

**INTRODUCING**

# **KIWI WINDSCREENS GROUP**

**THE COMPANY THAT PUT THE "SERVICE" BACK INTO SERVICE PROVIDER**



# Are you getting the service you deserve from your current windscreen supplier?

“Armstrong Prestige represents Wellington’s most prestigious brands, our workshop services all European brands and is the largest in the Wellington Region. When we have a new windscreen installed we use Kiwi Windscreens Wellington operator (Supreme Screens) who are committed to providing a superior service backed up with written guarantees. We have every confidence in the Supreme Team to deliver on every occasion and the combination of professional yet friendly service is second to none.”

**Armstrong Prestige, Wellington**

- Are you waiting longer than you want to for service?
- Is downtime affecting productivity?
- Frustrated with call-backs because the job isn't done right the first time?
- Are you wasting money by replacing windscreens that could have been repaired?
- Is budgeting difficult because pricing for the same service is inconsistent from branch to branch?
- Is invoicing messy and unreliable?
- Is poor communication regarding service updates driving you mad?

**In 2012 we conducted an independent survey of national fleet operators and insurers and found that 83% listed more than one of the above frustrations with their current auto glass repairer. Now there is a reliable alternative!**

**Kiwi Windscreens Group offers a 'company specific' service. Just let us know what your requirements are and we will tailor-make a system to suit you.** Our expert operators focus on the wants and needs of the client and have the flexibility to alter procedures when required.

# 8 Reasons why you should call us today!

## **We promise to:**

- Turn up when you need us
- Do it once, do it right
- Provide consistent pricing nationwide
- Keep you updated with progress/delays etc
- Follow a 'repair first, replace only when necessary' philosophy to save you money
- Follow all industry recommended glass preparation and handling techniques to ensure the safety of your vehicles and your drivers
- Provide a 'Lifetime of the Screen' national guarantee for your peace of mind
- Handle any insurance claims on your behalf and invoice your insurer direct



# What's in it for you?

Our technicians are experts in all aspects of auto glass and windscreen work and are specifically trained to meet the needs of commercial clients. We guarantee to solve any problems or issues you may have with your fleet in a timely, hassle-free manner.

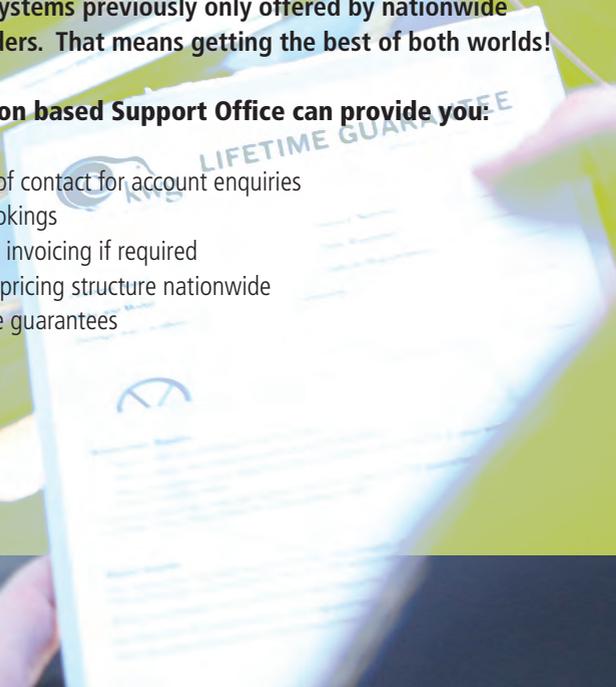
## **Among other services, we specialise in:**

- Glass chip repair
- Glass scratch removal
- Replacing body glass and windscreens
- The safe removal and refit of windscreens and body glass for panel beating
- Replacing side mirror glass
- Providing all services via mobile technicians

**KWG clients not only benefit from the superior quality and service associated with independent operators, but also the streamlined systems previously only offered by nationwide service providers. That means getting the best of both worlds!**

## **Our Wellington based Support Office can provide you:**

- one point of contact for account enquiries
- on-line bookings
- centralised invoicing if required
- consistent pricing structure nationwide
- nationwide guarantees





# KWG put the 'service' back in service provider

Independent auto glaziers rely on repeat business and referrals for their very survival. That determines a level of quality and service that has not previously been available on a nationwide basis. Our operators have spent years perfecting systems which focus on the wants and needs of the client and ensuring our service is easy and hassle-free.

**All services can be provided on-site by our mobile technicians, and all services are backed up with a full written "lifetime of the screen" guarantee for complete peace of mind.**

With KWG technicians following a 'repair first – replace only when necessary' philosophy, we are environmentally aware and cost effective. **Our goal of improving our client's repair/replacement ratios can result in significant cost savings on an ongoing basis.**

By choosing KWG as your preferred service provider, you can relax knowing both you and your fleet are receiving a level of service that is second to none, backed up with a full written guarantee, all at a competitive price.

