Paintless Dent Repair (PDR) Photo Requirements

As with all supporting photos, PDR images must be clear and focused. Use the following guidelines when taking PDR supporting photos to ensure that the damage is visible and the supplement can be processed efficiently.

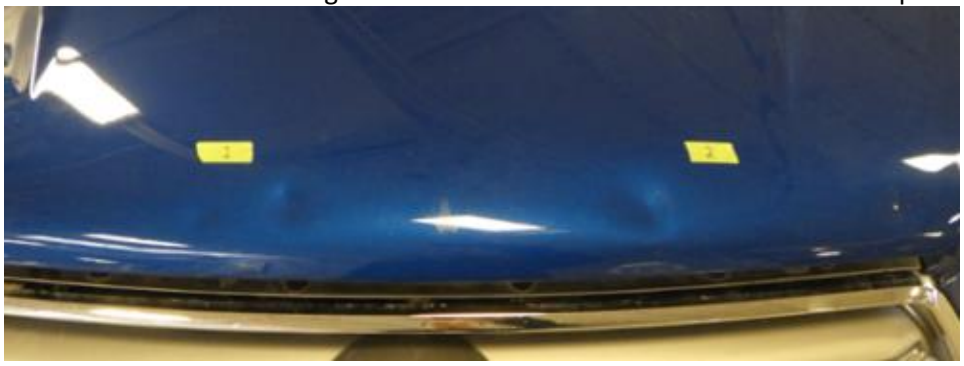
Best practice	Why
Clean the panel first	Provides reflective surface for the lamp
Use a PDR lamp	Provides the best lighting to highlight damage
Position the lamp so the reflection contours around the dent	Confirms that the dent has exceeded the size of the tool/toonie
Place the measuring tool/toonie in the centre of the dent	Confirms the size of the dent
Clearly identify oversized dents	Helps the estimator understand the count and location of oversized dents
Take clear and focused pictures	Prevents delays caused by blurry or poorly composed pictures
Take a picture of each oversized dent being requested	Confirms that the dent has a diameter larger than 28mm
Include a wide shot of the entire impacted panel	Gives the estimator the location, count, and context

Oversized Dents

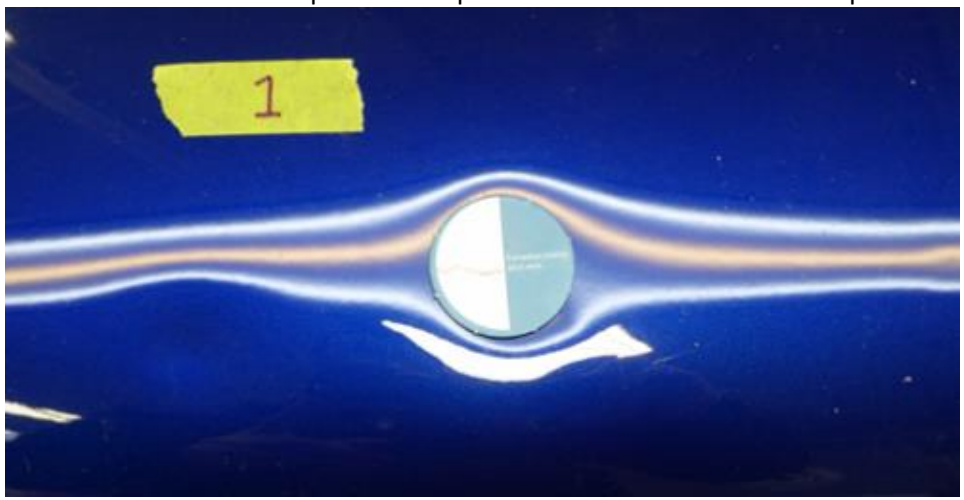
A dent larger than 28mm in diameter (the size of a toonie) is outside of the scop of the PDR Calculator and may be eligible for an additional allowance. Each oversized dent must be supported by photos showing the exact measurement. Any photo of an oversized dent must show the exact measurement of the dent. Oversized dent requests with photos that do not contain a visible measurement will not be approved.

1) After cleaning, take an unobstructed photo of the entire panel.
This photo provides context to the subsequent close-ups.

2) Assign numbers to and label the dents on the panel.
Ensure that the markings will not obscure the reflection of the PDR lamp.



3) Apply your 28mm diameter tool to the centre of the dent.
Align the PDR lamp to show the distorted reflection of light around the dent and diameter tool. Repeat this step for each oversized dent on the panel.

