



# Frequently Asked Questions

## 01 How much does it cost to get an estimate on my windshield or car window?

Nothing! We are happy to inspect your car and provide an estimate if required at no charge.

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## 02 How do I know if a stone chip is repairable?

If the damage is smaller than the size of a loonie, then it is usually repairable.

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## 03 Is the cost of windshield replacement covered by insurance in Manitoba?

Yes, but you might still have to pay your deductible.

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## 04 How do I make an insurance claim with MPI for auto glass?

You will need to do one of the following:

1. Visit [acrglasswinnipeg.ca](http://acrglasswinnipeg.ca), click on "Make A Glass Claim", and fill out the online form;
  2. Give us a call at (204) 25GLASS, we will take down the required information over the phone and open your claim;
  3. Make a copy of your driver's license and full registration (or the insured's) and include a written statement on how, when, and where the damage occurred;
  4. Call MPI directly at (204) 985-7000, answer their questions, and let them know you will take your vehicle to ACR Glass to be completed. We will do the rest for you when you arrive with your vehicle.
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## 05 What if I already opened a glass claim on the vehicle?

If a claim has already been opened, you (or the insured) would have to call MPI at (204) 985-8777 to advise them ACR Glass will do the work and complete the claim.

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## 06 How much do I have to pay?

As the insured, you are responsible to pay your deductible for windshield replacement. If it is a repair and you have a \$300 or less deductible, the fees would be waived. If it is a vandalism claim and you have a \$200 or less deductible, the fees would be waived if you provide a police report number and information on how and when you made the police report.



**07 Does a glass claim go against my driver’s rating?**

Glass claims do not go against your rating or affect your premiums.

**08 How long does it take to get replacement auto glass in?**

We stock as many windshields as possible. When we do have to order a special windshield or car window it generally takes 2-3 business days. Replacement glass for less common or brand new models may take longer than 3 business days.

**09 How long does it take to replace a windshield?**

We require the vehicle to stay in our shop for a minimum of 3 hours. If your windshield requires recalibration, we would require your vehicle for an entire day.

**10 Do you have a courtesy car?**

We book out a courtesy car on a first come, first serve basis. If unavailable, we would provide you with a rental car.

**11 What are the different types of glass?**

As it pertains to your vehicle, there are two main types of glass widely used. Laminated glass is most commonly used for the windshield, it is two pieces of glass “glued” together with plastic in between the layers. Tempered glass is any other glass on the vehicle. Tempered glass is stronger as well as heat and scratch resistant. Tempered glass is designed to shatter into tiny little pieces rather than large sharp shards of glass. This is why tempered glass is often referred to as safety glass.

**12 Do I need Original Equipment Manufactured (OEM) glass?**

OEM glass is not required for replacement or recalibration on most vehicles. The glass we use is guaranteed to meet the same requirements of OEM and Department of Transportation (D.O.T) certification.

**13 Can you save glass when removing for a reseal or repair?**

We aim to have a high success rate. There is always a chance that glass could break depending on factors such as age, scratches, chips, etc. As well, in order to save the glass, sometimes there may be damage to surrounding mouldings. We utilize a few different methods to try and save the glass as well as minimizing any scratching or other damage that may occur.

**14 Can you do recalibrations?**

We do recalibrations for ADAS (Advanced Driver Assistance Systems) where the cameras are looking through the windshield, such as “Lane Departure Warning” or “Lane Keep Assist”.

**15 Do you do mobile work?**

We do have a mobile crew to service other shops. We currently do not service repairs or replacements that are done outside of a shop location. As well, recalibrations can only be done at our location.

**16 Is there a product warranty? Or an installation or service warranty?**

We have a lifetime warranty on the windshield or auto glass plus the installation if ownership has not changed.