



Glass Guide: Blemishes

Information for Homeowners

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Since glass is derived primarily from sand, blemishes may appear in the finished product. There are two main types of blemishes: linear and point. This document will guide you through how to determine eligibility for replacement in two steps.

STEP 1 IDENTIFY THE BLEMISH TYPE



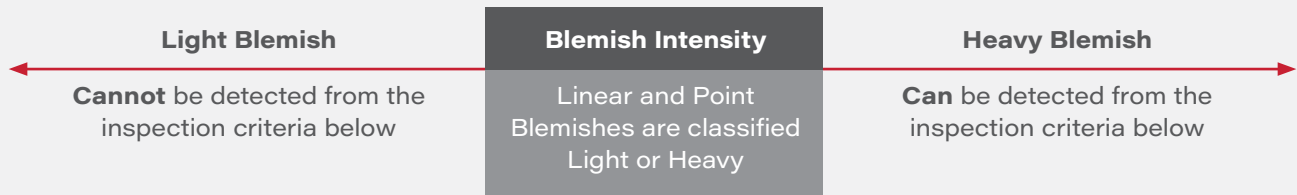
Linear Blemish

- **Scratch** - Damage in the form of a line
- **Rub** - Abrasion that produces a frosty appearance
- **Dig** - Deep, short scratch



Point Blemish

- **Crush** - Lightly pitted condition with a dull gray appearance
- **Knot** - Lumps
- **Dirt/Mark/Contaminant** - Small particle of foreign material on the surface
- **Gaseous Inclusion** - Round or elongated bubble
- **Pinhole** - Small area in which the coating is entirely or partially absent
- **Corrosion** - Change in color or level of reflected or transmitted light over all or part of the surface



STEP 2 INSPECT GLASS PROPERLY

If you suspect that you have a linear or point blemish, please examine your glass with the industry-wide standards featured below. This ensures that every glass pane is measured consistently.

- Inspect glass with the naked eye in the vertical position
- View it at a 90-degree angle to the glass
- Make all inspections during the daytime (without direct sunlight)
- Stand at the distance specified by each blemish type below for the noted amount of time
- Understand what merits replacement based upon the location of the blemish (review the central area and outer area section below)

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VIEWING DISTANCES AND TIMES FOR BLEMISHES

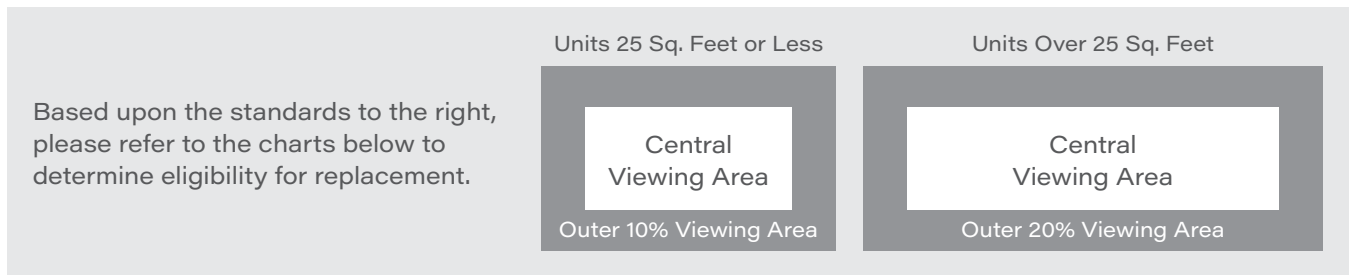
Where you stand and how long you review a potential blemish will help you determine if your glass pane is eligible for replacement. Use the charts below to identify the appropriate criteria.

Blemish Type	Viewing Distance (Based on Size of Glass Pane)		Viewing Time (Based on Size of Glass Pane)	
	25 Sq. Feet or Less	Over 25 Sq. Feet	25 Sq. Feet or Less	Over 25 Sq. Feet
Linear	6 Feet Away	10 Feet Away	10 Seconds	20 Seconds
Point	39 Inches Away	39 Inches Away	10 Seconds	20 Seconds

How to use this table: If you are examining a potential linear blemish on a glass pane that is 25 sq. feet or less, you must stand 6 ft. away from the pane and view it for 10 seconds.

LOCATIONS OF BLEMISHES (CENTRAL AREA AND OUTER AREA)

Blemishes are eligible for replacement based upon their location on the glass pane. Before you examine your glass, it is important to understand the two viewing areas for each pane/unit: central area and outer area. The central area is considered the section in the middle of the glass, and the outer area represents the remaining portion along the perimeter of the glass.



Linear Blemish

Viewing Area	Blemish Intensity	Replacement Eligibility
Outer	Light and Heavy	Any occurrence is not eligible for replacement.
Central	Light	Any occurrence is not eligible for replacement.
	Heavy	Any occurrence is eligible for replacement.

How to use this table: If a light or heavy linear blemish occurs in the outer area of the pane, your glass will not be eligible for replacement.

Point Blemish

Size of Glass Pane	Blemish Intensity		Replacement Eligibility	
	Outer Area	Central Area	Outer Area	Central Area
25 Square Feet or Less	3/32 inch or less	1/16 inch or less	Any pane with a point blemish larger than 3/32 inch is eligible for replacement.	Any pane with a point blemish larger than 1/16 inch is eligible for replacement.
Over 25 Square Feet	1/8 inch or less	3/32 inch or less	Any pane with a point blemish larger than 1/8 inch is eligible for replacement.	Any pane with a point blemish larger than 3/32 inch is eligible for replacement.

How to use this table: If you are examining a point blemish in the outer area on a pane that is 25 sq. feet or less, it will be eligible for replacement if the blemish is larger than 3/32 inch.