

INDUSTRY NEWS

NWRA Calls on Members: Participate in Z26.1 Public Commentary

As previously reported, the Automotive Glazing Committee of the Society of Automotive Engineers (SAE) has submitted a revised version of its Z26 Automotive

Glazing Standard to ANSI for approval. On Friday, November 13, the NWRA issued an action memo to all members concerning this threat to our industry. (Visit www.nwrassn.org for access to the memo.)

The memo asks that all NWRA members submit comments to SAE and ANSI con-

Z26.1

cerning our industry's negative opinion of the current draft of the Z26 standard. Many NWRA members have already submitted their comments and copied NWRA on their correspondence. (Excerpts from some of those letters printed in the box below. Full copies are posted on the NWRA website.)

After notifying the NWRA membership, the Board of Directors then contacted numerous other groups and organizations it determined are also affected by the drafted standard. The other groups include but are not limited to: auto glass installers, window tinters, automotive dealers, urethane manufacturers, salvage yards, insurance companies and trade associations.

NWRA believes that this draft, as written, will greatly change the way repairers do business should it become an ANSI approved standard. The offending section (section 7.3-see box for the text of the drafted Standard being questioned) specifies that anyone other than the original glazing manufacturer be required to catalog work done on automotive glass by etching the glass surface. The requirement includes everyone who works on windshields in any way, on any level.

This summer, upon learning of reports that the revisions to the Z26 Standard contained language that would be detrimental to the windshield repair industry, NWRA began a bid to access the new language proposed for the Standard as well as to be involved

Z26 Drafted Language That Affects Repair

"7.3 Modified Glazing Markings:

All modifications to the glazing materials made by someone other than the original glazing manufacturer shall be permanently marked on the glazing. Such modifications include but are not limited to a change in size, drilling, chemical treatment or repair. All such modifications, even when done with the expectation that compliance to this standard will be retained, shall be designated by subsequent permanent markings in characters at least 1.78mm (0.070") in height. The markings shall indicate the nature of the change, the date (month and year), the location in which the change occurred, and a unique code that designates the change agent (e.g., body shop code, etc)."

Where to Send Your Letters

Forward all correspondence concerning Z26 to:

Secretariat at SAE

Attn: John Turnbull

755 W. Big Beaver, Suite 1600

Troy, MI 48084

Email: jwturnb@aol.com

Carbon Copy the following people:

Suzanne Hurst

ANSI, Executive Assistant to General

Council

189 L Street, NW

6th floor

Washington, DC 20036

Anne Caldas

ANSI, Director of Procedures & Standards

Administration

25 West 43rd Street, 4th Fl.

New York, New York, 10036

Jack Pokrzywa

SAE Automotive Headquarters Operations

Manager

755 W. Big Beaver, Suite 1600

Troy, MI 48084

Email: jackp@sae.org

Micheline Brussow

SAE Vehicle Systems Group, Standards

Specialist

755 W. Big Beaver, Suite 1600

Troy, MI 48084

Email: mbrussow@sae.org

Patrick Smith

NWRA

P.O. Box 569

Garrisonville, VA 22463

Email: psmith@nwrassn.org

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Exerpts of Letters Already Sent . . .

Dear Mr. Turnbull:

I am writing to discuss the new Automotive Glazing Standard (ANSI/SAE Z26.1-2007), in particular Section 7.3. It has many questionable issues, and if passed, would drastically hurt the entire windshield repair industry, both in the United States and around the world.

I hope someone would really look at who is pushing for this standard and why before it is passed. Who will benefit the most from the standard and who will lose the most if it is passed? If this new glazing standard does go through, the consumer, the repair industry and the environment will be the world's biggest losers. It just does not make sense, except to those who may have a hidden agenda.

—Gene Henderson, The Crack Doctor W/S Repair

Dear Mr. Turnbull:

...The developers of the standard did not thoroughly consider their recommendations. It appears to be a process that had been either hurried or developed by people with a narrow scope of experience. Excluding the stakeholders from the laminated glass repair community, the after market auto glass replacement community, the collision repair community, the glass recycling community, the mirror community and the water repellent community has led to a doubtful document.

