



DELTA KITS

INFORMATIONAL PACKET

PROFESSIONAL WINDSHIELD REPAIR and HEADLIGHT RESTORATION PRODUCTS

THE CHOICE OF
TECHNICIANS WORLDWIDE



IN SEARCH FOR THE RIGHT EQUIPMENT?

LEARN HOW TO CHOOSE THE RIGHT WINDSHIELD REPAIR SYSTEM



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twitter.com/**DeltaKits**

EXPERIENCE THE **DELTA** DIFFERENCE

Thank you for your interest in Delta Kits professional windshield repair and headlight restoration products. Delta Kits has many satisfied customers around the world, and we appreciate the opportunity to show you why. Delta Kits is, and always has been, at the forefront of the market since the company's inception in 1984. We do this by selling only the highest quality products in the industry and backing that up with exceptional service and support.

Thanks again and I hope you enjoy our product.



Brent Deines, President

QUALITY PRODUCTS

Our industry leading tools, resins, and equipment are preferred by professional windshield repair and headlight restoration technicians worldwide and are respected for quality, durability, and ease of use.

PROVEN RESULTS

Used by over 10,000 customers in over 75 countries, our windshield repair and headlight restoration products are highly profitable with low up-front and marginal cost. If you're not satisfied, we also provide a 30-day money-back guarantee.



INDUSTRY EXPERTS

Our team of award-winning windshield repair experts have almost 70 years combined experience as educators, technicians, and leaders in the industry - setting a standard of excellence for auto glass repair.



BUSINESS OPPORTUNITIES

POTENTIAL MARKET:

There are over 260 million vehicles on the road today, putting the estimated number of vehicles with repairable windshield damage between 28 - 34 million. With an average price per windshield repair of \$55, the total annual market for windshield repair is between \$1.3 - \$1.6 billion. Additionally, the vast majority of vehicles older than 6 years are in need of headlight restoration, creating a significant market for both services.

PROFIT:

Windshield repair & headlight restoration are highly profitable services with low up front and marginal costs. The cost per windshield repair is \$0.97 and \$6.47 per headlight restored.

SIMPLICITY:

For such valuable services, windshield repair and headlight restoration are easy to learn and easy to deliver with our digital training materials, hands-on training, and free technical support from Delta Kits.

WINDSHIELD REPAIR PROVIDES VALUE & CUSTOMER CONVENIENCE

A repair takes minutes and costs less than a replacement.

RESTORES THE STRUCTURAL INTEGRITY OF THE WINDSHIELD

RETAINS THE ORIGINAL FACTORY SEAL WHICH AVOIDS LEAKS

ENHANCES THE COSMETIC APPEARANCE OF THE WINDSHIELD

PROTECTS THE ENVIRONMENT BY KEEPING LAMINATED GLASS OUT OF LANDFILLS

PROMOTIONAL & CUSTOMER RETENTION VALUE:

Because of the low marginal cost of windshield repair, some businesses offer it as a courtesy service to their best customers or in promotional campaigns to attract new customers. However, if you choose to implement windshield repair into your business, it will increase your bottom line and add to the value you can provide customers.

"I started doing windshields at a carwash and saw the potential in revenue increase drastically. Then I got certified by Delta Kits! Business really took off! The knowledge of windshield repair and headlight restorations has helped me generate over \$60,000 in 6 months in the carwash industry. Thanks to Delta Kits I am proud of the work I do and not only that, I order my products and resin from them to maintain the quality of work I do. The windshield repair forum is another way to get ideas and tips on how to earn business and to market services. I am grateful to Delta Kits for the certification and training."

AJ BUTLER

WINDSHIELD REPAIR SYSTEM **PROFIT SHEET**

If you repair just one windshield per day, five days per week, you will generate **\$14,300** in annual income. Repair ten windshields per day and you'll generate **\$143,000** in annual income!

Generate \$10,000 in revenue by investing in a \$1,275 system before having to re-supply!



