ROBINSON
WINDOWS

GLASS CLARITY STANDARDS.

UNDERSTANDING INDUSTRY GUIDELINES FOR SCRATCH INSPECTION.



At Robinson Windows, we take pride in the craftsmanship that goes into every window we build. Clear, quality glass is an important part of that craftsmanship, and we follow established industry guidelines when evaluating glass surface quality.

Residential and commercial glass inspections are guided by ASTM (American Society for Testing and Materials) standards. These standards provide practical guidelines for determining whether minor surface imperfections are considered acceptable.

THE 10-FOOT RULE

THE INDUSTRY STANDARD

One of the most widely recognized benchmarks for evaluating glass is the 10-foot rule.

If a scratch or surface mark cannot be seen with the naked eye from approximately 10 feet away under normal daylight—not direct sunlight—it is generally considered acceptable.

This approach reflects how a window is viewed in everyday use. Glass is not evaluated under magnification, extreme lighting, or by deliberately searching for imperfections that would not normally be noticed.



HOW WE EVAULATE GLASS.

To provide a consistent inspection, glass should be evaluated under the following conditions:

Natural daylight: Inspection should take place in normal daylight, rather than direct or intense sunlight.

Approximately 10 feet away: The glass should be viewed from the standard inspection distance.

Perpendicular to the glass: The observer should stand approximately 90° to the glass surface.

Limited viewing time: The inspection should generally last no more than 10-20 seconds.

Normal observation: The glass should be viewed without deliberately searching for minute imperfections.

These conditions help ensure that glass is judged based on normal, everyday viewing—not extreme or unrealistic inspection conditions.

ACCEPTANCE CRITERIA BY VIEWING DISTANCE.

6-8 FEET

CLOSER INSPECTION

At a closer viewing distance, minor hairline scratches and surface marks may become visible that would not normally be noticeable during everyday use.

Minor imperfections that are not immediately apparent are generally considered acceptable. Scratches located within approximately 2-3 inches of the glass edge, near the frame, may also be evaluated more leniently than marks located within the primary viewing area.

10 FEET

INDUSTRY STANDARD INSPECTION

At approximately 10 feet, scratches up to roughly 3 inches (75 mm) in length may be considered acceptable when they cannot be readily seen under normal inspection conditions.

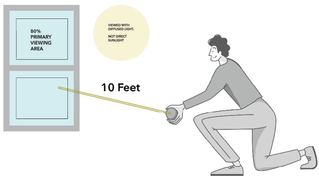
A scratch that is clearly visible from 10 feet may warrant further evaluation—particularly if it is deep, clustered with other marks, or located within the central 80% of the glass.

When a concern falls outside normal acceptance criteria, our team will evaluate the glass and determine whether repair or replacement is appropriate.

LOCATION MATTERS.

Not every part of a window is viewed in the same way. The central 80% of the glass pane represents the primary viewing area and is therefore held to a stricter standard than the outer perimeter.

Marks near the edge of the glass may be less noticeable once the glass is installed within the window frame and are evaluated accordingly.



THE TYPE OF SURFACE MARK MATTERS.

HAIRLINE OR LIGHT SCRATCHES — Fine surface marks can occur during the manufacturing, handling, transportation, and installation of glass. When they are not visible from the standard inspection distance, they are generally considered acceptable.

DEEP SCRATCHES OR DIGS — More significant marks may require additional evaluation, particularly when they are visible from 10 feet or are located within the primary viewing area.

RUBS OR SCUFFS — Cloudy, hazy, or abrasive marks may require evaluation when they are prominent under normal viewing conditions.



THE FINGERNAIL TEST.

A simple way to help distinguish a light surface mark from a deeper scratch is the fingernail test.

If your fingernail does not catch on the mark, it is typically considered a light surface imperfection. Depending on its severity, it may be acceptable or, in some cases, may be capable of being buffed or otherwise treated.

CRAFTSMANSHIP MEETS INDUSTRY STANDARDS.

At Robinson Windows, our commitment to craftsmanship means we stand behind the quality of the products we build. At the same time, quality glass is manufactured and handled within established industry standards, and minor surface imperfections can occasionally occur.

By using consistent inspection methods and recognized industry guidelines, we can evaluate concerns fairly and determine when a mark is simply within acceptable standards—and when it deserves further attention.

We build our windows to work hard, look good, and stand up to everyday life. Our glass standards are part of that commitment to quality workmanship.

ROBINSON
WINDOWS

(972) 807-3002
13780 Benchmark Dr
Farmers Branch, TX 75234
robinsonwindowanddoor.com

BUILT TOUGH.
AMERICAN MADE.