

Title Page

OETech AGRSS Tool Kit

OETech
AGRSS Tool Kit Table of Contents

Contents	Page
AGRSS Tool Kit Instructions	
Self-Assessment Assistance Program	
AGRSS Declaration of Standard Conformance – Deliverable 1 <ul style="list-style-type: none">• Copy of Fixed Glass Replacement Record Form	
AGRSS Declaration of Standard Conformance – Deliverable 2	
AGRSS Declaration of Standard Conformance – Deliverable 3	
AGRSS Declaration of Standard Conformance – Deliverable 4 <ul style="list-style-type: none">• Copy of cover of OETech's Technician Training Manual	
AGRSS Declaration of Standard Conformance – Deliverable 5 <ul style="list-style-type: none">• Copy of OETech's Safe Drive Away Time Charts	
AGRSS Declaration of Standard Conformance – Deliverable 6	
AGRSS Declaration of Standard Conformance – Deliverable 7	
AGRSS Declaration of Standard Conformance – Deliverable 8 <ul style="list-style-type: none">• Copy of OETech's Technician Certificate of Completion	

OETech
AGRSS Tool Kit Instructions

OETech has assembled this AGRSS tool kit to assist you in your awareness and compliance to the current AGRSS Standards. This has been designed to help you complete your “Application for Registration of Compliance with ANSI/AGRSS 002-2002 Automotive Glass Replacement Standard” in order to obtain your accreditation. The following pages contain documents to help you complete all 8 self-assessment deliverable requirements summarized below. We recommend you visit www.agrss.com to review the standard and all registration requirements. Within the contents of the toolkit you will find:

Deliverable 1:

3.0 Copy of form used to record condition of vehicle that could compromise the retention system

Deliverable 2:

4.01 Copy of the retention system manufacturer/private labeler document that specifies compliance to a quality assurance standard

Deliverable 3:

4.03 Copy of the retention system manufacturer/private labeler document that specifies retention system being either OEM approved and equivalent.

Deliverable 4:

4.04 Copy of cover of retention system manufacturer/private labeler current written instructions.

Deliverable 5:

5.03 Copy of drive-away time chart provided by system manufacturer

Deliverable 6:

5.04 Copy of your record utilized to record drive-away times specified to the vehicle owner/operator (make sure name of owner/operator does not appear).

Deliverable 7:

5.07 Copy of your record utilized to note retention system lot numbers and glass part Department of Transportation (DOT)/part numbers (make sure name of owner/operator does not appear).

Deliverable 8:

8.02 Sample copy of AGR-related training certificate of personnel performing auto glass replacement indicating form of training maintained.

OETech AGRSS Tool Kit:

- Registration Values
- Registration Preparation
- Self-assessment preparation

Registration Values:

The AGRSS Registration Program provides two distinct values for participating companies: first, the ability to differentiate oneself from the competition and, second, the ability to validate safe auto glass installation practices that lead to increased revenue and reduced liability risks.

Registration Preparation:

The following instructions need to be followed in order to be properly prepared for AGRSS registration:

1. Go to www.agrss.com
2. Select “Invitation to Join” listed under the “Registration” heading, and print the document once it is downloaded.
3. Select “Application Forms” also listed under the “Registration” heading.
4. Once opened, download and print “Application,” “Standard Part A,” and “Standard Part B.”
5. Next, review the “Invitation to Join” which contains a welcome, brief outline of each of the remaining 3 documents, a 7-point instruction guideline, and a random sampling chart to calculate how many store locations need to be assessed.
6. Review the “Application” to get a better understanding of the contents of agreement, payment information, and how to submit the registration.
7. Make copies of “Standard Part A” and circulate to every employee for their review. This part of the registration packet is the current AGRSS standard.

AGRSS Self Assessment Preparation:

When in receipt of the AGRSS registration packet, you'll note that a 90-day registration period is provided within the instructions. The reason for this extended period is to allow for a thorough self-assessment of the required number of store locations for your company, and the ability to correct and re-assess any non-compliance issues.

Pre-work that is done prior to conducting your official self-assessment is beneficial in terms of efficiency and the elimination of non-compliance. Utilize the following instructions to help ensure a smooth and hassle-free self-assessment.