Average repairs with included resin (2 oz. initial supply 36021)*	200
National average revenue per repair	<u>x \$55</u>
Gross Income	\$11,000

Gross Income	\$11,000
Retail price of 36021 Windshield Repair System(12/13)	<u>- \$1,585</u>
Gross Profit (before restocking)	\$9415

Cost of resupply order for minimum 200 repairs*	\$245
Average number of repairs from resupply order	<u>÷ 252</u>
Average cost per repair (*actual average cost is .97)	\$1.00*

National average revenue per repair	\$55
Average supply cost per repair	<u>-\$1.00</u>
Profit x 4 Repairs/HR = \$216 per hour	\$54.00

*Based on 7 drops per repair (Premium Bond 20) and 1 drop per repair (Premium Pit Resin).
Approximately 1500 drops per ounce (Premium Bond 20) and 245 drops per bottle (Premium Pit Resin).

**Calculations do not include labor cost and are intended for illustration only.
Results vary by user depending on sales & marketing efforts of each individual, as well as the level of skill developed.

HOW TO CHOOSE



HOW TO CHOOSE A WINDSHIELD REPAIR SYSTEM

If you are new to the glass repair industry, choosing a windshield repair system can be very confusing. At Delta Kits we encourage our customers to learn as much as they can about the various windshield repair systems available, and then make a decision based on facts. Use the checklist to evaluate windshield repair systems and companies before you make a purchase.

1) Does the manufacturer offer a written 30-day money back guarantee?

a. What are the terms for return if you are not satisfied?

2) Are there tools or supplies in the system that are unnecessary?

a. Don't get talked into paying for multiple viscosity's of resin or colored resins. A good clear multi-purpose resin and a good clear pit filler resin are all you need.

3) Is there enough resin and other consumables to repair at least 100 windshields?

a. You need more than resin

to complete a repair, so be sure the system you purchase has enough carbide burs, curing tabs and razor blades to repair 100+ windshields.

4) Are the UV lamp and cordless drill included in the purchase price?

a. You may not always need a lamp and drill, but there will be times when you cannot complete a quality repair without these tools. Also, how powerful is the lamp? Know how long it will take to completely cure a repair.



5) Is a power source included in the purchase price?

a. If you plan to offer mobile services, a portable power source is essential. Make sure a quality battery pack is included in your system.

6) Is the injection system self contained or does it require the use of an external vacuum pump or compressor?

a. The importance of having a self contained injection system will become apparent the first time you have to repair an RV windshield and have no place to mount your extra equipment.

7) What is the cleaning and maintenance procedure?

a. The fewer the parts the better. Beware of systems that require extensive cleaning and lubrication

between repairs. Maintenance for this type of system is costly, time consuming, and impacts your profit potential.

8) Is the injection system capable of repairing damage that is within 1/2" of the edge of the windshield without use of an adapter?

9) Does the manufacturer offer a lifetime warranty on major components such as the injector?

10) Does the manufacturer offer toll-free technical support for as long as you own their system?

11) Will the manufacturer help you get set with 3rd-party administrators for insurance billing?

a. If so, is there a charge for that service?

12) Are there franchise fees associated with the use of this equipment?

13) Does the manufacturer offer informational videos?

a. If so, is there a charge associated with these videos?

14) Will orders be shipped out the same day? Are the supplies you need available when you need them?

15) Does the manufacturer have a reputation in the industry for quality?

CLEARPRO PLUS

THE LATEST IN HEADLIGHT RESTORATION



PROFESSIONAL HEADLIGHT RESTORATION SYSTEM BY DELTA KITS

GET GREAT RESULTS THE FIRST TIME, EVERY TIME!

HISTORY:

Long ago, headlights were made out of glass, so car manufacturers were restricted in the size and shape of the headlights they could create. As technology improved, cars became more aerodynamic and automakers began to develop headlights with polycarbonate (plastic) lenses. Polycarbonate was very advantageous because of its weight and ability to transform into multiple dimensions and shapes. One major drawback is oxidation; which is the interaction between oxygen molecules and all the different substances they may contact. This means your headlights become oxidized with the daily exposure to acid rain, harsh chemicals, road debris, smog, UV sun rays, and vehicle exhaust. The oxidation process discolors the headlight lenses with a cloudy yellow tint.

