Surface Inspection Guide

DLC
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How to Inspect your New Glass Installation

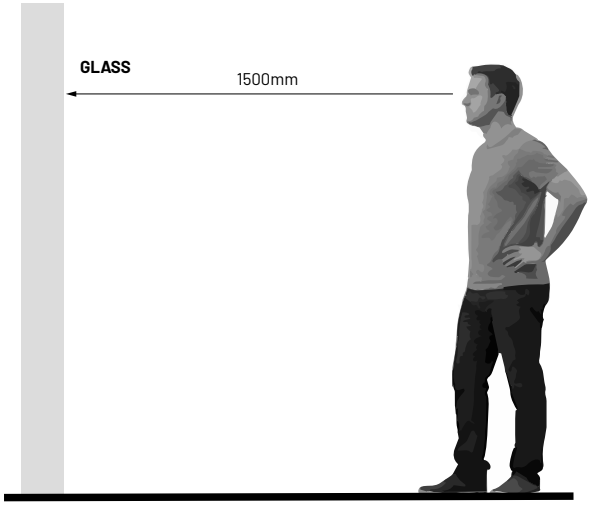
Purpose

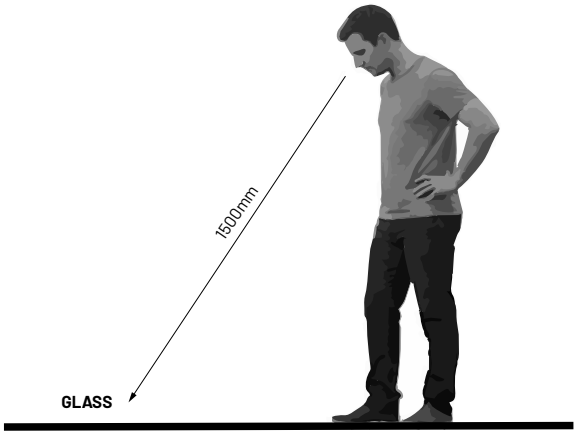
This document explains how glass, mirror and finish quality is assessed on a completed installation. It applies to all glass and mirror products we supply and install. The assessment method described here is the same method set out in Western Australia's published building standards, and we apply it consistently across every job.

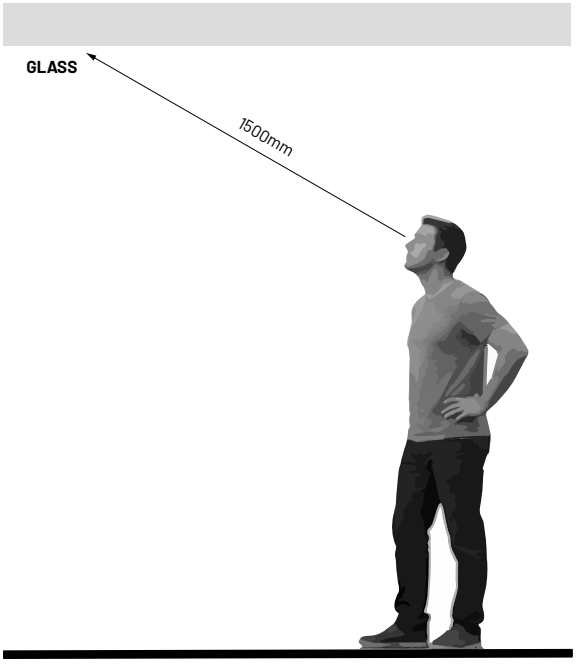
The normal viewing position

Finished surfaces are assessed from a normal viewing position. For glass panels, mirrors and similar surfaces, this means viewing from a distance of 1.5 metres or greater.

The surface should be lit by normal diffused light. This means light that falls evenly across the surface, as it does in ordinary daily use. Light angled along the surface, such as a torch beam or low sun raking across the glass, is not used for assessment. Angled light exaggerates minor characteristics that cannot be seen under everyday conditions, on any surface, from any manufacturer.







Normal characteristics of glass

Glass is a manufactured material and carries a small number of natural characteristics that are not faults. These include a fine green tint visible on the edges of clear glass, minor variations in surface finish, and light marks that cannot be seen from a normal viewing position. Slight variations in the colour and finish of materials do not always constitute a defect.

What is assessed as a defect

We treat the following as defects: scratches, chips, fractures and surface blemishes that are present at completion and visible from a normal viewing position. Cracks in glass are treated as defects in every case.

If you identify any of these on a completed installation, contact us. We will assess the item against this guide and correct anything that does not meet the standard described here.

Reference standards

The assessment method in this guide is drawn from the following published sources:

Western Australia Guide to Standards and Tolerances 2019, published by the Department of Mines, Industry Regulation and Safety. Section F sets out the normal viewing position. The clauses covering glazing and shower screens apply this method to glass and mirror work. The full guide is available on the WA Government website: [HERE]

Raising an issue

If you have a concern about the finish of a completed installation, contact us directly. Provide the job details and a photograph taken from a normal viewing position where possible. We will assess it and respond promptly.