

PILKINGTON CLEAR ADVANTAGE™



2021 Pilkington Clear Advantage Auto Glass Technician Competition Competitor Packet (Includes: Rules and Regulations and Annotated Score Sheet)

2021 Auto Glass Technician Competition Rules and Regulations

The Auto Glass Technician Competition (AGTO), the “Olympics” of the automotive glass industry, is a premier international competition designed to honor the auto glass technicians who complete the best auto glass installation. Congratulations on your decision to be part of this international competition, now in its 15th year, that brings the industry’s best together under one roof.

By competing, all competitors must agree, comply and adhere with all rules and regulations throughout the competition. The decisions of the judges and organizers are final and without contestation or appeal. The judges look for proper procedures to be followed and it is up to each competitor to take each step. All installations must follow the rules as set in the current Standard.

The Standard may be viewed at <https://agsc.org/documents/ANSI+AGSC+AGRSS+004-2018.pdf>

Competitors will be judged in the following areas:

- Professionalism and credentials (judged at the mandatory competitor meeting);
- Technician comportment (attitude) and Vehicle Safety Inspection;
- Proper product usage;
- Proper equipment and tools usage;
- Proper auto glass removal procedures and techniques;
- Proper installation procedures and techniques;
- Post-installation and clean-up procedures;
- Customer wrap-up;
- In-depth knowledge credit; and
- Correction of inappropriate conditions.

The competition is not a test of speed; it is a test of quality. You will be allotted up to 60 minutes in the preliminaries and up to 75 minutes in the finals to complete your install and, if not finished, you will be asked to stop. Competitors will be given a 10-minute prep time at the beginning of each heat. Competitors will be judged only on the work that was completed and will not receive points for non-completed items. Time is a factor in the case of a tie score. In such a case, the competitor taking less time to complete the installation will win.

Mandatory Competitor Meeting

This meeting is for competitors, translators and judges only. Competitors will have the opportunity to ask questions of the judges in the mandatory competitor meeting. It is important that you arrive on time. Competitors who do not arrive on time to the mandatory meeting may be disqualified. The most up-to-date schedule can be found on the official event website, www.autoglassweek.com until June 6, 2021. After that please, refer to the official event app on-site. Any changes in time, location or venue after June 6, 2021 will be provided by text message.

During this meeting, the judges will check to make sure your certificates/badges are up-to-date as stated in section 1 of 2021 Auto Glass Technician Competition Annotated Score Sheet. Bring the adhesive specification sheet and any special bulletins and addendums that address procedures on how to handle rust, corrosion and/or other adverse condition treatments for the product you will use in the competition with you to the competitor meeting. You will also want to show your certificates of training and AGSC-certification, if applicable, to garner points.

A brief quiz about proper windshield replacement (based on the AGRSS™ Standard) will be given directly following this meeting. The 10 questions will be awarded one point per correct answer and will be included in the finalists' score after the finals round. A copy of the AGRSS™ Standard can be found at <https://agsc.org/documents/ANSI+AGSC+AGRSS+004-2018.pdf>.

Preliminary Competitions and Finals

Any competitor not arriving to his or her station by the start of their heat may be disqualified. Also, any competitor not adhering to CDC and local guidelines in place in the venue regarding face coverings and social distancing may be disqualified. Please note these guidelines will be provided to you. Each competitor's customer service skills, comportment and the installation itself will be evaluated at the beginning and throughout the heat. There will be no advance notice of the make/model of the competition vehicles or the parts to be removed and/or installed before the competition begins.

Each competitor is responsible for completing a full installation on his/her vehicle. During the removal of a glass and the installation of a new one, it is not necessary to tape the entire vehicle, however proper protection of the vehicles' surfaces is expected and will be judged accordingly. The technicians with the four highest scores will compete in the finals.

The competitor who score the highest in the finals round will be awarded the first place prize, trophy, gold medal and title "World's Best Auto Glass Technician" during the Closing Awards Ceremony.

Materials

Organizers of the event will supply adhesives from the event sponsors. (To see the list of eligible adhesives, check our [Sponsor list](#).) Ovens will also be available for use, if needed, during the competition.

Every effort has been made to provide cars of equal condition and difficulty. On those occasions when this is not possible, the judges will take the degree of installation difficulty into consideration.

All installations are to use adhesive with a minimum safe drive-away time of two hours or less in this competition. The full-cut method must be utilized. A second person, who serves as a setting assistant only, may join you in the competition area for a dry set and final set and then they must step out of the competition area immediately following the set. If you wish to use such an assistant, you must provide advance notice to the organizer at the competitor meeting.

Proctors and staff must be protected from possible injury. Do not assume your “customer” would have safety equipment on.