ALTERNATIVE:

Our Headlight Restoration System will eliminate yellow discoloration from polycarbonate headlights. Not only is this an effective and easy to learn system, but you will be shocked with the tremendous results and the enormous profits for the individual offering this service. The restoration is quick and simple to complete, and will significantly enhance the value and appearance of any vehicle.



CAN'T SEE SEE AT NIGHT?

A LITTLE MORE ABOUT HEADLIGHT RESTORATION...

"I purchased the Headlight Restoration system that Delta Kits offers and it makes me look good everyday! The quality of the finished product is jaw dropping. I really get that "wow" factor from my customers after I restore their headlights. The system is extremely complete and I have already made my investment back."

ERIC D. (AKA RICERSUX)

HOW DOES A HEADLIGHT BECOME DAMAGED?

Acid rain, humidity, insects, road chemicals, road debris, road salt and the sunlight will result in the discoloration of headlamps.

HOW DOES THE DAMAGE AFFECT THE HEADLIGHT?

The damage diminishes the headlamp's ability to project its beam of light and degrades the appearance of the vehicle.



WHY SHOULD A HEADLIGHT BE RESTORED?

The restoration eliminates costly replacements, enhances the appearance, and increases resale value of any vehicle.

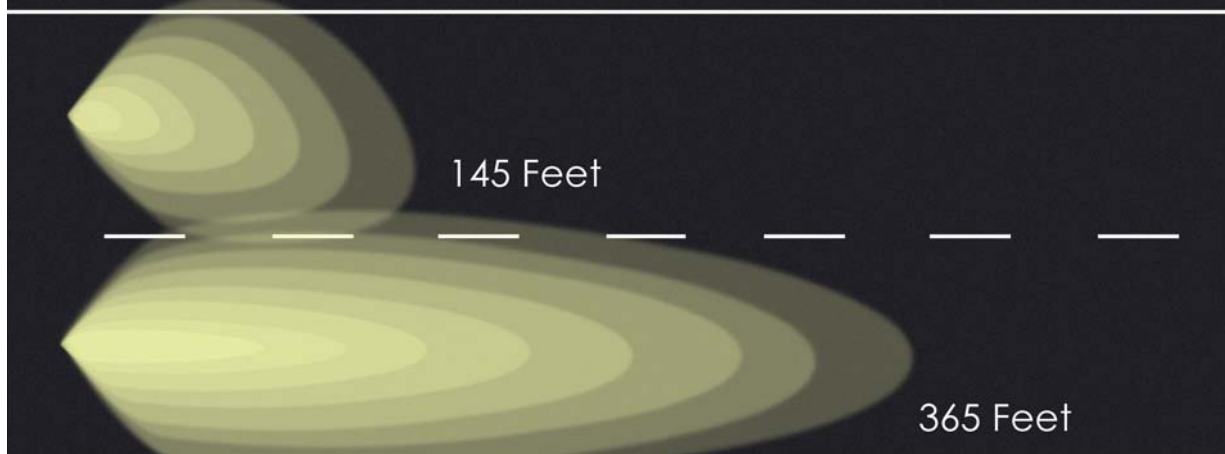
WILL THE RESTORATION IMPROVE VISIBILITY?

Yes. Driving with cloudy or discolored lenses reduces the lens's ability to project light, which is a safety hazard. Restoring your lenses should drastically improve your night time visibility.