—David Taylor, Cindy Rowe Auto Glass

Dear Mr. Turnbull:

...Marking a "windshield repair code" on a windshield would indicate to the consumer that their vehicle is worthless due to the fact that a repair has been performed. This is far from the truth. Strength, integrity and value are restored to the windshield once a proper windshield repair is performed. Marking the windshield would add cost to the consumer for windshield repair and replacement and other services critical to consumer safety.

You classify "modification" as (but not limited to) a change in size, drilling, chemical treatment or repair to automotive glazing...Marking the windshield itself constitutes a modification. Would one then mark that he made a mark, that he made a mark, that he made a mark...that's absurd!

- Kirk Reed, Cindy Rowe Auto Glass

Dear Mr. Turnbull:

... This section appears to have no purpose with the possible exception of restraint of trade... This would appear to be an attempt to limit the viability of windshield repairs. Industry insiders have tried this before.

—Roger Blankenheim, Novus of Illinois

with the revision process. In a continuing effort to protect the interest of the windshield repair industry and its members, the NWRA has been attempting to get minutes, names of committee members, agendas and other documentation with no success. Most recently, the committee chair, John Turnbull, indicated to an NWRA consultant that this issue did not affect the repair industry. Turnbull and other committee members contend that the standard is limited only to OE applications. However, a quick read of section 7.3 shows that the SAE has developed an irresponsible draft standard that reaches into several industries beyond OE applications that are not in the jurisdiction of the Z26 committee.

ANSI procedures require that any comments about the proposed draft Standard be provided to SAE by December 24, 2007. NWRA believes that only an aggressive grass roots campaign by as many individuals and as many groups as possible will help NWRA build a case for an ANSI appeal. Please see the box for ways to get involved.

NWRA members must attempt to get as many comments as possible. The association asks that everyone send letters to SAE with copies to ANSI and NWRA. (See box for addresses). Members may use the action memo posted on the association home page to help develop their comments.

NWRA will continue to issue updates concerning Z26 as events merit.

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NWRA Fall Conference Caps “Good Year”

National Windshield Repair Association (NWRA) president Paul Syfko welcomed members to the conference with a look at the preceding year and a look head to 2008.

“We had a good year,” Syfko said, noting that the association grew both its services and its membership in 2007 and launched its first consumer initiative, focusing on the “green” aspect of windshield repair, or the environmental benefit it offers.

Syfko also pointed out the association’s success in co-developing in the Repair of Laminated Auto Glass Standard (ROLAGS) acceptance by the American National Standards Institute earlier this year.

“In the past we’ve always had difficult explaining things to customers,” he said. “It’s nice to have a standard to clarify all that.”

He went on to talk of the new programs coming in 2008, including a consumer website and a educational programs about of repair.

“Looking forward to 2008, there’s really no better time for members to thrive,” he said.

Once the seminars got under way, a whole seminar session lasting an hour and a half was dedicated to the Green Initiative Syfko mentioned in his opening and looked deeply into the “green phenomena” that is sweeping the country, as well as windshield repair’s role in environmental stewardship.

“NWRA: The Green Initiative” was presented by Mike Boyle, president of GlasWeld of Bend, Ore. Boyle also chairs the association’s Green Committee.

Boyle is considered an expert in the theoretical as well as the practical where environmental protection meets windshield repair. He has done extensive research on the subject and recently completing a major company-wide effort to become more “green.”

“To some people, the green movement is a result of a modern-day tree hugger,” Boyle said. “But to all people, the desire for a healthy and robust earth for their children is a valiant goal.”

Boyle’s research also showed how important the future health of the earth is to each type of consumer, but also how the message has to be crafted carefully.

“You can’t use scare tactics and attract most consumers,” he said. “Instead you want to appeal to consumers desire to improve the world.”

“Windshield repair is one of the original green processes,” he said. “It keeps glass in use and the cost of producing one repair is miniscule compared to the cost of producing a new windshield. I expect it will become even more important in coming years.”

But, Boyle cautioned, there is a danger as everyone jumps on the “green” bandwagon.

