

How Should you Inspect Glass for Flaws?

Viewing glazing in Autumn

Technical
Guide

The answer to this question is simple - follow the guidance set out by the Glass and Glazing Federation (The GGF), the industry's ultimate standards authority for glass inspection.

They say:

- View in daylight but not direct sunlight (so not with low autumn sunshine blazing through it).
- View at right-angles to the glass, from 3 metres away from the room side.
- Look through, not at the glass with no visible moisture on the surface of the glass.

As Autumn approaches and we move towards the colder shorter days, seasonal glass issues are brought to the attention of installers as the effect of the morning and evening sun can have a temporary effect on the visuals of installed glass. Domestic customers suddenly spot a slight bloom in the cavity, a tiny scratch or a previously unseen particle, resulting in complaints.

At Clayton Glass, we make our products to the highest possible standards, and accept responsibility for genuine faults and problems. However, some reported faults are not defects, and arise through a lack of understanding of what is acceptable following the GGF industry advice to consumers.

The Glass & Glazing Federation inspection criteria to which we adhere says of viewing conditions:

"Do so in natural daylight, but not directly towards the sun and with no visible moisture on the surface of the glass"

Ignoring these instructions and viewing in direct sunlight- especially at an oblique angle to the glass- will almost certainly result in otherwise invisible visual effects being noticeable, such as:

- A bloom or haze illuminating the cavity (This is the low-E surface catching the light).
- Milky or dusty appearance.
- The accentuation of small scratches and particles.

"I've had my windows installed for a while, but I've just noticed a mark."

"I need somebody to come round to inspect my windows, but it needs to be early in the morning when the sun is shining on them."

How should an installer handle these types of customer enquiries?

1. Explain that no glass is perfect, and the quality should be assessed by looking through the glass and not directly at it.
2. Ask the customer to use the three steps outlined by GGF to see if they can still see the blemish.

If the customer still feels that there is a defect, direct them to the GGF website and ask them to see if the complaint would be upheld by the criteria stated there.

If they are certain they are justified, and you need our help, give us a call.

Clayton Glass Support

We aim to support our clients by helping you maintain excellent relationships with your customers, by ensuring excellent service, value and expertise.

Understanding GGF standards saves time and money for both installers and IGU suppliers. If you or your team would benefit from training, technical advice or guidance on the GGF standards, please get in touch: Customerservices@claytonglass.co.uk