



50 YEARS OF CONTINUOUS COLLISION REPAIR SERVICE



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WHAT MAKES A SUPERIOR COLLISION REPAIR SHOP?

"Douglas Auto Body is one of the few shops I know of that combines aesthetics and quality to create a truly superior auto body experience."

*Tom Franklin, Columnist
 The Autobody News*



Douglas waiting & estimator area

These days many body shops call themselves "Collision Centers" instead of "auto body shops." But does a special name really make a shop a superior repair facility? Of course we don't think so. But what, then, DOES make a superior collision repair shop?

We think a superior shop should be more attractive and more professional. When you drive into Douglas Auto Body, we hope you'll be impressed with the Pasadena Heritage murals in the drive through area, and a similar heritage atmosphere in our reception and waiting area.



Heritage mural drive-thru

We believe our customer service representatives and the people estimating the damage on your vehicle should be highly trained and experienced. Our estimators are some of the best in the business. When you speak with Tiffany, Andy, Karo or Hayk, we think you'll agree with us.



Tiffany



Hayk



Karo



Andy



A wall filled with certificates

(3) Our technicians are I-Car and or/ ASE trained to provide the ultimate in professional repairs.



Next, a superior repair process requires three elements: (1) Space to work, (2) State-of-the-art equipment, and (3) Highly trained personnel.



Douglas covered work bays for 100 vehicles

(1) Our shop may be one of the only shops in the area with sufficient repair bays to work on 100 cars simultaneously with no time-consuming shuffling of vehicles. All bays are covered to allow repair work in any weather.

(2) We have eight frame machines, four Pro-spot welders, MIG welders, a Hunter Alignment system, an Air Conditioning replacement system, and all supplemental equipment to eliminate every possible delay.



Four high-speed ProSpot welders help cut repair times in half



In-house Alignment system saves time



Eight frame machines guarantee that structural vehicle repair will never be delayed

No shop can claim to provide superior service if the paint and painting facilities are not top quality. This year we switched to Standox paint, the choice of nearly every major automobile manufacturer for new vehicles.



Standox paint is preferred and used by most new car manufacturers

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WHAT MAKES A SUPERIOR COLLISION REPAIR SHOP?

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Two paint prep stations are key to fast, trouble-free painting

Our prep stations and two heated, downdraft, drive-through spray booths make certain that we will never have a bottleneck while vehicles wait to be painted.



Final wash and detail completes the superior repair

While it may seem like a minor factor by comparison, we emphasize the final wash and detail process that we provide for every completed vehicle.



Two drive-through SprayZone booths ensure no delays in painting

The drive-through feature makes all the difference in speed of work flow. There is no time-consuming shuffling of vehicles to keep them moving through production rapidly.

We hope that every completed vehicle will leave our facility looking brand new. We think this, and this alone, is the true mark of a superior collision repair facility.



Production manager Kenny Munoz makes the final inspection to ensure the final product is truly superior.



Paint shop manager, Sarkis Kalechian and assistant shop manager Kevin Daghla in heated downdraft drive-through spray booth

Training and experience in the paint department may be most important of all for a superior shop. The final product tells the whole story.



Current customers rate Douglas Auto Body

The staff was extremely professional and did a fantastic job. They picked up my car, repaired it and delivered it back sooner than promised. I will have always refer this shop to others.

L.C.- La Canada

Excellent service, and your facility looks like a palace. I'll gladly recommend your shop whenever possible.

R.E.- Huntington Park

An excellent job. My car looked brand new. My family and I were treated with utmost respect. we really appreciate that.

S.M. - Glendale

Every business should handle their customers like I was treated at Douglas. My hat is off to your entire organization.

L.R. -- Winnetka

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California Autobody Association

At Douglas, technicians are ASE certified or ICar Gold Class certified for the ultimate in workmanship excellence.



Pasadena Chamber of Commerce & CRA Association

