



## **WINDOW REGULATOR REPAIR KITS - FREQUENTLY ASKED QUESTIONS**

### **Question 1: Why do these regulators fail – what goes wrong?**

**Answer:** They fail because the wires corrode (although they may not look rusty). When they corrode they expand and lose their flexibility and often start to fray or break completely. This loss of flexibility or fraying both cause the wires to jump from the tracks around the motor driven wire reel and they become entangled inside the housing. This can lead to loss of tension on the wires or in them breaking. Eventually the tangled wires will lock inside the housing and the motor will no longer turn (though it will be perfectly OK).

### **Question 2: I hear a grinding noise when operating the window. Will this kit fix the problem?**

**Answer:** Yes it will – but you should act quickly since your window may fail at any time. It may then become stuck partly or fully open. Don't use the window until you repair it as you may well make matters worse. The grinding is the tangled wires fouling on the housing (see 1 above).

### **Question 3: My window goes up OK but then slides down on its own. Will this kit fix the problem?**

**Answer:** Yes it will – but again you should act quickly. The regulator wires have lost tension or one of them has broken completely (see 1 above).

### **Question 4: My window doesn't move when I press the switch but I can hear the motor trying to turn. Will this kit fix the problem?**

**Answer:** Yes - this kit will fix the problem – but again you should act quickly. The wires have become entangled around the wire reel and have locked inside the housing (see 1 above). Don't use the window until you can carry out the repair.

### **Question 5: What else might be wrong and is everything I need in this kit?**

**Answer:** It's very rare – but sometimes the plastic parts on the regulator (wire guides or reels) are broken. These parts aren't available as spares – but if you discover this is what's caused the failure you can return the unused kit within 30 days for a full refund (including the original postage & packaging).

### **Question 6: Do I need to buy a new motor?**

**Answer:** No – the motors are generally very high quality and almost never fail.

**Question 7: I've already removed my regulator and see the wires have chewed up the tracks on the wire reel. Does this mean I need a new wire reel to use this kit?**

**Answer:** No - your wire reel will be fine unless parts of it are broken off or it's cracked right through which is rare (see 4 above). There's a simple fix for chewed tracks covered in the "How To" guides supplied.

**Question 8: I can't read the "How To" guide on the auction listing page – the text is too small.**

**Answer:** The photo on the auction listing is only to show how comprehensive the illustrated guides are. The guides themselves are supplied to you by e-mail link as documents like this one where you can zoom in to make the text as big as you like.

**Question 9: Is the kit suitable for other similar models not shown on the auction listing?**

**Answer:** There's a very good chance it will work on similar models. The kits have been tested on those models shown and further kits are being added all the time. If you want to try one of these kits you'll be able to tell quite quickly if it's going to work or not and you're welcome to return the unused kit within 30 days for a full refund (including the original P&P) if it's not suitable.

**Question 10: I need this in a hurry - if I buy the kit today - when will I receive it?**

**Answer:** All orders completed by 17:00 (5.00 p.m.) Monday to Friday and by 12:00 (noon) on Saturday are sent 1<sup>st</sup> class post or Air Mail in time for the final postal collection that same day. Around 95% of 1<sup>st</sup> class items are delivered the following working day. The postal service aim to deliver to European destinations within three working days and worldwide within five.

**Question 11: How easy are these to fit?**

**Answer:** The regulators look more complex to repair than is actually the case & most people will never have tried to repair one. The illustrated "How To" guides cover the regulator repair very comprehensively with a detailed step-by-step example. The guides are written with the DIY novice in mind so cover all aspects of the regulator repair missing nothing out. No specialist knowledge is assumed or required – all you need to do is follow the steps in the guides for a perfect repair. The kits come with a full 30 day money back offer (including the original P&P) so you can judge for yourself without risk. (Less than 1 in 200 of the kits purchased are returned for this reason.) Check my feedback to see what other customers have said about these kits.

