check on TopCat first to see if there is

a red *i*. Download it and pass it onto your customer.

If there is no red *i*, then please contact the Braking PM team:

Aaron Spencer:  
[aaron.spencer@eurocarparts.com](mailto:aaron.spencer@eurocarparts.com)

Ehsan Arabalizadeh:  
[ehsan@eurocarparts.com](mailto:ehsan@eurocarparts.com)

# New to Range

## Normfest Environmentally Friendly Products

### -GHS Labelling: Protect



**G**HS refers to the United Nations (UN) “Globally Harmonised System of Classification and Labelling of Chemicals”. It is an international system for the classification and labelling of chemicals on packaging and in safety data sheets. The GHS system has replaced the existing EU classification and labelling system. It is regulated by the CLP Regulation (the European regulation on the classification, labelling and packaging of substances and mixtures). Since 1 December 2012 all substances must be classified and labelled to CLP. This also applies to our

suppliers. The second stage of GHS implementation now concerns mixtures and thus all chemical technical products.

As of June 2015 suppliers must classify, label and package mixtures according to GHS/CLP. Mixtures on the market with the previous labelling before this date must be withdrawn from sale by 1 June 2017.

This is the reason why Normfest GmbH has decided to introduce the PROTECT label for environmentally friendly and health conscious products. New and existing products which, despite the new strict product

labelling regulations, only require minimum labelling and verifiably reduce the level of risk to health and the environment. PROTECT products offer outstanding performance, meet the high Normfest quality standards, minimise health risks for users and protect the environment.

Currently Euro Car Parts stocks seven PROTECT products.

For more information about Normfest and the GHS Legislation please contact Lowme:

[lowme@eurocarparts.com](mailto:lowme@eurocarparts.com)  
Cisco: 7001 – 066



**Stries**  
Glass Cleaner



**Interno**  
Interior Cleaner



**Rimol-Gold**  
Acid Free Wheel  
Cleaner



**Bio-Top**  
White Grease



**Oxim Protect**  
Rust Loosener Spray



**Multi Protect**  
Lubricating Spray



**All-Star Protect**  
Power Cleaner

# AirCon Station

## Environmental Agency F-Gas Laws: Go To Jail, Do Not Pass Go, Do Not Collect £200



**A**s you are all aware, since 2009, technicians who recover F-gas from Mobile Air Conditioning (MAC) need to have a legal qualification in refrigerant recovery. From January 2015, anyone selling F-gas for use in MAC systems need proof that a technician who will use the gas holds a recovery qualification, and it is an offence to sell F-gas to a technician who does not hold one. The Environmental Agency have issued this bulletin to help us stay legal:

### What we need to do

We must record the qualification details of our customer's technicians, otherwise we are breaking the law. We are no longer allowed to sell F-gas without receiving proof that it will be used by a qualified technician. This will prevent 'over-the-counter' purchases of

F-gas to persons not qualified to use it.

### Qualifications needed

The qualifications in Regulation (EC) 307/2008 set-out the training requirements to recover F-gas from the MAC systems in cars and light vehicles. Existing Level 3 qualifications achieved prior to 2015 are still valid.

### Selling F-gas

You need to request that both existing and new account customers complete a 'letter of assurance'. This document records company details, technician names and certificate numbers.

If you are a 'reseller' and supply F-gas to other retailers, you must also record these sales. Records must be kept for a minimum of five years.

### Compliance monitoring

The Environment Agency will be making routine checks of MAC F-gas wholesalers and retailers to ensure that customer screening is taking place. Those found to be operating illegally will face regulatory action which may include prosecution. If you are concerned that you may not hold appropriate customer records, The Environment Agency's F-gas Support Helpdesk can give you further advice on what is required.

For more information, please do not hesitate to contact our colleagues at Autoclimate.



# New to Range

## Wiha TPMS Tool

**T**PMs is something that everyone is talking about, as of November 2014 the law requires that tyre pressure sensors are fitted on all new cars, with the first round of 2012 cars are nearing their first MOT check, your customers will need to be prepared to get these cars back on the road if they fail.

In order for these sensors to function properly, a professional installation is essential. Wiha's TPMS kit provides all the tools necessary for the installation of direct TPMS modules. The set consists of a 12- piece tool kit and is suitable for all car makes and standard valves.

