

GLASS RESTORATION & SCRATCH REMOVAL · PERTH & WA

SCRATCHED GLASS IS A DEFECT. NOT A WRITE-OFF.

Blade damage from a builders clean, render and weld spatter, sand abrasion, bore staining and etching. All of it sits in the surface of the glass, and all of it comes out in situ. The pane never leaves the opening.

Builders

Commercial & retail

Strata & facilities

Defect, insurance & contra

WHAT A SCRATCH ACTUALLY IS

MISSING GLASS, NOT A MARK ON IT

You cannot fill it. So the fix is to bring the surrounding surface down level with the base of the damage, then blend that area back out into the pane until it reads flat and optically clean from inside, from outside, and in raking light. Same principle whether it is one gouge or a whole hazed elevation.

WHY YOU WERE TOLD OTHERWISE

"IT CAN'T BE FIXED" USUALLY MEANS "I CAN'T FIX IT"

A cleaner, a glazier and a restorer give three different answers about the same pane, and only one of them is holding the kit that could save it. Restoration is its own trade, with its own abrasives and machines and years behind the judgement. Almost nobody in this state does it. We do it full time.

WHAT COMES OFF GLASS

Two jobs, both written off by someone else first. Glass damage is notoriously hard to photograph, because a camera flattens what your eye picks up instantly at a raking angle.

THE DAMAGE



Mineral staining and corrosion.

Reticulation dried on the glass over summers until the deposit cemented and the surface underneath began to etch. No cleaner or acid shifts this: the silica has welded to the pane.

RESTORED



Back to optical clarity.

Deposit and corroded layer abraded out, stepped down through progressively finer grits, then polished. Worked in the opening, on an occupied floor, with no reglaze.

WHEN TO CALL US INSTEAD OF THE GLAZIER

Six situations where new glass gets ordered as a reflex. In every one the glazing is damaged on the surface, not broken.

01 The builders clean went wrong A blade or scourer dragged over render dust, leaving fine parallel scratching across whole panes. The most common job we get, and almost always restorable.	02 Render, mortar or grout splash Cement slurry left to go off on unprotected glazing. Scraping it is what turns a clean-up into a scratch job, so it is worth a call before anyone reaches for a blade.	03 Grinder sparks & weld spatter Hot particles land and embed in the surface. They do not wipe off, they do not come off with a cloth, and every attempt adds scratching around them.
04 A pane is scratched and the unit is weeks out Toughened, laminated, oversized or double glazed. The remanufacture lead time is what actually moves your date.	05 Coastal or site-adjacent sand haze Wind-blown sand abrades whole elevations into a fine haze. Not one scratch but a whole surface, and it responds to the same process.	06 Bore staining or etching at handover Reticulation has been hitting the glazing all summer. Cleaners cannot shift it, because the mineral has polymerised into a film welded to the pane.

RESTORE IN SITU

ONE TRADE, ONE VISIT

- ✓ The glass never leaves the opening, so the facade is never open
- ✓ No open edge at height and no exclusion zone on the ground below
- ✓ No crane, scaffold or EWP booked to lift a unit in or out
- ✓ No unit to order and no remanufacture lead time
- ✓ Cut dry and dust extracted, so occupied floors keep trading
- ✓ Nothing moves on the programme

The work is done from wherever the damaged face can be reached, and the pane stays put either way.

REPLACE THE UNIT

EVERYTHING ELSE MOVES WITH IT

- ✗ The unit comes out, and above ground level that opens the facade
- ✗ Height permits, edge protection, harnesses and anchor points
- ✗ Scaffold, EWP or craneage, plus an exclusion zone below
- ✗ Toughening or lamination lead time before any of it starts
- ✗ Trades coordinated around an open opening, then made good and resealed

The right answer when the glass is cracked. An expensive answer when the glass is only damaged on the surface, and we will tell you which one you have.

THE ONE THAT DECIDES IT AT HEIGHT

REPLACING A PANE MEANS OPENING THE FACADE. RESTORING IT NEVER DOES.

