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Glass and Glazing Federation

ADVICE FOR TRADE AND CONSUMERS

Glass Repair

Professional Advice on Repairing Damage on Glass Surfaces

www.ggf.org.uk/glassrepair



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Introduction

The surface of glass can become damaged in a variety of ways from physical scratching, graffiti, air pollution and other contaminants.

These common causes can impair the visual quality, performance and appearance of glass in glazing.

There is a widely held belief that replacement is the only option for damaged glass. However due to advanced technologies this in fact is not always the case.

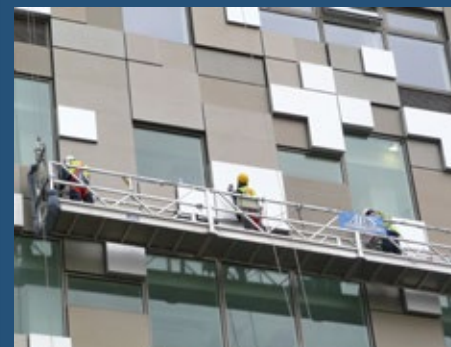
The GGF Glass Repair Group has produced this information leaflet to advise, educate and illustrate that glass surfaces can be repaired and provide an effective alternative to replacement.

Common Causes of Surface Damage

The following are considered to be the most common causes of glass surface damage, however this list is not exhaustive:

- **Scratches**
Can be caused by hard or sharp objects either accidentally or maliciously applied and may result in failure if left untreated
- **Graffiti**
May be etched into the surface or applied using paint or indelible ink which if removed incorrectly could damage the glass surface
- **Air Pollution**
Organic or inorganic materials or a combination of the two which may have an abrasive effect on the glass surface causing a drop in visual quality
- **Contamination**
This could be as a result of building run off or sealant leakage which may have an effect on the glass surface

The above causes of glass surface damage can in most cases, be rectified with techniques applied by GGF Glass Repair Specialists.



Effects on Glass Failure Characteristics

The GGF Glass Repair Group has tested scratched glass and the results indicate that removal of surface damage doesn't have a detrimental effect on the failure characteristics of toughened safety glass.

These tests were successfully conducted by glass consultants within the GGF Membership and the Glass Repair Group.

Visual Quality

All types of glass can be successfully treated with the exception of some where damage has occurred to the coated surface (if that is the case then replacement is the recommended option).

If the glass is damaged and requires repair then it should comply with the appropriate GGF visual quality standard as per the GGF Quality of Vision – double glazing leaflet. There should be no visible distortion after repair.

If the surface damage is considered too severe, i.e. a very deep scratch, the option to replace should be advised at the time of the survey.

Options – Replace or Repair?

Replacement is often not the most economic or practical option when glass is damaged. Each instance should be judged on its own merits.

Repair of surface damage can be a time saving and cost effective solution. It is strongly advised that to ensure professional results, GGF Member contractors are selected to undertake this type of work.



Why use a GGF Member?

The Glass and Glazing Federation represents companies who make, supply and/or fit, glass and glazing products in the UK and internationally.

As the voice of the industry, the GGF promotes best practice and sets the highest technical and health & safety standards. The GGF is wholly committed to the development of glass repair technology and to constantly improving the standards in this sector. The Federation strongly recommends that both trade and consumers use GGF Glass Repair Specialists to treat surface damage.

The Benefits of using a GGF Member

- You are dealing with a company that has been vetted and complies with the GGF Rules which are monitored and regulated by the Federation
- All GGF Members adhere to the GGF Code of Good Practice & the GGF Glazing Manual
- The free GGF Conciliation Service will be available should you have any dispute with a GGF Member
- You will be offered the best technical advice and support within the industry
- You will be provided with quality and safety guarantees
- You will have peace of mind knowing that all Members are properly insured

Find a GGF Member

To find a GGF Member to repair your glass please visit the GGF Website and search our member's directory www.ggf.org.uk



Buying the Best

High standards of product and service are of paramount importance to Glass and Glazing Federation Members. They have a reputation for quality to maintain.

All GGF Members are obliged to follow the GGF Code of Good Practice. This lays down the standards required, right through from advertising and selling to the workmanship, materials and after sales.

By dealing with GGF Members, customers can have peace of mind. If there should be any misunderstanding that cannot readily be resolved, the GGF offers a Conciliation Service for all consumer contracts. All deposits paid by customers are protected by GGF Fund Ltd.



Environmental Considerations

- The environmental impact of repair is significantly less than that of replacement
- Repair is an eco-friendly and sustainable solution

Summary of the Repair Process

The process of repair involves the removal of a minimal amount of the glass surface in order to rectify the defect, without impairing the visual quality.

In some cases the severity of the surface damage may make repair impractical, this would normally be advised during the initial survey. In exceptional circumstances an unacceptable level of distortion may only become evident during or after treatment. In these instances replacement would be advised.

Glass repair by competent GGF Member companies delivers a consistently high quality result and can save time, money and inconvenience.



Further Information

The following documents offer additional guidance:

- **GGF Data Sheet 4.4**
GGF Standard for the Quality of Thermally Toughened Soda lime Silicate Safety Glass for Buildings
- **GGF Data sheet 4.4.1**
Heat Treated Glass
- **GGF Data sheet 4.10**
Appearance / Visual Quality Specification of Insulating Glass Units
- **GGF Data sheet 4.11**
Laminated Glass and Laminated Safety Glass
- **GGF Data sheet 4.12**
Curved Glass

Contacting the GGF

To find out more about Glass Repair or for more information on all aspects of Glass and Glazing, please contact:

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