

A Quick Guide: Euroclad Glass Standards

The following information should be used as a guide in determining whether a defect between the panes of glass is a qualifying warranty item.

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Note: Euroclad is not a glass manufacturer, this guide is a reference and all glass defects must be further submitted to the manufacturer for approval.

The BIG Question:

When is a defect not a defect?

The Quick Answer:

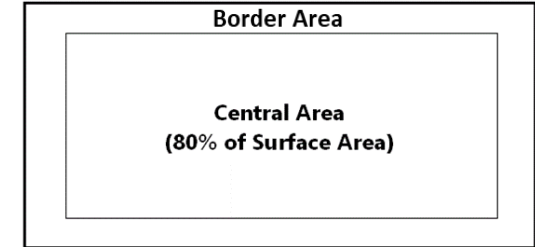
1. Stand back **10 feet** from the glass.
2. Face the glass straight-on at **90 degrees**.
3. View in **daylight** but not direct sunlight.
4. Inspect the **central 80%** portion of the glass.

Under these conditions, the ASTM standard is that...

If you **can not** see it from 10 feet away – it is **not** a defect.

If you **can** see it from 10 feet away – determine if it's a **qualifying defect**.

Glass is meant to be looked through, not at. Anyone can find imperfections in glass if they look close enough and hard enough.



The 80% central viewing area is determined by the size of the SU, broken into 3 categories:

- For lites up to 6 square feet, the border area is comprised of 2 1/2" from each edge of the lite.
- For lites 6 to 35 square feet, the border area is comprised of 4 1/2" from each edge of the lite.
- For lites over 35 square feet, the border area is comprised of 6 1/2" from each edge of the lite.



Qualifying defects are based on the **SIZE & QUANTITY**.

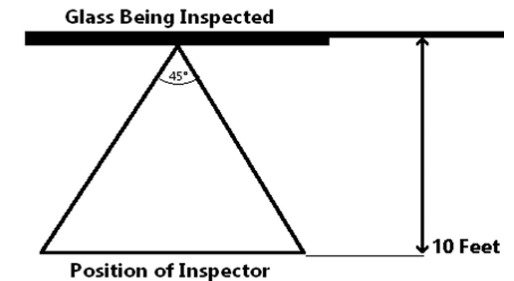
Defect Type	Allowable When	Lites up to 6 Sq. Ft. (Max 1 per unit)	Lites 6-35 Sq. Ft. (Max 2 per unit)	Lites Over 35 Sq. Ft. (Max 3 per unit)
Scratches	Size is 1" or less	1	2	3
Debris, Spots, Bubbles	Size is 1/16" or less	1	2	3

This criteria is based on the Canadian General Standards Boards and ASTM C1036 & C1048 and is provided to Euroclad by our glass suppliers. We follow the glass manufacturers guidelines.

Any number of visible defects above acceptable level shown on this table **are** qualifying defects.

What to do if you have a qualifying defect?

1. Contact your Euroclad Window & Door Solution Specialist. Include:
 - Photos of defect
 - Explanation of defect
 - Original Order #
 - Address
2. They will then either request a site inspection or submit to the service department for warranty replacement.



Every situation is unique, if you have any questions or concerns please don't hesitate to contact us for a second opinion!