



MagicMix™

FAQ



1. What is PPG MagicMix™?	It is the latest addition to our PPG LINQ™ Color software. Working seamlessly with the PPG MagicBox™ mixing room solution and wireless PPG MagicSensor temperature and humidity sensing devices, PPG <i>MagicMix</i> will display the most effective products and its combinations of hardener and thinner/reducer for current environmental conditions and type of repair.
2. What are the biggest benefits of PPG MagicMix?	<p>INCREASED PRODUCTIVITY: Painters using PPG <i>MagicMix</i> software no longer need to spend extra time choosing the most appropriate products.</p> <p>FEWER REWORKS: Painters can access the appropriate product information in just a few clicks. This helps ensure 'right the first time' results and significantly reduces the need for rework.</p> <p>REDUCE CORRECTIONS AND POLISHING TIME: Using PPG <i>MagicMix</i> software can reduce the time required for correcting defects and polishing.</p> <p>IMPROVED PAINTER EXPERIENCE: Painters of all skill levels can be confident in using the right products for the job, even in critical conditions. This can help to reduce stress and boost motivation and performance.</p> <p>INCREASED CAR OWNER SATISFACTION: Achieve a professional, long-lasting finish and boost car owner loyalty. PPG <i>MagicMix</i> will increase satisfaction and encourage customers to keep returning to your bodyshop.</p>
3. How does PPG MagicMix use temperature and humidity data to recommend product formulations?	<p>Changes in temperature and humidity, as well as different repair size, can have a significant impact on the performance of paint products.</p> <p>PPG <i>MagicMix</i> suggests the best combination of hardener and thinner/reducer from the PPG technical database.</p>
4. What types of repairs and painting stages does PPG MagicMix support?	PPG <i>MagicMix</i> is ready to support undercoats and clearcoats, including both waterborne and solventborne basecoats.
5. Do I need any additional hardware to use PPG MagicMix with my existing PPG LINQ™ Color setup?	PPG <i>MagicMix</i> is fully integrated inside PPG LINQ Color software using PPG <i>MagicBox</i> and PPG MagicSensor.
6. How does the PPG MagicSensor device work, and what makes it safe for use in the bodyshop environment?	The PPG MagicSensor device is placed within the area of the body shop used for paint application – such as the spray booth or preparation area – where it continuously measures environmental conditions. Temperature and humidity data is then transferred to PPG <i>MagicBox</i> and PPG LINQ Color via Bluetooth.

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	<p>PPG MagicSensor is certified and safe to operate in any bodyshop environment. The sensor has been designed to resist the high temperatures and harsh conditions of the spray booth and has a long-life battery thanks to its low energy consumption.</p>
7. Are there any limits to the size of repair when using PPG MagicMix?	<p>No, PPG <i>MagicMix</i> supports all types of repairs. Painters can choose from single panels to large surfaces, both horizontal and vertical, and even SMART repairs</p>
8. How does PPG MagicMix help reduce the risk of paint defects and reworks?	<p>Environmental conditions such as high temperatures and humidity can lead to both short and long-term paint defects.</p> <p>PPG <i>MagicMix</i> detects these conditions and recommends the most suitable products to minimize risk of defects.</p>
9. Is PPG MagicMix compatible with all PPG paint systems and products?	<p>The PPG <i>MagicMix</i> database includes the most popular premium undercoats, clearcoats and color coats from PPG Refinish product portfolio.</p>
10. What conditions can be specified when using PPG MagicMix?	<p>In addition to temperature and humidity levels in the application area, PPG <i>MagicMix</i> also takes factors such as the product type, size and orientation of the surface to repair and the drying method into consideration.</p> <p>This ensures that PPG <i>MagicMix</i> can recommend the most suitable product for any type of repair, in whatever environment.</p>
11. How does PPG MagicMix improve overall productivity and profitability in the bodyshop?	<p>Painters can lose a significant amount of productive time while searching for information in technical datasheets or asking for advice from an expert.</p> <p>With PPG <i>MagicMix</i>, users have immediate recommendation to this information.</p>
12. Are there any training resources available for new PPG MagicMix users?	<p>The latest support materials are available at PPGLINQ.com. PPG distributors or technical assistants can also offer support and guidance.</p>
13. What troubleshooting steps should I take if PPG MagicMix is not displaying product recommendations correctly?	<p>Problems like this are usually caused by a disruption to the connection between PPG MagicSensor and PPG <i>MagicBox</i>, for example, if a battery is running low. If this is the case, an orange dot will appear on the <i>PPG LINQ</i> Color dashboard to show which sensor is not currently connected.</p>
14. Can PPG MagicMix recommendations be customized based on specific customer or job preferences?	<p>PPG <i>MagicMix</i> can be configured with default settings and can be adjusted in real time for a unique job specification.</p>

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15. How can users update PPG <i>MagicMix</i> software and ensure it has the latest product data?	There is no specific update process; PPG <i>MagicMix</i> is a part of PPG <i>LINQ</i> software update.
16. How does PPG <i>MagicMix</i> work together with PPG <i>MagicBox</i> and PPG <i>MagicSensor</i>?	PPG <i>MagicSensor</i> and PPG <i>MagicBox</i> communicate via Bluetooth. There is no need for any special configuration – simply insert the PPG <i>MagicSensor</i> battery and your PPG <i>MagicBox</i> will recognize it and start transmitting data.
17. Which battery is required by PPG <i>MagicSensor</i>?	<p>The battery supplied with the device is designed to meet the power requirements and safety standards of the product, especially considering its use in a bodyshop environment.</p> <p>Using a standard AA battery would decertify the device and may compromise the device's performance, lead to malfunction, or even pose a safety hazard.</p> <p>Only use the battery model specified in the instructions.</p>

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