Above ground level the glass stops being the problem. Take a unit out and you have created an edge with a sheer drop behind it, and everything follows: working-at-heights permits, edge protection, harnesses and anchor points, scaffold, EWP or craneage, spotters, and an exclusion zone on the ground below. On a high rise or any multi-storey opening, that access and safety scope is usually most of the cost of the job.

Restoration works the glass where it sits. The opening is never open, so none of that scope exists. Damage on an external face may still need access to reach it, but never the removal sequence, and that is why the two columns above pull furthest apart exactly where the glazing is hardest to get to.

THE METHOD

A scratch is missing glass, so there is nothing to fill.



01

Read the depth

How deep it goes, judged in raking light.



02

Cut to the base

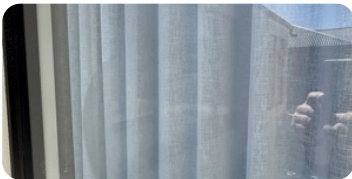
The surface brought down level with the deepest damage.



03

Blend and polish

Feathered back into the pane, then polished to clarity.



04

Check it the way you will

Inside, outside, and at the angle that shows everything.

BEFORE YOU ORDER A REPLACEMENT UNIT

Send the site, the elevation and how many panes. We assess, then quote.

CAPABILITY



01Glass scratch removal

Blade and scraper damage, render and mortar spatter, grinder sparks, weld spatter, sand abrasion and graffiti scratching. Abraded to the base of the deepest damage, feathered back into the pane, then polished.



02Glass restoration

Bore and reticulation staining, baked-on scale, mineral etching, corrosion, pitting, salt haze and clouding. Taken out mechanically, because acid only ever removes half of what WA water leaves behind.



03Protective coating

GlassProtect applied to the restored surface so water beads and sheets off instead of drying on the glass. Registered under the JUMBOGUARD Performance Guarantee, and usually the cheapest line on the job.

HOW WE ENGAGE

01 On-site assessment.

Depth is read in raking light on the actual glass. It cannot be quoted off a photo and we will not pretend otherwise.

02 Scope and quote.

One figure for the glass in front of us, priced per job, not a per-metre rate that ignores how bad it is.

03 Test section.

On a facade or a run of units we restore a sample area, so the result is seen on your own glass before the rest is committed.

04 Works and sign-off.

Checked from inside, from outside and in raking light. Flat and optically clean, or it is not finished.

Defect, insurance and contra works. Scratched glazing on a new build is usually a matter between the builder, the cleaner or the insurer before it is a matter of glass. We assess and quote in terms all three can act on, and we say plainly which panes are restorable and which are genuinely a replacement, including when that answer costs us the job.

SCOPE OF WORKS

- ToughenedLaminatedDouble glazedCoated glass
- Facades & curtain wallWindows & glazingBalustradesPool fencing
- ShopfrontsCommercial glazingSplashbacksMirrors
- Glazed partitionsDisplay & cabinet glassWhole elevations

Exclusions, stated up front. Cracked, shattered or delaminated glass is structural and needs replacing. Shower screens are the one glass type we do not restore, because replacing the panel is usually the better money. Flag surface-coated glass if you know of it, as a factory coating on the exposed face changes the approach.

COMPANY & COMPLIANCE

ENTITY	Extera
ABN	26 680 420 900
INSURANCE	Public liability, with cover arranged to suit the site. Certificate of currency on request.
SITE DOCS	SWMS and JSA per job, provided before site access.
METHOD	Dry cut, dust extracted. Workable inside an occupied building.
COVERAGE	Perth metro standard. South West WA by arrangement.
SECTORS	Construction, commercial, strata and facilities, residential.
PRICING	Quoted per job on assessment. No price list, because depth decides the work.

ALSO AVAILABLE ON SITE

- Stone & concrete sealingGlass coating
- Building & facade washHard surface cleaning

Same site, same supplier, one certificate of currency.