

Questions?

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Q: What is PDR?

A: PDR is Paintless Dent Removal. This is a Micro Kinetic Shrinking Process used to remove dents from a vehicle without having to replace, paint or fill in the damage. We use specialized tools & training to apply pressure and leverage to the backside of the panel, while maintaining the condition of your valuable factory paint.

Q: What does PDR cost?

A: Compared to the traditional bodyshop, PDR is 3 to 4 times cheaper. Pricing starts at \$79 + tax (for a single, dime-sized door ding) and discounts are available for multiple dents on the same vehicle. Most multiple-dent jobs tend to run between \$150 and \$300. To get an approximate figure for your car or truck, please visit our detailed [Pricing](#) page.

Q: Does PDR impact the Environment?

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A: No, definitely not. In fact, PDR is the most environmentally conscious process in the automotive repair sector today. No harmful chemicals, no toxins, no waste and no panels to throw away into the landfills. It does not get any better than that :)

Q: Is PDR a new process?

A: Not at all, PDR has been utilized at auto plants around the world for over 40 years. Wholesale markets have enjoyed the benefits of using PDR to maintain their vehicles original appearance since about 1985.

Q: Why have I never heard of PDR?

A: Until now, business has been done primarily at the Wholesale level (new/used car dealerships, rental agencies, auto auctions & insurance companies). You've never heard of PDR because most shops do not do Retail advertising, and thus, business is typically by word-of-mouth.

Q: Will this method harm my original paint?

A: No, not at all. Today's more flexible polyurethane paints, combined with thinner metals of modern vehicles, allows us to manipulate the metal back into shape without hurting the original paint. We always explain in detail how the dent will likely look before any work is started.

Q: How long do repairs take?

A: Most dent repairs are completed within 1-3 hours (as opposed to traditional repair shops, which can take 3-5 days). Headlight repairs take approximately 1 to 1.5 hours (depending on the degree of initial damage). And remember - we are mobile, saving you even more time and hassle by coming directly to you. Convenience at its best.

Q: Can all dents be fixed?

A: On average, 80% of dents can be repaired fully, leaving only 20% that cannot be fixed perfectly due to depth, location or crease complexity. Of this remaining 20%, we can still make these repairs look quite acceptable (usually to 85-90% and virtually invisible).

Q: Will my dents come back?

A: No. Unlike conventional repairs, which cover over or merely hide panel damage, the PDR process actually returns bodypanels back to their original factory specifications. But to ease any lingering concerns we also offer you an exclusive "Lifetime 100% Guarantee".

Q: What dent types cannot be fixed?

A: The following situations make it hard, or sometimes impossible, to fix dents: 1) if the dent is less than 1 inch from an outer edge or corner, 2) if the paint is damaged, 3) if there is no available access to get behind the dent (or none can be created),

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4) if your vehicle is older than 1985 (due to heavier gauge metals and inflexible paint) and 5) if the dent is too large for us, we will suggest a reputable local bodyshop.

Q: Do I need to have a garage?

A: If possible. If you have a garage, covered area or carport for us to work in – dents tend to be repaired faster and headlights will have a better chance of curing without rain contamination. Otherwise, we do have a portable shelter that does help us in this regard.

Q: What size dents can be removed with this process?

A: Size is not usually too much of an issue. Our ability to remove a dent is determined more by how sharp & deep it is and where it is situated on a bodypanel. However, we specialize in small parking lot damage – door dings, golf ball or grapefruit-sized impacts that range up to 3" in diameter. Occasionally we can do slightly bigger dents, but it really depends on the depth and location.

Q: What if the paint is cracked or chipped?

A: Many scuffs and light scratches are often just surface abrasion. Often, as a favor, we will carefully wet-sand and then polish them out of the clearcoat after the dent is removed. However, if paint is chipped or scraped down to the metal, you may need to apply a touch-up paint afterwards. This will make your repair look much better and not as noticeable.

Q: Are holes drilled to access dents?

A: No, not generally. At Evidents, we go to great lengths to fix most dents without drilling holes in your vehicle. This includes using our specialized Glue Pulling process to it's full extent. This process is certainly slower, but will produce excellent results on it's own – saving the precious integrity of your sheet metal. But if drilling is the only way, we will always ask your permission first (plus we will hide it in an obscure location, then carefully, seal, plug & rustproof).

Q: What are the advantages of PDR?

A: Compared to traditional repair facilities, PDR is inexpensive, has a quick turn around and can restore your vehicles' resale value, sale-ability and good looks. The procedure also has absolutely zero impact on the environment and is incredibly convenient.

Q: Which areas of Victoria do you service?

A: We service the entire district of greater Victoria, BC (by appointment only). For a more detailed list of our service area, please visit our [Location](#) page or check the drop-down menu of our [Book an Appointment](#) page. *Note: unless involved with our regular fleet/dealer repairs, we are currently not able to service the general public in communities other than Victoria.

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Q: What is your training?

A: As our high calibre of work is important to us, we believe completely in our intensive, hands-on education. Thus, we are proud to have been taught by one of the best PDR trainers in the world, Marty Runik of TopGun PDR Training in California. For Mr. Runik's impressive qualifications, [click here](#).

Q: Can you fix plastic bumper damage?

A: Possibly. As long as the paint is fully intact we should be able to bring the bumper back to it's original shape. However, with flexible plastic or urethane bumpers there is a chance that the paint has "spidered" (cracked from a central point) – or may perhaps spider as we bring the bumper back level. All this means is, if this does happen, we cannot guarantee our repair for life.

Q: Can you repair cloudy headlights?

A: Absolutely. We have refined an exclusive headlight restoration process. Over time, sun damage affects the original UV protection covering your headlights (giving them that yellow, faded and cloudy look). Besides being awful to look at, they are also a safety hazard at night, hindering your vision. So we properly strip and carefully prepare your headlights in a multi-step process. Then we re-apply a clear UV protection that will make them stay crystal clear and safe for at least 5 years.

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