

VISUAL QUALITY STANDARDS

Architectural Window Film

GUIDELINES

Adopted by the Window Film Association of Australia and New Zealand (WFAANZ), these visual quality standards cover the application of window film onto flat glass surfaces. Installed film on these surfaces is not expected to have the same visual quality as glass. The following covers a 'standard' installation, which assumes: the film is being applied to glass that is devoid of defect; an internal installation; the installer can have both feet on the ground; one metre clear access to the window; and the window does not exceed 2.5 square metres. The environment should be relatively clean and dust free, and no other building works to be carried out at the time of installation.

Inspections

When inspecting for visual quality, the viewing shall be against a clear or totally overcast sky and without direct sunlight on the glass. The inspector will stand inside the building and be perpendicular to the centre of the window. Each window will be inspected separately, and for no more than 30 seconds per window.

Gaskets and seals

On occasion and with prior approval from the customer, film installers may trim up to 5mm off the edge of the gasket or seal around the glass, providing it is cut neatly.

Typically, window film installers are not qualified glaziers and are unlikely to have the experience and appropriate insurance coverage to enable them to remove and replace window gaskets.

Gap

A perimeter gap of between 1mm and 4mm is acceptable on clean windows. With irregular edges such as putty or paint, a larger edge gap will be acceptable providing it has been carried out in a workmanlike manner. For safety/security films 200 micron or greater, an edge gap of up to 5mm is acceptable.

Peeling film

Film peeling or lifting off the glass is not acceptable, but it is possible that this type of fault could be the result of tampering after installation. As such, the fault may be noted, but the responsibility of the fault cannot be determined by a visual inspection.

Inclusions

Two sets of standards apply to account for the difficulty of achieving a completely clear surface free of debris with wooden window frames, as opposed to aluminium and uPVC frames. In the following, **A/u** denotes the standards for aluminium and uPVC frames, and **W** denotes those for wooden frames.

Inclusions shall not be acceptable when visible from **A/u**: 3 metres and **W**: 3.5 metres within an area through which a person would normally be looking.

Inclusions outside the normal viewing area are acceptable providing they are not larger than **A/u**: 1.5mm for films less than 100 micron, or 3mm for films 100 micron and thicker; **W**: 2.5mm for films less than 100 micron, or up to 4.5mm for films 100 micron and thicker.

Inclusions shall be no more than **A/u**: five and **W**: twenty per square metre of the total glass area of any single pane of glass.

Inclusions are acceptable within a 50mm wide band around the perimeter when difficult frame and/or seal condition makes high quality installation difficult. These particles should not be larger than **A/u**: 1.5mm for films less than 100 micron in thickness, or up to 3mm for films 100 micron and thicker, and no more than five per linear metre; **W**: 2.5mm for films less than 100 micron in thickness, or up to 3.5mm for films 100 micron and thicker, and no more than twenty per linear metre.



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Drying

Water bubbles are a consequence of film's normal drying cycle post installation and as such do not constitute an installation or product quality fault. Drying times can be extended in cold, humid and/or shaded conditions. Typical cure times may be:

Films < 100 micron thickness – 30 days

Films ≥ 100 micron and < 200 micron – 60 days

Films ≥ 200 micron and < 300 micron – 100 days

Films ≥ 300 micron – 140 days

Depending on the film and drying times, a slight haze may appear during the drying process. This will have no detrimental effect on the film's performance, nor does it constitute an installation or product quality fault.

Light reflections

A few small particles or points causing light reflections may be visible both externally and internally. These are inherent in film adhesives and have no detrimental effect on the film performance, nor do they constitute an installation or product quality fault.

External applications

As they are subject to wind and other environmental conditions not prevalent in internal applications, more contaminating inclusions are likely in external situations. This should be explained and agreed to with the customer prior to installation. Time of day and year can greatly impact the difficulty of an external installation.

Film joins

When the glass is larger than the largest film roll width available, a join is required. Join methods listed below can be either vertical or horizontal, depending on the situation and customer preference.

Joined film pieces will colour match.

Splice and butt joins: when two pieces of film are trimmed in unison on the glass (splice) or when two pieces of film are butted together (butt), the gap between the join should be no wider than 0.5mm.

Overlap Join: when one piece of film overlaps the edge of the other. Equal overlap between 2–5mm on a standard installation.



DISPUTE RESOLUTION

As is the case in all industries, problems can occasionally arise between businesses and customers. Most can be resolved by talking through issues rationally to achieve a solution. However, dispute resolution is sometimes necessary. If you reach a stalemate, please refer to your relevant state Fair Trading agency or government body for information on resolving marketplace disputes.

WFAANZ can provide an inspection service for matters relating to architectural window film installation, however there are some disputes in which we are unable to be involved. For instance, complaints concerning film specifications/performance such as visible light transmission, heat rejection and the like are not part of a normal quality inspection. Contact WFAANZ for more information.



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