



## Visual quality assessment

### Photographing defects

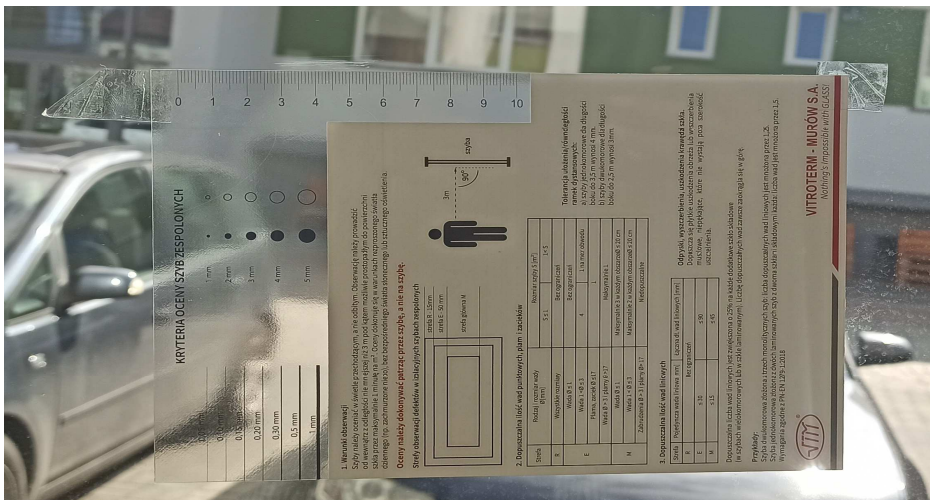
In accordance with the General Warranty Terms

**IN ORDER TO SIMPLIFY THE PROCESS OF REVIEWING A WARRANTY CLAIM, YOU CAN SEND OUR COMPANY PROPERLY TAKEN PHOTOGRAPHS OF THE REPORTED DEFECT. PLEASE INCLUDE A COMPLETED WARRANTY CLAIM FORM AS PART OF THE PHOTOGRAPHIC DOCUMENTATION.**

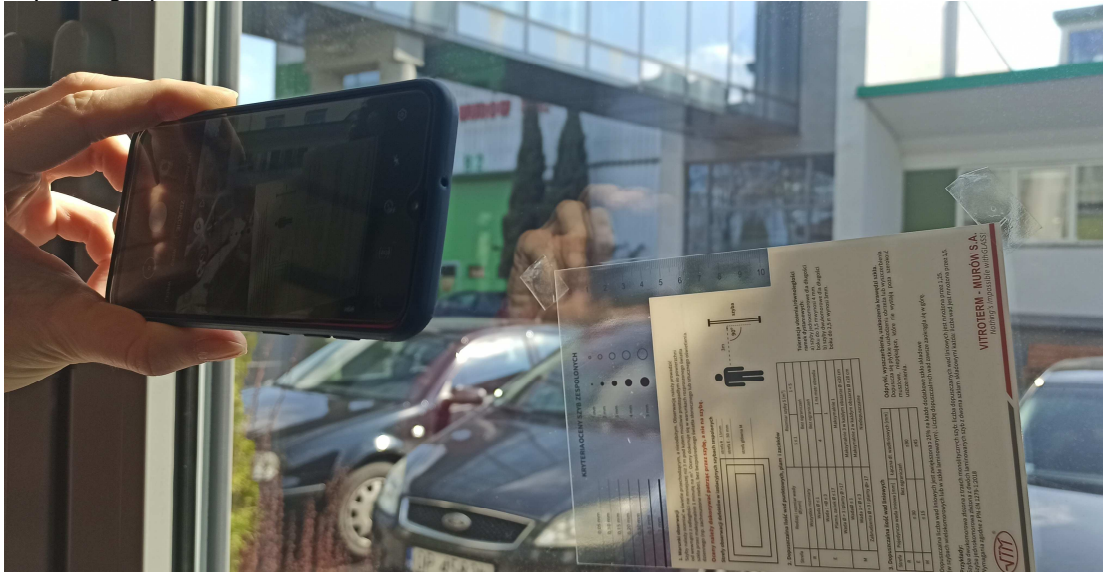
(available at [www.vitroterm.pl](http://www.vitroterm.pl))

To properly create photographic documentation, please:

