



GLASS STANDARDS

The following information should be used as a guide in determining whether or not a scratch or defect in the glass surface - between the panes - is to be considered a defect or not. It is in the nature of float glass to contain natural defects or imperfections. Criteria is based on the Canadian General Standards Board for float glass, primary glass suppliers, industry standard of the suppliers for tempered and reflective glass, and ASTM C 1036-06 Standard Specification for Flat Glass.

Inspection Method

The glass is to be inspected held in a perpendicular position using daylight without direct sunlight (e.g. on an overcast day), or with a background light suitable for observing any imperfections, at a distance of 3 meters (10 feet).

"Normal viewing area" is defined as an ellipse or circle having axes equal to 80% of the height and width dimensions of the glass panel.

Linear Blemishes – scratches, scrapes and other similar imperfections

Scratches of up to 75 mm (3 inches) in length shall be acceptable if they are not visible at a distance of 3 meters (10 feet).

Scratches visible at 3 meters (10 feet), which are up to 75 mm (3 inches) in length shall be acceptable if within 75 mm (3 inches) of the edges of a lite, or are not within the normal viewing area.

Point Blemishes (reflective and LoE products) – gaseous inclusions, knots, dirt and other similar imperfections

Pinholes visible at 3 meters (10 feet), which are less than 1.6 mm (1/16 inches) in diameter, shall be acceptable.

Large clusters, or close spacing of pinholes, visible at 3 meters (10 feet) shall not be acceptable in within the normal viewing area.

General – Vision Glazing

Any other defects in the viewing area that are not readily visible at 3 meters (10 feet) shall be acceptable. Any imperfections in the coating within 10 mm (3/8 inches) of the edge of the lite shall be acceptable.

Unacceptable defects in glass units have to be reported within a month of delivery / pickup, and the defective unit must be returned, with the defect circled with permanent marker on the glass.

Please note that this does not apply to cracked glass, or scratches on the exterior of the window panes, which must be noted on the shipping papers at time of delivery / pickup.

Heat treated Glass Inspection Criteria per ASTM C 1048 – 04

distortion,—Thermally tempered and heat-strengthened glass is made by heating glass in a furnace, the original flatness of the glass is slightly modified by the heat treatment, causing reflected images to be distorted.

- Distortion, at this time no industry quality standards exist.

strain pattern,—In heat-strengthened and fully tempered glass, a strain pattern, which is not normally visible, may become visible under certain light conditions.

- Strain pattern, this is considered a normal part of the heat treating process and is not considered a defect.

If the homeowner, after understanding the policy for heat treated glass, would like a new piece of glass, Eastern Architectural will warranty the price of 1 piece of glass. Homeowner must understand the glass may be the same, better or worse than the piece they currently have. If the homeowner refuses the new piece of HS glass offered by EAS, the dealer will pay 50% of the glass price (in addition to any service call fees).