

NWRA to Premier Certification Program in 2007

The National Windshield Repair Association is fully prepared to launch its certification program later this year. The Internet-based program comprises seven modules covering the basics of windshield repair, basic familiarity of the ROLAGS standard, repair terminology, driver's view and light refraction as related to windshield repair, what kinds of breaks are repairable and proper repair procedures.

Each module consists of an introduction, objective, pretest and post test, and the online format allows members to obtain their NWRA Certified Repair Technician credentials without traveling to a testing center or other shop.

"We're very excited about the program, as it lets members train at their leisure, at their own pace, comfortably and affordably from their own offices," said NWRA president Paul Syfko.

The association expects to roll out the program this fall.

"The program will be entirely Internet-based and members will be able to train and take the test right from their own computers," added Syfko. "It will also be extremely low-cost."

Syfko said that NWRA is seeking volunteers to go through its beta testing of the program this summer. Volunteers will be able to certify at no charge. To volunteer, please e-mail Patrick Smith at psmith@nwrassn.org.



Sample patch for NWRA certified technicians.

Annual Conference Planning Underway

Planning is underway on the 2007 NWRA Annual Conference, scheduled for November 1-2, 2007, at the Mandalay Bay Convention Center in Las Vegas.

In an effort to make the conference more meaningful for attendees, NWRA members have been sent a survey asking them to share with the association what topics and networking opportunities are the most desirable. Surveys are due by August 1 and can be submitted via fax to 540/720-5687 or regular mail to NWRA c/o 385 Garrisonville Rd., Suite 116, Stafford, Va. 22554. If you have not yet received a survey, contact Patrick Smith via email at psmith@nwrassn.org.

Additionally, the NWRA board of directors voted this year to formally co-sponsor the Walt Gorman Memorial Windshield Repair Olympics (WRO) in conjunction with *AGRR* magazine. The event has already received its first two corporate sponsorships: GlasWeld



Systems of Bend, Ore., and Glazex of Lindon, Utah. For more information about sponsoring the WRO, contact Holly Biller via e-mail at hbiller@glass.com or by phone at 540/720-5584 x123.

As with past years, attendees to the NWRA annual conference can use their badges to gain entrance into the NACE trade show and as spectators to the WRO and its sister event, the Auto Glass Technician Olympics.

See page 3 for a full schedule of Auto Glass Week @ NACE.

LYNX Clarifies Insurance Requirements for Repairers

In the wake of an NWRA member inquiry about LYNX Services' insurance requirements, the association's board of directors entered into dialogue with LYNX. The board of directors took the question directly to the source and asked a LYNX representative to clarify under what circumstances a shop needs Garagekeepers Insurance. The following is the exchange of correspondence between the NWRA Board and LYNX Services.

April 19, 2007

Mr. Steve Shaw
LYNX SERVICES
6351 Bayshore Road, Suite 18
Fort Myers, Florida 33917

Dear Steve:

As a long-standing member of the National Windshield Repair Association (NWRA), I know you are intimately familiar with the organization and its goals, which include open communication across the different segments of the repair industry and member advocacy.

I am writing in follow up to an inquiry from some NWRA members concerning LYNX policy requiring Garagekeepers' insurance of repair-only LYNX participants.

As you know, repair-only companies do not always have permanent shop locations and many only work from their vans. Since these companies conduct no business at their own location (and often do not have an "office," per se) these companies cannot obtain, nor would they need, Garagekeepers' Insurance. This requirement often discourages NWRA members from participating with LYNX Services.

Repair-only companies offer repair as a first and only option in a way that is consistent with the goals of many of the insurance companies that utilize LYNX. I am writing to request that LYNX reconsider its policy of requiring such insurance from repair-only companies.

Thank you for your time and attention to this matter.

Sincerely,

Paul Syfko
President
NWRA

May 9, 2007

Dear Paul,

I've received your NWRA letter of April 19, 2007 following up on member's inquiry of a perceived enrollment requirement for carrying Garagekeepers Insurance.

As you correctly stated many Repair retailers do not provide on premise ("in-shop") service. I had also learned from many that the cost per thousand dollars of Garagekeepers coverage was costly for small business.

Please be advised that Garagekeepers as a form of Business Insurance is not a current enrollment requirement for our program. The requirement for Garagekeepers Insurance was abolished back in year 2002.

What indeed is a requirement is for all retailers to carry "General Liability" insurance. This is simple business operations liability insurance, and is general in nature and scope. Any and all businesses need to carry some basic insurance against legal liability incurred during the course of providing a product or service. I've been told a commercial policy of this type is of reasonable cost. Although "Replacement Glass" companies are required to carry \$500k of coverage, "Repair-Only" service providers may carry lesser coverage limits. Please see Section VII paragraph 2 of our Participant Agreement for the actual terms of agreement.