Boyle added that the NWRA will introduce a number of new services designed to help companies as part of the green initiative, such as rough drafts of ad slicks, radio spots and other marketing tools the NWRA introduced. The pieces, not yet ready for distribution, will be refined and available for the membership in the near future.

The second session of the morning was “Angels in the Parking Lot.” A panel discussion comprising Mr. Chip himself, Gerald Zwart, Delta Kits’ Matt Larson and moderated by Paul Gross, president of Harmon Solutions Group, attendees were treated to a frank discussion about ethics in the industry and what honest shops can do to help maintain the integrity of the industry.

Breaking for an association lunch that encompassed an open meeting of the board of directors, seminars resumed after those who made the trip to Vegas had a chance to check out the International Auto Body Conference (NACE) trade show. The afternoon seminars started up with Gary Hart, president of eDirectglass, sharing tips and ideas with NWRA members about maximizing their company’s web presence and reaching a wider audience than they might with a rudimentary website.

Among the tips advice he offered was the acquisition of a solid domain named and,



more importantly, registration of the name with reputable web hosting company.

“You pay for what you get,” Hart said. “If it’s under \$15 and not one of these [accredited businesses] there’s a good chance you’re going to lose your domain name.”

He also encouraged companies to keep the company name and logo on as many aspects of the page as possible, with the name of the web design and web hosting companies limited to the technical information section of the site. Most importantly, he noted, is that all contact information for the company be kept up to date.

“People aren’t going to your website to be entertained. They’re going because they need your service,” he said.

Following Hart’s presentation was Troy Mason with TechnaGlass, who reminded attendees just what tools and knowledge they had on hand to sell windshield repair to the skeptical consumer with “Ten Great New Advantages of Repair Over Replacement.”

Rounding out this year’s conference was the “World’s Best Customer Service Representative” session, led by Don Molloy and Mel Auston with Molloy Sales Institute. In their one-hour session, Molloy and Auston discussed the importance of the company’s first salesperson—the customer service representative—and provided advice on ways to train staff members to fill that roll most effectively.

With this year’s conference now complete, the association has already turned its attention to planning next year’s event. Is there a topic you want to see covered? Contact the director of operations, Patrick Smith via email psmith@nwrassn.com with your suggestions and stay tuned for more information about next year’s show as it becomes available.

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**Miss this year’s meeting?
Ready for next year?**

**Mark your calendars now for the
2008 Annual Conference!**

NWRA 2008 Annual Conference
November 7, 2008
Mandalay Bay Convention Center
Las Vegas, Nevada

Second Annual Windshield Repair Olympics Crowns Winner

The Second Annual Walt Gorman Memorial Windshield Repair Olympics (WRO) named Matt Anderson of Novus Auto Glass in Spokane Valley, Wash., the best windshield repair technician in the world. Second place went to Rich DiMassa of Dents Out Plus in Torrance, Calif., and Kelly Ditto of Cindy Rowe Auto Glass in Harrisburg, Pa., took third, moving up one spot from last year's fourth place finish.



WRO winner Matt Anderson.

Fielding a strong 9 competitors, the WRO returned to the floor of the Mandalay Bay Convention Center in early November as part of Auto Glass Week @ NACE and is slowly gaining industry support and respect.

“We were very pleased to see so many competitors and to see the level of competition. There were so many very good people—it's clear that each year the competitors get better in both Olympics. That is wonderful and just what our industry needs,” said Dave Taylor, chief operating officer (COO) for Cindy Rowe Auto Glass in Harrisburg, Pa.. Taylor's company sent WRO bronze medalist Kelly Ditto and the winner of the Auto Glass Technician Olympics, Jason Horne.

Taylor points out that the competition continues to grow fiercer.

“You've got to fight for every single

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NWRA president Paul Syflico (right) awards one of the first ever NWRA Certifications to Gene Henderson (left).

First NWRA Certification Awarded

The National Windshield Repair Association (NWRA) awarded its first Repair Technicians certifications at its annual conference in Las Vegas.

Gene Henderson of The Crack Doctor in San Diego, Calif., and Gayle Good of Cindy Rowe Auto Glass in Harrisburg, Pa., completed the association's certification program and were both awarded plaques and patches in recognition of the accomplishment. They become the first two NWRA certified repairers in the country.

