



Glass Doctor®
Corporate Headquarters
1020 N. University Parks Dr. • Waco, TX 76707
o 800-280-9959 fax 254-745-5073

Glass Doctor® Background

Glass Doctor is the largest chain of full-service glass franchises in the nation. Established in 1962 with one shop in Seattle, Wash., today *Glass Doctor* offers complete glass repair, replacement and services to the residential, automotive, and commercial markets at more than 375 locations in the United States. *Glass Doctor* began franchising in 1977 and joined The Dwyer Group, Inc., an international franchisor of service industry companies, in 1998. At that time the company's corporate headquarters relocated to Waco, Texas. In 2004, *Glass Doctor* acquired Harmon AutoGlass® and Portland Glass®. Harmon AutoGlass stores were sold to franchise owners, and Portland Glass continues as a subsidiary company in Maine, New Hampshire and Vermont. Today there are more than 165 *Glass Doctor* franchise owners across the United States and Canada.

Because *Glass Doctor* specializes in mobile service, its custom-designed service vehicles carry complete inventory and supplies. The company's skilled technicians can provide service almost anywhere, allowing most installations to be completed within 24 hours of the customer's service call. The *Glass Doctor* team of professionals offers emergency services seven days a week. Emergency services include immediately securing broken windows and doors with plywood, measuring openings for new glass, and rush ordering glass from preferred suppliers. Whether the on-site call is an emergency or not, *Glass Doctor* service technicians will treat their customers' homes and businesses with respect. For example, service technicians wipe their feet on special *Glass Doctor* mats before entering, wear shoe covers while inside the home or business, and remove glass and excess materials upon leaving.

Glass Doctor retail stores offer the same attention to extraordinary service. Due to their controlled conditions, the stores offer vehicle glass services the mobile service technicians may not be able to complete on site. Retail store representatives can assist customers in selecting the right glass for their homes, such as energy-saving insulated glass, low-maintenance glass, tinted glass, entry door glass, mirrors, shower doors, and decorative glass.

Glass Doctor is proud of its franchise owners and their commitment to continuous improvement of their operations, training and development of their team members, and growth of their businesses. National franchising publications and organizations have recognized *Glass Doctor* franchisees as well.

Entrepreneur magazine named *Glass Doctor* to its annual "Franchise 500" and "Best Home-Based Franchises" lists, published in the January 2008 issue. Known as the world's first, best and most comprehensive list of franchises, Entrepreneur bases its ranking on financial strength and stability, growth rate and size of the system. In addition, Franchise Times recognized Glass Doctor in its 2007 "Companies on the Verge" list, published in October 2007.

The Dwyer Group, Inc., is a franchise holding corporation supporting more than 1,300 franchisees in the United States and 24 countries. In addition to *Glass Doctor*, other companies in The Dwyer Group® include Aire Serv®, Mr. Rooter®, Mr. Appliance®, Mr. Electric® and Rainbow International®. The businesses are diverse, but are all built upon the same philosophy of success — exceed the customer's expectations.

For further information or to find the location nearest you, visit www.glassdoctor.com or call 1-877-838-GLAS (4527).