

INDUSTRYNEWS

Z26 Still Hanging Over Industry; SAE Lays Low

It's been a little more than 18 months since the Society of Automobile Engineers (SAE), a national automotive standards setting organization, began working on a new standard for automotive glazing through its SAE/ANSI Z26.1 Automotive Safety Glazing Committee. Late last year, it was confirmed that SAE had adopted its revised Z26.1 standard and pushed it through to the American National Standards Institute (ANSI) for final approval, with the expectation that the standard would be published, as a revised ANSI Standard, in early 2009.

The drafted standard states:

"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.) The following codes shall be used as the leading character:

S = Size change

R = Repair

H = Holes added

T = Treatment or other change

For example, modification code S 0811 AZ 234239 represents glazing that is installed by cutting down a larger piece of glazing during August, 2011 in Arizona by shop 234239."

The NWRA believes that the drafted Z26.1 standard would effectively require all windshield repairs—or "modifications" as they may be referred to in the proposed standard—to be catalogued on the surface of the windshield and likely by some means of etching. Furthermore, the NWRA feels that this cataloguing would negatively affect repair professionals, creating a liability concern for any person or company that works on laminated glass.

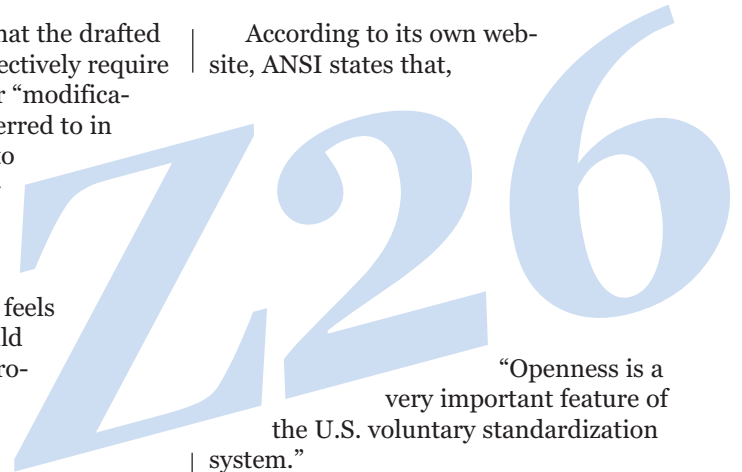
The NWRA board of directors immediately issued news alerts to the industry when it learned of the new draft, encouraging association members to respond during the public comment period. Association leadership has also tried, on numerous occasions, to obtain a copy of the final proposed standard, to no avail.

Now six months into the year and with no standard in sight, there has been no reaction—public or private—to the comments submitted by the NWRA members and officers who responded during the public comment period. SAE has also not shared any information on the specific changes made to Z26.1, despite multiple requests to do so.

This deafening silence flies in the face of ANSI guidelines, which requires transparency throughout the process.

Moreover, ANSI requires that names of committee members be public; the NWRA has yet to be able to obtain a list of the committee members; it also requires that interested groups—stakeholder groups—have access to the process. This process was completed devoid of input from the repair community.

According to its own website, ANSI states that,



"Openness is a very important feature of the U.S. voluntary standardization system."

It continues, "The public interest is both served and protected if the standards developer is accredited by ANSI and meets the institute's requirements for openness, balance, consensus and other due process safeguards ... the process ensures that there is an opportunity for all those who are interested in and affected by a standard to participate in its development. Due process is key to ensuring that American National Standards are developed in an environment that is equitable, accessible and responsive to the requirements of various stakeholders."

If ANSI approves the changes to Z26.1 as submitted by SAE, the NWRA will call into question the validity of the new standard and the standards-making process itself. Furthermore, the NWRA is committed to initiating an appeals process if the drafted Standard is formally approved by ANSI.

The NWRA board of directors and support staff will continue to follow the progress of Z26.1 and will take every measure possible to secure the future of the windshield repair industry from any endeavor that may jeopardize the way members do business.

