

# Generic glass (Grandmark)

## Q&A

Hollard has promoted the use of Grandmark glass for the past few years as a viable and more affordable alternative to the current glass market.

There are a number of Hollard Brokers and Partners whom are utilizing Grandmark very effectively and enjoying a massive reduction in the glass claims spend. However there have been a number of common queries and concerns raised and this document is aimed at clarifying some of those concerns and questions.

If you require any more clarity or have any additional concerns that are not covered below, you are more than welcome to contact Malcolm Schnaid in Hollard Group Procurement on 011 351 1075 or malcolms@hollard.co.za

**Question:** Where does Grandmark source it's glass?

**Answer:** Grandmark imports its glass from Xinyi Glass (XYG) in China. XYG supplies 20% of the worlds glass market. Grandmark also sources local Original Equipment (OE) glass through the local OE agent (Motor Dealership).

**Question:** How safe is Grandmark glass?

**Answer:** Grandmark Glass is designed according to the highest global safety standards and OE specifications.

**Question:** Is Grandmark glass (Chinese imported glass) shatterproof?

**Answer:** All car windscreens legally sold in South Africa must be shatterproof. That means they comply with the SABS standard which requires them to be resistant to penetration and disintegration by being manufactured with a laminated vinyl centre core. All automotive glass is made for automotive needs only.

Grandmark imports from Xinyi Automobile Glass in China..

Xinyi manufactures glass for the US market for Ford, General Motors, and Chrysler.

A distinction must be made between 'Shatterprufe®' and 'Shatterproof'. 'Shatterprufe®' is a trademark. Shatterproof is a safety characteristic which refers to laminating two pieces of glass to stop the glass from shattering into pieces, hence **SHATTERPROOF**.

**Question:** What is the procedure for making a claim in the unlikely event that Grandmark glass fails? e.g. windscreen breaks due to weather conditions, bubbles appear in the windscreen, or the windscreen collapses in accident?

**Answer:** Grandmark has adequate Liability insurance to cover unforeseen events. Queries can be directed to Grandmark International on (011) 226-9000.

Quality queries can be directed to [procurement@hollard.co.za](mailto:procurement@hollard.co.za)

**Question:** What excess is payable if a client needs to repair or replace the windscreen?

**Answer:** The decision to include an excess is up to the broker. However, most brokers and Insurers are opting to exclude the excess if the windscreen is replaced through Grandmark as the massive reduction in cost is an incentive to direct the client to Grandmark. Further queries on this issue can be directed to the respective Hollard Select Claims Manager or Business Development Manager.

**Question:** What is Grandmark's footprint countrywide?

**Answer:** Grandmark has representation in Gauteng, Durban, Cape Town, Bloemfontein, Nelspruit and will have a branch in Port Elizabeth by early 2012,

**Question:** Does the Grandmark product have a warranty?

**Answer:** The Grandmark product carries a 36-month warranty.

**Question:** Does the glass product come with liability insurance?

**Answer:** Yes. The manufacturer Xinyi, where Grandmark sources the glass product, has public liability insurance on their products to the value of \$10 million USD

**Question:** Does Grandmark Glass have an impact on motor plan or warranty?

**Answer:** As a general rule, all motor related glass, i.e. side glass, windscreens etc., are excluded from OE Motor plans and does not influence the vehicle motor plan or warranty terms and conditions.

**Question:** What standards and accreditation in South Africa must the product comply with?

**Answer:** The product meets the exact same local standards as the locally produced glass. There is a perception that has been created in the South African market place by competitive brands as a marketing strategy that 'Chinese Glass' is not 'shatterproof. Holland-approved 'Chinese glass' not only complies with South African standards, but with global standards, such as ISO/TS 16949:2009 which is a specification for suppliers that supply OE quality products.

### **Additional standards that the product complies with include:**

- Xinyi Automobile Glass (Grandmark) complies with SABS, as well as mark, DOT 825, CCC, SAA - AS2080 & AS/NZ2208, etc.
- Fuyao Group: Distributed through TIGA. Fuyao holds all SABS permits, as well as the E-mark permit, DOT 814, CCC, SAA - AS2080 & AS/NZ2208, etc.
- Shatterprufe®: Mainly distributes through PG Glass and Glasfit. Other replacement agents also purchase from Shatterprufe® who holds all SABS permits, E-mark permit, DOT 122 and CCC.
- National Auto Glass: Mainly distributes to independent replacement agents. NAG holds all SABS permits, as well as the E-mark permit.
- Universal Safety Glass: Distributed through TIGA. USG holds all SABS permits, as well as the E-mark permit.

### **SABS standards**

- SANS 1191:2005 = High penetration resistant laminated safety glass for vehicles
- SANS 1193:2008 = Toughened safety glass for vehicles
- SANS 10240:2009 = Installation of replacement auto-glass in motor vehicles by the direct glazing method

### **International standards**

- ISO/TS 16949:2009 = Manufacturing of Glass for use in the Automotive industry – This certification is only granted to manufacturers of components in the OE supply chain.
- E-mark / ECE- R43/1296-1298 = Installation of safety glazing materials on vehicles (European standard)
- DOT = Automotive 'Glazing Materials' (American standard)
- CCC = (Chinese standard)
- SAA - AS2080 & AS/NZ2208 = (Australian standard)
- ISO 9001: 2008 = Quality Management System (International standard)
- ISO 14001:2004 = Environmental Management System (International standard)

**See example of Grandmark Glass branding below.**

**Question:** Does Grandmark glass use re-processed/reclaimed/recycled laminate for their automotive glass?

**Answer:** No. Premium virgin vinyl bought from either Du Pont in America and Sekisui Chemical in Japan is used as the laminate.

**Question:** Which bonding agent does Grandmark use to fit its glass product?

**Answer:** Sica is used as the bonding agent, and is used by other Hollard-approved glass outlets.

**Question:** How will Hollard manage the service levels?

**Answer:** Hollard will manage service levels through the following metrics

- Audits
- Weekly Consumer Satisfaction Index reports
- Service Level Agreement
- Monthly meetings