Competitors are also responsible for obtaining all tools that are necessary to complete a proper installation. A standard 120-volt outlet for electricity will be provided for each station. Competitors are responsible for their own extension cords (properly grounded and in good repair) and other such necessary items. Neither canned nor compressed air is allowed. Competitors must bring a pre-inspection form and work order to be turned in at the end of the installation.

In addition to bringing your adhesive specification sheet and any special bulletins, memos or addendums, you should have access to any SDS sheets for additional products other than what urethane companies provide to turn in during the competitor meeting. Have them with you during your preliminary heat and finals round.

Corrosion

If corrosion (or any other condition that might jeopardize the installation) is discovered, it is the competitor’s responsibility to call it to the attention of his/her proctor. It is also the competitor’s responsibility to note it on his/her paperwork and correct the condition, if possible. The proctor will alert a judge as soon as the competitor calls out “corrosion”. The judges will assess the condition and the clock will stop if the judges state it is corrosion. The judges will recommend a course of action if the corrosion cannot be remedied easily. Once this has taken place, the competitor will continue with the installation and the time will begin again once the problem is resolved. The clock will restart when the minimum required resolution (as determined by the judges) has been met.

Please note: Adhesives to be used must have a formal documented program for adverse conditions in case a vehicle requires treatment available. These procedures must document how the technician may proceed to treat on-site during the competition. If the judges cannot ascertain through documentation that the replacement is being done safely and in accordance

to manufacturers' specifications, the competitor may be disqualified. If the vehicle is discovered to have level-four corrosion that requires future attention, then a back-up vehicle will be provided to allow the competitor to complete his/her heat. This applies when the level-four corrosion is found during the pre-inspection or when pulling off molding.

Judging

Judges may speak to a competitor directly, but all communication from competitors to judges, except that which is directly initiated by the judge, must go through the proctor. No communication initiated by competitors to the judges directly will be answered. In cases of concern, have the proctor take note of the item and it will be given to the judges for consideration at the end of the heat. Competitors have the opportunity to ask questions during the Q&A with the judges during the mandatory competitor meeting.

Please note: Judges who have a relationship with a competitor do not judge those individuals. There are multiple judges on the floor for this reason. Judges do not score those who work for and/or with them.

No foul language by competitors or their supporters will be tolerated and is grounds for disqualification. Competitors should refrain from any interaction (conversation) with spectators, other competitors, judges or organizers unless questioned by a proctor or judge directly. Interaction with persons other than your proctor during the competition may result in disqualification. If communication, directions and/or instruction is given to competitors those points will be removed automatically and the competitor may be disqualified.

Disruptive spectators will be asked to leave the competition floor following one warning. There will be no communication between spectators and competitors. If communication takes place and the competitors respond its grounds for an immediate disqualification.

Competitor Bio Form

All competitors must complete a bio form and upload a headshot once they are registered. The competitor bio form is located online. The link to the form will be sent via email directly from the competition coordinator. Headshots that are inappropriate in nature or poor quality will not be used within the program and/or other media.

Instructions for how to submit a useable headshot:

- Make sure the photo is of the highest resolution possible to ensure clear reproduction;
- Dress in your professional attire;
- Stand in front of a neutral background with good lighting;
- Don't submit group/family photos or selfies; and
- Consider a professional headshot.

Permissions and Additional Items

ONCE YOU ARE REGISTERED AS A COMPETITOR A REFUND CANNOT BE PROCESSED EVEN IF A MANUFACTURER WISH TO SPONSOR YOU. If you believe a manufacturer will be sponsoring you for the competition, please do not process the registration yourself and check with your manufacturer first.

In order to compete, you must have been employed as a technician in a bona fide auto glass replacement company within the last year and have at least one year of experience as a technician in the auto glass industry. Owners or managers of supplier companies may not compete themselves. Competitors must be 18 years of age by the end of the competition.

As a participating member of this event, you will sign a license for permission for organizers to use and release your name, photograph likeness and image for any purpose including future promotion. This license is irrevocable, worldwide in scope, royalty-free and covers all possible uses of the work in all media. By competing, you understand and allow event management to contact you via email, fax, phone, text and other methods in the future.

Competitors are not permitted to use cell phones, cameras, headphones or video devices in the competition area unless asked by a judge for the purpose of accessing an SDS sheet not already provided by the urethane companies. Please note that you should have already provided these documents to the judges in the mandatory competitor meeting, so the clock will not be stopped during this process.

Your own professional uniform should be worn for the Closing Awards Ceremony. If a winner is unable to attend the Closing Awards Ceremony he or she will receive their title, but will forfeit the prize money. Checks will be mailed to eligible winners no later than February 28, 2021. Competitors must notify the competition coordinator within 60 days of the event closing if they have not received their award money or the award money may be forfeited. Contestant must supply a valid W-9 form in order to receive prize money.