Both Henderson and Good volunteered their time and expertise by participating in the Beta testing of the program. They reviewed the program's final examination and assisted in developing the program's training manual.

“It is important that the repair industry has standards,” Henderson remarked. “This certification indicates to the customer that the technician repairing their vehicle has an excellent working knowledge of the Repair of Laminated Auto Glass Standard (ROLAGS) standard.”

The program was developed and is administered by the NWRA. It deals with compliance of the ROLAGS. NWRA Certification shows that those certified have successfully met the requirements of the NWRA Laminated Glass Repair Program.

With the testing phase complete, the association released the complete program with study materials on December 5.

“Now members of the industry have a way of showing customers that they are qualified to repair a windshield, that they know what they're doing and how to do a good job. It's just one more step to help our members show that they're doing things right and are not going to take someone for a ride,” said NWRA director of operations Patrick Smith.

For more information about becoming certified, visit www.nwrassn.org or contact Patrick Smith at 540/720-7484 x 133 or via email psmith@nwrassn.com.

point,” he says. “You can’t say, ‘well, I’m not real strong at B’-you’ve got to earn every single point. If anything doesn’t go your way, you’re not going to win, and you’re probably not even going to make the finals. It’s that competitive.”

For those hoping to compete next year, Taylor warns, the training begins now.

“If you have intentions of making the finals, you’ve got to truly work at this,” he says. “It’s truly an Olympic competition.”

Competing for the first-time, Anderson said he had been preparing for the competition everyday since he opened his own Novus franchise six years ago.

“I do this everyday,” he said. “Preparing essentially involved making sure I’d have everything I have everyday here in Las Vegas.”

When asked if he was surprised by the win, Anderson notes he felt confident in his ability—but unsure of the unexpected.

“I was confident coming in, but it’s really hard to be sure how you’re going to do in something like this,” he said.

Patrick Smith, NWRA director of operations served as emcee of this year’s event and he agrees that the key to the competition is composure.

“It’s tough to walk into the competition and be judged on what you do every day. Even though many of our competitors have been in the industry so long they can do the work without thinking about it, things change when you have someone standing behind you who is judging your work—unlike consumers who may be watching out of curiosity,” he said. “All the competitors deserve praise for just making the trip and putting their work under such scrutiny.”

Also on hand to watch the competition was Judy Gorman and her family of A-1 Windshield Repair. The event is named in the honor of her husband.

The WRO is co-sponsored by the National Windshield Repair Association (NWRA) and glassBYTES.com™/AGRR magazine. Corporate sponsors of this year’s WRO were GlasWeld, Glazex, and sponsors AEGIS Tools International and Glass Medic.

Many Thanks to the Judges Jay Bichford of Novus, Lucien Bollengar of A-1 Windshield Repair and Paul Gross of Harmon Solutions Group.

NWRA Returning to Mobile Tech

The National Windshield Repair Association will return to Clearwater, Fla., in January 2008 to participate in the Mobile Tech and Trim show. Held January 18-19, 2008 at the Harborview Center in Clearwater, the regional trade show caters to the collision industry and is also the host of the Dent Olympics.

Returning for its second year as an exhibitor, NWRA staff will be on hand at the show to meet current members and court



prospective members as well as representing supplier members of the association whose schedules may not allow them to exhibit in person. NWRA members attending the show are encouraged to come by booth 140 and meet your association staff. NWRA members may also receive a free pass to the trade show. If you would like to attend Mobile Tech please contact Patrick Smith by email psmith@nwrassn.org

MEMBERSHIPNEWS

NWRA Members Report Great Service



As reported in the last edition of the NWRA newsletter, an article about windshield repair in Highways magazine brought the service to a whole new audience and members of the NWRA have been reaping the benefits. Since its initial publication, the NWRA has been receiving calls and website hits from consumers looking for windshield repairs for their motor homes and recreational vehicles (RVs). The NWRA staff always refers these consumers to NWRA member companies in their area and was recently contacted by one of those consumers who was pleased with the service she received:

“Today I needed someone to repair my motor home windshield. A rock made a tiny hole and 2 small lines. I used your list for New Jersey NWRA repair companies. We contacted Superglass Windshield Repair in Liberty Corner, N.J. who agreed to meet us at a central location. He was prompt, and very professional. What a job he did! The hole and lines are completely gone. He has been in the business 16 years and only does repairs-does not install windshields. I couldn’t thank him enough for the excellent job he did. Just wanted you to know.”

