

# Smart-Tint™ Frequently Asked Questions

**Q:** Do I have to buy Smart-Tint switchable glass in a unit or can I buy it in single sheet format, say 10mm or 12mm thick?

**A:** Yes we can now supply the product like this as well as a double glazed unit, there is a 5mm border all round the edges so this needs to be hidden in a U-channel or frame in sizes up to 1200mm x 3000mm

**Q:** What is the warranty period of your Smart-Tint™ switch-able LCD glass units?

**A:** We offer a 10 year warranty on the unit seal and switching of the glass.

**Q:** How can you offer a 10 year guarantee when the competition only offers 5 years?

**A:** Because we use the highest specification products and non metal super Spacer bar sealing system along with UV blocking toughened glass to make the units.

**Q:** Can I buy glass units for glazing into internal doors for medical installations?

**A:** Yes we supply many hospitals, clinics, cardiac rooms etc with Smart-Tint™ in both unit and single glazed format.

**Q:** What is the lead time for dispatch of my order?

**A:** Generally 6-8 weeks ex works dependant upon how fast our order confirmation is signed off and the time of year.

**Q:** Can I buy Smart-Tint glass units with different specifications to suit my architects spec.

**A:** Yes we can supply the units in 16mm, 20mm, 24mm and 28mm thick to fit into different glazing systems, we can also supply self cleaning and laminated options.

**Q:** Are Smart-Tint units safe to use in conservatory roofs for overhead glazing?

**A:** Yes the units are toughened to BS EN12150 for safety and can be used in full height doors also.

**Q;** Are there any moving parts to go wrong or break?

**A:** No unlike blinds inside units or other shading systems there are no moving parts because the LCD film inside the glass is the clever part which switches from opaque to clear when the power is applied.

**Q:** What if a unit stops working?

**A:** Providing the units has been wired correctly in parallel and not shorted out we can repair the unit or replace the unit under our warranty. De-glazing & Re-glazing of the unit is not covered by our warranty.

**Q:** What is the largest possible size of a Smart-Tint unit?

**A:** The largest single unit size is currently 1200 mm wide X 3000 mm long.

**Q:** How quick does the glass switch from opaque to clear?

**A:** In a fraction of a second, its very impressive especially when you have a wall of glass units together in a run, this gives the ultimate wow factor for any project, especially floor to ceiling glass walls.

**Q:** Can you supply a fire rated unit for use in fire door viewing windows or hallway windows?

**A:** Yes we can supply single glazed fire rated glass to your exact specification.

**Q:** What is the power consumption required to keep the glass in the clear state?

**A:** It is very low at 3.5 watts per square meter to keep the glass clear and so the running costs are a very low.

**Q:** Do you supply a power pack transformer to operate the area of Smart-Tint ordered?

**A:** Yes we provide you with the correct rated power pack to operate the area along with a wiring

diagram

**Q:** How do we operate Smart-Tint units, does the power pack come with a switch?

**A:** No we do not supply a switch because the 65Volt power supply from the transformer can be interrupted with a simple light switch on the wall or a dimmer unit or a micro switch built into a door.

**Q:** How heavy is a Smart-Tint glass unit?

**A:** The weight is exactly the same as any other double glazed unit approximately **20KG** per square meter in 4mm toughened glass and **28KG** per square meter in 6mm toughened or laminated.

**Q:** How good is Smart-Tint at blocking the suns damaging UVA & UVB light?

**A:** 100% of ultraviolet light is blocked in both the clear and privacy states to protect furniture and fabrics.

**Q:** How does Smart-Tint affect the transmission of infrared (IR) light?

**A:** Smart-Tint™ allows users to control the amount suns heat passing through the glass window reducing solar build-up when switched to the opaque state, thereby reducing energy consumption with air conditioning.

**Q:** Is the light blocked out when the glass is in the opaque privacy state?

**A:** No the light is only reduced slightly but direct sunlight is scattered to provide a nice **soft** light which eliminates glare.

**Q:** Are Smart-Tint units 100% clear when the power is connected?

**A:** No there is always about 9% haze dependant upon the angle at which the glass is viewed but our product has the best clarity that is possible with this technology especially when you look at it straight on.

**Q:** Will the glass appear totally perfect like the normal double glazing in a house window?

**A:** No larger units will almost certainly have some sort of imperfection within the unit and this can appear as a circular blemish or very tiny bubble, it is impossible to achieve glass which is 100% free of imperfections.

**Q:** What is deemed acceptable with regards to these tiny imperfections?

**A:** Any imperfections that may be present should not be visible from a distance of 3mtrs in the clear state.

**Q:** Can the switchable LCD element of the glass be damaged at all?

**A:** Only if it is connected direct to the mains without the use of the power pack transformer that we supply, if this happens the glass unit will need replacing.

**Q:** What sort of projects have you supplied Smart-Tint units for?

**A:** We have supplied our products for glazing in many Bi-folding doors, bathroom windows, hotel rooms, reception areas, medical rooms.

For more information on this innovative product please contact our office on 0800 505 3384

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