



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

Glass Doctor® Facts

- *Glass Doctor* is the **nation's largest full-service** glass repair and replacement company. *Glass Doctor* franchise stores service all types of glass products in the home, automobile, and business sectors (see List of Services for more details).
- There are more than **160 *Glass Doctor* franchise owners** with more than 375 locations in the United States (as of Sept. 1, 2008). *Glass Doctor* adds an average of 25 new franchises annually. Sure Start™ franchise consultants assist new franchise owners in establishing their businesses. Six franchise consultants assigned to geographic territories help all franchise owners to thrive. A technical support manager assists franchise owners with specific glass repair questions, and provides advanced training for service technicians.
- *Glass Doctor's Emergency Service* is offered 24 hours a day, seven days a week. Emergency service includes boarding up exposed windows and doors after they have been damaged, and taking measurements for replacement glass. Often, replacement glass can be delivered and installed within two days.
- **G12 is a 12-month guarantee on windshield replacement available at most *Glass Doctor* franchise locations.** If 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. All G12 claims must be reported to the original installation center before the expiration date of the guarantee. Service on the vehicle under G12 coverage must be performed at a *Glass Doctor* physical shop location. G12 is not available for RVs and Motorcoaches, or commercial vehicles having a GVW more than one ton. Coverage is limited to normal road hazards. Damage due to collision, intentional acts, fraud or acts of God is excluded from the G12 guarantee.
- *Glass Doctor's Advantage Plan* is an optional fee service that gives program customers priority when emergencies arise. Advantage Plan members save 15 percent on all future repairs for home and auto. Any glass replaced in the home of an Advantage Plan member is guaranteed against breakage for the term of the membership purchased (this excludes breakage from natural disasters). Advantage Plan members have a personalized file with home glass inspection results. The Advantage Plan is transferable to new home or auto owners upon sale. Commercial glass and damage from acts of God are excluded from the Advantage Plan.
- *Glass Doctor's Advance Measurement System* helps customers prepare for when their glass will break, not if their glass might break. The *Glass Doctor* service technician determines the types of glass in an apartment complex, hotel, office building, retail establishment or other business. Next, the technician measures the glass that would be needed in case of breakage. The glass types and measurements are kept on file at the *Glass Doctor* location. If there is a breakage, the customer simply calls the *Glass Doctor* franchise, explains which glass needs to be replaced, and the glass is ordered immediately. Advance Measurement saves the time of the initial assessment service call and ensures measurement accuracy. Businesses easily can incorporate Advance Measurement into their disaster recovery strategy plans.



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- All *Glass Doctor* franchises repair windshields to the National Windshield Repair Association (NWRA) standards for structural integrity with visual clarity. As of Sept. 1, 2008, 115 *Glass Doctor* franchise locations are registered with the Auto Glass Replacement Safety Standards Council (AGRSS), which is a stricter voluntary standard.
- **Portland Glass®** is a wholly-owned subsidiary of The Dwyer Group®, the parent company of *Glass Doctor*. Based in Portland, Maine, *Portland Glass* owns 40 locations in Maine, New Hampshire and Vermont.

Glass Industry Facts

- Insulated Glass units (IG units), tinted glass, and low-maintenance glass are three home window options for saving energy costs and environmental impact (see "All About Glass" for more detailed information).
- To reflect the energy efficiency of glass, glass products are referred to in terms such as shading coefficient, emissivity, ultraviolet transmission, R-value and U-value. NGA estimates that 80 million homes in the United States are sub-standard in terms of energy efficiency.
- The National Glass Association (NGA) estimates that every 100 homes in the United States create an annual demand for 12 replacement windows, 27 storm windows and 111 square feet of glass to replace breakage.
- According to the Auto Glass Replacement Safety Standards Council (AGRSS), the windshield provides a significant amount of strength to the structural support in the cabin of the vehicle. For instance, in a front end collision the windshield provides up to 45 percent of the structural integrity of the cabin of the vehicle and in a rollover, up to 60 percent.
- If a chip in a windshield is smaller than one inch in diameter, put a piece of clear Scotch™ tape over it. The tape is used to block moisture and contaminants from entering the break. The damaged windshield should be examined by a *Glass Doctor* technician as soon as possible, however, especially if the chip is larger than one inch. Large chips can impair a driver's visibility and damage the windshield's structural integrity.
- Mirrors are made of high quality annealed float glass with a layer of silver on one surface of the glass. If the metal backing of a mirror deteriorates, the silver turns black. This condition is known as black spots or black edge. A *Glass Doctor* service technician can seal the edges of mirrors to help guard against black edge.
- Web sites for additional glass industry information:
 - o National Glass Association www.glass.org
 - o Independent Glass Association www.iga.org
 - o National Windshield Repair Association <http://nwraassociation.org>
 - o Americas Glass Association <http://www.americasglassassn.org/>