Please advise me if you know of the source of this misinformation on Garagekeepers Insurance in the marketplace, so I may address that source.

Our intention at LYNX Services is to welcome all small businesses offering Repair service, as long as they are properly organized, operating legally, and carrying basic business insurance.

Please call me if there is any further question.

Best Regards,
Steve

Auto Glass Week™ Schedule at a Glance

	8:00 a.m. - 10:00 a.m.	10:00 a.m. - 12:00 p.m.	12:00 p.m. - 2:00 p.m.	2:00 p.m. - 4:00 p.m.	4:00 p.m. - 6:00 p.m.	6:00 p.m. - 8:00 p.m.
Tuesday 10/30	AGRSS Committee Meetings					
Wednesday 10/31	AGRSS Conference					AGRSS Cocktail Party Repair Contestant Meeting
Thursday 11/1	AGRSS Conference			WRO Awards		Technician Contestant Meeting
	Auto Glass Pavilion at NACE					
Friday 11/2	Auto Glass Technician Olympics Heats 1-3				Finalists Named	Auto Glass Week Cocktail Party
	NWRA Annual Conference					
	Auto Glass Pavilion at NACE					
Saturday 11/3	AGTO Finals		AGTO Awards			
	IGA Fall Conference					
	Auto Glass Pavilion at NACE					

Laminated Sidelites to Expand Market for Repair

In recent years, the National Highway Transportation Safety Administration (NHTSA) has entertained additional presentations about the safety benefits that the use of laminated sidelites in a vehicle provide.

In 2001, six members of the NHTSA and Stephen Duffy of the Transportation Research Center submitted a 65-page report on advanced glazing and its use in ejection mitigation. The report included the results of a three-year study comparing driver response

with the use of laminated vehicle windows with the responses of those driving vehicles without laminated windows. Among the results were findings that drivers reported no ocular difference between laminated and tempered sidelites. Referencing the 1999 Fatality Analysis Reporting System (FARS) and other studies, the report notes that vehicle occupant ejection during vehicle crashes results in 24 percent fatalities and 7 percent of serious injuries, with the most common ejections being through the front sidelites. It also estimated that the total number of fatalities and injuries prevented by laminated sidelites would range between 700 and 1800.

Subsequent presentations on the subject were made at the 2003 SAE Government-Industry meeting and by Byron Bloch with Auto Safety Design via his paper Number 98-S8-P-12, "Advanced Designs for Side Impact and Rollover Protection," wherein the pro-



tective benefits laminated or glass-plastic glazed sidelites can offer were detailed in different ways.

As recently as 2006, NHTSA instituted changes to FMVSS 205, the standard covering glazing materials used in vehicles. The changes, announced at the beginning of the year, were scheduled to take effect in November of last year, including changes to the shade band requirements on windshields.

While NHTSA has not made laminated sidelites mandatory, many automobile manufacturers are including them as part of the standard safety package in cars, including the Lincoln Aviator, Audi A8, Chevy TrailBlazer SS, Mercedes S-Class, several different model Buicks (Enclave, Lucerne, Rainer and LaCrosse), and the GMC Envoy Denali. Many high-end cars, such as the Maserati Quattroporte, Jaguar XJ, Porsche 911 Targa and others by Cadillac and Mercedes all have laminated sidelines as standard equipment, while others (Subaru, Volvo and Lexus, to name a few) offer them as part of optional packages.

An apparent increase in the use of laminated sidelites will likely provide an additional source of business for repair technicians in the future. At the annual convention this fall we will discuss readying for this change and marketing around it effectively.

Supplier Member Profile: Glazex

Company Name: Glazex

Location: Lindon, Utah

Celebrating its 20th year in the auto glass repair industry, Glazex has become the newest supplier member of the NWRA, and owner John Steiner is eager to do his part for the promotion of the service to consumers and peers alike.

When asked why Glazex decided to become a part of

the NWRA, Steiner commented that, "[NWRA is] an organization that promotes quality work idea sharing and safety."

The Glazex tool, touted as "the easiest on the market to use" and "the original plunger injection system," works using a wet vacuum base and attach tool with the injector placed next to the damage. Glazex provides the industry with the standard supplies needed for windshield repair, from resins and drill bits to complete repair systems and a multitude of different accessories.

"We're a company with a 20 year proven track record...we don't just sell equipment; we use it on a daily basis," stated Steiner.

Website: www.glazex.com



Dwyer Group Joins NWRA

The Dwyer Group, one of the world's largest franchise organizations and the parent company of Glass Doctor, has joined the National Windshield Repair Association (NWRA) as its first multi-level member.

