

NWRA 2010 Annual Conference: New Time, New Location

The National Windshield Repair Association's (NWRA) 2010 Annual Conference will be held May 20-22, 2010, and will provide the perfect venue for windshield repair technicians to obtain the information and education necessary for a strong business—especially in these tough economic times. Moreover, the NWRA is joining forces with the Independent Glass Association (IGA) and the National Glass Association (NGA) for one co-located spring event. Both the IGA and NWRA will host their annual conferences there—two educational confer-

ences with an expansive exposition—while the NGA will host its auto glass-related committee meetings there as well. This will be the only auto glass event for all three groups in 2010.

A Great Spot

Also, this year, the NWRA 2010 conference moves to a new, lush (though reasonably priced) location: the Sanibel Harbour Marriott Resort and Spa in Fort Myers, Fla. This new destination provides a world-class back drop with all of the accommodations you've come to expect for a comfortable stay, allowing

you to focus on your windshield repair education, while also enjoying the warm Florida sun.

At this year's meeting, the NWRA will expand our auto glass industry green commitment and present tried and true marketing and repair tips for the windshield repair industry.



The annual conference also will once again involve major industry players—both industry supplier and retailers will be present—so come prepared to learn how to not only help further your business, but also to make important industry contacts.

The NWRA also will be presenting an hour-long certification training course. Following the training course, attendees may elect to take the written certification examination (additional fee applies), as well have the ability to satisfy the practical portion of the program, by performing an on-site repair before an NWRA practical assessment administrator.

NWRA 2010 Schedule at a Glance

Thursday, May 20, 2010

- 1:00 p.m.-5:00 p.m.Registration Open
- 10:00 a.m.-11:30 a.m.NWRA Board of Directors Meeting
- 12:30 p.m.-1:30 p.m.NWRA Informational Session about ROLAGS
- 2:00 p.m.-5:00 p.m.Tour of LYNX*
- 6:00 p.m.-9:00 p.m.Conference Dinner Cruise* (additional fee applies)

Friday, May 21, 2010

- 7:30 a.m.-7:00 p.m.Registration Open
- 9:00 a.m.-9:15 a.m.Opening & Welcome
- 9:00 a.m.-10:00 a.m.Legislative & Standards Update
- 10:00 a.m.-11:00 a.m.Auto Insurance Company Panel Discussion
- 11:00 a.m.-12:00 p.m.Ten Surefire Web Strategies
- 12:00 p.m.-1:00 p.m.Lunch on Own
- 1:00 p.m.-2:00 p.m.Anti-Steering & Grass Roots Initiatives
- 2:00 p.m.-3:00 p.m.Internet Marketing: Websites that Produce Results
- 3:00 p.m.-4:00 p.m.Roundtables
- 3:00 p.m.-7:00 p.m.Spring Auto Glass Show™
- 5:00 p.m.-7:00 p.m.Cocktail Party on Show Floor

Saturday, May 22, 2010

- 7:30 a.m.-2:00 p.m.Registration Open
- 8:00 a.m.-9:00 a.m.NWRA/IGA Breakfast
- 9:00 a.m.-10:15 a.m.Windshield Repair Marketing Tips
- 10:30 a.m.-11:45 a.m.Windshield Repair Technical Tips
- 10:00 a.m.-2:00 p.m.Spring Auto Glass Show™
- 2:00 p.m.-2:30 p.m.NWRA Certification Training
- 2:30 p.m.-3:00 p.m.NWRA Certification Examination

* Pre-registration required. Schedule is tentative and subject to change.

continued on page 2

After Hours

Optional events include a dinner cruise aboard a regal 100-foot private luxury yacht, as well a tour of LYNX Services' main call center (pre-registration required for both). Tour participants will have the opportunity to see the inner workings of one of this industry's claims administrators.

(As a bonus, those who attend the 2010

NWRA conference also can register for the IGA conference at a discounted rate.)

The 2010 conference is all about the windshield repair technician, and what the NWRA—and its parent organization, the Global Glass Conservation Alliance (GGCA), can do to assist technicians, by advising them on how to increase their business profitability, as well how to further the message of repair as the first, and

most environmentally friendly, option.

As you can see, this year's conference continues the NWRA's mission: to change the world one repair at a time.