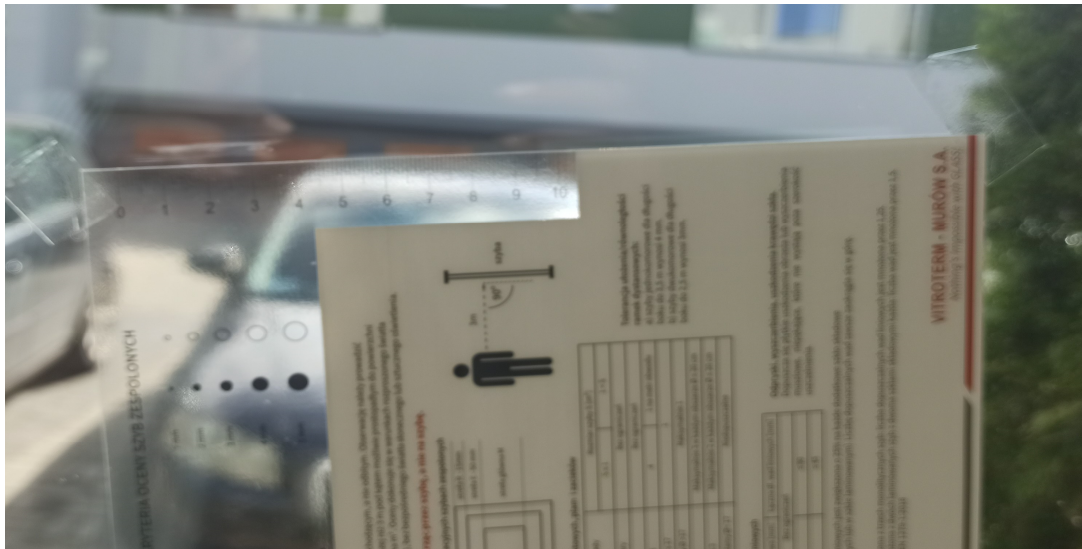
1. Familiarize yourself with the following information regarding Visual Quality Assessment of Glass.
  - Check if the defect is visible from a distance of 3 meters at an angle as perpendicular as possible to the glass surface. Assessments should be conducted in conditions of diffused natural light (e.g., overcast sky) without direct sunlight or artificial lighting. If:
    - **If the defect is not visible** - the glass complies with PN-EN 1279 standards.
    - **If the defect is visible** - take a photograph following the instructions (point 5).
2. When submitting a warranty claim, please include photographic documentation consisting of:
  - A photograph of the defect with a linear measurement reference
  - A photograph of any markings located on the spacer frame or label
  - An overall photograph of the glass/assembly with an indication of the defect
3. Tools required for submitting a warranty claim:
  - Smartphone or digital camera
  - Template with criteria for assessing insulated glass units and a linear measurement reference
4. Instructions for taking photographs:
  - 1) Place a linear measurement reference approximately 5 mm below the defect on the glass.



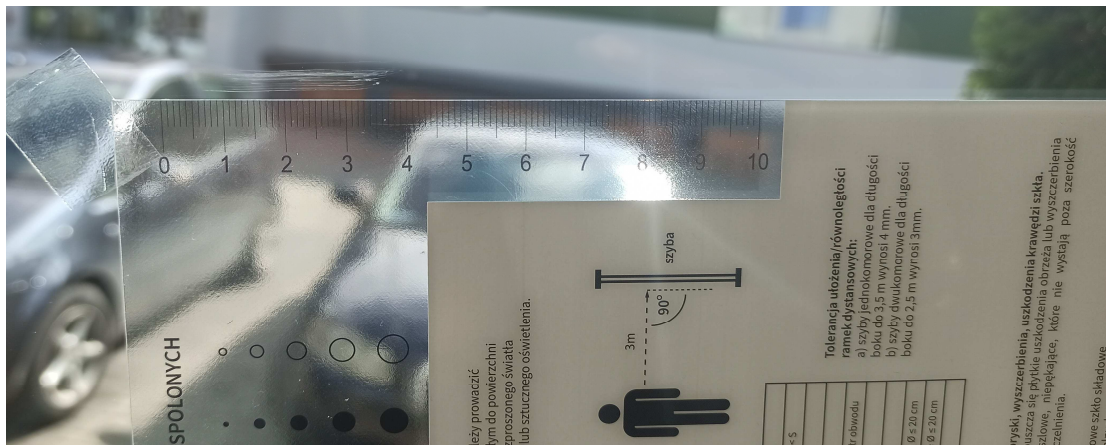
- 2) Bring the smartphone closer to the glass at a distance of approximately 10-20 cm and take a photograph.



- 3) In case the photograph is blurred and unclear, please take the photograph again.



- Position the smartphone in the same way as before and tap the screen with your finger to allow the camera to focus.



- If the photograph is still unclear
- You should move the smartphone closer and farther away from the glass by 5-20 cm and take a photograph when the focus is at its best.