Side by side bird's eye comparison of the light output before and after the typical restoration of a headlight:



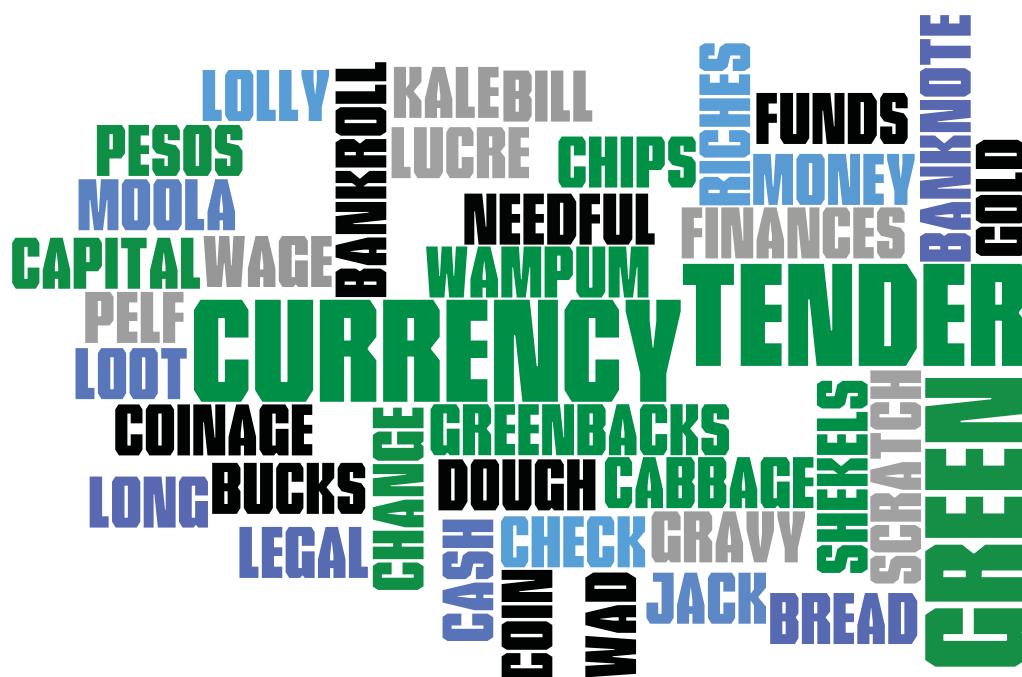
Discolored Headlight Performance



Restored Headlight Performance



* Actual results will depend on the severity of UV degradation. Greater existing UV damage will allow for greater performance improvements.



Every system has enough supplies to service 30 vehicles	30
Average charge per restoration	<u>x \$80</u>
Gross Income	\$2,400
Gross Income	\$2400
Retail cost of 70055 Headlight Restoration System(12/13)	<u>- \$456.75</u>
Return on original investment before purchasing resupply	\$1,943.25

Cost of usual resupply order (Restore prep, Coat, Sanding Discs, Etc.)	\$194.25
Restorations from average order resupply	<u>÷ 30</u>
Average cost per restoration	\$6.47

Average charge per restoration	\$80
Average cost per restoration	<u>-\$6.47</u>
Profit x 2 Restorations/HR = \$147.06 per hour	\$73.53

Labor time is only about 20 to 40 minutes per vehicle so it is possible to service 16 vehicles or more in one day! Practically anyone can achieve high quality headlight restorations. With only an hour or two of practice, using a Delta Kits Professional Headlight Restoration System can be simple, fun and profitable. Can you afford not to own a Delta Kits Headlight Restoration System?

**Restore the headlights on just one vehicle per day,
five days per week to generate \$20,800 in annual income**

Restore five vehicles per day to generate \$104,000 in annual income!

Restore ten vehicles per day to generate \$208,000 in annual income!

**Calculations do not include labor cost and are intended for illustration only.
Results vary by user depending on sales & marketing efforts of each individual, as well as the level of skill developed.**

THE DELTA DIFFERENCE



EXPERIENCE

Delta Kits has been a premier windshield repair supplier since 1984. Our technical support personnel have many years of actual field experience so our customers can count on quick and accurate answers to any questions or concerns about windshield repair and headlight restoration.



TECHNICAL SUPPORT

Delta Kits provides free unlimited technical support on Monday - Friday from 8AM to 5PM Pacific Time. You can also take advantage of our extensive, high-definition video library on our website deltakits.com. Technical support, confirmations, and other correspondence can be handled online, via fax, e-mail, or telephone.

