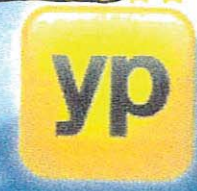




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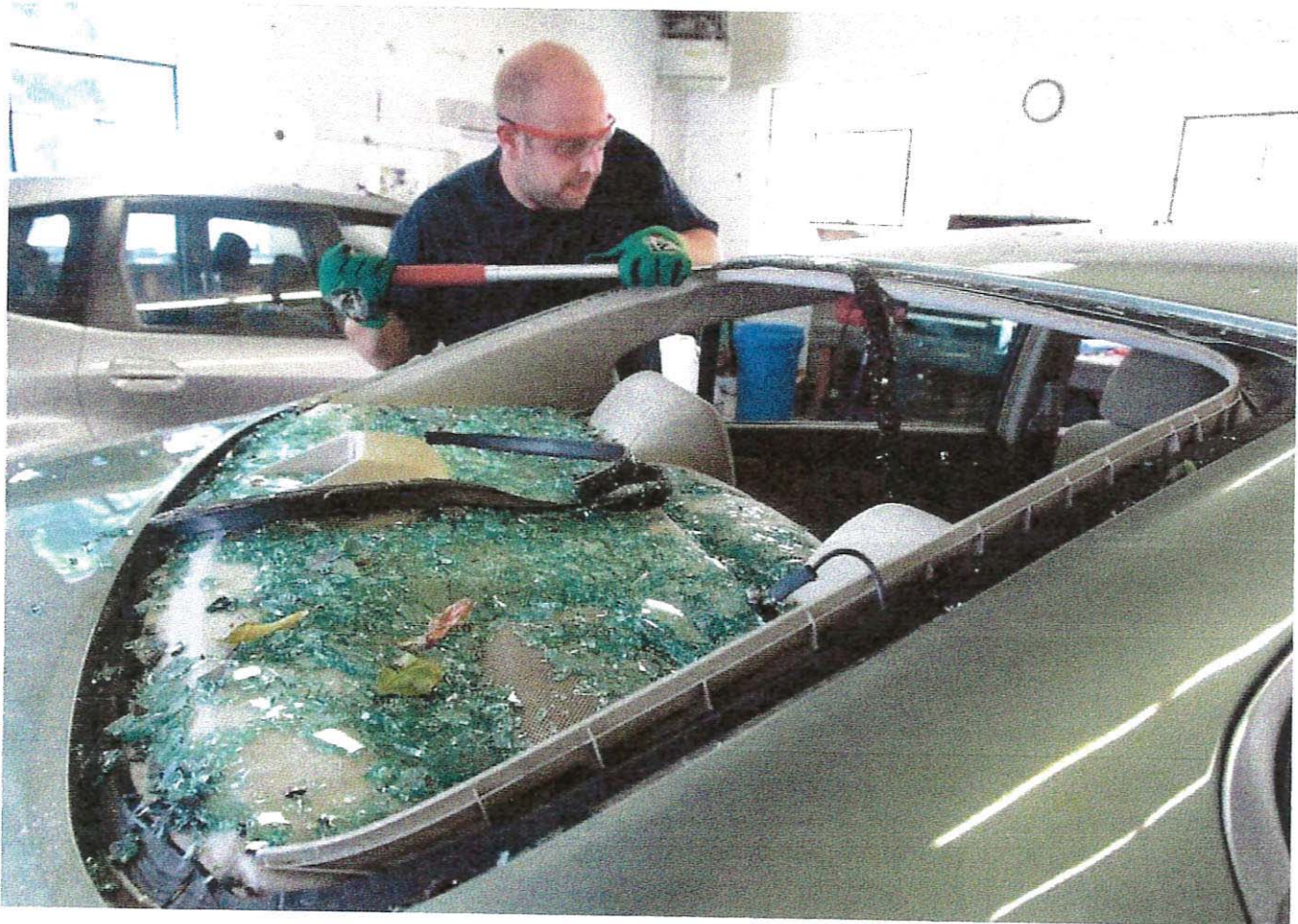
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# Hailstorm shatters Suffolk County windshields, records



JOHN BLANDING/GLOBE STAFF

Derek Baldassarre worked on a car at JN Phillips Auto Glass in Newton.

