

Customer guide to glass polishing

Glass polishing has been around for as long as glass itself; however, it has only recently grown into a new industry treating surface damage on clear flat glass (such as windows, doors, table tops etc) and certainly since inexpensive polishing technology has become widely available.

Some glass polishing companies and 'one man bands' are highly professional but there are a number of rogues in the marketplace providing poor quality work at extortionate rates who should be avoided. Unfortunately, searching through adverts and websites doesn't provide any indication as to who you are dealing with. So, to help you get the best quality work at the most cost-effective price Re-new has produced a guide of '5 simple steps' to help you get the best from your glass polishing contractor. If you are still uncertain or worried about who to use or what polishing technology is suitable then contact The Glass and Glazing Federation (GGF) (www.ggf.co.uk) who can provide valuable advice on how to manage your glass problems in the safest, most cost-effective way and to select the right contractor.

The Glass Polishing Guide – 5 simple steps

- 1. Get a Quote** – Where possible always request a 'fully inclusive fixed price' for the damage you want treated; it should be detailed and include everything you need to pay for. The price you are quoted should be the final price you pay and get that confirmed in writing. Do not accept any treatments on an hourly or day-rate basis unless you are totally comfortable with the company and the reason for paying by a 'rate' rather than by a fixed price. Glass polishing is labour intensive and if charged by the hour you run the risk that the job will almost certainly take longer than first advised.
- 2. Confirm the Finished Quality Standard** – Different companies quote different standards and some don't quote anything at all, so you could end up paying for glass polishing even though some damage may still remain on the glass, either as unfinished work or distortion. Please remember, **all glass polishing systems have the potential to leave distortion** on the glass. If they claim 'distortion free' treatments, then ask for a written guarantee. If they then leave distortion; don't pay until they remove it or replace the panel at their cost.
- 3. Request a free sample and survey** – If you have not seen the glass polishing process before and you have a lot of damage, then ask for a free sample, a free survey and a fixed price quotation. This way you will know just how committed the company is to quality and value and you get the chance to see the process for yourself. Technology varies considerably from company to company and sometimes issues such as cleanliness can be an important issue (Some systems are clean but most are very messy), especially if you have quality finishes or materials that maybe at risk from polishing compound contamination.
- 4. What are their Qualifications?** – Ask for references? Many companies claim to have worked for major clients and known high street 'Brands' but many are not approved by them. If you are in doubt, ask for proof or testimonials, accreditations, adequate insurance cover and references, they are always a good start.
- 5. Is the system safe to use on toughened safety glass?**
Has the contractors polishing system been tested and verified by an accredited authority or organisation? If in doubt don't use it. There are systems available that have been tested under strict controls to ensure that they do not alter the safety characteristics of toughened glass once treated. Warranty and insurance issues may be a problem if you use an untested system. The GGF can provide further details.

Ask questions – if in doubt, ask? If it's too good to be true, then it probably is.

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