

**CERTIFICATION NEWS**

## NWRA Purchases Former NGA Certification Exam from Auto Glass Safety Council

The National Windshield Repair Association (NWRA) has completed the purchase of the former National Glass Association (NGA) windshield repair certification exam from the Auto Glass Safety Council (AGSC), formerly the AGRSS Council, Inc.

“When the NWRA was presented with the opportunity to purchase the NGA’s existing windshield repair certification program we jumped at the opportunity,” says Kerry Wanstrath, president of the NWRA. “The NGA

program was created by many of the same industry experts who created the ROLAGS™ Standard. Now, we will combine the knowledge of the two and have the most comprehensive program available. This certification program will separate the technicians who pass the programs test from those technicians who either choose not to get certified



or have not yet acquired the needed knowledge. We hope to see the networks and insurance companies recognize the value in using the industry’s best windshield repair technicians. We believe the consumer does.”

Members of the NWRA Certification Committee will be working on integrating the NGA program with the NWRA program.

**EVENT NEWS**

## Registration Open for Auto Glass Week 2012

Online registration for Auto Glass Week 2012 is now open. Auto Glass Week will be taking place September 20-22 in Louisville, Ky., at the Kentucky International Convention Center. The event will be co-sponsored by the National Windshield Repair Association, the Auto Glass Safety Council (formerly the AGRSS® Council), the Independent Glass Association, the National Glass Association and **AGRR™** magazine.

Early bird registration for both windshield repair contestants and attendees is available at [www.autoglassweek.com](http://www.autoglassweek.com). Attendees can save \$50 by taking advantage of the deepest discounts during early bird registration, which will be available until June 29—regular pre-registration ends August 31.

NWRA members are eligible to receive a \$50 discount towards contestant registration for the Walt Gorman Memorial Windshield Repair Olympics. Contestant



**AUTO GLASS WEEK**  
 Where the Industry Comes Together



registration will close on July 22 and there is no on-site registration to compete.

Also taking place during the event will be the Pilkington Clear Advantage Auto Glass Technician Olympics and the

International Window Film Tint-Off. To register for the event visit [www.autoglassweek.com](http://www.autoglassweek.com).

### NWRA Board of Directors and ROLAGS™ Committee to Meet in February

The National Windshield Repair Association's (NWRA) board of directors and Repair of Laminated Auto Glass Standard (ROLAGS™) committee are meeting in Florida this February to discuss plans for 2012 and beyond.



On the agenda for the ROLAGS meeting is discussion about the new scratch removal standard and an update on the ROLAGS standard revisions that were submitted to ANSI for approval. The NWRA continues to invite interested parties to apply to join the ROLAGS committee and attend the next ROLAGS meeting, taking place at Auto Glass Week in Louisville, Ky.

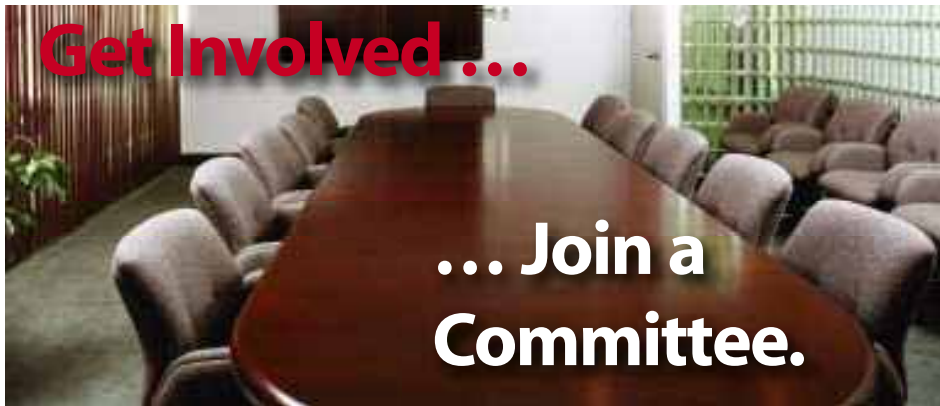
If you have a topic that you would like discussed at the meeting please submit it to [jmulligan@nwrassn.org](mailto:jmulligan@nwrassn.org).

### NWRA Announces Creation of New Committees

The NWRA has announced the creation of two new committees and is looking for volunteers to participate in those committee activities. A marketing committee has been established to help promote the association, the values and standards that NWRA members uphold.