Health and Safety

All competitors must adhere to CDC and local guidelines in place in the venue regarding face coverings and social distancing. Please note these guidelines will be provided to you. Unwillingness to follow the CDC guidelines will be grounds for immediate disqualification.

Appeals

There is no right of appeal or contestation. Competitors will be provided their finals scores, but judges' notes and deductions will not be disclosed. Competitors understand that the judges' decision is final and beyond contestation and that all decisions of the event management are final and not subject to appeal. These rules and regulations shall be governed by the laws of the Commonwealth of Virginia, County of Stafford. Venue for any dispute regarding the rules and regulations shall be in the County of Stafford, Commonwealth of Virginia, and adjudicated there. Event management reserves the right to modify the rules and regulations at any time. If modifications to the rules are made, every effort will be made to notify competitors of those changes prior to the competition.

2021 Auto Glass Technician Competition Annotated Score Sheet

You will be judged on how you cover all the procedures as detailed in the most current AGSC/ANSI/AGRSS® Standard. The sections and items in each may or may not be in the chronological order in which you do an install. The judges will audit to make sure each step is taken. Each item within the section is worth 3 points unless noted otherwise, however exact point deductions can change as warranted by the judges. Additional customer questions will also be asked during the install with yes/no or true/false answers. **A total perfect score is 265 cumulative.**

1. Professionalism and Credentials (33 points)

You will be judged on your appearance as appropriate for greeting customers. Part of this judging will be held during the competitor meeting. Come to the mandatory meeting wearing your uniform. Consider all elements from your shirt down to your shoes.

Bring certifications and accreditations you hold with you to the competitor meeting and competition. There is no one “correct” educational program. All education will be taken into consideration. If you have any evidence of having taken a training program with a final exam, please bring this as it is worth a point as well. If you are representing an AGSC-Registered member or company, please bring evidence of such.

In addition to providing a copy of your adhesive manufacturer’s spec sheets, bulletins, related memos, and addendums regarding the adhesives and supplies to leave with the judges for reference, you should have access to any SDS sheets for additional products other than what urethane companies provide. Keep a copy of these items with your materials during the competition to reference as well.

Items to be judged:

- a. Neat appearance
- b. Clean and appropriate uniform (to protect wearer and vehicle)
- c. Certifications/badges up-to-date
- d. Copy of current AGRSS standard
- e. Training program undergone with final exam
- f. Retention systems use documented quality assurance standards (5 points)
- g. OE-approved (or equivalent) retention system certified by manufacturer (5 points)
- h. Performing under conditions compatible with adhesive application instructions (5 points)
Written adhesive application instructions available and followed, including:
- i. Preparation/Manufacturers Specification Sheets and installation instructions (2 points)
- j. Minimum drive-away time charts (1 point)

2. Technician Comportment and Vehicle Safety Inspection (53 points)

Here you will be judged on how well you greet your customer and introduce yourself. The judges will be looking to see that you make eye contact, shake hands and introduce yourself fully. They will be checking to see that you explain what you will be doing to the customer’s car and that you verify the insurance information. You will want to make sure to note the

year, make and model number properly. Limit your conversations in pre-inspection and keep time management in mind.

The judges will also look to see that you have inspected the car properly prior to beginning work. This means you inspected the outside and the inside and did a mechanical pre-check. A verbal instruction to the customer will be accepted by judges as full power will not be provided during the competition. It also means you checked for any conditions (i.e., corrosion) that could compromise the quality of the installation and let the owner/operator know if such a condition exists.

Items to be judged:

- a. Introducing yourself
- b. Eye contact
- c. Politeness
- d. Maintaining a friendly, helpful attitude
- e. Note year, make and model properly
- f. Verify correct part and any miscellaneous parts
- g. Verifying insurance info
- h. Verify VIN number for vehicle
- i. Providing drive-away time to customer (4 points)
- j. Explaining the procedure

Pre-inspection

- k. Exterior pre-inspection
- l. Interior pre-inspection
- m. Mechanical pre-inspection
- n. Explanation of ADAS requirements, if applicable
- o. Properly check for related conditions that could compromise the installation (4 points)
- p. Action upon finding the aforementioned conditions
- q. Notification upon finding the aforementioned conditions

3. Proper Product Usage (7 Points)

The competition supplies the glass. Sponsors will supply adhesives and competitors are welcome to use any adhesive provided. Please note upon registering we ask for your preferred adhesive so we can work to ensure it will be available on-site for all installations.

Please note: Only quick-cure adhesives may be used in this competition.

The judges will also check to make sure that you have noted the lot numbers and expiration dates, that you don't use any product beyond its expiration date and that you are replacing the glass with the proper materials.

