

BTB TOOL SYSTEM **CUSTOMER SUPPORT – COMMON QUESTIONS & ANSWERS**

AUTOMOTIVE GLASS REMOVAL - GENERAL

Is it faster than what I am using now?

Yes, with the same amount of practice and allowing for all other factors. This will depend on the type of glass installation, and whether the glass is damaged or not. If damaged or cracked, you may choose to destroy the mouldings and use a faster more aggressive method. Glass specialists often compare time taken to remove the glass with no consideration for other factors such as risk of vehicle damage and reduced operator effort (less fatigued and do more jobs today as a result), or far less preparation time (no glass fragments) and no damaged paint or parts to contend with.

I don't care about saving glass mouldings, it's quicker and cheaper to just fit a new universal mould.

That's your choice but an aggressive method may increase the risks mentioned above. Also, with many side and rear glasses, you may have no option. Quite often, you have the need to save the moulding for re-use. A universal mould may be inexpensive but are not always available. What about expensive mouldings on imported or luxury cars? Could it make your price more competitive where replacement moulds are expensive, therefore increasing your chances of obtaining the job?

Is lubrication necessary and what sort should I use?

Yes a cutting lubricant substantially increases the speed of the cutting process. This also prevents any potential heat build-up or smoke fumes whilst cutting the urethane. Just plain water is acceptable but an approved cutting lubricant is much more effective. Some urethane manufacturers now make their own approved cutting lubricants to aid this process.

Do the blades have a warranty?

No. Unfortunately we are unable to control how they are used. As a general guide, if the blade breaks you have probably done something wrong. If a customer thinks they have a genuine warranty claim, then return the blades for a thorough examination. Read the User Manual and supporting literature for correct blade usage, or contact BTB for advice.

I don't have an air compressor.

Once you have a compressor, you will wonder why you spent so much time without one. You can blow dry and clean the sealing area of leaves and debris, clean vehicle interiors, help find leaks or operate other air tools such as an air caulking gun. The BTB tool is a reciprocal stroke tool, using much less air than rotary type tools and operates off a small, inexpensive, carry-around compressor, which should cost less than \$100 and can plug in to an electrical point for the majority of applications or using an power inverter in mobile service vans. The BTB tool will operate using a 1.5 – 2 Horsepower compressor capable of providing a free air delivery of 5CFM at 90PSI. As an alternative, with its low air consumption, the BTB tool can also be operated from an inexpensive and refillable food grade CO₂ cylinder. This portable gas is inoffensive and maintains its pressure until the cylinder is empty. You will simply need to acquire a constant pressure regulator capable of 90psi. BTB air tools are economical to service, safe and have a long life expectancy.

Can I sharpen the blades?

Yes, many times. A sharpening stone is also provided with all BTB toolkits.

How long do the blades last?

Too long!! Life expectancy is dependent upon the type and frequency of usage and therefore difficult to estimate. Naturally some blades are used far more often than others are. When used correctly, BTB's blades will last an extremely long time.

Why so many blades?

This question arises from the perception that there are many blades to choose from. The variety and quantity of blades exist to service all regular, encapsulated and difficult installations from any model vehicle worldwide with the option of cutting from inside or outside of the vehicle, against the glass or against the pinchweld. There are also serrated options for most blades, which offer a faster cut-out time. Some blades look similar to others but are in fact more flexible for following the contours of a curved glass. There are really only four (4) different blade types:

1. Straight blades
2. Slightly bent blades
3. "Z" shaped blades
4. Powered Cold Knife blades

Blades are available in a variety of lengths and in YELLOW (regular glass) or ORANGE "R" which are identical except that the "R" blades are bent in the opposite direction for removal of encapsulated glasses. Refer to our blade selection guide for help with choosing a blade.

Which toolkit do you recommend?

There are two (2) or more kits tailored to each market segment. For example, the 7 blade "Classic" and 11 blade "Technician" kits for the Automotive Glass Specialist or the 9 blade "Craftsman" and 13 blade "Tradesman" for collision repairers and automotive recyclers. The "BTR" kits are tailored for the bus/truck/rail industries. Naturally, the more blades, the more versatile the kit will be. The more comprehensive Master Combo or Pro Kits contain additional blades, which may provide a more appropriate blade for a specific task rather than compromising. These include non-serrated, serrated, and Powered Cold Knife blades, all with reverse ORANGE "R" grind option for encapsulated glasses. Moulding release blades, trimming, pinchweld scrapers and a variety of accessory blades are also available.

