

# PILKINGTON CLEAR ADVANTAGE™



## Pilkington Clear Advantage Auto Glass Technician Competition 2019 Rules and Regulations

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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 14<sup>th</sup> 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 all proper procedures and it is up to each competitor to take each step. All installations must follow the rules as set in the current ANSI/AGSC/AGRSS® Standard.

### 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 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 select their car number at random as well as having 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](http://www.autoglassweek.com) until August 30. After that please, refer to the official show program and program addendum, or the official event app on-site. Any changes in time or location after August 30 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 2019 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.

### **Preliminary Competitions and Finals**

Any competitor not arriving to his or her station by the start of their heat may be disqualified. 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 may be provided for each station; however, competitors must bring their own source of power as back-up. Competitors are responsible for their own extension cords 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 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.

### **Permissions and Additional Items**

Once you are registered as a competitor a refund cannot be processed should a manufacturer decide 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 be employed currently as a technician in a bona fide auto glass replacement company 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 to use your name, photograph likeness and image for 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 and text 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 these are documents you should already have provided 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 they will receive their title, but will not receive the prize money. 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.

### **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 competition rules and regulations at any time. Event Management reserves the right to make modifications to the competition 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.