Thanks,
Arlene

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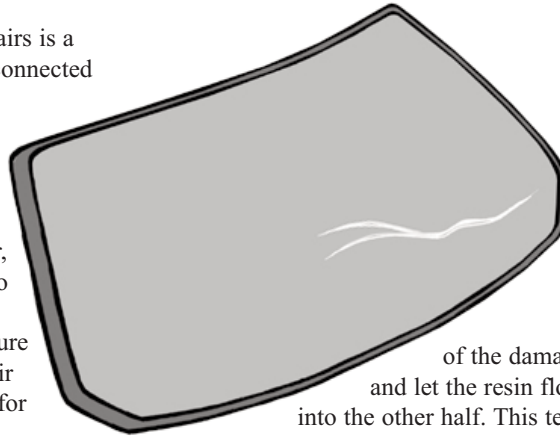
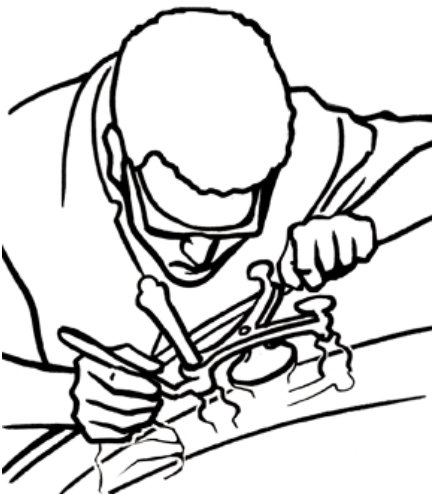
Repairing Double Breaks

by Gayle Good

One of the most frustrating repairs is a double break: two breaks that are connected and blend into one another. There are four basic ways to approach this type of repair.

One way is to use two bridges at once. If it were a perfect world, this would be the answer. However, there usually is not enough space to apply both bridges properly. If you can use two, fill both repairs and cure at the same time. Curing each repair under pressure limits the potential for chemical shrinkage.

The second choice is to fill one half



of the damage and let the resin flow into the other half. This technique works well for smaller simple types of damage. Thinner resins may be an option here, especially when dealing with two star breaks that are connected.

The third way is to switch off from one break to another. This common technique is to fill one break, then swing the bridge over to the other and repair the second. Switch back and forth until they are both filled. Since only one side can be cured under pressure, keep the cylinder over the repair you think may get the most chemical shrinkage. Cure both at the same time.

The fourth option is to repair one break at a time, however, be careful when curing. Since the resin will flow from the first part of the damage to the other, cover the second half with electrical tape or a towel. Keeping the second repair covered with something will prevent it from prematurely curing. After the first repair is completed then proceed to repair the second.

A reminder: according to the ROLAGS criteria, a double break in the DPVA (driver's primary viewing area) might not be a candidate for repair.

Gayle Good is technical director for the NWRA. She has been employed at Cindy Rowe Auto Glass for 17 years.



Welcome, New, Returning Members

A&E Auto Glas
Mesa, AZ

AEGIS
Madison, WI

Auto One Glass & Accessories
Brighton, MI

BenDavid's Glass Repair
Elk Grove, CA

Cindy Rowe Auto Glass
Harrisburg, PA

Clearview Windshields Inc.
Inwood, IO

Crackmaster Windshield Repair
Redding, CA

D & S Chips Away
Sioux Falls, SD

Excel Auto Glass Corp.
Lake Katrine, NY

Fixmywindshield.com
Fountain Hills, AZ

Go-Glass Corporation
Salisbury, MD

Master Glass Repair
Kennewick, WA

Mr. Chips Windshield Repair
Cliffside Park, NJ

Speedy Pro Windshield Repair
Green Valley, AZ

Star Tech
Windshield Repair
Des Plaines, IL

Steve's Windshield Repair
Auburn, CA

Superior Windshield Repair
Edgewater, MD

Trim Line Design
Aruba

Vender R Us Windshield Repair
Suitland, MD

Windshield Doctor Repair Kit
Virginia Beach, VA

Youngren's Glass & Dent Repair
Morris, IL

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Breaking the Code on H.S.A.s

by Don P. Giles

What are HSAs?