Myth Persists: Nail Polish Still Being Touted as Windshield Repair



Around this same time last year, the NWRA staff had a beef with the pork industry, when the latter took out a full-page ad in a nationally recognized women's magazine that, among other things, described clear nail polish as a quick fix for a cracked windshield. This year, the offender was a well-known name in the newspaper industry: the Atlanta Journal-Constitution (AJC).

Though its claim of "covering Dixie

like the dew" may be waning, the AJC is still an important source of news for many people in the metro-Atlanta area and a recent installment of the "Pantry Powerhouse" series of articles featured in the Living section focused on the different uses of nail polish. Crediting the McClatchy Tribune with the original printing of the information, the piece offered five alternate uses for nail polish, the fifth of which was to "[s]top a windshield crack from spreading." The suggested fix was to apply "both sides of the glass with polish to fill it."

As with the case involving the National Pork Association, NWRA staff members have contacted the AJC, requesting that the inaccurate piece not only be pulled but a correction of equal size printed as well. A reply has not yet been received.

Windshield Repair Technician Certification

The latest and most comprehensive windshield repair technician certification program available.

Qualified attendees of the 2009 NWRA Annual Conference, co-located with the International Autobody Conference & Exposition (NACE), will have the ability to become NWRA certified technicians for FREE - a \$95 value!

Visit www.nwrassn.org for more details.

The NWRA certification program is based, in part, on the Repair of Laminated Auto Glass Standard (ROLAGS).



Mock Appointed to NWRA Board; Mason to Serve as Treasurer



Daniel Mock

Due to an increase in international travel and other job responsibilities, former NWRA president Paul Syfko has resigned from his position on the NWRA board of directors. Syfko is president of Glass Medic North America, an international supplier of glass repair equipment.

NWRA bylaws allow for the NWRA president to appoint a new board member in the event that a seat becomes vacant. His nomination then must be approved by a majority of the existing board members.

Daniel Mock, vice president of operations for Waco, Texas-based Glass Doctor, has been tapped to fill the

continued on page 4

Election Time: Positions Opening on NWRA Board of Directors

It's an election year for the NWRA, with three positions coming open on the association's board of directors.

Nominations for the positions currently are being accepted by the Nomination Committee. The positions are for three-year terms and do not include executive officer positions.

Association members may nominate any NWRA member in good standing by submitting written petitions to the president.

According to the association bylaws, each petition for candidacy "shall certify the willingness of the proposed nominee to serve, and contain the original signatures of not fewer than ten (10) voting members in good standing, not including that of the proposed nominee, as petitioners." Additionally, association bylaws also state that "The nominating committee shall ... submit its list of nominees to the president at least 60 days prior to the annual meeting. The president shall cause this list to be distributed to the membership together with an announcement of the date of the annual meeting not less than 30 days prior to the date of the annual meeting."

Nominations close September 2 at 5 p.m. EST. To receive a nominating form, contact association headquarters at 540/720-7484. Elections will take place on November 6 at the Fall Conference in Las Vegas.



NWRA and IGA Boards Meet to Discuss Issues of Mutual Concern

The Independent Glass Association's (IGA) board of directors hosted a lunch with the board of the National Windshield Repair Association (NWRA) during the IGA's 2009 Independents' Days Conference, held last month in Ft. Myers, Fla. The two boards discussed issues of mutual concern and agreed to extend the services of each association to the members of the other association at member rates.

Among the many agreements that came out of the meeting the biggest was the decision to co-locate their educational conferences and automotive glass trade show in Spring 2010 at a yet to be determined location.

"We really appreciated the IGA's invitation for us to join their annual conference and trade show," said NWRA president Mike Boyle. "We were able to agree to plans that will benefit both memberships, and I believe, the entire auto glass industry."

The two groups also agreed to create package educational programs at their respective Auto Glass Week events in Las Vegas this November. This means that both memberships will have access to this November's NWRA Annual Conference and IGA Marketing Conference in Las Vegas at reduced member registration fees. A reduced "combination" registration also is being developed, should an IGA or NWRA member wish to attend both events.