Why are the Automotive Glass and Collision Repairer kits different?

The Automotive Glass industry typically prefers more serrated blades because they provide a faster cut-out, especially when a broken glass is to be replaced. Collision repairers however, remove a high percentage of undamaged glass for reinstallation and also like to use their kit for decorative body moulding and emblem removal as well; therefore, their kits are supplied with a mixture of serrated and non-serrated blades. Serrated blades are not suitable for removing body moulds etc, as they may damage the paint.

Will it damage the glass and can I safely remove an expensive laminated glass?

When used correctly, you won't break or scratch the glass or damage the black band etc. We recommend using cutting lubrication and attaching soft Velcro[®] adhesive dots to the back of the blades to protect the glass. The tool's controller cap is nylon and won't scratch the glass.

How does the BTB tool compare to other tools regarding noise, vibration and occupational health & safety?

The BTB Tool is user friendly, light-weight, extremely quiet and produces minimal vibration complying to CE standards, reducing the risk of HAV or Reynaud's Syndrome (commonly called "white finger"). What about sore necks, shoulders or arms from the physical force required using other methods and tools? Almost every technician has cut themselves when a razor or utility blade has snapped and many companies are now outlawing their use. Have you ever cut yourself on splintered glass created using more aggressive tools? When removing broken glasses, due to its precise cutting action the BTB tool reduces the spreading of glass splinters into the vehicle interior, air ducts and seat belt tensioners. To our knowledge, BTB is the only tool that publishes their hand/arm vibration ratings, which have been tested to international standards.

ADDITIONAL QUESTIONS FROM COLLISION REPAIRERS

A survey of USA collision repairers revealed glass breakage, vehicle damage, time delays and increased charges for complicated glass removals, or that their glass contractor is not interested in body shop removal/refit jobs, as the main factors in deciding to take control of their own glass removal.

Why would I want to remove glass when I sub-contract it all out to the glass guys?

How long do you have to wait for them to arrive? Would it be better to control your workflow and have your staff working on the vehicle sooner? Has the sub-contractor ever damaged the vehicle or scratched the paint during removal, causing you more unnecessary work and cost? Do you then need to inform the customer or insurance company of the damage and then struggle to recover the additional repair costs?

It's easier to just call the Glass Company and they take the risk of breakage.

Yes it may be. How long do you normally have to wait for them to come? Could you be working on the vehicle sooner? Some customers choose to remove the glass themselves and just call the Glass Company for reinstallation. How many do you subcontract per month? How much do they charge you? You can improve your income by invoicing labour for the job rather than having an expense to pay for the task. How much could this save/make you over one year? Do they take responsibility for all risk and damage?

I can remove most body mouldings without damage already.

What about mouldings with chrome inserts, aluminium backing, or extra wide with several strips of adhesive tape and / or urethane? They can be expensive. How do you remove these? Do they end up bent and distorted? Can you remove emblems and mouldings that are adhered in a recessed section of the panel? The BTB tool can do all of this and more.

Why recycle body mouldings? I fit new ones and the customer or insurance co. pays!

How long do you think you will get away with this? Many insurance companies are no longer covering the cost of new mouldings due to the ability to save them using the BTB tool. Could you make your quotations more competitive by re-using moulds and therefore improve your chances of obtaining the job? Why destroy a moulding if you don't have to? Some mouldings may be inexpensive but are they always available? What about expensive mouldings on imported or luxury cars? Improve your labour charge-out for the job by invoicing removal, installation and maybe re-paint, but not the cost of a new mould. What about laws regarding disposal of plastics etc? You will be responsible and additional costs will apply.

The tool looks like my air saw, could I use that?

No, whilst externally it may look like some air saws, the BTB tool is made to precision standards with many additional features. You would need to make many expensive modifications to fit BTB blades and even then it will be underpowered and / or have the wrong stroke. The BTB tool also operates as an excellent and powerful air hacksaw.

BTB Tools – One Tool – All Glass – All Mouldings – Any Vehicle – Every Time!