



Glass & Glazing Federation Guidelines

The Glazing industry works to a prescribed acceptable visual quality standard for installed glazing. Bison uses these visual quality acceptability guides to determine an acceptable level of glass appearance in the home.

Based on the Glass and Glazing Federation's (GGF) various publications concerning the visual acceptable quality of glass, there are basic rules that need to be understood and accepted to avoid disputes between suppliers and home owners. **A common sense approach needs to be taken and an understanding that modern processed glass is not going to be flawless.**

When inspecting glass the following needs to be undertaken:

- 1. View the glass from inside the room standing a minimum of 3m away facing the glass.** This is because under normal everyday situations, looking through windows is usually at a distance and not from close up – say within 6 inches of the glass.
- 2. Look through the glass and not at it.** This is expected as normal, as the glass is there to enable a view beyond the window, not stopping at it.
- 3. Do not inspect in direct sunlight.** This is because the direct sun will be refracted by the coating and any tiny imperfections in the glass surface, highlighting items that cannot be seen in normal conditions.
- 4. Ensure the glass is clean and dry inside and out.** It is impossible to check glass that has rain, dust or condensation up on it, mixing up these elements with potential problems.
- 5. Ignore the 50mm perimeter of the glass.** This is because when looking through windows, the eye is drawn to central areas and one doesn't look through the edge of glazing when viewing. (Obviously large obtrusive marks in the perimeter are not acceptable.)

Using this as a guide, only items that are intrusive to the view are deemed as poor quality glass. This may include marks in the coating, deep scratches that are clearly visible, multiple and clustered imperfections on the glass surface or processing marks such as fingerprints!

The quality department at Bison is often asked to attend homes where the glass is actually within GGF guidelines and acceptable. This is usually because the customer is worried that the glass may be faulty or doesn't understand the nature of the issue.

Common home owner queries explained:

- Patterns in condensation – normal hydrophobic processing deposits.
- Swirls in the glass when the sun shines – normal refraction of light by low e coatings
- Hairline marks in the surface – 'low e' marks only visible from a few inches away.
- Lead discolouring – normal oxidation of the surface
- Distorted reflections – normal movement to convex or concave position of the glass due to air pressure and temperature changes (deflection).