

NWRA Turns ROLAGS Into ANSI Standard

The American National Standards Institute (ANSI) has accepted the Repair of Laminated Automotive Glass Standard (ROLAGS), finalizing the industry's bid to create a nationally recognized standard for the repair of laminated auto glass. On Wednesday, June 20, ANSI approved ANSI/NGA R1.1-2007, making it a national standard.



NWRA (which conceived the idea of the standard and sought the assistance of the National Glass Association (NGA)) provided financial support and brought the standard to fruition.

ROLAGS is the result of three years of industry debate and public review led by the efforts and financial backing of the NWRA under the auspices of the NGA, which served as secretariat.

"Now that windshield repair has a standard, the industry should be able to build more credibility within the auto glass and automotive repair markets," commented Patrick Smith, director of operations for the NWRA. "It has been a long time coming and everyone is glad it has been completed."

The newly approved standard may be viewed at www.nwrassn.org.

ROLAGS FAQ

Q. Does this mean it's final?

A. For now it is final, though changes can be made later on by going through a similar but less lengthy process to make amendments.

Q. ROLAGS has been turned into an ANSI standard. Does this mean it's now a law and am I'm required to follow it?

A. Yes and no. A company's decision to comply with any ANSI standard is completely voluntary. However, if a WSR company or technician chooses not to comply with the standard and the repair fails a case could be made against the company for not following recognized industry standards.

Q. What does the ROLAGS standards say about long crack repair?

A. The ROLAGS standard has defined a repairable crack as one up to 14 inches in length. Anything longer than that should not be repaired.

Q. With the Standard being accepted by ANSI, does that mean the Committee's work is done and it is disbanding?

A. No, the Committee's work continues as it is now looking into the development of performance standards for windshield repair resin. More information about the resin standard will be made available to NWRA members as it becomes public.

NWRA Creating ROLAGS-Based Certification Program

With the recent acceptance of ROLAGS as an official ANSI standard, the NWRA has entered the final development phase of a new web-based industry certification program for windshield repair technicians. The new certification will be ready for industry usage this fall with a grand unveiling at the NWRA fall conference in Las Vegas (see related story on page 2).

Certification shows that those certified have successfully completed this course and understand the steps necessary for a company and its individuals to be in compliance with ANSI/NGA/NWRA 2007-001 Repair of Laminated Auto Glass Standard.

The educational programming offers a variety of different credentials. The certification program tests WSR technicians on comprehensive knowledge of the industry, from the basics about windshield repair to specific aspects of the ROLAGS standard.

In order to be an NWRA-certified repair technician, individuals must complete the appropriate coursework and take a final exam. Additionally, to be considered certified as ROLAGS-Proficient a technician must also take a hands-on exam. NWRA will offer a number of these practical exams in a variety of locations each year.

Should someone working to achieve certification not receive a satisfactory score, he or she must wait a minimum of one month before taking the final exam again. A person may take the final

exam up to three (3) times in the calendar year following your application for certification. After that time, the application process must begin again.

Certification is valid for two years, and expires on the last day of the quarter in which a person became certified. For example, if a tech became certified in May 2007, that certification is valid until June 30, 2009. If you became certified in December 2007, your certification expires December 31, 2009.

In order to maintain certification, each person must successfully complete a soon-to-be determined number of additional learning units (ALUs) during the period above and specific but also undetermined number of units each year thereafter. As long as a tech's certification remains current, he or she will not need to reapply for certification nor will it be necessary to take a new written or practical test. However, if a certification lapses, the tech must file the appropriate paperwork and retake all required tests.



NWRA Conference Pre-Registration Open; Annual Conference, Windshield Repair Olympics Return to Las Vegas

Pre-registration for the National Windshield Repair Association (NWRA) annual conference and for the second annual Windshield Repair Olympics (WRO) opened Friday, June 15.

The NWRA Annual Conference will take place at the Mandalay Bay Conference Center in Las Vegas November 1-2, and this year the association becomes an official co-sponsor of the Walt Gorman Memorial



Windshield Repair Olympics, which will return to the NACE show floor for the second year in a row. The Windshield Repair Olympics will take place the day before the seminars, on Thursday, November 1.

Additionally, the NWRA is preparing another strong line-up of educational seminars for attendees, as well

as access to additional auto glass events taking place in the same venue as part of Auto Glass Week™. The conference kicks off at 8 a.m. on Friday, November 2 with the official event opening and welcome and will continue with seminars covering topics such as “Ten Great Advantages of Repair over Replacement.”

