



The **Truth** about Damaged Glass

How to save money and restore your glass to like-new condition

Graffiti driving you nuts? Think it can't be repaired? Think it will cost a lot? The answers to these questions could save you a great deal of money. You no longer need to spend your entire budget to replace damaged glass when it can be repaired for less and with the same quality result.

Can scratched glass be repaired?

- ➔ YES: Many glass companies will erroneously tell you that the only way to fix glass with scratches, acid etching, vandalism, abrasions or hard-water deposits is to replace the pane. Obviously, glass companies are in the business of selling replacement glass, so they may avoid telling you that glass can be easily repaired. Of course, glass with holes or breaks cannot be repaired and should be replaced.

But is it affordable?

- ➔ Definitely. In general, you can usually repair up to **four panes for the cost of replacing one**. Most service providers will give you a free estimate so you can see for yourself the savings of repairing versus replacing your glass.
- ➔ In most cases, you can extend your budget to cover other maintenance necessities by repairing your glass.



But doesn't repair weaken my glass?

- ➔ NO. Glass can be repaired dozens of times without weakening it. The repair process shaves off only 1/1000th of an inch of glass – about the size of 1/8th of the thickness of a business card.
- ➔ In fact, scratches weaken glass. Consider how glass is cut -- the glass is scored and then pressure applied to split the material. Graffiti scratches are similar. If glass is stressed, there is a good chance of breakage at the scratch site. Removing the scratches actually strengthens the glass.

All Repair Processes Are Not Equal

Look for companies who employ a Dry Grinding Process. All glass repair services are not the same. Recently, major changes have taken place in repair techniques and technologies.

A new Dry Grinding Process has replaced wet grinding/polishing as the preferred method of repairing glass. Wet grinding is effective only on light to moderate scratches and employs a messy, watery sludge which can often leave a distortion in the glass.

Dry grinding, in comparison, is cleaner, faster and far more effective in tackling aggressive, deep scratches. This new process leaves no visible distortion.

Ask for references

Glass maintenance is a large part of any facilities budget. Don't just ask for three -- ask for five or six references. Most companies have three references at-the-ready. Talk with past customers. Look at the repaired glass. Make sure the technicians working on your glass are using current technology, are qualified and have the experience to work on your windows.

The few minutes you invest to quiz your vendors and select the right service provider can save you untold time, aggravation, and money to use on other critical maintenance issues.

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