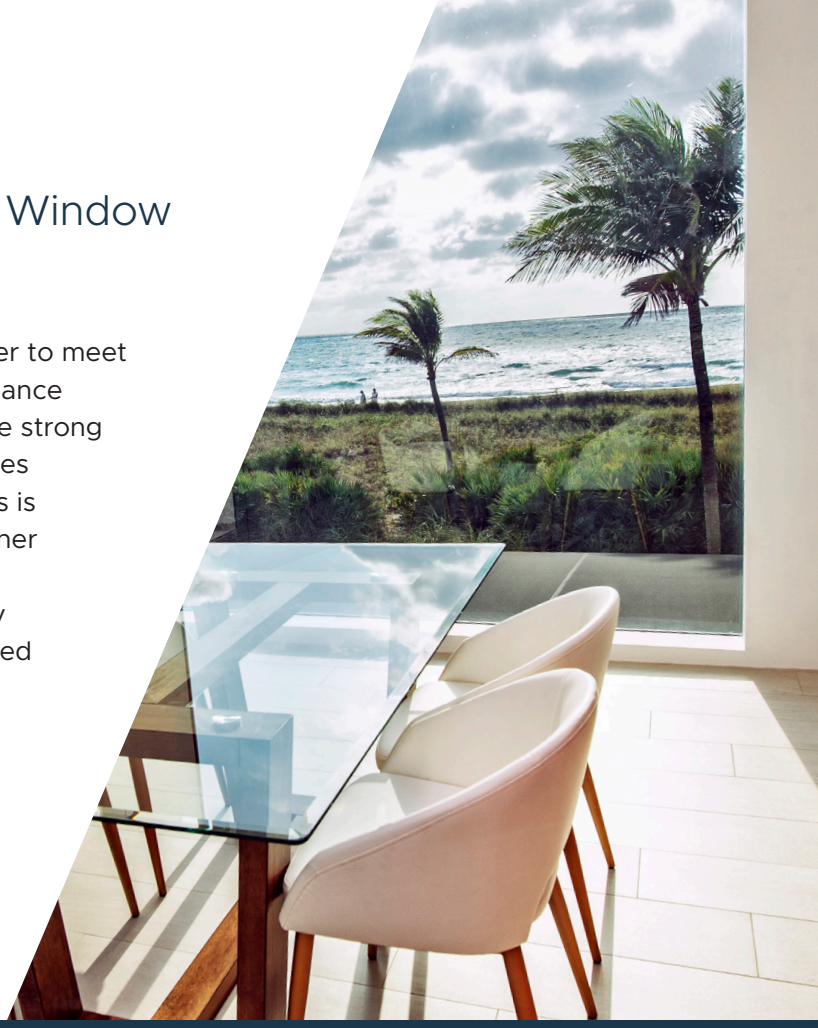
a guide for homeowners

What You Might See in VistaView Window and Door Glass

By choosing VistaView, you've chosen a partner eager to meet your needs with premium products and high-performance windows and doors. We go to great lengths to ensure strong and durable products, with quality honed over decades of manufacturing experience. Included in that process is rigorous testing that can lead to slight distortions. Other occasional occurrences are blemishes, breaks and condensation. These are common across the industry and don't necessarily mean the integrity of the installed product is compromised.

If you have concerns with your product, these general guidelines can help determine the type of irregularity. Have questions? Let us know.



GLASS INSPECTION

There are established industry-wide standards to help determine whether replacement is necessary for a new glass product. When determining imperfections:

Inspect freshly cleaned glass in daylight—but avoid direct sunlight.

View glass in its vertical position from a 90-degree angle.

View Low-E and tinted glass from outside the structure, looking inside.

For specific defect types, examine from specified distance and duration as listed under blemishes below.

The American Society for Testing and Materials International (ASTM) establishes technical standards for many products, including high-performance doors and windows. It's the ASTM standards we use to ensure the quality and aesthetic you expect with VistaView.