See the box below at right for registration and housing information

Repair Saves the Seals ... and Bears

The windshield repair industry has a new tool at its disposal: the “green” movement that has been picking up steam in many different segments of industry and society over the last few years.

What started 30 years ago with Earth Day has evolved over time to the eco-movement of the 1990s, the introduction and now wide-spread use of the phrase “reduce, reuse, recycle” and has become commonplace. The NWRA is launching a consumer initiative to educate the environmentally concerned about the benefits of windshield repair.



What, exactly, is that benefit? How do companies capitalize on this inherent, feel-good aspect of the industry? What is this NWRA initiative all about? Find out at the NWRA Annual Conference will take place at the Mandalay Bay Conference Center in Las Vegas, November 1-2.

Members of the industry who are already involved in the crusade to save the planet will lead a panel discussion that addresses these questions and more about becoming an environmentally-conscious member of the industry and making it work for you.

For conference registration and housing information, see box at right.

Time to Talk About Tents

In recent years the insurance industry and commercial press have been paying more and more attention to fraudulent windshield repair businesses with particular focus on those that operate at car washes, in-and-out oil change operations and roadside tents. All the negative attention has spurred controversy and debate within the industry. Does the mere presence of a tent a fraudulent business make?

In a word, no. Many reputable windshield repair businesses perform mobile repairs daily and some erect traveling tents. It also isn't inconceivable that a legitimate company might take a break from the office and do some additional marketing work by going out into the community and setting up a temporary business location for a day or two.

Yet, with the scrutiny the industry already faces regarding fraudulent repairs, reputable companies must work that much harder to prove themselves as legitimate on any given day, making the attraction of a day in a tent something to be carefully considered. It makes the ethical companies give pause before embarking on what should be considered an easy and effective marketing decision. And maintaining ethics in the industry, as we all know, is paramount in keeping repair a legitimate option in the eyes of the insurance industry and now the public.

The topic of ethics in the industry is a hot topic and will be addressed at the NWRA Annual Conference will take place at the Mandalay Bay Conference Center in Las Vegas, November 1-2. Leading members of the industry will discuss the pros and cons a very fluid industry as well as how to not only maintain but promote an ethical business while competing on the same field with those who might not be.



To register or for more information about the conference, visit www.nwrassn.org. Discounted pre-registration is available through 5 p.m. EST, October 12, 2007. Any registrations received after that time will be considered on-site registrations and billed at the on-site registration price. NWRA has secured a block of rooms at the Plaza Hotel and Casino. The NWRA group rate is \$65 Wed - Thru, \$95 Fri - Sat and \$45 for Sun - Mon. To reserve one of these rooms, call



800/634-6575 and mention you are with the National Windshield Repair Association.

You may also stay at any of the closer, but pricier, hotels in the NACE room block. Contact Travel Planners at 800/221-3531 to book a room through NACE.

Fixing Big Pits

By Gayle Good

Breaks come in all shapes and sizes, and so does the surface damage to the glass. According to the new ROLAGS standard, damage with a pit that is more than 3/8-inch in size or depth into the laminate shouldn't be repaired. However, there are times when big pits can be fixed in non-windshield applications.

The two most common ways are to use a big pit adaptor with your cylinder, or surface the damage first and then repair.



Big Pit Adaptors

If the damage is larger than what your cylinder can seal, a big pit adaptor should do the trick. The adaptor is just a wider version of the end of your cylinder with a wider O ring. Just screw the adaptor onto the end of your cylinder. This gives you a larger sealed area preventing the resin from leaking out in the repair process.

Surface the Damage First

Some technicians opt to pit fill first, then drill and fill after they have created a smooth surface.

This technique is useful only if you have access to thick resins. Use the thickest resin to pit-fill the surface damage. Thinner resins may seep into the break and prematurely fill it; thicker resins will stay on top of the glass. Once the damage is completely sealed, scrape it down and drill into

the break to begin the repair.

If you don't use a thick resin, or don't drill, you can pit fill a portion of the damage leaving a normal size opening your cylinder can seal over.

Remember that all surface damage must be sealed during the curing process since U.V. set resins cure without oxygen. Place Mylar over any open glass damage when curing.

The pit fill can be the most obvious blemish in the end. Make sure to set expectations with your customer that there will be less of a "disappearance value" with the repair due to excess surface damage.

Gayle Good serves as technical director for the NWRA. She has 17 years of windshield repair experience with Cindy Rowe Auto Glass in Harrisburg, Pa. Ms. Good's opinions are solely her own and not necessarily those of the association.

