

## Windshield Repair or Replacement – Tips to Determine

(S/S 2005)

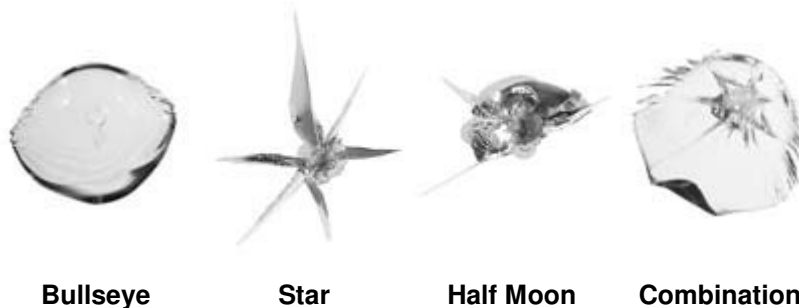
That may just be a small crack in your windshield, but don't wait to have it repaired. Left untreated, windshield damage is likely to spread, and today's small problem can quickly become tomorrow's big headache.

It's important to remember that the windshield is an important structural element of your car. In fact, auto glass is designed and manufactured for safety in the event of a crash. Windshields stay intact in a collision because they are made of laminated safety glass – two pieces of glass with a layer of vinyl sandwiched between. However, if weakened due to unintended damage, they will not provide optimal protection in an accident.

### When to Repair

Many small chips or surface cracks only affect the outer layer of the windshield and can be mended before they get any worse – and require more time and money to fix. Repair is possible when only the outer layer of the glass is damaged.

There are many types of windshield damage that can be repaired using special equipment and glass repair resin. Common types of breaks such as the bullseye, half moon and star can be repaired if they are less than the size of a quarter, and are not in the driver's direct line of sight. Some skilled technicians can repair breaks that have rays extending from them up to the diameter of a half dollar. Combination breaks can be more difficult to repair properly, especially by an unskilled technician.



Since failed repair requires the windshield to be replaced, it is best to ask glass companies about their training and experience before you have work completed. Often car owners do not know where to turn to if they have minor windshield damage. It is helpful to look for industry-certified locations such as PPG PROSTARS ([www.ppgprostars.com](http://www.ppgprostars.com)), a nation-wide network of certified auto glass technicians that use quality PPG glass and offer a written warranty.

Repairing the windshield not only saves you the cost of replacement but often insurance companies will waive your deductible. To repair a small crack takes about 30 minutes and may only leave a slight blemish where the glass was broken.

"Consumers who are wary of repairing their windshields usually don't understand the types of damage that can be safely repaired and what to expect from a quality repair technician," said Wes Topping, president of Elite Auto Glass, which has over 30 PPG PROSTARS locations in Arizona, California, Colorado, New Mexico, Nevada, Washington and Wyoming. "Clean breaks – and breaks that are repaired early – result in the best quality repairs."

### When to Replace

If the damage to your windshield affects a large area, or if the damage appears in the driver's line of vision, the windshield will need to be replaced.

Properly done windshield replacement involves a multi-step process and use of sophisticated adhesive systems. A quality windshield installation usually takes between 30-60 minutes, but it is important to note that the safe drive time, or the amount of time your vehicle must sit before you can legally drive it again, varies depending on the adhesive used and weather conditions.

Poor quality glass, improper adhesive selection, or a hurried replacement process can cause problems such as air whistles, water leaks, rust, distorted vision, heating or cooling discomfort, or loss of vehicle safety features. To help avoid these problems only use certified professionals with the proper credentials, like PPG PROSTARS technicians. They will thoroughly examine the finished glass installation to ensure:

- The new windshield fits properly and the edges are flush.
- The cured adhesive is firm, not squishy.
- The brand used is the glass you requested.
- The windshield looks the same as your original while seated in the car.
- You can see clearly and the view is not distorted. (A small amount of optical distortion near the edges and corners is normal with today's curved glass.)
- There is no wind noise or whistling when driving.

"We have a responsibility to our customers to keep them safe with properly installed windshields," said Paul Heinauer, president, Glasspro, a PPG PROSTARS network member serving the South Carolina area. "Proper auto glass installation techniques and quality products can reduce the risk of serious injury, so it is important for consumers to only use certified auto glass facilities."

Because the windshield is part of your car's safety system, repair or replacement work should be done by experienced professionals who are familiar with the many different types of vehicles and the best techniques and products to use for a particular job. PPG PROSTARS shops have certified technicians and guarantee their work as well as offering a written warranty. Visit [www.ppgprostars.com](http://www.ppgprostars.com) or call 1-800-774-7011 for more information on the PPG PROSTARS network and PPG Industries, Inc.

 <p>The logo features a stylized red swoosh above the text "PPG PROSTARS" in a bold, sans-serif font. Below this, in a smaller font, it says "CERTIFIED AUTO GLASS TECHNICIANS" and includes a small circular icon with the letters "PPG".</p>	<p><b>Certified Auto Glass Technicians</b> <b>PPG PROSTARS</b> One PPG Place, 6th Floor East Pittsburgh, PA 15272 1-866-2-THE-PROS Fax: 412-434-4000 <a href="http://www.ppgprostars.com">www.ppgprostars.com</a></p>
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