

ENSURING CUSTOMER SATISFACTION WITH LOW-E INSULATING GLASS IN RESIDENTIAL APPLICATIONS

Insulating glass with Low-E coatings has become so popular because of obvious performance benefits – heating and cooling cost savings, greater occupant comfort, reduced fading of interior fabrics and wood floors. Additionally, Low-E coatings are required for insulating glass to meet the Energy Conservation Construction Code of New York State and always required to meet Energy Star Criteria in the northern climate zone.

But especially in residential applications, the appearance of the glass may be equally, or more important to the home owner—particularly in critical viewing areas, like big “picture windows.”

We offer two Low-E products.

Pilkington Energy Advantage offers the highest light transmission, and looks closest to clear glass. It is our least costly Low-E product and has a U-factor of .33 with a 1/2” airspace (.29 Argon). But if the glass is partially shaded as occurs during a rising or setting sun, the coating exhibits a “haze” in the sunlit portion of the glass.

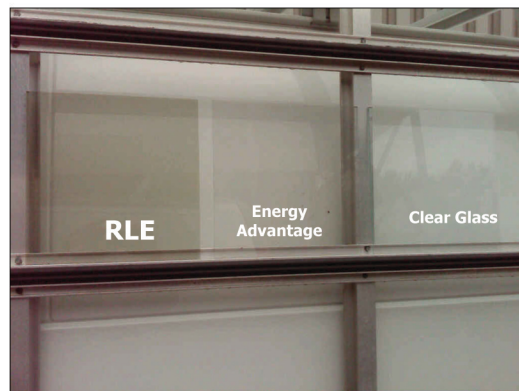
Guardian ClimaGuard RLE 71/38 is less subject to “haze.” But it looks darker than clear glass. It provides a better U-factor of .29 (.25 Argon). It blocks more solar heat.

Both are great products. But each may disappoint an uninformed customer. And neither product will most likely match adjacent glass in appearance, so replacement of adjacent glass is recommended if a match in appearance is important.

Syracuse Glass recommends that Low-E glass options be discussed with customers so that the performance benefits and appearance can be weighed, resulting in an informed decision and full satisfaction.



← “Haze” in Pilkington Energy Advantage partially sunlit area.



Lower Light Transmission in Guardian RLE