



In the colder months of the year, homeowners can often mistake patterns of condensation or even ice appearing on brand-new sealed units as a potential technical problem. However, this is actually a sign that the windows are doing their job by retaining heat and saving money on heating bills.

Our Guide on External Condensation helps to explain how cold clear nights and damp bright mornings can have different effects on different types of glass. We look at how a border effect and smaller marks occur, and why not all windows are affected. As well as the greater efficiency levels of low-E units. Whichever unit you install, external condensation is performing as it should.



## Autumn Glazing Viewing Criteria

### -How to Inspect Glass for Flaws

The answer to this question is very 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.

It's all HERE.

As we move again towards the colder shorter days, and low light of Autumn we're reminded of the seasonal glass issues that this time of year can bring for installers - the effect of the morning and evening sun, its temporary effect on the visuals of installed glass and thus the importance of glass manufacturer, installer and customer all operating to the same standardised inspection criteria.

In autumn, when the sun is low and golden, we get a spike in complaints from end users. Your domestic customer may have suddenly spotted a slight bloom in the cavity, a tiny scratch or a previously unseen particle.

Now obviously, we make our products to the highest possible standards and we will always accept responsibility for genuine faults and problems, but there are some issues that arise through a lack of understanding of what, and what is not, acceptable following the GGF industry accepted 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, and 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.



## **Autumn Glazing Viewing Criteria**

### **– How to Inspect Glass for Flaws**

If you get that call – “I’ve had my windows installed for a while but I’ve just noticed a mark” or “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,” take these steps...

- Explain that no glass is perfect, and that ultimately, it is for looking through, not at.
- Ask the customer to use the three steps above to see if they can still see the blemish.
- Still a problem? Direct them to the GGF website and ask them if their 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.

Just a reminder therefore to encourage all staff and customers to be aware of and to follow these instructions when considering whether a unit should be replaced not. We often offer site visits but are told only to come at certain times of the day when the sun is directly shining on the glass – this should always ring alarm bells.

A phone call to talk with the customer may suffice, but starting with a few simple tips on how to inspect glass to the correct GGF criteria might avoid the stress and negativity of complaints early in the process.

Our aim is to support our clients by helping you maintain excellent relationships with customers, and for everyone who experiences Fast Glass Processing Ltd to feel they have had excellent service, value and feels confident in our expertise. If these instructions are not followed properly, then almost certainly both installer and IGU supplier are going to spend time and money which could be avoided with the right understanding of inspection criteria.