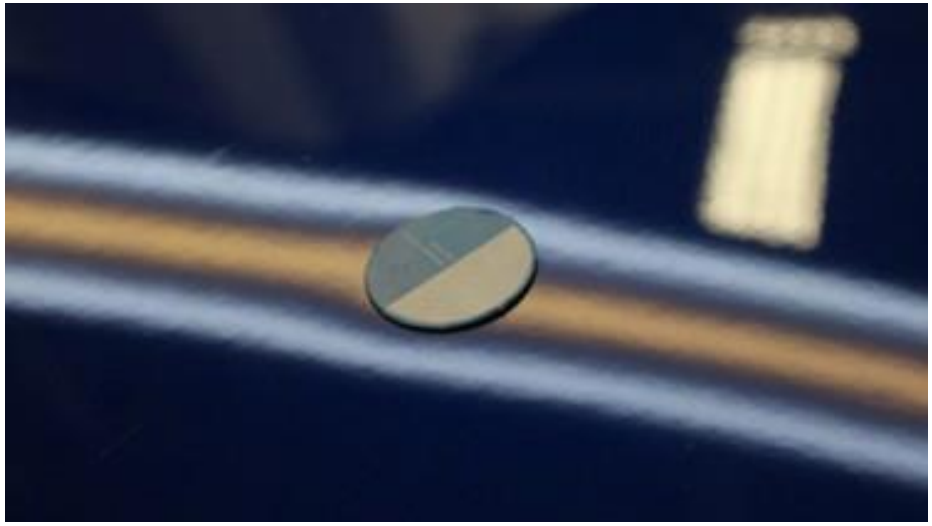


4) If necessary, repeat these steps for additional panels, beginning with a wide shot of the panel (after cleaning) to provide context.

Poor Photos

Providing pooer photos will delay the approval process. Always follow the guidelines above to avoid the mistakes below.

In this photo, the reflection of the light doesn't contour around the diameter tool. It is not clear that the dent is oversized. Additionally, without wide shots for context, there's no way to know what the panel is.

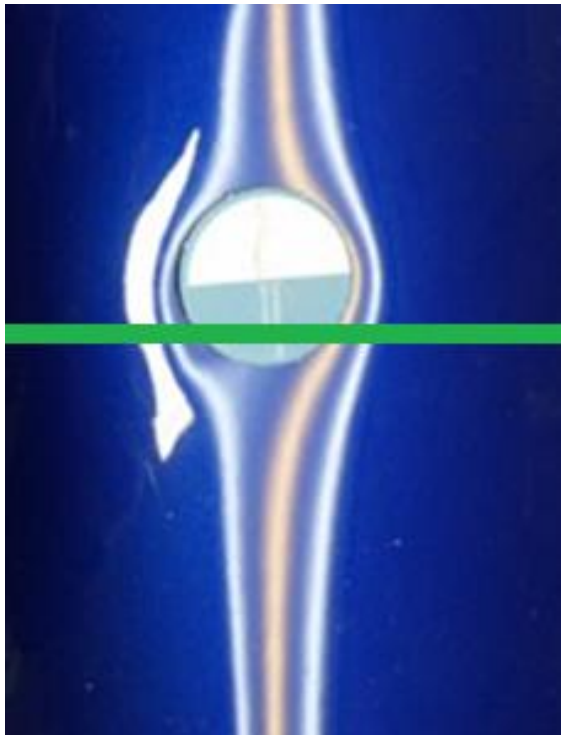


This panel has dirt and paint marker on it. A PDR lamp isn't used so the dent isn't visible and it's difficult to tell which panel this is.

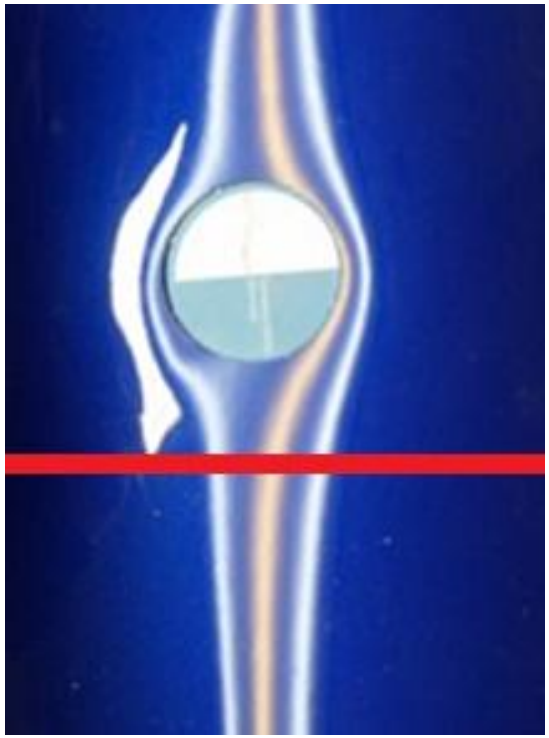
Non-Hail Damage

Damage not caused by hail, that can be repaired using PDR methods, is eligible for a markup if it is through a bodyline. However, the damage must be directly overlapping the bodyline. Distortion of the panel outside of the dent itself does not qualify for the repair for the markup.

This photo shows damage directly through the bodyline (green) and would qualify for the bodyline markup.



This photo shows damage adjacent to the bodyline (red) but not directly overlapping. This dent would **not** qualify for the bodyline markup.



Reference

Refer to the Paintless Dent Repair (PDR) standard for rules, examples, and procedures for adding a PDR request to the estimate.

See the Digital Images standard for additional claim supporting photo requirements.