Authorized by federal legislation, Health Savings Accounts (HSAs) have been called the “medical IRA” because they offer tax advantages on contributions, interest and qualified withdrawals. In other words, you qualify for tax credit even if you don’t use any of your HSA savings for qualified expenses. An HSA gives you an advantage in saving for future health care expenses. HSAs are companions to “qualified” High Deductible Health Plans or HDHPs.

How does it work?

Invest in your HSA and it is tax deductible. Let your funds gain interest, and it is tax free. Withdraw the funds to pay for qualified expenses, such as medical bills, eyeglasses, braces or long-term care insurance premiums, and they’re tax free. Leave your funds in your HSA and it works like an IRA – only better.

With a qualified high deductible medical

plan, you can use an HSA to get:

Greater control over your health care dollars: you can withdraw your funds when you need them. Withdrawals are tax free and penalty free when made for qualified expenses.

Funds for a broader range of health care services: pay for covered medical expenses that apply toward your deductible. Pay for qualified medical expenses that your health plan doesn’t cover, such as:

- Contact lenses/eye wear
- Dental and orthodontic services
- Certain types of alternative medicine
- Long-term care insurance
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Tax advantages:

Contributions are tax deductible, and earnings and qualified withdrawals are tax free. (1)

Advantages in retirement;

At age 65, accumulated funds can also be withdrawn for medical expenses not covered by Medicare – tax free. Funds for non-qualified expenses are subject to income tax.

(1) *MedLife Planners is not engaged in rendering tax advice. You should contact a qualified tax professional for tax advice. References are to federal tax laws. State tax laws may differ. Federal and state tax laws are subject to change. 2 Your rate may vary. Many states allow for state tax deductions on HSAs.*

One of the many plans offered by MedLife Planners Inc., is an HSA/One Deductible Plan, a high deductible health insurance plan, specially designed according to guidelines established by HSA legislation.

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Deductible Plan, you get:

One single, integrated deductible — all covered expense for all covered persons in your plan applies to this one deductible.

Significant premium savings resulting from the high deductible.

The opportunity to receive premium discounts at renewal through the HealthyDiscount (not available in all states).

Dependable coverage:

- Health Plans for Individuals and Families
- Lifetime benefit options up to \$8 million
- Worldwide coverage, 24 hours-a-day
- A first-year rate guarantee
- Prescription drug coverage
- \$500 wellness benefit (subject to deductible and coinsurance)

And anyone can apply for this health insurance plan, even without the savings account.

For more details, Call MedLife Planners, Inc. @ 866.380.4476 or contact us through the NWRA web site and ask us about H.S.A. plans for business owners.

Don Giles is president of MedLife Planners Inc. and insurance advisor to the NWRA.

Here is an example of what you could save.

	Typical Family Plan = three times single deductible \$1,000 (per Person)	HSA Plan Common family deductible \$5,400 (all Persons)
Coinsurance	80%/20%	100%
Premium Paid	\$8,225	\$4,506
Your share of medical care expenses (\$1,500 claim)	1,000 for deductible, \$100 for coinsurance \$550 for other non-covered medical expenses = \$1,650	\$1,500 for medical expenses and \$550 for dental / eye wear expenses = \$2,050
Expenses Subtotal	\$9,875	\$6,556
Tax savings on HSA deposits	\$0	\$1,512
Net expenses (out-of-pocket minus savings)	\$9,875	\$5,044
Total Net Savings with HSA Plan		\$4,831
Note: If you are self-employed, you can deduct your premium		With the HSA you still have a \$3,350 balance in your Account