NWRA and IGA also resolved to give the other association's membership access to training and certification programs at reduced membership fees. IGA members now have access to the NWRA's Repair of Laminated Glass certification program at NWRA member rates. In return, NWRA members have been extended access to the IGA's Auto Glass Technician certification program at IGA member rates.

The IGA also has agreed to incorporate two of NWRA's main tenets (that windshield repair should be the first option over replacement, when possible, and that companies should incorporate environmentally friendly, sustainable business practices) into its own mission.



GREAT NEWS FOR NWRA MEMBERS!!

including Major Medical!

The National Windshield Repair Association board of directors is proud to announce the availability of health and life insurance products at group rates through "NWRA membership only".

The NWRA has an exclusive health and life website for "Members Only", NWRA Health, Life and Retirement Solutions, check it out now! For additional information, please contact Don Giles @ Medlife Planners, Inc., phone 866-380-4476 or e-mail dgiles@medlifeplanners.com

This benefit is available to NWRA members only. Please contact Patrick Smith at psmith@nwraassociation.org for our group number for additional information on our plans.

The value of your NWRA membership "Just went up"

vacancy on the Board.

With more than 30 years of experience in the glass industry, Mock joined the Glass Doctor team in March 2001 and has played an active role as a liaison between the software development team and company's franchisees, assisting with software enhancements. He also has served as an instructor at the company's training sessions.

In 2004, Mock was promoted to senior franchise systems manager and was recognized as the Franchise Systems Manager of the Year. In 2005, he was promoted to his current position.

Also, following former board member Wade Schlichenmayer's departure earlier this year, the position of Treasurer had been left vacant. The NWRA is pleased to announce that board member Troy Mason has agreed to serve the association in that capacity.

DRIVE CAREFULLY
Come back SOON

**Join us again in 2009 at
The NWRA
Annual Conference**

November 5-6, 2009
Mandalay Bay Convention Center, Las Vegas

NWRA Fall Conference Planning On Track

The National Windshield Repair Association is gearing up for its Fall marketing meeting, scheduled to be held November 5-6, 2009, as part of Auto Glass Week in Las Vegas (in conjunction with the International Autobody Conference & Expo—NACE).

The convention will return to the Mandalay Bay Convention Center for the fourth year in a row, bringing with it the annual update from the president.

Still in the planning stages, the NWRA staff is putting together a strong line-up of interesting speakers presenting information on current topics important to the industry.

Building off the success of last year's conference, the opportunity for peer learning is slated to return with the

"What Worked for Me" series. NWRA members who have hit on particularly effective specials, quirky ad campaigns or have found other unique ways of marketing their business are invited to share their experiences and advice. To make a presentation or for more information about the "What Worked for Me" series, contact NWRA marketing manager Patrick Smith via phone at 540/720-7484 or e-mail: psmith@nwrassn.com.

Early-bird registration for the 2009 Marketing Conference will begin soon. A full registration will allow attendees to: participate in all the NWRA seminars and workshops; gain entry to the networking opportunities, the welcoming cocktail party and the NACE Trade Show; and observe the Walt Gorman



This year's Fall Conference will once again offer invaluable educational seminars.

Memorial Windshield Repair Olympics and Auto Glass Technician Olympics (competition requires separate registration—see "Online Registration Opening Soon for Windshield Repair Olympics").