Items to be judged:

- a. Check for expired product; no product used beyond shelf life or expiration date (4 points)
- b. Glass replaced with proper material type as detailed in the current AGSC/ANSI/AGRSS Standard

4. Proper Equipment and Tool Usage (27 Points)

The judges will look to see how well you have prepped the vehicle and the surrounding area. You will need to make sure you have a drop cloth and other necessary items. A standard 120-volt outlet for electricity will be provided for each station. Competitors are responsible for their own extension cords (properly grounded and in good repair) and other items necessary to complete the installation.

Items to be judged:

- a. Proper gloves/forearm protection worn
- b. Safety glasses worn
- c. Steel-toed shoes worn
- d. Drop cloths used
- e. Fender covers used
- f. Protective tape used
- g. Defroster vents taped or covered
- h. Dashboard protection
- i. Ensuring customer safety during installation

5. Proper Auto Glass Removal Procedures and Techniques (36 Points)

The judges will watch how you remove the glass and if it was done properly.

Items to be judged:

- a. Wiper and moulding removed properly
- b. Cowl pulled or displaced
- c. Proper rearview mirror removal
- d. Parts placed properly to prevent damage
- e. Pinchweld perimeter cleaned properly
- f. Interior garnish mouldings protected or removed if necessary
- g. Tools in good working order, free from dirt
- h. Tools used properly
- i. Proper lubricant used
- j. Tool is in the correct angle
- k. Proper pressure and technique used for proper cutout
- l. Remove the glass without damage

6. Proper Installation Procedures and Techniques (63 Points)

The judges will watch how you install the glass to see if it is done properly.

Please note: You must bring and use a hygrometer during the installation process.

Items to be judged:

- a. Clips and mouldings prepared properly
- b. Contamination prevention procedures followed
- c. Glass cleaned and primed properly
- d. Proper dry setting procedures followed

- e. Pinchweld cleaned properly and at appropriate times
- f. Proper strip-out method used
- g. Temperature and humidity recorded for safe drive away time if required by manufacturer's specification
- h. Date on open primer
- i. Proper body primer prep (shaking time) if applicable
- j. Pinchweld primed properly
- k. Proper applicators used
- l. Gravity stop management procedures followed
- m. Bead applied properly
- n. V-bead used
- o. Proper bead height and width achieved
- p. Seams paddled properly
- q. Proper glass setting
- r. Note time for proper drive away strength
- s. Moulding attached properly
- t. Parts re-assembled properly
- u. Leak test procedure followed

7. Post-installation and Clean-up (12 Points)

Judges will be looking at how you complete the installation and return the car to its owner. They will be checking to make sure that the vehicle is cleaned properly and all items are removed from it. They will also check that anything taken apart has been put back together properly, that you made a post-installation inspection and that you checked that the mechanical devices operate properly.

Items to be judged:

- a. Removal of tools
- b. Check of mechanical operations made
- c. Vehicle cleaned properly
- d. Post-inspection conducted

8. Customer Wrap-up (26 Points)

Judges will be looking to see that the customer receives all necessary information before the job is considered complete. To earn the maximum number of points in the subsection be sure to include an Auto Glass Safety Council informational brochure.

Items to be judged:

- a. DOT number listed on paperwork
- b. Adhesive lot numbers listed on paperwork (5 points)
- c. Business cards, Auto Glass Safety Council™ informational leave-behinds and mirror tags provided
- d. Instructions given to customer
 - Gapped window (2 points)
 - Tape removal (2 points)

- e. Owner reminded of minimum drive-away time (5 points)
- f. Customer signature obtained
- g. Invoice and billing info given to customer

Please Note: All paperwork and leave behinds must be handed to the proctor at the end of the competition.

9. In-depth Knowledge Credit (8 Points)

Judges will also take into consideration customer questions. This is the In-Depth Knowledge Credit – the questions will be yes or no or true/false and inquisitive in nature. Items a customer would ask a technician while watching an installation take place.

10. Correction of Inappropriate Conditions

Sometimes you aren't aware of a problem or situation until you start an installation job (i.e. corrosion). While every effort has been made to provide cars of similar state without any adverse conditions, such conditions can't be guaranteed. If you do get a car with corrosion or any other problem, you will need to make a note of it as the current standard requires, that you notify the owner/operator (proctor) and state what you would do next. Ideally, you will note corrosion prior to removing the glass part. A judge will come to assess the situation and see if you can correct the problem and continue with the replacement. If you do not have your manual to follow appropriate and necessary measure, you will be penalized and points will be deducted. Once remedied, the competitor will continue with the installation and the time will begin again once the problem is resolved. The clock will restart when the minimum required resolution (as determined by the judges) has been met.

Additional Award

Judges may also present the **Ingenuity Award** if they feel a competitor has gone the extra mile. This award may be given to the technician, in the judge's opinion, who uses a new form of testing or technique to ensure the quality and safety of the install job. Creativity in any form may be rewarded.