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.

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.

Water and Damaged Glass

by Michael Curl

Determining if water is within the damage is fairly easy if you know what to look for. The main thing to be aware of is the temperature and dew point on your local weather station.

When the temperature and dew point are within five degrees of each other, water vapor turns into liquid water. If liquid water is within the break, the resin's ability to provide holding power will be effected and the repair quality will suffer.

Determination

When you determine there is moisture within the break, which is the majority of the time, how is it most effectively removed? The answer is heat and vacuum. You need a minimum of 28 inches of vacuum along with a temperature of the glass of 95 to 115 degrees. Simply warming the glass with a mini torch or a dry out tool will not get all the moisture out of the break. The air pressure will hold some of the steam in the break. Injecting into a steam pocket is about all you'll do not using vacuum and heat at the same time.

Let me explain this thought process and why I see it as right.

Vacuum and heat is the only effective way to remove liquid moisture from the damage. Why is this important? Because resin and water contact each other and form carbon dioxide. This will show itself as black spots in the repair. Excessive moisture prevents resin from contacting all the

glass surfaces to be bonded and renders most resin to be ineffective.

Evaporation

When it is obvious the glass is wet as in a fresh thunderstorm, snow, frost or any other form of active precipitation, using heat and vacuum is the only effective way to remove it. Letting the car to sit 24 hours will allow most of the moisture to come out, but not all of it will. Humid conditions will prevent water from evaporating as fast and the damage will simply have warm water in it.

Doing repairs on wet damage doesn't work as simply capping the damage doesn't repair the glass. Some say just get enough resin into break to prevent cracking out, that such a fix can be accomplished as well by placing nail polish into a break and if that is all that is needed, why pay a technician who doesn't do the job right? We all know that thought process is neither accurate nor good practice.

Quality is what people want most these days. Doing the job right the first time will legitimize windshield repair. Not listening to the customer and taking those short cuts lead to nasty-looking repairs that hurt every good technician. Take the time to be aware of moisture: it is in every break. Removing the humidity is important.

Michael Curl is president of GlassPro Systems, headquartered in Rockford, Ill. Mr. Curl's opinions are solely his own and not necessarily those of the association. GlassPro Systems is a supplier member of the NWRA



What You Need to Know about Life, Health and Retirement

by Don Giles

From time to time I like to remind NWRA members of the benefits of their membership. Your membership gives you access to a number of benefit program available through MedLife Planners – the official insurance agency of the NWRA.



In addition to our other insurance products, we also offer retirement plans including 401(K) plans. A financially secure retirement will not happen without good planning and regular investing. We provide Symetra Retirement Plans which bring Fortune 500-style, 401K plan benefits to smaller companies. Symetra offers a wide range of employer-sponsored retirement plans, which include 401K - traditional, Safe Harbor and SIMPLE. Here are the two most popular plans for small business:

One-Person 401(K) Plan

The One-Person (Solo) 401(K) is designed for business owners with no employees, other than a spouse or co owner. You may work as an independent contractor with 1099 income, freelancer, sole proprietor, or in a partnership, Limited Liability Company (LLC), or corporation. Small business owners can establish an individual 401K and transfer their IRA, 401K, 403b, or other qualified retirement funds into the new individual plan.

The principal reason you might want to consider a one-person 401(K) plan is it may offer higher contribution limits versus other retirement plans available for small businesses. The total contribution limit, including employer profit sharing and/or matching contributions, is the lesser of \$44,000 or 100 percent of income.

The one-person 401(K) plan includes the provision to allow

age 50 and over catch-up contributions. In addition to the higher contribution limits, the one-person 401(K) has other advantages such as low paperwork requirements and the ability to take a loan. Solo 401K plans are not covered under Title I of ERISA, meaning they do not enjoy the same protection from creditors as do qualified plans.

Safe Harbor 401K Plan

The Safe Harbor 401K Plan is well-designed for small to large businesses because of its simplified lower cost of administration. Offering employee deferrals that are pre-tax and employer contributions that are tax-deductible or, to put it another way, the employers pay no income taxes on contributions made to the plan on behalf of the employees. Employees can elect to defer up to \$15,500 plus an additional catch-up contribution of up to \$5,000 is allowed if the employee is 50 years old, or older. Safe Harbor plans do not have a salary deferral discrimination testing although mandatory employer contributions are required.

