

Customer information

about stone chip repair on laminated glass

A stone chip repair is defined as the local repair of a windshield made of laminated safety glass (LSG), governed by the Road Traffic Licensing Regulations (condition 1-5). Stone chips have a crack or damage to the outside surface of the windshield. Shallow spalling (spider web cracks/damaged inner foil) are not covered!

The repair is only allowed under the following conditions:

1. Repair damages are **ONLY** on the outside of the windshield. The inside of the windshield and plastic foil should be damage free.
2. The repair must be done as soon as possible after the occurrence of any stone chip damage. The damaged area must have no visible signs that moisture or dirt has penetrated the chip.
3. The crater of the impact point shall not exceed a diameter of 5 mm.
4. From the impact point of the chip, small cracks (legs) may not be longer than 50 mm and not end at the windshield molding.
5. Repairs may be done outside of the driver's field of view.
6. A maximum of 2 stone chips is allowed to be repaired. A third repair requires a written assessment by the technician.

Criteria for a professional stone chip repair:

1. In case of a circular damage with up to 2 cm with air entrapment; a maximum of 0.5 mm in diameter is allowed.
If the damage is bigger than 2 cm, 2 inclusions are permitted.
2. Glass cracks are completely filled with resin. A maximum of 10% of the crack length can be unfilled as long as the unfilled area is not at the ends of the crack.
3. Dull spots (moisture absorption of the foil) or peeling are not allowed. The law requires a clear view and a damagefree foil.
4. In the area of the cracked surface; reflections maybe caused due to minimal spalling.
5. It is possible that the color changes in the damage area (for example: corrosion)
6. The glass can be destroyed during the repair process. A warranty is not given.

I am aware that Jacob Autoglas will attempt to repair my windshield. I have been in-form that if a repair cannot be done due to the location of the damage being within the driver's direct view or if the technician is unable to repair the damage due to the extent or complexity of the damage, or if the repair later fails requiring windshield replacement my de-ductible will apply

Place _____ Date _____ Customer Signature _____

Geschäftsführung

Sven Jacob - Amtsgericht: Gießen HRB 5725 - Ust.ID: 2 07 64 73 25

Bankverbindung:

Sparkasse Oberhessen:

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