To read more about the NWRA 2010 Annual Conference, as well to register online, please visit www.nwrassn.org. Be advised that pre-registration deadline ends on Wednesday, May 12, 2010.

We hope to see you in Florida!

STANDARDS & LEGISLATION

California Cancels Plans to Enact Auto Glass Regulations; NWRA Efforts Help Defeat It

The California Air Resources Board (CARB) has announced that it will not enact the previously planned California auto glass regulations (known as "Cool Cars") based on concerns from stakeholders and groups (including the

NWRA) that they might impact electronic device performance, according to a statement from CARB. The regulations were set to be finalized in March. The NWRA had voiced its opposition to the rule to the California regulatory body.

"After listening to this input and accounting for the legal deadline to finalize the rule, today we are announcing that the AB32 'cool cars' rulemaking will cease," reads the statement. "Instead, the Board will pursue a performance-based approach as part of its vehicle climate change program to reduce CO2 from air conditioning and provide cooler car interiors for California motorists."

Work on the regulations started more than a year ago. Their goal was to reduce the amount of heat that enters a vehicle from the sun by mandating solar-reflective glass. The possibility of the regulations had brought concerns from many, including some in the windshield repair industry who feared the glass might not be repairable if the regulations were enacted as drafted.

Realizing this concern, the NWRA board of directors began dialogue with CARB, including submitting correspondence during the draft public comment period in December 2009.

NWRA board member David Casey led the campaign, arguing that the regulations might impact windshield repair in the state, rendering many repairable



David Casey

NWRA Joins ANSI; Applies for Accreditation as Standards Developer



The NWRA has joined the American National Standards Institute (ANSI) as an organizational member and has submitted its application to become an ANSI-Accredited Standards Developer in order to take over secretariat duties of its Repair of Laminated Automotive Glass Standard (ROLAGS).

The NWRA and the National Glass Association (NGA) originally developed ROLAGS jointly. The NGA also had served as the secretariat for the standard. Following the NGA's decision to suspend its development of standards, the NGA transferred stewardship of the standard to the NWRA.

The NWRA's application for accreditation as a standards developer should be formally approved by ANSI within the next few months.

The NWRA will serve as secretariat for the ROLAGS, pending ANSI approval, and anticipates the ROLAGS committee will continue its work on revisions to ROLAGS.

Your help is needed! The NWRA encourages all individuals with an interest in ROLAGS to join the ROLAGS committee in order to offer input and advisement on the industry's sole repair standard. With your help, the NWRA will continue its work on ROLAGS—the result of several years of work, research and thinking by a broad and representative cross-section of the automotive glass repair industry. Join us!

An NWRA informational meeting about ROLAGS will take place Thursday, May 20, from 12:30 a.m. – 1:30 p.m. at the Sanibel Harbour Marriott Resort and Spa in Fort Myers, Fla., during the NWRA 2010 Annual Conference.

To join the committee, please contact Wendy M. Jozwiak via e-mail at wendy@nwrassn.org or by telephone at 540/720-7484, ext. 131, to get involved.

continued on page 3



d most
re
pair

able.

sn.org

tion

he Repair
lass

windshields not repairable. Casey had expressed the association's fears about the requirements and what would happen to repair if manufacturers chose to place the reflective coating on surface No. 2 of the glass. Casey had argued that resin, or even water, when introduced to the metallic coating used in the reflective windshields would tend to discolor and turn white or opaque. Casey encouraged CARB to consider the application of the coating to the top of the inner layer of the windshield, whereby the repair would not be affected and the environment and the motorist would be better served.

The NWRA board of directors is pleased that CARB has elected to not enact the regulations as drafted. "Even though there were a number of reasons that the 'cool glass' bill was terminated by CARB, I was very gratified that the director was open to hearing about the repair issue with the coated glass," says Casey in response to last month's announcement. "She was concerned and did raise the issue with manufacturers. I commend the CARB board for looking beyond the immediate goal to include the long-term effects of the bill in their decision."

COME JOIN US IN THE SPRING

**NWRA 2010 ANNUAL CONFERENCE
MAY 20-22, 2010**



Located at the
Sanibel Harbour Resort & Spa
17260 Harbour Pointe Drive
Fort Myers, FL 33908