Distortions

CAUSES OF DISTORTION

Before installation:

Glass can be distorted during several product creation processes, including glazing and heating.

After installation:

Glass can be distorted over a long period of time from constant temperature fluctuations. It also can be impacted by elevation, barometric pressure and other environmental factors.

BEYOND GLASS DISTORTION

There are some aesthetic situations that arise after the installation of new glass products that throughout the industry are not regarded as distortions. These include:

SITUATION	DEFINITION	CAUSE
Imperfections	The appearance of optical distortions, bubbles or blurs that do not affect structural integrity	These are naturally occurring qualities of glass.
Coloration	The appearance of color, which can vary depending on lighting	This is common result of the coating process for Low-E glass.
Roller waves	The appearance of waves or ripples across heat-treated glass	This is a result of the heating process.
Label or suction cup marks	Leftover marks or residue from adhesive labels, stickers or suction cups	This is common after shipping and handling and typically can be cleaned or removed.

Blemishes

Along with distortions, blemishes are a type of imperfection found in glass. There are two types of blemishes:

Linear blemish:

These can present as a lighter scratch, deep scratch (known as a dig) or rub. A rub is a scraping that appears as though an item dragged across the surface.

- To identify a linear blemish on a pane six square feet or less, view from six feet away for five seconds.
- For glass between six and 25 square feet, view from six feet away for 10 seconds.
- For more than 25 square feet, view from 10 feet away for 20 seconds.

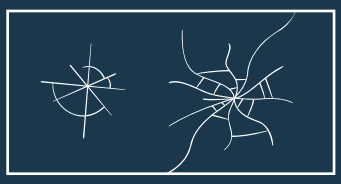
Point blemish:

Glass can be distorted during several product creation processes, including glazing and heating.

- To identify a point blemish, view from 39 inches away.
- On a pane six square feet or less, view for five seconds.
- For glass between six to 25 square feet, view for 10 seconds.
- For more than 25 square feet, view for 20 seconds.

Breakage

There are three types of glass breaks:

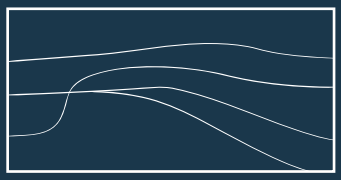


Impact:

This is when an object hits a pane, causing it to chip, crack, spider or shatter.

Bending or corner:

This is the result of twisting during the product's journey from the factory to a home.



Thermal:

This is the result of dramatic temperature variations in the glass. When the strength of the temperature strain exceeds the strength of glass, a break occurs.

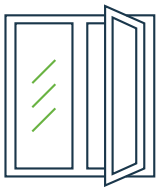
Condensation

If you're seeing frost or fog on your window, it's just condensation. And there's good news: Faulty windows do not cause condensation.

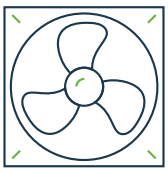
Condensation is caused by the collision of warm, moist air with cooler, dryer air. Glass is often the first place you notice condensation because it typically has the lowest temperature surface in a room or home—like your bathroom mirror after a hot shower, for example.

Modern construction materials and techniques aim to keep cold air outside and warm air inside. While older, drafty windows often let moisture escape, that's not the case with new windows. So with better windows and insulation, there are more barriers keeping inside air inside and outside air outside. That means when showers, cooking and other activities create moister, it stays inside—and sometimes collects on new windows.

If your new windows collect condensation, here are a few quick fixes:



Occasionally open windows or doors



Run exhaust fans in bathrooms or kitchens

Use a dehumidifier—not a humidifier

Condensation between the layers of glass in an insulated window, however, might be a sign of a broken seal. In that case, the glass may need to be replaced.

Next Steps

If you've examined your product, compared it to the ASTM standards and have concerns, let us know.

We're happy to help.

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