# Keeping bugs out of your teeth or a key safety feature?

Long gone are the days when the only purpose of a windshield was to stop the wind or rain from ruining your hair-do! **In today's vehicles most automotive safety experts rank the windshield as the third most important safety component after seatbelts and airbags.** It acts as the backboard to the passenger airbag and is between 30-60% of the roof strength. This suggests **windscreen integrity may be a crucial factor in crash survivability.**

## Without a windshield in place:

- the passenger airbags are useless;
- the pillars by themselves cannot support the weight of the vehicle in a rollover, resulting in the roof crushing down on the vehicle occupants;
- occupants risk being ejected from the vehicle (75% of people ejected from a vehicle during an accident do not survive).

**A correctly installed windshield will stay bonded to the vehicle during an accident. An incorrectly fitted windshield could release on impact with potentially fatal consequences.**

Correct windshield installation requires a properly trained professional using quality materials and procedures. KWG operators are committed to ensuring the safety of drivers and their families. We guarantee to always follow industry-recommended glass preparation and installation procedures; use top-of-the-line urethane sealants exclusively; and will never put profit ahead of safety.





Most people think 'glass is glass', and all windscreens that are replaced will be recycled into something else. This is not the case. A windscreen is made of laminated glass - this means that the windscreen will not shatter if it is involved in an impact accident. It also means that it will not be recycled when removed from the vehicle.

**Laminated glass does not break down over time. A windscreen dumped in our landfills will remain there forever.** There is a large energy cost in the manufacture of a windscreen and its transportation to New Zealand. The energy needed to create one windscreen is equal to carrying out 10,000 repairs!

Because the auto glass industry in New Zealand is dominated by a company who manufacture their own auto glass - thousands of windscreens are removed unnecessarily from vehicles in New Zealand every year, which should have been repaired. That's bad news for your repair to replacement ratios which costs you money, and it's also bad news for the environment.

**All KWG operators follow a 'repair first, replace only when necessary' philosophy.** The repair equipment used by our team allows us to safely repair more damage than ever before.

## It makes sense –

- the structural integrity is restored to the glass
- it is much quicker
- it is cost effective, and
- good for our environment.

# One windscreen replacement = 10,000 repairs!

"I look back with great pleasure on the 20 years I have been dealing with Kiwi Windscreens Hawkes Bay operator (Napier Glass). In the passenger service industry, vehicle down-time constitutes one of our largest potential problems and the skill and efficiency shown by Napier Glass in replacing both large and cumbersome windscreens and side windows in our fleet of buses has been of a very high order, and has reduced our down-time markedly. Pricing is always substantially competitive compared with the national chains who claim to offer economies of scale based on their size but who seem to have trouble following through."

**Grant Taylor, Depot Manager, Go Bus NZ**

# KWG fills the gap!

“We have used Kiwi Windscreens Wellington operator (Supreme Screens) exclusively for several years now. We get fast, efficient service. After hours service is never a problem. Pricing is very competitive. As a complete service, whether a repair, fitting side glass or replacing a windscreen, these guys deliver!”

**Ramash Swamy**

**Workshop Manager, Tranzit NZ Group**

The idea for creating a network of top quality independent auto glaziers began in 2011. On a local level, technicians were becoming concerned at increasing evidence of incorrectly fitted windscreens and the possible risk to drivers.

Here in New Zealand an estimated 80% of windscreen services are covered by insurance. Many of New Zealand's biggest insurers steer their clients to certain auto glass companies based on preferred repairer contracts which are ultimately based on the cheapest price. This has had a negative effect on the quality of service the customer receives, and the ability of small New Zealand owned suppliers to grow.

When repair companies are obliged to provide a service for a price that does not allow for the highest quality parts and consumables, they may look to cut corners to try and maximise profits. Perhaps they switch to cheap, poor quality urethane sealants; maybe they cut out essential glass preparation procedures. This could lead to serious safety issues.

### **The importance of safe windscreen installation should never be underestimated.**

Many national companies who operate fleets of vehicles prefer the ease of dealing with the same service provider on a nationwide basis. The gap in the market identified by KWG was a company who could provide all the streamlined systems of a national operator, with the exceptional level of quality and service only provided by an independent operator.

All KWG technicians are 100% New Zealand owned independent operators. By joining together under the Kiwi Windscreens Group umbrella, we can provide the nationwide coverage and associated benefits that we couldn't do on an individual level. National clients now have the option of receiving a consistently superior level of quality and service not previously available on a nationwide basis.

Kiwi Windscreens Group is expanding constantly. To find an up to date list of operators and their regional contact details, please visit our website or call us on 0800 994411.



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Kiwi Windcreens Group operates nationwide.  
For an up-to-date list of our regional contact details, please visit our website.

"We have dealt with Kiwi Windcreens Tauranga operator (Bay of Plenty Windcreens) for many years and they are the sole provider for all of our windscreen replacement work. Along with the convenience of their on-site service, their ability to deal directly with insurance companies provides an easy and hassle free supplier for us. Additionally, all work undertaken has proven to be of excellent workmanship with all expectations being met"

**Jodie Horsburgh, Business Manager  
Ingham-Sears Mercedes Benz**

