



Glass Doctor®
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Automotive Glass Services

Glass Doctor can repair most chips and scratches in windshield glass, but if the windshield is cracked, it should be replaced to restore the structural integrity of the vehicle and protect the occupants. *Glass Doctor* uses Original Equipment Manufactured (OEM) quality windshield glass and backs our work with the G12 windshield replacement guarantee. We can replace windshields, side window glass, and mirrors in cars, trucks, vans, SUVs, tractors, buses and RVs.

STEP 1 – Assessing the Damage

If the windshield has a chip it can probably be repaired using a special resin and polishing technique. If the windshield has a crack larger than the size of a dollar bill,

Glass Doctor can replace the windshield with OEM quality glass with adhesives recommended by the manufacturer. Count on *Glass Doctor* for an expert diagnosis.

STEP 2 – Removing the Windshield

Extracting the damaged windshield seems easy, but care must be taken not to damage the pinchweld. This is the ridge around the car's frame that holds the windshield in place. If the pinchweld is damaged the new adhesive may not seal correctly, resulting in leaks and rust corrosion on the vehicle's frame. *Glass Doctor* uses the latest extraction equipment to ensure proper removal.

STEP 3 – Selecting the Correct Windshield

We know you want the job done right the first time. *Glass Doctor* offers OEM quality windshield glass because it fits correctly and restores the vehicle to its original condition. Aftermarket windshield glass is made from a copy of a mold of an OEM windshield, not from the windshield's original mold in the factory. So aftermarket windshields may not be to the exact dimensions or the glass may be too thin. This results in leaks, increased road noise, and possible failure of the glass in an accident. OEM quality windshield glass fits right the first time.



STEP 4 – Applying New Adhesive

An OEM quality windshield deserves OEM quality adhesive. *Glass Doctor* uses only quality adhesives by Dow and Sika, the same ones the vehicle manufacturers use. The proper adhesive is applied to the vehicle's pinchweld and the edges of the windshield.

STEP 5 – Installing the New Windshield

Glass Doctor follows installation procedures by the Auto Glass Replacement Safety Standards (AGRSS) Council. Many *Glass Doctor* shops have earned the AGRSS certification, which includes following a 20-point checklist. The most important factor in a proper windshield installation is following the recommended drive-away time. The adhesive must be allowed to set, or "cure," for a specific time before the vehicle may be safely driven. Otherwise, the windshield may move in the pinchweld and will not properly seal to the frame. If the vehicle is in a wreck the windshield could pop out, exposing the occupants to greater risk of injury. For your safety, please follow the drive-away time instructions.



STEP 6 – Reviewing the G12 Windshield Replacement Guarantee

With G12, an OEM replacement windshield that a *Glass Doctor* franchise has installed is damaged or broken within 12 months of the replacement date, *Glass Doctor* will repair or replace the windshield glass only at no additional charge to the customer. This guarantee is redeemable one time and does not include: labor, kit, moldings or clips. Coverage is limited to normal road hazards. Talk with your *Glass Doctor* technician about G12, because we believe our product is how the customer feels when we are done.

