MILANO PANELBEATERS COMPANY PROFILE

Commitment to quality and perfection is at the heart of Milano Panelbeaters when offering our comprehensive panelbeating service. Our onsite quotation facility enables clients to ensure that no time is wasted and that processes are dealt with swiftly and accurately when it comes to delivering quotes and obtaining the necessary insurance approvals.

Customer experience and satisfaction is of paramount importance to us, with every touch point in the business reflecting this ethos. Clients are welcomed into the workshop and invited to view all the stages of the repair and delivery process to ensure that all their requirements are met.

Milano Panelbeaters boasts a modern and technologically advanced facility, from our welcoming reception area to our state of the art repair stations. Clients are able to enjoy a consistent, dedicated and professional approach from the moment they arrive at Milano Panelbeaters to the moment their repaired vehicle is delivered.

HISTORY

Milano Panelbeaters was founded in 1968 by a young Italian, Gino Tucci, at the age of 24. With an incurable passion for cars, Gino started honing his skills in the automotive industry at the age of 11. Having learnt his trade from some of the best teachers in Milan, Gino moved to South Africa when opportunity beckoned in 1965. Three years later, his skills and talent saw him open a business, which over the last 42 years has grown from small enterprise to an established panelbeating firm boasting a complement of 70 staff.

Milano Panelbeaters has grown both in size and stature over the last three decades and can easily be counted as one of the top panelbeating firms in the country.

Having always taken pride in perfection, we have spared no expense in ensuring that Milano Panelbeaters is up to date with the latest technologies, enabling us deliver a superlative panelbeating service, thus differentiating us from the rest.

Milano Panelbeaters is an owner managed business which is one of the key factors in our continued success. The knowledge, skills and experience that this brings, provides clients with the confidence that their cars will be repaired to factory standards. Furthermore, Milano has taken great care in developing and skilling up talent within the business, with a number of staff having worked for Milano Panelbeaters for as long as the business has been operating. Gino’s hands-on approach when it comes to dealing with both staff and clients provides personalised touch that cannot be replicated.
WORKSHOP LAYOUT

One of the comments we often receive and welcome with pride is how spotless, ordered and pristine our workshop is. We believe that an ordered environment provides the necessary structure and capability for delivering superior workmanship. And just as importantly, our team is practiced in ensuring that the business works as a ‘well oiled machine’, ensuring that each section of the workshop works harmoniously and in sync.

Milano Panelbeaters is split up into various work sections which work together in a congruent manner to ensure the efficient and effective delivery of repairs.

The Reception Area of the workshop is open plan with 3 receptionists assisting and attending to client enquiries and needs. Our Onsite Quotation Service enables clients to receive a quote while they wait in the comfort of the lounge area in the reception. Quotes are easily dealt with by a complement of highly trained staff able to assess the damage to the vehicle and calculate an accurate quote using the Audatex system. Clients have ease of access to the premises with ample Customer Parking and four (4) covered Quotation Bays situated in the front of the premises.

On entry to the workshop, no expense has been spared when it comes to modern, state of the art machinery which is maintained in top working order. Our Paint Lab is equipped with an electronic paint scale mixer which enables our paint specialist to mix Glasurit paint and match colours to perfection. Our two(2) Spray Booths are located next to the paint lab enabling easy access and both labs, which are 2,6 meters in height, boast an Atlas GA18 compressor as well as a Stehoj back compressor.

Moving long from the paint lab and booths, there are four (4) Strip and Assembly Bays, a Headlight Focusing Bay equipped with a Techna 540 Headlight Focusing Machine as well as six (6) Repair Bays equipped with the following state of the art machinery:

- Car-O-Liner
- Aluminium Welder
- Plasma Cutter
- Gas Welding Machinery
- Three Spot Welders
- Two Wedge Clamp Systems
- Two CO² Welders
- A 2-Poster hoist
- As well as a 4-Poster hoist

Once vehicles have been through the stripping and repair sections of the workshop, cars are sent to the Paint Preparation and Finishing Area comprising of six dry flatting bays with extractor fans to eliminate dust and cure master infrared light to aid the paint drying process. The paint preparation and finishing area is complemented by our own Plastic Bumper Repair Area, which doubles up as an area to prepare loose parts for painting.
The double, undercover Wash Bay, which is located separately from the work area, is equipped with a pressure washer, all the necessary cleaning detergents and trained cleaners to prepare cars for the next stage. Once a car has been washed and prepared, it gets sent to one of the four (4) Cleaning Bays where cars are valeted, and then on to one of the four (4) Polishing Bays for completion.

Cars go through a final inspection to ensure all repairs have been dealt to our high quality and factory standards.

All our work areas are enclosed under roof, protecting cars and the work process from seasonal elements. The workshop is protected by 24 hour security guards and an armed reaction service. Furthermore, all work is conducted and delivered in accordance to the Health and Safety Act and Regulations, ensuring that all risk is minimised and fire hazards averted with 12 fire hoses located throughout the premises; and all safety and fire equipment inspected on a regular basis to ensure that it is kept in working order.

Lastly and most importantly, Milano prides itself in the service and work it delivers, and all workmanship is guaranteed for two (2) years and carries a lifetime warranty on all paintwork.

APPROVED MOTOR BODY REPAIRERS

Milano Panelbeaters strives to achieve and deliver the best workmanship at all times, and in doing so, we have proudly and successfully obtained repair approvals from the following automotive manufacturers:

- Volkswagen
- Audi
- Fiat
- Alfa
- GMSA (Opel, Isuzu, Suzuki, Chevrolet, Daewoo)
- GMSA Niche
- Hyundai
- Renault
- Nissan
- Peugeot
- Hyundai
- Toyota
- Ford & Mazda

As an approved repairer for the manufacturers listed above, Milano Panelbeaters will liaise with insurers and aim to succeed in securing factory approvals for repairs to vehicles manufactured by the above automotive companies.