Welcome New and Returning Members

A Better Windshield Company Bossier City, LA	Glass Mechanix Bend, OR
A Glass Master Gettysburg, PA	Glass Medic Westerville, OH
A-1 Windshield & Vinyl Repair Jeffersonville, VT	Glass Surgeon Plus Anchorage, AK
A-1 Windshield Doctor Inc. Seekonk, MA	Glass-Mend Mobile Windshield Repair Kent, WA
Ace Windshield Repair Clute, TX	Glazex Orem, UT
Ahl Windshield Repair Phillipsburg, NJ	Harmon Solutions Group Eau Claire, WI
All American Auto Glass Henderson, NV	J United Autoglas Lauterbach, Hessen
American Windshield Repair LLC Joplin, MO	JC's Windshield Repair Sheffield Lake, OH
Auto Windshield Chip Repair Grass Lake, MI	Kaizen Windshield Repair Kihei, HI
Bob's Windshield Repair Service LLC Colorado Springs, CO	LoneStar Restoration & Repair Pattison, TX
Bullseye Inc. Chapel Hill, NC	LYNX Services LLC Ft. Myers, FL
Clear Sight Windshield Repair San Antonio, TX	Novus Savage, MN
Crackmaster Distributor Ltd. St. Albert, Alberta	Novus Auto Glass Repair & Replacement St. Louis, MO
Detail in Progress Inc. San Diego, CA	Novus Japan Hokkaido, Japan
Dewey Associates Inc. New Rochelle, NY	Rokbom Inc. DBA Glass Doctor Port Charlotte, FL
Dwyer Group / Glass Doctor Waco, TX	Safelite Auto Glass Metairie, LA
Fas-Break Windshield Repair Los Lunas, NM	STAR Windshield Repair Austin, TX
Friedman's WSR Reading, PA	Steve's Windshield Repair Auburn, CA
G & L Windshield Repair Whiteford, MD	SuperGlass Windshield Repair Liberty Corner, NJ
Glass Doctor – Brookhaven Brookhaven, MS	SuperGlass Windshield Repair Adrian, MI
Glass Doctor – Lawton Lawton, OK	SuperGlass Windshield Repair Colorado Springs, CO
Glass Doctor – Portland Metro Oregon City, OR	SuperGlass Windshield Repair Glendale Heights, IL
Glass Doctor – King and Pierce Counties Tukwila, WA	SuperGlass Windshield Repair Nashville, TN
Glass-Fix Singapore	SuperGlass Windshield Repair #168 San Jose, CA
Glass Magic Lubbock, TX	The Windshield Doctors Inc. Norfolk, NE

Online Registration Now Open for Windshield Repair Olympics

Calling all professional windshield repair technicians! Consider this your invitation to compete for the title of "World's Best Windshield Repair Technician." If you think you've got what it takes to be the best in the industry, you may want to start making plans to do just that, as registration for the third annual Walt Gorman Memorial Windshield Repair Olympics is has just



MEMBERSHIPNEWS

Fixing Cracks Across Canada: Newest NWRA Supplier Offers Training Coast to Coast

Sometimes it's better to carve your own niche. That's what Allen Cavdek did two years ago, when he launched Fix-a-Crack Inc., the first—and so far only—repair training institute in Canada.

"We're an unique training institute. We train technicians hands-on and in theory," Cavdek explains.

No stranger to the windshield repair industry, Cavdek worked for City Auto Glass in the early 1990s and later owned his own windshield repair company until he sold that venture in 2005.

"Then I started my own windshield repair training program strictly for training in Canada," he says. "I've been training Canadians since 2007. We're the only one; there is no other like us."

And that's what sets Fix-a-Crack, the Alliston, Ontario-based company, apart from anyone else—the fact that there is no one else offering the same thing: independent windshield repair training in Canada.

"We are Canadian-based; a 100 percent Canadian-based company. We teach from coast to coast—in Canada," Cavdek added.

According to Cavdek, it goes beyond just training, though.

"We give them ongoing support. If they have to come back for retraining, we're there. Support is key. When they're done with us, they're never done with us. We support our students indefinitely," he says.

With education and support serving as the cornerstones of the business, the NWRA is the right vehicle to help Cavdek in both.

"I believe it's an ongoing education—the service they provide and also the standards of practice," he explains. "We feel it's important to follow standards and practices in the industry. We wanted to take [the NWRA] on as they took us on. We also believe they're a strong association, and we look forward to them expanding more in Canada,"

If training the next generation of Canadian windshield repair technicians isn't enough, Fix-a-Crack has also recently made a business deal that, theoretically, could provide every student at least a job—if not an opportunity to own their own businesses.