In addition to the marketing committee, a membership committee has also been created. This committee will evaluate the current benefits that the association has to offer and help enhance the offerings for current and future members.

For those interested in applying to join the marketing or membership committee please contact Janeen Mulligan at [jmulligan@nwrassn.org](mailto:jmulligan@nwrassn.org).



### Janeen Mulligan Named as NWRA's Director of Operations



The NWRA is announcing the addition of Janeen Mulligan as director of operations for the association. Mulligan has been handling all financial aspects of the association with the NWRA since Key Communications began managing the NWRA. She has worked with a number of other associations over her 12 years with Key Communications.

She succeeds Katie Hodge O'Mara who is moving over to work full-time on publications at NWRA's management company.

Members will be able to reach Mulligan by email at [jmulligan@nwrassn.org](mailto:jmulligan@nwrassn.org) or by calling the NWRA at 540/720-7484.

### Windshield Repair Technician Certification

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

Visit [www.nwrassn.org](http://www.nwrassn.org) for more details.

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



[www.nwrassn.org/certification.php](http://www.nwrassn.org/certification.php)  
540/720-7484  
[nwra@nwrassn.org](mailto:nwra@nwrassn.org)

### GREAT NEWS FOR NWRA MEMBERS!!

New expanded products, 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](mailto:dgiles@medlifeplanners.com)

This benefit is available to NWRA members only. Please contact Janeen Mulligan at [jmulligan@nwrassn.org](mailto:jmulligan@nwrassn.org) for our group number for additional information on our plans.

The value of your NWRA membership "Just went up"

# Using the Standard

by Kerry Wanstrath

The ROLAGS™ Standard could be the answer to some big controversial claims. Recently there have been a lot of claims and advertising about the quality and high performance standards of various companies' new windshield repair resin. Claims that the resin bonds better, offers better clarity, better strength and only their resin meets this standard. It will not be long before we can test the results of any windshield repair resin available using an independent test developed by the ROLAGS™ Product Performance Committee.

Small or large companies can verify their claims or be tested against others that have either passed or failed this

industry-recognized standard for resin quality performance. The industry needed, and now has, a guideline for evaluating who has a repair resin that is producing the quality that advertisements say they have. Until now we have only had the BSI standard which many reputable windshield repair companies have been tested under and passed. The ROLAGS™ product performance test goes a step further and tests relevant properties for adhesion and resin strength.

Of course, the ROLAGS™ standard remains a voluntary standard so no one company is required to test their resin. I would think that those companies that can afford to would rush to test in order to have bragging rights or to ensure their

customers or clients that they are using the best products available. I would think that those companies making the biggest noise about resin performance would be the first to submit their resin to this independent test. Time will soon tell.



**Kerry Wanstrath**

Regardless of who does or does not test, the windshield repair industry (especially those that volunteered their time for several years) are to be commended for going the extra mile in producing such a wonderful consumer protection testing program. Yes, this product performance test does help protect consumers against those that would use inferior resin to produce a less than quality repair. If a company's resin is capable of passing this test and assuming the actual system used is also designed to produce maximum results (more on that in another issue) there is no reason for a failed repair to produce a replacement. Yet, in some areas data collected suggests there are poor quality repairs being passed on to the consumer.

The NWRA has been working to elevate the standard of quality, education and now the standard for product performance. We now have continuing education for the technician willing to test their level of industry knowledge. We hope insurance companies and the networks will recognize the technicians that are willing to go the extra mile and reward them accordingly. We believe the consumers appreciate this and have come to expect professionals to have the credentials the NWRA is now offering.

***Kerry Wanstrath** is the president of the National Windshield Repair Association and the president of Glass Technology in Durango, Colo.*

## Welcome to New and Returning Members

Craig Road Car Wash .....	N. Las Vegas, NV
Glass CPR Chip/Crack Pit Repair .....	El Paso, TX
Glass Doctor .....	Brookhaven, MS
Glass-Mend Mobile Windshield Repair .....	Kent, WA
Jack Anthony Industries, Inc. ....	Vallejo, CA
Star Windshield Repair .....	Cedar Park, TX
The Crack Doctor Windshield Repair .....	San Diego, CA
The Windshield Guy .....	Bedford, TX
TLC Restoration .....	Putney, VT
Windshield Doctor .....	Oakdale, CT
Windshield Repair Specialists .....	Billings, MT