QUALITY

Delta Kits manufactures the finest quality auto glass repair products in the industry and is constantly evaluating new technologies to keep our customers on the cutting edge. Our premium windshield repair resins were developed specifically for the windshield repair industry and exceed the most stringent tests for strength, clarity, cure time, and longevity.



TRAINING & CERTIFICATION

Delta Kits Windshield Repair Systems are designed for simplicity and are so easy to use that you can learn how to repair windshields in your own home. By watching the digital training video, following the step-by-step instructions provided with each system, and utilizing Delta Kits' free technical support, most individuals find they are able to repair windshields with only a couple of hours of practice. Delta Kits also offers hands-on training at our facility in Eugene, Oregon. We recommend this training for individuals who are having difficulty with their glass repairs, want to receive certification from Delta Kits as a windshield repair technician, or want to take their repairs to the next level.



PERFORMANCE

Most windshield repairs can be completed in just 15 to 30 minutes, with the majority of that time being wait time. With the Delta Kits injection system, the pressure cycle is automatic and the vacuum cycle is quick and easy. No pumps or hoses means less maintenance and cleaning after each repair, and speaking of which, cleaning your Delta Kits windshield repair injector takes less than 1 minute. Other windshield repair kits can require extensive cleaning and have many parts that have to be replaced frequently.

SUPERIOR SERVICE

Delta Kits supports a global customer base. All domestic orders placed by 2:00 PM Pacific Time are shipped the same day. Orders placed on weekends, holidays, or after hours by using the convenient shopping cart at www.deltakits.com are shipped on the next business day. Most orders are shipped via UPS, and overnight service is available upon request. In addition to our speedy mail order service, Delta Kits has over 120 glass distributor locations across the nation to provide you with same-day service.

EXPERT TRAINERS

AT DELTA KITS

Education and training are critical to the success of every windshield repair professional. Techniques and equipment vary greatly within the industry, so first and foremost, every windshield repair technician should receive manufacturer training and certification. Manufacturer training insures that technicians learn to use the equipment properly and with the best techniques.

- Increase confidence
- Reduce the learning curve
- Learn marketing techniques
- Become factory certified



Manufacturer training is only as good as the instructor teaching the course, so all Delta Kits instructors are NGA (National Glass Association) and NWRA (National Windshield Repair Association) Certified Glass Repair Technicians and Trusted Repair Technician. We know this is not something that our competitors require, but our commitment to quality requires us to do everything possible to help you achieve success in the windshield repair business.

In addition to the NGA and NWRA certification, Delta Kits trainers have thousands of hours of combined experience repairing windshields, and provide technical support for other technicians daily.

Have a technical question? Call an expert trainer at 800-548-8332 and ask for one of Delta Kits' NGA and NWRA Certified Glass Repair Technicians: Brent Deines, Korey Gobin, or Bruce McDonald 800-548-8332.

"I wanted to take a moment to thank you for allowing Korey to help us with some training for our staff. He did an outstanding job. The most impressive part was one of our techs (Mr. know it all) said he learned a few things and believe me that is saying a lot."

CLAYTON S.



TRAINING



Our industry leading training program is designed for the novice or the seasoned pro. All you need to bring is a willingness to learn and a motivation to become one of the best windshield repair technicians in the industry.

Delta Kits' training & certification courses accommodate varying skill levels. Upon completion of this course, even if you have never done a repair before, you will be among the best trained technicians in the industry.

Delta Kits provides all the equipment and supplies along with individual practice windshield glass. You will receive extensive hands-on training by fully qualified Delta Kits factory instructors.

Upon successful completion of the hands-on portion of the class, each student will be required to take and pass a comprehensive written exam before receiving certification as a Delta Kits certified technician.

The very low student to instructor ratio is an important factor to the success of student's comprehension of windshield repair. The small class sizes also create a fun and relaxed learning environment.

Contact us today to secure your spot. Space is limited and goes fast, don't delay!