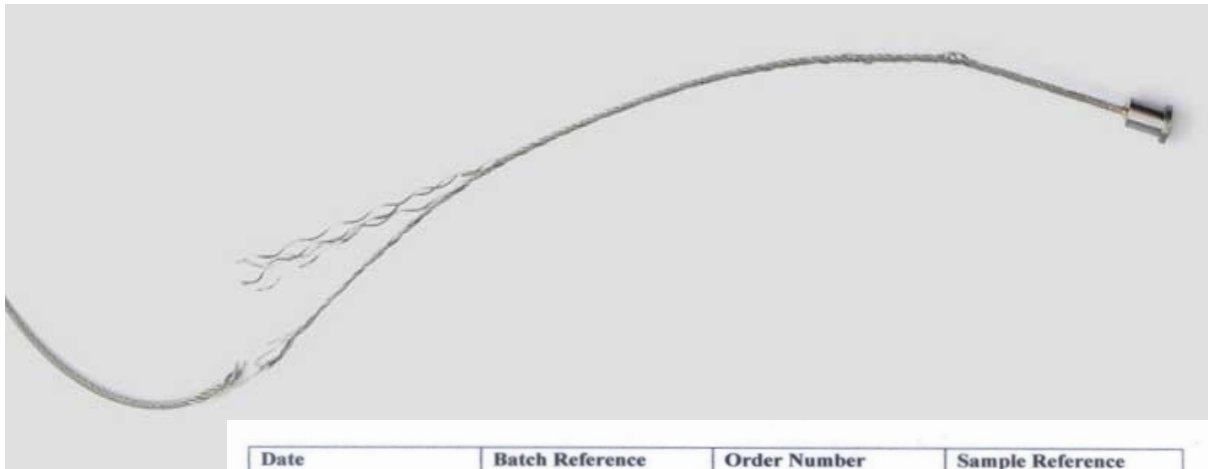
**Question 12: How long will the repair last?**

**Answer:** The stainless steel wire supplied will not corrode and once repaired the regulator should outlast the car since the other components rarely fail.

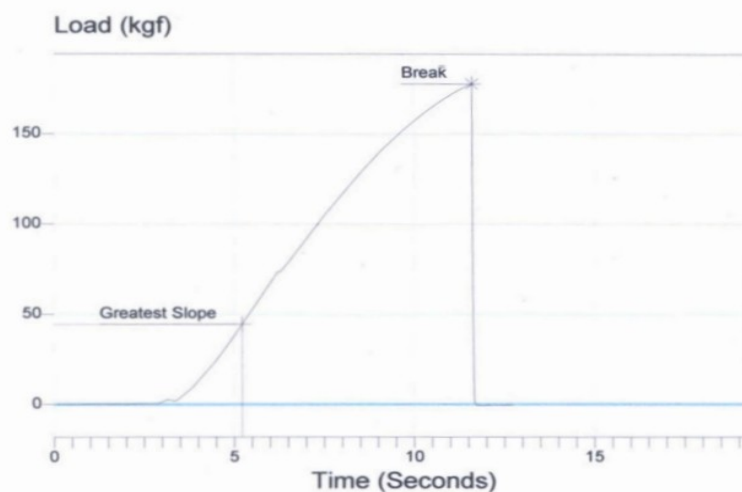
**Question 13: Is the glue really strong enough and how long does it take to set?**

**Answer:** Absolutely – and it's a very fast setting engineering grade adhesive. The stop ends are specially designed for use with the adhesive – just follow the details in the guide to set in 5 minutes. See test results below:

The adhesive and methods in the guides have been independently tested on all the stop ends supplied in these kits to ensure the bond is several times stronger than required. The window regulator motors typically generate a load of 20 to 50 kgf. The adhesive bond will withstand a load close to or exceeding the load capacity of the wire itself (typically 170kgf). Bonded stop end samples are pull tested and the forces measured at the point of failure. In the example below the wire failed at 177 kgf.



Date	Batch Reference	Order Number	Sample Reference
2/15/08	ROY MACKAY	D2	D2
Part Number	Load at Break	Maximum Load	Quantity
SAMPLE D2	177.71 kgf	177.71 kgf	1.0000



VP3.0b

**Patent Applied For**

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