"We just signed a contract under the brand 'Fix-a-Chip,' that will allow us to go into franchising across Canada as well, as of 2009. So, it will be Fix-a-Crack for training and Fix-a-Chip for franchising [work]," Cavdek says.

For more information about the company, visit www.fix-a-crack.ca.

opened. Registration is available at www.repairolympics.com.

The competition begins on Thursday, November 5, 2009, on the floor of the Mandalay Bay Convention Center. The first place winner walks away with a gold medal, a trophy and \$1,000.

The winning technician's company is also a winner, being granted extensive media coverage and press releases sent on behalf of the champion's company, the use of the Olympic Winner logo on stationery, business cards and advertising for one year, use of the 2009 Walt Gorman Memorial Windshield Repair Olympics logo for an unlimited time and a congratulatory ad in *AGRR* magazine.

The second-place winner will receive \$500 and a silver medal while the technician who finishes third will bring home \$250 and a bronze medal.

NWRA members can register to compete for \$175 (non-NWRA members pay \$375). The deadline to register for the competition is September 25, 2009. No late registrations can be accepted.

Spectators pay \$40 in advance to watch the Walt Gorman Memorial Windshield Repair Olympics, all the demonstrations that occur during that time and to attend the associated social events. Prices increase to \$50 onsite.

Surface Repairs

by Gayle Good, NWRA Technical Director



A topic that came up recently was whether divots (or pits) need to be fixed and, if so, should there be a charge? Company policies may vary—some techs will and some techs won't. Since filling small pits is not necessarily a clear-cut issue. Let's look at surface repairs, for example.

Most divots are a result of wear and tear by debris impacting the windshield over time. The windshield will not split out because of this type of damage. Many argue that since a divot is a shallow type of damage, the repair is only cosmetic in nature and not structural, so a repair is not needed.

One issue in question is usually about size. Small pits and pinpoint are really too tiny to fix. Techs may even need to make the area slightly larger when prepping the damage for a repair. These divots are not worth fixing.

Many techs think that a repair of a divot won't last and the surfacing may rough up or come out. However, that can occasionally happen with windshield repairs also. For those who do not drill, isn't finishing the repairs with pit fill the same as just filling a divot? Any small pits that are fixed should come with a warranty, the same as any repair, but is it worth the effort to go back for a warranty resurfacing?

On the other hand, don't let the size fool you. Bigger damage, such as an oyster shell-type divot, is large enough to fix. Always double-check and push on the area to make sure a small break is not hiding underneath.

The other important issue to consider is, who your customer is and what do they want? If the customer insists on having the area fixed, then the tech should perform the service that is requested.

If the customer is just asking for an opinion, I would explain that it does not



Repairing divots has become a gray area; each technician should handle on a case-by-case basis at his/her discretion and with regard for the company's policies.

need to be fixed, and why. If the customer still would like it fixed, then proceed with the repair.

If your customer is a car dealer or fleet account, you may come upon other conflicting cases. If I look at used cars and find one with small divots, I do not write it up. However, at the dealer's request, I have fixed divots on cars that were sold units or vehicles not passing state inspection.

I have had customers wanting pits fixed because their previous windshield split up from damage and they want to make sure this one doesn't. Some want bigger divots repaired because their wipers streak over the area. Some customers want the "white spots" toned down, thinking the divots affect the vehicle's resale value or their lease return.

If you decide to surface a divot, at least put some effort into your work. Don't just top it off with pit fill and call it done. Many techs will try and etch the

area to get the hills and valleys out of the damage, thus eliminating any white showing through while applying the resin. The result should look like a flat clear spot when polished. There will still be a blemish but the appearance is improved.

So, does this type of damage need to be fixed? No. Are there times when divots will be fixed? Yes. Repairing divots has become a gray area. These jobs will probably be decided on a case-by-case basis using the technician's discretion when qualifying the job. Check your company's policy on surfacing divots and be aware of who your customer is and their expectations.

Gayle Good is technical director for the NWRA and an NWRA-certified technician. She has been with Cindy Rowe Auto Glass for 17 years. All thoughts expressed here are Good's and do not necessarily reflect those of the NWRA.