1. Understand that the square root of your total store location count must be assessed (review the chart provided in the "Invitation to Join" to learn how many store locations or functional units are to be included).
2. The element of random sampling means that the store locations to be assessed (if more than 1 is to be involved) must be selected randomly. Conduct some form of lottery to identify the store locations to be assessed.
3. "Standard Part B" is the key document used for conducting the self-assessment. Understand that each of the store locations being assessed must have their own copy of this document completed and submitted to your management team for review.
4. There are 8 deliverables required as part of the self-assessment. These deliverables play an enormous role in validating conformance to the AGRSS standard. Each store location completing their own "Standard Part B" must also attach the 8 deliverables to the back of the "Deliverable Check-list Sheet."
5. Company management must review each of the completed "Standard Part B" forms and deliverables, making sure that each answer is marked, "Yes," and that 8 acceptable deliverables are attached. If this level of accuracy occurs, then management has validated that the acceptable and consistent policies and procedures are in place to best ensure compliance to the AGRSS standard. Management is to then complete one corporate registration packet that is to include one "Standard Part B" with 1 set of deliverables, and 1 "Application Form" (along with proper payment, notarization and instructed submission of additional locations requiring website posting and certificates). While a copy should be maintained, the original set is to be mailed to the AGRSS secretary as indicated on the "Application Form." It may take up to 6 weeks for return registration approval.
6. If any store location has either indicated "No" on "Standard Part B," or fails to understand the question, management must assess those specific subjects, correct the situation and then re-assess the situation as soon as possible. Note that only those specific questions not being adequately answered need to be reassessed, and only for those store locations having indicated such. Once all assessed locations are deemed to be in compliance, then final corporate registration forms are ready for completion and submission. Registration is by company, which is why only one properly completed registration packet is required.

7. Please note that 8 deliverables are required. If 1 form is being used to cover more than 1 deliverable, make sure to include the appropriate number of extra copies, highlighting the area on that document that pertains to the required deliverable.
8. From these instructions, it makes sense for management to make sure that all store locations conduct business in the same way, using the same policies, procedures and documents long before the self-assessment is completed. This practice eliminates much of the risk of discovering non-compliances, which add much additional work and time to the registration process.

AGRSS Declaration of Standard Conformance – Deliverable 1

3.0 Copy of form used to record condition of vehicle that could compromise the retention system

Section 3.0 of ANSI/AGRSS Standard: “Those engaged in automotive glass replacement shall not undertake or complete such installation when any related condition would compromise the retention system and the owner/operator shall be so notified.”

OETech response: We furnish the following Fixed Glass Replacement Record form for you to record your vehicle pre-installation inspection notes.

INSTRUCTIONS: COPY THE FIXED GLASS REPLACEMENT RECORD FORM ON PAGE **XX** OF THIS DOCUMENT, AND ATTACH IT TO YOUR AGRSS DELIVERABLES CHECKLIST SHEET.

**PLACE COPY OF THE FIXED COPY REPLACEMENT RECORD FORM ON
THIS PAGE**

AGRSS Declaration of Standards Conformance- Deliverable 2

4.01 Copy of the retention system manufacturer/private labeler document that specifies compliance to a quality assurance standard.

Section 4.01 of ANSI/AGRSS Standard: “Those engaged in automotive glass replacement shall use retention systems that are produced under documented quality assurance standards.”

OETech Response: All OETech Materials are manufactured according to internal American Standard Testing Method (ASTM) and International Standardization Organization (ISO) procedures.

INSTRUCTIONS: COPY THIS PAGE AND ATTACH IT TO YOUR AGRSS DELIVERABLES CHECKLIST SHEET.

AGRSS Declaration of Standards Conformance- Deliverable 3

4.03 Copy of the retention system manufacturer/private labeler document that specifies retention system being either OEM approved and equivalent.

Section 4.03 of ANSI/AGRSS Standard: “Those engaged in automotive glass replacement must use either an OEM-approved retention system or equivalent retention system as certified in writing by the equivalent retention system manufacturer directly or through a private labeler.”

OETech Response: *****FEEDBACK SPECIFIC TO OETECH IS NEEDED HERE*****

INSTRUCTIONS: COPY THIS PAGE AND ATTACH IT TO YOUR AGRSS DELIVERABLES CHECKLIST SHEET.

