

USER GUIDE:	CG - Large Toughened Glass Units	DATE:	JULY 2026
REVISION:	02	BY	JONATHAN CLARK
REVIEW PERIOD:	ANNUALLY	REVIEW:	JULY 2027



USER GUIDE TECHNICAL UPDATE SPECIFICATION CHANGES FOR LARGE TOUGHENED GLASS UNITS DUE TO BI-STABILITY



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1. AMENDMENTS AND UPDATES

ISSUE	DATE	AMENDMENT / CHANGE
01	Jul 2026	

2. PURPOSE

The purpose of this user guide is to give employees an understanding of the Technical Update for specification changes for Large Toughened Glass units due to BI-STABILT, received from 'Custom Glass' on Monday 20th July 2026.

"Over the past few seasons, our industry has faced an increase in serviceability challenges due to changing climate patterns. Sharper barometric pressure drops and higher peak summer temperatures cause the air trapped inside sealed double-glazed units to expand and contract aggressively.

When thin 4mm glass is used on large expanses, these intense pressure differentials can cause the centre of the pane to flex, rattle, or exhibit a "bi-stable bow".

To proactively protect your installations and eliminate these complaints, we are updating our manufacturing thresholds effective for all orders placed from Monday 27th July 2026."

3. NEW SUBSTRATE SPECIFICATION POLICY

- **The Rule:** Any double-glazed unit where **BOTH the width and height exceed 1300mm** (e.g., 1320mm x 1400mm) will now be specified and manufactured with a **minimum 6mm toughened glass substrate**.
- **Exceptions:** If only one dimension exceeds 1300mm (e.g., 2000mm x 900mm), a 4mm specification can still be utilised, as the shorter span retains adequate structural tension.

4. WHAT THIS MEANS FOR GLASS AND FRAMING SOLUTIONS LIMITED

- **Automatic Upgrades:** The Custom Glass quoting software will automatically upgrade qualifying units to 6mm. Our quotes will clearly display this heavier-duty specification.
- **Protecting Our Reputation:** By installing 6mm glass on these larger apertures, we ensure a rigid, premium finish that will not bow or vibrate during summer heatwaves, eliminating costly, non-chargeable callbacks.
- **Waiver Process:** If a project study dictates 4mm glass due to specialised frame limitations or weight restrictions, the order can only be processed upon receipt of an email confirming that we wish to proceed with a 4mm substrate, this 'Waiver' will then exclude atmospheric deflection from the product warranty.