Created in 2006, the multi-level membership category of the NWRA allows all franchisees, licensees, etc., of a member company to join NWRA under its umbrella. Through multi-level membership each franchisee becomes a full regular member entitled to all the rights and benefits of any regular member.

"... the NWRA establishes the 'standard' for windshield repair and the technology associated with this industry," said Daniel Mock, vice president of operations for Glass Doctor. "This, along with an association that works nationally and locally for education of the insurance and consumer segments of our business, benefits our franchisees and our brand."

"This is fantastic," said NWRA president Paul Syfko. "Receiving the support of a large franchise helps advance repair as a first option to the entire industry. By becoming a multi-level member Glass Doctor is showing its franchisees that it feels membership in the NWRA is a benefit to their businesses."

"As our industry evolves over the next decade, Glass Doctor franchisees will be the industry leaders and innovators. I feel that NWRA membership will keep them at the forefront in the repair portion of their businesses," added Mock.

Established in 1962, Glass Doctor is the largest chain of full-service glass replacement providers in the nation. Glass Doctor franchisees offer complete glass replacement, service and repairs to the automotive, residential and commercial markets at more than 400 locations in the United States and Canada.

ROLAGS Standard Undergoes Public Comment Period

The Repair of Laminated Auto Glass Standard (ROLAGS) draft continues to move forward towards approval by the American National Standards Institute (ANSI).

ANSI has complete its public comment period following the initial introduction of the proposed ROLAGS standard, and a second version of the standard was issued earlier this year incorporating changes based on the comments received during that peri-

od. After the second draft was made public, an additional public comment period was open through April 15.

With feedback taken from that second round of public comment, the latest version of the proposed ROLAGS standard has been sent on to ANSI for approval.

An updated version of the draft standard is posted on the NWRA website, www.nwrassn.org.

Supplier News ...

Kerry Wanstrath and Rory Most, president and general manager, respectively, of **Glass Technology Inc.** in Durango, Colo., traveled to Tokyo, Japan, to attend the International Auto Aftermarket Trade show in March to assist the company's Japanese distributor Lavenir of Tokyo, Japan, and its president Yoshi Fukunaga in promoting repair as an environmentally friendly alternative to need-less replacement of windshields when repair is possible (see picture at right)... **GlasWeld** president Mike Boyle also attended the International Auto Aftermarket Expo (IAAE) with GlasWeld distributor Car Care Japan and viewed the very first Japanese Auto Glass competition



as well as demonstrated GlasWeld's *G Force*TM Scratch Removal System and the *G Fusion*TM Auto Glass Repair System in the company's booth during exhibit hours ...

NOVUS Franchising Inc. has announced the family team of Jeanne and Stuart Thompson and Michael Groff as the newest members of the NOVUS franchise network. The Thompson-Groff NOVUS operation will be headquartered in Burnsville, Minn., but will provide mobile service to the entire

Twin Cities eight-county metro area of Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, Washington and Wright.

Go, Green

Kerry Wanstrath

Global warming is a much-discussed, controversial topic. I think we are already into global weather changes that may be irreversible. Don't make the mistake of stereotyping me. I have been a conservative most of my life. But this issue is not, and should not be, political. Maybe I'm naive for my age, but I like to believe we all want to be responsible when it comes to protecting our home planet, Earth.

Recently, I was having a drink with one of my friendly competitors, Mike Boyle, and he started telling me about an initiative he was getting involved in to make a difference in the glass industry. I listened with genuine interest.

Mike's passion was obvious and refreshing to me since we usually talk about business. Well, the connection to the glass industry and our mutual concern over global warming and its effects was immediate. He explained to me a way we all can get involved and actually make a difference within the glass industry. His company is partnering with the group Polar Bears International to save polar bears.

A Negative Chain

What does glass, or more specifically windshields, have to do with polar bears? Polar bears are some of the first animals to see the effects of global warming. Yes, without cold temperatures the ice is disappearing—ice needed to transport them and remove them from the water when hunting for food. As a result of climate changes, many are drowning and starving.

I know you still don't see the connection. Millions of wind-



The energy consumption required to manufacture new windshields takes its toll on the environment and contributes to the ecological damage created by global warming.



“The energy needed to replace a windshield contributes to global warming needlessly.”

shields are replaced every year and many of those are needlessly replaced because of stone damages or cracks. Some shops still refuse to repair and convince the customer they need a replacement. This is not only an

unscrupulous practice, but it also wastes energy. The energy needed to replace a windshield contributes to global warming needlessly,



The polar bear's natural habitat is under threat from global warming.

because instead of all the energy needed to manufacture the new windshield a repair could have been done with little impact on the environment. And repaired windshields do not fill up the landfills.

Yes, windshield repair is green. The industry has new guidelines as to what is repairable damage; perhaps we should consider following those recommendations.