Here are some of the employer advantages of Safe Harbor plans:

1. Eliminate discrimination testing;
2. Give employees the opportunity to enhance their own retirement income;
3. Attract and keep key employees;
4. Employer contribution obligations; and
5. Flexibility in making profit sharing contributions.

Take control of your future. I am always available to you concerning the above programs as well has other insurance products you and your business may need.

Don Giles is president of MedLife Planners Inc. Mr. Giles' opinions are solely his own and not necessarily those of the association.

Welcome, New & Renewing Members

A Better Windshield Company	Bossier City, LA	Glass Doctor – Whatcom County	Lynden, WA
Ace Windshield Repair	Clute, TX	Glass Pro Systems	Rockford, IL
A Glass Master	Gettysburg, PA	Glass Technology	Durango, CO
Almost-New Windshield Repair	Charlotte, NC	Glass Weld of New Jersey	Ramsey, NJ
Boyd's Windshield Repair	Houston, MO	Harmon Solutions Group	Eau Claire, WI
ChampionCHIP Windshield Repair	Hillsborough, NJ	Harmon Glass Doctor – Fargo	Fargo, ND
Chip'n Crack Windshield Repair	Richmond, VA	Harmon Glass Doctor - Grand Forks	Grand Forks, ND
Dave's Windshield Repair Inc	Houma, LA	Harmon Glass Doctor – Moorhead	Moorehead, MN
E C Windshield Repair & Replacement	Englewood, CO	Jerry Massman	Salome, AZ
Fas-Break Inc.	Tempe, AZ	Klein-Dickert Auto Glass	Green Bay, WI
G & L Windshield Repair	Whiteford, MD	Latshaw Windshield Repair	Limerick, PA
Glass Doctor – Arlington	Arlington, WA	New Image Auto Glass, LLC	Chandler, AZ
Glass Doctor – Brookhaven	Brookhaven, MS	Novus AG	Limburg, Germany
Glass Doctor – Raleigh	Raleigh, NC	Novus Auto Glass Repair & Replacement	St. Louis, MO
Glass Doctor – King and Piece County	Tukwila, WA	Novus Japan	Hokkaido, Japan
Glass Doctor – Lawton	Lawton, OK	S.M.A.R.T Service Company	Flushing, MI
Glass Doctor – Meridian	Meridian, ID	Spur'n C Windshield & Glass Repair	Cannon Falls, MN
Glass Doctor – Port Charlotte	Port Charlotte, FL	Star/SuperGlass Windshield Repair	Albuquerque, NM
Glass Doctor – Portland Metro	Oregon City, OR	Winona Auto Glass	Winona, MS

NWRA Wants You: Volunteers Needed for Association Projects

Are you enamored with the environment? Passionate about preventing pollution? Do your friends call you a “tree-hugger?” Then the NWRA needs your help.

The association is looking for a volunteer to help launch its green initiative aimed at spreading the good word about windshield repair and helping consumers understand just what sets repair apart from replacement. Volunteers would serve on the Green Initiative committee, which will oversee the approval and distribution of initiative information to association membership and the public.

Additionally, the association is looking for volunteers to assist in making the new members feel at home at the annual conference. The peer member will meet with and escort a new member around at the annual conference, introducing them to other members of the industry and making sure they don’t miss out on a single aspect of the offered fun and information.

NWRA members interested in serving as a peer to new members at the annual show, or anyone interested in serving as the member representative on the Green Initiative Committee can contact Patrick Smith, NWRA director of operations, via email at psmith@nwrassn.org or by phone at 540/720-7484.



Board Nominations Open

With four seats on the NWRA Board of Directors up for reelection this year, the Nomination Committee has culled a list of potential candidates for the open positions. Nominations are still open, and association members may nominate any NWRA member in good standing by submitting to the president petitions, in writing. Nominations close September 2.

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.”

A nomination petition may be downloaded from the association website, www.nwrassn.org. Please fax all completed forms to 540/720-3470. Nominations close on September 2 and all petitions must be received by 5 p.m. (EST).

Elections will take place at the Annual Meeting in Las Vegas on November 2.

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The National Windshield Repair Association (NWRA)

Supporting Ethical Windshield Repair Practices

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540/720-7484

nwra@nwrassn.org



NWRA: where repair is always the first option

Don't Miss the Annual Conference!

November 1-2, 2007
Mandalay Bay
Convention Center,
Las Vegas

Registration again includes free spectator admission to the Windshield Repair Olympics.

Visit www.nwrassn.org to register or for more information.