Classes are held at Delta Kits facility in Eugene, OR. The latest schedule is available on the Delta Kits website

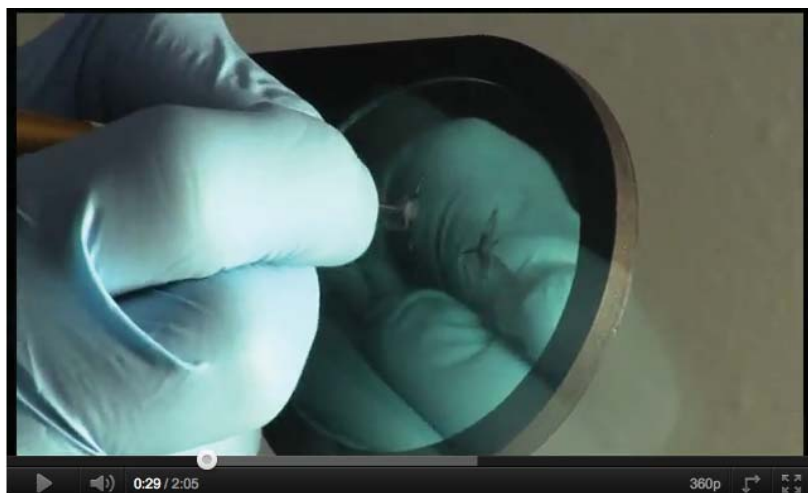
WATCH **DELTA KITS** ON **You Tube**



youtube.com/user/DeltaKits08

LEARN >

how to repair different types of
windshield damage



< **SEE**
the windshield repair process



< **VIEW**
the headlight restoration process

TAKE IN>
a wealth of information



< **LOOK**
at new and exciting tools

TESTIMONIALS



Wes G. shares his success after one month in the windshield repair business:

I would like to tell everybody about my experience with Delta Kits. I bought a windshield repair kit from my super awesome sales rep Korey and it arrived April 2nd. I immediately popped in the DVD and watched it several times over and over again. I then went out and luckily had several damaged areas on my windshield to practice on. I also found 2 junk cars that had windshields with tons of damage and I fixed every crack and chip on them. I can't tell you how many times I had to stop and call Korey and ask him questions and his opinions, but he was there with the right answer each and every time. It is now April 27th and I have made over \$4,000 during my first month in business. I now have a location with great traffic and have had to upgrade to a 2 bridge kit. I have reordered supplies 3 times already. (which is a great problem to have!) Thanks Delta Kits and Korey for helping me make a GREAT living while I am going through the police academy. I am about to open my 2nd location!

Wes G.
Santa Fe, TX



Chad C. praises Delta Kits for its quality products:

Delta Kits,
I would like to let it be known that on February 3, 2009 Time2Shine made the right choice when choosing and purchasing our EZK- 121 windshield repair system from Delta Kits. From visiting the website and having the pleasure of speaking with account executive Korey Gobin, to viewing the how-to videos, and ultimately using the windshield repair system, we knew Delta Kits was "Simply the Best". You're always available to help! Our calls and emails are handled promptly without any delay. Delta Kits' equipment is of great quality & craftsmanship. The system out performs others and produces optimal results every repair with simplicity. In addition, there isn't any hard to use or unnecessary pumps and hoses. From the beginning, we knew we were in good hands and we continue to be treated just as if we're family. We are extremely satisfied and Time2Shine Auto Spa & Reconditioning are customers of Delta Kits for life! Thanks for all the hard work and determination in an extraordinary piece of equipment, and for creating a voice for the Windshield Repair Community with the Windshield Repair Forum. I encourage anyone seeking a career move into the Windshield Repair Industry to choose Delta Kits! You will be pleased and you won't regret you did it.

Regards,
Chad C.
Time2Shine Auto Spa & Reconditioning



PRAISES

Lee L. was impressed with the Delta Kits training and certification course:

Hello all,
My wife and I just returned from attending the Delta Kits training and certification class in Eugene, OR. First of all I want to thank Brent, Korey, Bruce and the entire Delta Kits staff for the great day we had. The training class was more than I expected. Having no prior knowledge or experience of the windshield repair industry I left the class having a wealth of knowledge about the industry. We were given an overview of the industry, the processes of a professional windshield repair and marketing and billing tips. The best part of the class was the hands on training that was provided for all participants. I strongly recommend this training class for all windshield repair technicians regardless of what system that you may use. I feel confident that I can perform a professional quality windshield repair after attending this training class. With that said I will continue to practice my new trade.....because as the saying goes "Practice makes perfect".

