



INDEPENDENT NETWORK

TECHNICAL FACT SHEET

VISUALS STANDARDS

Independent Network (IN) and the Glazing Industry work to a prescribed acceptable visual quality standard method for inspecting double glazed sealed unit. IN uses these visual quality suitability guides to determine a tolerable level of glass appearance in the home.

Based on IN standards and the industry standards there are various publications concerning the visual acceptable quality of glass, there are basic rules that need to be understood and accepted to avoid a difference of opinion between our members and the home owner.

A common-sense approach needs to be taken and an understanding that modern processed glass is not going to be flawless.

We at IN suggest the following:

1. View the glass from inside the room standing a minimum of 3m away facing the glass for toughened, laminated or coated DGU's, 2m-2.5m for standards DGU's. The reasoning is that under normal everyday situations, looking through windows is typically at a distance and not from close up – as an example within 6 inches (150mm) of the glass is not accepted as a method of inspection.
2. Inspect the glass at 90 degrees. Viewing the glass at an angle can result in distorted and inaccurate results.
3. Look through the glass and not at it. This is expected as normal; the glass is there to enable a view beyond the window, not stopping at it.
4. 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, emphasising items that cannot be seen in normal conditions.





5. 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 – this may impair the result.

6. Disregard 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. (It goes without saying 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 bunched up imperfections on the glass surface or processing marks such as fingerprints!

IN and its members are often asked to attend homes where the glass is actually OK and under these guidelines judged as acceptable, this is usually because the homeowner is worried that the glass may be faulty or simply doesn't understand the nature of the issue.

What sometimes arises is the following:

- 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)

It is industry recognised that in processed glass (sealed units are) that minor imperfections or blemishes are expected.

To ensure that we at IN, the member and the customer understand what is tolerable it is vital that the above process is performed to determine “acceptable and not acceptable” in glazing.





As a guide to what is acceptable please complete the following questions:

Are you...

Inside the room?

If YES continue, if NO enter the property.

The correct distance away?

If YES continue, if NO adjust your distance.

At 90 degs to the sealed unit?

If YES continue, if NO adjust your angle of viewing.

Looking through the glass?

If YES continue, if NO pick an object in the distance.

Looking through the centre of the pane?

If YES continue, if NO disregard the 50mm perimeter.

In direct sunlight?

If YES stop the inspection, if NO continue.

Is it raining?

If YES stop the inspection, if NO continue.

Is the glass clean and dry?

If YES continue, if NO use a micro fibre cloth to ensure the inspection can continue.

Now that you have completed the checklist you are in the correct position to inspect the glass. If you remain unable to view the fault/defect under IN and industry guidelines the sealed unit/glass passes the inspection and no further action is required.