The toolbox includes two torque screwdrivers: the TorqueVario-S and TorqueVario-S TR. The tools have a torque range from 0.3 to 2 Nm and 2 to 9 Nm respectively, which can easily be set using the supplied adjustment tools. The

manufacturer's specifications for torque limits can be precisely dialled in and material damage due to excessive torque is avoided. The Torque Vario S TR also has a built-in ratchet, which allows comfortable and fast fastening even in restricted workspaces such as between the wheel spokes. This tool is a true all-in-one, and ensures that you won't have to buy any other tools to do the same job!

For more information on TPMS or the Wiha TPMS Tool, please contact Colin Downie:

[colin.dowie@eurocarparts.com](mailto:colin.dowie@eurocarparts.com)  
Cisco: 7005 – 011



# Workshop Solutions

## TPMS Pro



**C**ontinental are an international manufacturer of tyres, and automotive parts. VDO is their trademark brand for their diagnostic equipment.

As Continental are already making many of the sensors and instruments for the vehicle manufacturers, they are the perfect people, under the VDO brand, to make the equipment for talking to and programming the vehicle's sensors.

This is nowhere better illustrated than with the TPMS Pro machine.

TPMS checks are starting to come into MOT testing as the first batch of TPMS-equipped vehicles (2012 registration) enter the MOT arena. These mandatory checks offer additional revenue opportunities replacing and reprogramming faulty or damaged sensors. As a tyre maker, Continental

has been at the forefront of developing the TPMS systems and thus the VDO TPMS Pro is as good as you can get for testing, programming, and clearing TPMS fault codes.

One very special feature of the TPMS Pro package is the option to include its own infrared printer. This means that there is none of the additional hassle of linking to an external pc/printer to produce a printout of work carried out for the customer's records. It is possible to print the results direct from the machine. We have not seen this very useful feature on another TPMS machine yet.

To call on the support of the Workshop Equipment Specialists, just log the leads they can demo the machine and help close sales. For any more information, do not hesitate to contact Fred Muraya:

0208 782 2592

[fred.muraya@eurocarparts.com](mailto:fred.muraya@eurocarparts.com)



# CDTi PatFluid In Stock Now



**P**at Fluid is engineered as a universal aftermarket replacement for diesel particulate filter (DPF) additives. PatFluid is a cost-effective, high-performance Fuel Borne Catalyst (FBC) that aids regeneration of particulate filters in diesel passenger cars. PatFluid lowers the combustion temperature of soot trapped in the filter so that it can be burnt off at temperatures seen during normal driving. This allows for trouble-free vehicle operation under many driving conditions - with rapid and complete DPF regenerations.

Use PatFluid with the PatFluid Transfer Kit for all vehicle makes/models with on-board FBC dosing tank units and bag-type reservoirs. The FBC additive is stored in a separate tank or bag on the vehicle and typically requires refilling one to three times during the vehicle's life. Bag-type reservoirs are located



in a housing and are easy to remove for filling. Tank reservoirs are readily accessed close to the fuel tank.

### Used for numerous post 2000 models from leading automakers:

- Peugeot •Citroen •Ford
- Volvo •Fiat •Mazda
- Volkswagen •Skoda •Mini

### Replaces these OE products:

- Eolys DPX42
- Eolys DPX 176/Infineum F7995
- Eolys Powerflex
- Volvo DPF Additive/Ford Mo Co Additive
- Satacen 25”

For more information on PatFluid, please contact Pankaj Babbar:

[pankaj.babbar@eurocarparts.com](mailto:pankaj.babbar@eurocarparts.com)

Cisco: 7001 – 588



# Collision Corner

## Corrosion Repair



**C**orrosion, Corrosion, Corrosion, is the hot topic at the moment, why do you ask? It's summer!

Many of our customers will be taking advantage of the hot weather to bring out their classic motors and project cars, a lot of these will have been attacked by that ferocious beast we call rust. We stock hundreds of lines of replacement parts for these vehicles, ready to be welded into place!

A lot of you know that we have been driving the awareness of corrosion for some time now, that's because this is one of the most lucrative areas in the collision industry. Our parts can save your customer valuable time measuring, cutting and sourcing new metal. All our parts are all expertly handled from our Swadlincote Distribution Centre, and that

means they are checked for defects, meticulously cared for in transit, and can be with you in a day if needs be.

So get underneath the old Mini, Beetle, or MK2 Golf and get that sill or the rusty door bottom sorted! And, don't forget, we have all the bits for your restoration projects; lights, mirrors, and body panels – the lot!