Thanks again to the entire Delta Kit

Lee L.

Michael enjoys the simplicity of using Delta Kits:

Simply put, if you are looking for a windscreen repair system that uses less resin, costs less, and uses fewer consumable parts, then you should give the Delta Kits a try. We tested the double bridge system and would definitely recommend it. It's far more productive and we found it enabled us to strike deals with our customers. We offered a second repair for half price; this meant extra revenue for no extra time. Easy!

Michael Smedley (JP)
Technical Director
Service 8 Auto Glass Australia



For more customer reviews, check out our website at www.deltakits.com!



THE WISE CRACK NEWSLETTER

The Wise Crack News, published monthly, is the most widely circulated windshield repair newsletter available!

"AN INDISPENSABLE TOOL FOR THE WINDSHIELD REPAIR PROFESSIONAL"

Inside you'll find:

INSURANCE UPDATES

TRAINING CLASS DATES

PRODUCT SPECIALS

TECH TIPS

MARKETING ADVICE

AND MORE!



at www.deltakits.com



What Are You Selling?

by Katherine McCarthy

Before I read your mind with "windshield repair" being the most likely collective answer... I want you to think about the answer to "What are you selling?" a little more.

[Continue Reading →](#)

Training Alert – Opportunities and Cancellations...

by Katherine McCarthy

Our summer has been full of training, so here's your friendly monthly update! Our most recent factory training class took place on August 18th – all in...

[Continue Reading →](#)



TRAINING UPDATES



We're Gettin' Packed Up and Ready to...

by Delta Kits Inc

Not only is fall quickly approaching... but so are two of our favorite tradeshows – AGW 2017 and SEMA 2017. We love going to these shows – they give us a

GET TIPS



WINDSHIELDREPAIRFORUM.COM

WHAT'S HAPPENING IN THE WINDSHIELD REPAIR INDUSTRY, YOU WILL FIND OUT ABOUT IT AT WINDSHIELD-REPAIR-FORUM.COM. MEMBERSHIP IS FREE, SO JOIN THE WINDSHIELD REPAIR FORUM TODAY. YOU'LL BE GLAD YOU DID.

Wouldn't it be great if there was a place you could go to talk to other windshield repair business owners about anything and everything to do with the windshield repair industry? Wouldn't it be great if you could get advice on everything from marketing ideas to advanced technical tips, without having to leave your house? Well, you can. Visit the Delta Kits online windshield repair forum at www.windshield-repair-forum.com.

The Delta Kits Windshield Repair Forum has become the most popular forum in the industry because of the generosity of the people who post there. With more than 2,500 users and 45,000 posts, it is truly exciting to see technicians from all parts of the country coming together and sharing their ideas for the benefit of others. If you have yet to visit the forum, you are missing out on one of the best tools available for improving your business. If you are a seasoned veteran or just starting out, you will find information that can help. Think of it as having your own online windshield repair country club.

Don't be shy. If you have any questions or problems about starting your business, go ahead and ask. Know that you aren't the only one with questions. Talk to someone who has been through it, and find out what they did to fix it. Be sure to check out the archive section, too. Just by checking out the older posts, you will find the answer to many questions.

WINDSHIELDREFERRAL.COM



"Very easy to use and a great looking site."

Julie Sokol of Westside Glass

FREE LISTINGS for windshield repair and replacement businesses
TOOLS to solicit customer feedback
CUSTOMIZED LISTINGS to accurately describe your business
PREFERENTIAL LISTING for certified technicians and shops
USER FRIENDLY professional site design

"Windshield repair technicians, specifically independents, have not had a good place to advertise. Our goal is to provide internet visibility for windshield repair technicians while giving their customers a resource for finding technicians in their local area."

Brent Deines, President of Delta Kits.



CONTACT US



WWW.DELTAKITS.COM



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