By **Karishma Mehrotra** | GLOBE CORRESPONDENT AUGUST 06, 2015

Steven Firstenberg was at the corner of Longwood and Brookline avenues in Boston on Tuesday afternoon when hail the size of golf balls began pelting his car.

With wind gusts of up to 60 miles per hour, the storm so thoroughly dented Firstenberg's 2013 Honda Accord that a mechanic at JN Phillips Auto Glass in Newton told him his insurance company may decide it's not worth repairing the car.

"I mean you're sitting there — one minute you have this beautiful car and the next minute you have a piece of junk," said the 62-year-old Waltham resident and owner of a limousine company. "I love that car."

In some places, the thunderstorms that roared through the city during Tuesday's afternoon rush hour dropped hail two inches in diameter, the largest ever recorded in Suffolk County, according to the National Weather Service. The previous record for hail in the region was 1½ inches on June 6, 1966, according to weather service meteorologist Nicole Belk.

The storm downed trees, knocked out power, and left so many car owners with dinged exteriors and broken windshields that some auto body shops are struggling to keep up with demand.

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## Tuesday's 2-inch hail broke records

Jamaica Plain saw Suffolk County's largest hail Tuesday, with measurements of up to two inches in diameter.

Repair shops are calling in technicians from across the country who are experienced with the kind of severe hail damage seen more often in places like Texas and Kansas. Those mechanics specialize in paintless dent repair (PDR), a technique that can fix dents without more time-consuming and potentially more expensive panel replacements and new paint.

Hail Management and Appraisal Group's Lisa Kaese said she arrived in Boston first thing Wednesday from Albany, New York, to demonstrate the process for Boston repair facilities and bring in technicians to contract with the body shops. Walking around the area, she kept counting the number of cars on the street with hail damage.

"We're probably going to be here for another month and a half," she said. "From the amount of damage I'm seeing and the amount of reports that are out there, it appears to be one of the heaviest storms that we have seen in one area."

One of the shops hiring PDR help is World Auto Body Inc. in Brookline, one of the most heavily hit areas. Once

owner Vitaly Fedosik saw the hail, he immediately thought "We are going to be busy for months, and



JOHN TLUMACKI/GLOBE STAFF

**Hail from Kittery, Maine, some of which was the size of golfballs.**

the problem is that there are going to be too many cars and people are going to want their cars yesterday.” He said he has never seen anything like this.

“We are a little overwhelmed, but what are you going to do? It’s the business we are in,” he said. “Everyone is frustrated.”

With a few PDR subcontractors from Chicago arriving Friday, Fedosik hopes to work on about five hail-related repairs a day. He already has 32 appointments scheduled and keeps getting more assignments. While some cars will be able to get the PDR treatment, the ones with severe hail damage will require more intensive repairs.

JN Phillips Auto Glass service operations contact center manager Joyce Lynch said the surge in demand reminds her of the past winter.

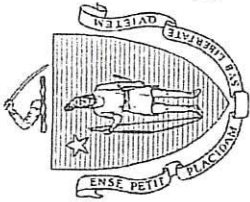
“It’s nuts,” Lynch said. “This is probably one of the first times that we’ve been as busy as the winter time, in the summer time.” Immediately after the storm, Lynch contacted the managers of her 42 shops and changed her employees’ schedules to make sure they were fully staffed till the end of this week.

Between 4 and 7 p.m. on Tuesday, her call center received almost 350 phone calls, three-quarters of which were related to the storm. On Wednesday, they got more than 2,000 phone calls, mostly regarding shattered glass.

The calls at Arbella Insurance in Quincy have also increased, vice president of claims Joseph Salerno said. Many of them are related to dented cars but some involve downed trees on fences and homes. While Salerno said insurance coverage varies depending on the customer’s plan, the policyholder is generally responsible for the deductible.

Thankfully for Firstenberg, his insurance covered the glass repair and the deductible. But, now, he has to figure out how to get these craters out of his car, along with a number of other irritated Bostonians.

