

MEDIA ALERT

Glass Splashback Quality Causes Safety Issues for Home Owners

A number of suppliers and installers of coated glass splashbacks have been cutting corners to help cut costs. The result is a sub-standard finish with no quality assurance or warranty that is potentially a major safety hazard in the home.

Julia Wilson, of Tokoroa, is one of the many people who have experienced this issue first hand.

“I particularly wanted a coated glass splashback when we renovated our kitchen about two years ago,” says Wilson.

“I was immediately concerned with the service when I noticed the fitting wasn’t very good. But it wasn’t until about 18 months later that the paint started lifting from behind the glass, and I realized there was a real problem.”

Ms Wilson initially called her original supplier who did some touching up to the fitting but advised that the deteriorating paint wasn’t their problem. This is an issue that is becoming more and more common in the glass industry, as Thor Christensen, design director at Thorden Glass Ltd, explains.

“We’re getting a lot more calls from people who think they’ve been supplied a Graphic Glass product. They actually have a cheap copy of the real thing which looks exactly the same when put side-by-side the original but is not designed to last and is potentially a real safety hazard.”

There are a number of key checks that home owners need to consider when purchasing any coated glass. Of primary importance is some form of quality assurance guarantee or warranty.

“People need to check that the product they are buying has been tested and approved before they agree to any installation,” advises Christensen. “They then need to carefully check the installation finish to ensure there are no gaps and the glass fits accurately to the space required.”

This risk of a badly manufactured or incorrectly installed glass product can be as minor as a glass finish that simply looks bad, through to deterioration and cracking of the glass surface.

The following quick checklist will help to minimise such risks for your next purchase:

- Is the coated glass temperature tested and guaranteed for use as a splashback?
- Is it water alkaline resistant, particularly for use in bathrooms?
- What chemicals or household cleaners are you able to use?
- Is the coating adhesion tested to prove/guarantee how long it will last?

This is a clear case of caveat emptor, as Christensen explains further, “People need to compare apples for apples and not just make a decision based on looks and price.”

ENDS

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