AGRSS Declaration of Standard Conformance – Deliverable 4

4.04 Copy of cover of retention system manufacturer/private labeler current written instructions.

Section 4.04 of ANSI/AGRSS Standard: “Those engaged in automotive glass replacement shall obtain and follow written comprehensive and current application instructions from the retention systems manufacturer or private labeler.”

OETech Response: The OETech Technician Training Manual contains comprehensive application instructions covering all requirements stated within Section 4 of the AGRSS Standard. This manual is currently in use by OETech.

**INSERT COPY OF COVER OF OETECH'S TECHNICIAN TRAINING
MANUAL ON THIS PAGE**

AGRSS Declaration of Standard Conformance – Deliverable 5

5.03 Copy of drive-away time chart provided by system manufacturer

Section 5.03 of ANSI/AGRSS Standard: “No automotive glass replacement shall be undertaken using an adhesive glass retention bonding system that would not achieve minimum drive-away strength by the time the vehicle may be reasonably expected to be operated.”

OETech Response: Drive-away time data like the following charts are all included in OETech product literature and technical data.

INSTRUCTIONS: COPY THE OETECH DRIVE-AWAY TIME DATA SHEET ON PAGE(S) **XX-XX** OF THIS DOCUMENT AND ATTACH IT TO YOUR AGRSS DELIVERABLES CHECKLIST SHEET.

INSERT OETECH'S DRIVEAWAY TIME DATA SHEET ON THIS PAGE

AGRSS Declaration of Standards Conformance Deliverable- 6

5.04 Copy of your record utilized to record drive-away times specified to the vehicle owner/operator (make sure name of owner/operator does not appear).

Section 5.04 of ANSI/AGRSS Standard: The vehicle owner/operator shall be advised of the minimum drive-away time under the circumstances of the replacement.

OETech Response: We furnish the following Fixed Glass Replacement Record form for you to record installation information including time glass was set, temperature and relative humidity at start of curing process, and vehicle release time.

INSTRUCTIONS: COPY THE FIXED GLASS REPLACEMENT RECORD FORM ON PAGE **X** OF THIS DOCUMENT, AND ATTACH IT TO YOUR AGRSS DELIVERABLES CHECKLIST SHEET.

AGRSS Declaration of Standards Conformance Deliverable- 7

5.07 Copy of your record utilized to note retention system lot numbers and glass part Department of Transportation (DOT)/part numbers (make sure name of owner/operator does not appear).

Section 5.07 of ANSI/AGRSS Standard: All adhesive system component lot numbers must be traceable to each job.

Section 5.08 of ANSI/AGRSS Standard: “All glass parts must be traceable to the installation by a DOT number and part number.”

OETech Response: We furnish the following Fixed Glass Replacement Record form for you to record installation information including product lot and DOT numbers.

INSTRUCTIONS: COPY THE FIXED GLASS REPLACEMENT RECORD FORM ON PAGE **X** OF THIS DOCUMENT, AND ATTACH IT TO YOUR AGRSS DELIVERABLES CHECKLIST SHEET.

AGRSS Declaration of Standards Conformance Deliverable- 8

8.02 Sample copy of AGR-related training certificate of personnel performing auto glass replacement indicating form of training maintained.

Section 8 of ANSI/AGRSS Standard: “Technicians installing replacement automotive glass shall be fully qualified for the tasks they are required to perform. Such qualifications shall include, at a minimum, completion of a comprehensive training program with a final exam and a continuing education component. The program shall include, among other things: AGR safety issues, an understanding of OEM installation standards and procedures, relevant technical specifications, comprehensive retention system specific training, and the opportunity to apply and demonstrate the skills technicians learn.

OETech Response: OETech offers training to cover the use of its products when used as the retention system of any automobile. This training includes the provision and study of the current OETech Auto Glass Replacement Technician Training Manual, skill development through OETech personnel’s observance of technician installations during the training session and a comprehensive test at the conclusion of the training to determine the technician’s knowledge base of proper product usage. Each technician who successfully completes OETech training receives a certificate of training completion, along with an identification card to carry with them. A sample of the training completion certificate has been provided in this document.

INSTRUCTIONS: COPY THE TECHNICIANS OWN CERTIFICATE OF PROGRAM COMPLETION, AND ATTACH IT TO YOUR AGRSS DELIVERABLES CHECKLIST SHEET.

INSERT A COPY OF OETECH'S CERTIFICATE OF COMPLETION ON THIS PAGE.