“It’s a mess,” he said. “It’s a mess, mess, mess.”



THE COMMONWEALTH OF MASSACHUSETTS  
DIVISION OF STANDARDS  
ONE ASHBURTON PLACE, BOSTON, 02108

EXPIRES: 05-31-18

ISSUE DATE 09-11-15

REGISTRATION NO. RS0005171

REGISTRATION FOR MOTOR VEHICLE REPAIR SHOP

THIS IS TO CERTIFY THAT:

# 2018

HOBBS ENTERPRISES INC.  
471 SOMERVILLE AVENUE  
SOMERVILLE MA 02143

2025538

CONTROL NO.

Is hereby registration to engage in the business of repairing motor vehicles pursuant to Massachusetts General Laws chapter 100A

**THIS REGISTRATION IS NOT TRANSFERABLE AND MUST BE CONSPICUOUSLY POSTED UPON THE PREMISES**



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# IntelliDent

Paintless Dent Removal, Inc.

By an affirmative vote by the BBB Board of Directors, IntelliDent has demonstrated that it meets the Standards for Accreditation and further commits to uphold the mission, services, and standards of ethical business practices espoused by BBB Accreditation. Further review of IntelliDent's business records indicate that the business has had zero complaints in the past three years, February 2010 through February 2013. IntelliDent's adherence to the BBB Standards for Trust has earned them an A+ Rating.

Business Started: 06/15/1997 in MO



# LIMITED LIFETIME WARRANTY

In the event that IntelliDent's paintless dent repair process results are found to be defective under this warranty, IntelliDent will repair such quantity of dents and correct paint flaws, proved to be defective as a result of the IntelliDent PDR process, at IntelliDent's place of business, with IntelliDent providing the labor and materials free of charge during the warranty period.

All of IntelliDent's LIMITED LIFETIME WARRANTIES are subject to exception and limitations pursuant to the written conditions agreed upon by the consumer and the IntelliDent's representative prior to commencement of work.

IntelliDent's paintless dent repair process guarantee's against: Shine/gloss deterioration, Blistering, Peeling, Wrinkling, Defects in Primer adhesion.

IntelliDent warrants that the paintless dent repair (PDR) process will last for as long as you own your vehicle.

**Exclusions include:**

- PREVIOUS DAMAGE:** All previous and unrelated damage not associated with the hail damage repair work provided by IntelliDent is not covered by IntelliDent under this warranty. This warranty applies to the panels, which are repaired by IntelliDent. It covers your vehicle under your subsequent ownership during the warranty period. The Warranty period relates exactly to the warranty period provided by the Manufacturer of your vehicle for coverage of defects in paint finish and corrosion. In conclusion, the IntelliDent shop warranty does not exceed manufacturer's warranty.
- SPECIFICALLY EXCLUDED:** A. Rust, surface rust, rust through, and/or damage caused by rusting of or exterior panels is not covered. C. Damage arising from unreasonable vehicle use. D. Faulty care and maintenance. E. Parts, materials and equipment featuring manufacturers' warranties.
- SALE OR LEASE EXCLUSION:** In the event of a sale or lease departure of your vehicle, the date of said sale or lease termination is the date that your warranty period expires for your vehicle. This is the date in which your IntelliDent warranty period expires.
- STRIPES AND DECALS:** On factory decorative stripes and decals, only the factory warranty remains.
- SUBSEQUENT HAIL STORMS:** This warranty shall become void if the vehicle is subjected to subsequent hailstorms or if IntelliDent can determine and verify the damage differs from the damage on the original repair order.

This LIMITED LIFETIME WARRANTY shall not be varied, supplemented, qualified or interpreted by any prior course of dealings. This LIMITED LIFETIME WARRANTY shall be null and void if the repair is altered, adjusted or tampered with by any person not authorized by IntelliDent. This warranty is nontransferable.

Presented To \_\_\_\_\_

Warranty No. \_\_\_\_\_ RO# \_\_\_\_\_

Vehicle \_\_\_\_\_ Date of Repair \_\_\_\_\_

Authorized by \_\_\_\_\_ Date \_\_\_\_\_