To Your Advantage

For those who make up the repair-only industry, use Polar Bears International or similar environmentally friendly partnerships to spread your message.

For repair and replacement shops, use repair to build your business in a responsible way rather than treating it as a red-haired stepchild. Explain to your customers what you are doing and why and how their choice to repair is making a small difference in our environment. Doing this will win their trust and business.

There are millions of people who will do business with a “green” company because it is the right thing to do. I assure you this will not be the last you hear of this subject.

Kerry Wanstrath is vice president and chief operating officer of Glass Technology Inc., Durango, Colo.

What is “Green?”

Everywhere you look, the Green Movement seems to be pervasive, but what exactly is it? While there is little by way of a definite answer available, how humans—and their daily actions—affect the planet's ecosystem, many are familiar with the “Reduce, Reuse, Recycle” mantra that took root more than a decade ago to encourage people to be more environmentally responsible, but over the last few years the architectural community has become increasingly eco-conscious with its building design. “Green” buildings are those designed to use natural resources—such as light—to maximum potential and with the least amount of detrimental impact to the environment.

The Best Industry Advancements

Gayle Good

I usually check the repair websites and forums on the weekends. Questions ranging from simple to technical get answered. The basic questions always come up about drilling or using pressure or how weather conditions affect the repair process. Every once in awhile, there is an innovative answer that puts an unusual twist on a common technique. With auto glass being manufactured with more value-adds incorporated, repair may become more of a challenge. However, what is more interesting to me is that this exchange of information happens at all.

Being an "old timer" in the windshield repair industry, I have seen many changes occur. One of the best advances in windshield repair may not be the improvement of tools or resin but the interaction among repair professionals.

Not long ago, repair technicians would not share their "trade secrets." Now, information is shared easily. Most manufacturers hold in-house training sessions and their websites contain valuable information. Links to the NWRA, IGA, NGA and other organizations keep everyone up-to-date. Yearly auto glass conferences offer one of the best occasions to exchange tricks of the trade with other repair professionals.



I think sharing ideas and suggestions has strengthened the quality of repair in the auto glass industry. Doing the best repair possible is everyone's goal. Services such as the NWRA technical database are there to assist technicians in achieving this goal.

No matter what questions get posted in a forum or chat room, there will always be more than one response. Many are eager to share their knowledge and repair stories. It is this support that will continue to push windshield repair forward in the auto glass industry.

Gayle Good has worked at Cindy Rowe Auto Glass in Harrisburg, Pa., for 17 years and serves as technical director for the NWRA.

How to Get Technical Advice and Information

Members can access the NWRA's technical services department during regular business hours by calling the main office at 540/720-7484 or emailing info@nwrassn.org. NWRA's staff will quickly search its database to see if the technical support service has already addressed this issue and forward any information available.

If no information is available, questions or concerns are forwarded to Goode, who will research the problem and respond to the NWRA as soon as possible. In some cases Goode may contact the member directly.

Welcome, New & Renewing Members

A1 Windshield Doctor	Seekonk, MA	Glasstech Windshield Repair	Princeton, IL
A1 Windshield & Vinyl Repair	Jeffersonville, VT	JC's Windshield Repair	Sheffield Lake, OH
Ahl WSR	Phillipsburg, NJ	Kalamazoo Glass & Windshield	Portage, MI
Alabama Windshield Repair	Tuscaloosa, AL	Roger's NOVUS WSR	Hoffman Estates, IL
Bob's Windshield Repair Service	Colorado Springs, CO	Star Windshield Repair of Cedar Park	Cedar Park, TX
Bullseye Inc.	Chapel Hill, NC	SuperGlass Windshield Repair	Orlando, FL
Car Shine Inc.	Houston, TX	SuperGlass WSR of Adrian	Adrian, MI
C Thru Glass & Security Films	Odessa, FL	SuperGlass WSR of Basking Ridge	Basking Ridge, NJ
Chipfix	Cambridge, ON	SuperGlass WSR of Bethesda	Bethesda, MD
Details in Progress	San Diego, CA	SuperGlass WSR of Colorado Springs	Colorado Springs, CO
Dr. Detail	Nice, CA	SuperGlass WSR of Glendale Heights	Glendale Heights, TN
Dwyer Group/GlassDoctor	Waco, TX	SuperGlass WSR of LaGrange	LaGrange, GA
Friedman WSR	Reading, PA	SuperGlass WSR of Nashville	Nashville, TN
Glazex	Orem, UT	SuperGlass WSR of San Jose	San Jose, CA
Glass Magnum	Portland, OR	Windshield Doctors Inc.	Norfolk, NE
Glass-Mend Mobile WSR	Kent, WA	The Windshield Repairman	Germantown, MD
Glass Medic America	Westerville, OH		