As always, contact our Collision Part Managers for more information or help in sourcing that perfect part:

Chris Graham - Bodyparts  
[chris.graham@eurocarparts.com](mailto:chris.graham@eurocarparts.com)  
Cisco: 7001 – 191

Chris Curtis - Lighting  
[chris.curtis@eurocarparts.com](mailto:chris.curtis@eurocarparts.com)  
Cisco: 7955 – 021

Gareth Rhodes - Mirrors, Window Regulators, PDCs, Dampers  
[gareth.rhodes@eurocarparts.com](mailto:gareth.rhodes@eurocarparts.com)  
Cisco: 7995 – 022



# Norbar Tools



**N**orbar's state-of-the-art factory facilities ensure they provide the very latest design, manufacturing and quality control technology to achieve the highest level of innovation and precision in the field of torque control equipment.

Globally available: Norbar is the only torque equipment manufacturer to be able to offer torque tool and instrument calibration services to the original factory standard on four continents. You can offer this service to any customer who buys or already has a Norbar torque wrench. We shall be offering a repair and calibration service to our customers which usually takes 4 days. Norbar have accredited laboratories

in Adelaide Australia, Willoughby USA, Singapore and Shanghai so you are assured that you will always receive the same high standard of service that is Norbar's hallmark. Norbar was born-from a wartime need to universal demand: Established in 1942, the "North Bar Tool Company" became the first company in Britain to commercially manufacture torque wrenches. The initial demand was driven by the need for the gasket-less cylinder head of the Rolls Royce Merlin engine to be accurately tightened. Bill Brodey and his partner Ernest Thornitt obtained a licence from Britain's wartime Government to begin manufacture of torque wrenches. Norbar is solely owned by the descendants

of the founder, Bill Brodey. The company remains every bit as passionate today about providing customers with the highest quality products and services as Bill was when manufacturing that first torque wrench.

We currently stock 9 models of Norbar torque wrenches varying in drive sizes from 3/8 inch square drive offering setting from 5-45 lbs ft. to a massive 3/4 inch drive model giving 200-750 lbs ft. suitable for heavy commercial, agricultural or plant operators/repairers.

The full technical specification for each part number can be found in the product file under the internal text field.

# Instant Price Match

PM has been 8 months in the making, endless hours of development and testing! Last Thursday we completed the rollout across the branch network.

IPM is unique to ECP – no other competitor in our market can capture the detail and handle a price match as fast as we can! Gone are the days of sending an email and waiting ...

Follow the below guidance to avoid any delays – it's important these points are followed to ensure smooth running of IPM across the company.

- Free Stock MUST be showing at the time the WIP is CREATED – Created is the key... (Not booked in after)
- Orders need to be SAVED (not as quotations)
- Do not suspend orders! – these cause us a huge delay.
- No EQ Terms expiry popups – these cause delay which effects everyone
- Credit limits must be OK etc.
- Order cannot be locked – they need to be out the order when we update
- Do not mark as “Under Review” – this reserves it just for the person whom reviewed it – i.e., HO can no longer see it on the pending screen.

For anything not in stock – email in the old way with customer/part number/price/competitor – state in the email “no branch stock”

If you have any questions (or praise) please contact the Pricing Team or Andy Hodge:

[pricing@eurocarparts.com](mailto:pricing@eurocarparts.com)

[andy.hodge@eurocarparts.com](mailto:andy.hodge@eurocarparts.com)

*“We must have used it about 10 times today.”*

Simon Carey – Sales Manager – Orpington Hub.

*“IPM is fast! – instant response! Far quicker than emails.”*

Kevin Blackwell – Sales Manager – Isleworth

*“Excellent response time”*

Stuart Hayes – Sales Manager – Paisley

*“Over the last two days the process has been faultless, and speedy, without exception.”*

Nigel Stones – Branch Manager – Doncaster



**Klarius**<sup>TM</sup>

# Klarius VOR Ordering

In April we rolled Klarius VOR Ordering out to all branches, as a refresh, please absorb the below.

Klarius Exhaust VOR orders have moved away from the NDC to Klarius direct.

There are two main reasons for this:

1. The volume of exhaust VOR's received by the NDC are at such a massive level that the NDC is struggling to cope
2. The NDC is extremely short of space.

As Klarius already deliver stock

orders to the branch network on a daily basis, it makes sense for them to deliver your VOR's direct as well.

This means that you will have to place VOR orders directly with Klarius through the SOP screen.

The process is simple but it does require a little effort to begin with. Start by checking stock on ECPedia. Then, once you have confirmed that the stock is available, go to the SOP screen on K8 to place the order.

Details for both steps are available in the Operations area of ECPedia.