

EDTM Glass-Check ELITE GC3200

Frequently Asked Questions (FAQ)

What surface should the meter be placed on when taking measurements?

Always place the GC3200 on the exterior (outside) glass surface when taking your initial measurement.

The meter is designed to interpret surface locations based on the assumption that the measurement is being taken from the outside of the window. Starting from the exterior provides the most accurate and consistent results.

What should I do when measuring laminated glass?

The GC3200's **default Laminate Mode** is preset from the factory and should be used for most applications.

WHY USE LAMINATE MODE?

- Handles approximately 90% of windows encountered in the field
- Best mode for most residential and commercial projects
- Detects laminated glass constructions that other modes may miss

IMPORTANT

If laminated glass is present, the laminate interlayer and additional glass surfaces will be included in the meter's readings. Always review the surface count carefully and verify the glass construction before recommending a film solution.

Why are the surface numbers displayed differently than the industry-standard surface numbering?

The meter does not actually know which side of the glass you are standing on. Instead, the GC3200 assigns surface numbers based on the assumption that the reading is being taken from the outside of the window.

AS A RESULT:

- Surface numbering may appear reversed if measurements are taken from the interior.
- This is normal meter behavior and does not indicate a problem with the unit.

Always interpret surface locations based on the side from which the measurement is being performed.

What types of coatings can the GC3200 identify, and why do they matter?

The GC3200 can detect various **Low-E (low emissivity) coatings** and identify their location within the glass assembly.

WHY IS COATING IDENTIFICATION IMPORTANT?

Knowing the coating type and location helps determine:

- Whether window film can be installed safely
- The expected performance improvement from solar film
- Potential thermal stress risks
- Customer expectations regarding heat reduction and energy savings

Some windows already have highly efficient Low-E coatings. Applying film to these windows may provide limited benefits or may not be recommended depending on the coating location.

Always verify coating location before recommending film.

What window types can the meter identify, and are they suitable for film installation?

TEMPERED GLASS

GENERALLY ACCEPTABLE FOR FILM INSTALLATION

- Typically presents the lowest risk for film application
- Compatible with most architectural window films

LAMINATED GLASS

USE CAUTION

- Limited film selections may be recommended
- Glass construction must be evaluated carefully
- Thermal stress analysis may be required

DOUBLE-PANE INSULATED GLASS UNITS (IGUS)

USUALLY SUITABLE FOR FILM INSTALLATION

- Coating location and glass type should still be verified

TRIPLE-PANE WINDOWS

EXTREME CAUTION REQUIRED

- Limited film options available
- Additional glass layers increase thermal complexity
- Thorough evaluation is required before installation

What does the warning message “Exceeds Low-E Range” mean?

This message typically appears when the meter cannot properly detect the glass due to excessive distance between glass surfaces.

Common causes include:

- Triple-pane windows
- Wide air spaces between panes
- Low-E coatings located beyond the meter’s sensing range

WHAT SHOULD I DO?

Take another measurement from the opposite side of the window.

Measuring from the interior often allows the meter to detect coatings and surfaces that may be out of range from the exterior side.

How should I interpret multiple Low-E coatings on newer windows?

Many modern windows contain multiple Low-E coatings.

SURFACE 4 LOW-E COATINGS



A Low-E coating on Surface 4 is a major red flag for film installation.

Over the past several years, Surface 4 Low-E coatings have become increasingly common in new window systems.

BEST PRACTICES

Check interior surfaces first

Before cleaning, scraping, or preparing any glass for film installation, verify whether a Surface 4 coating is present.

Surface 4 = Surface 2 is also coated

If a Low-E coating is known to exist on Surface 4, there is a high probability that another Low-E coating exists on Surface 2.

IMPORTANT METER LIMITATION

When measuring from the exterior:

- The GC3200 can only identify the **first Low-E coating** encountered
- It may not detect additional Low-E coatings deeper within the IGU

RECOMMENDED PROCEDURE

1

Measure from the exterior.

2

If a Low-E coating is detected, perform a second measurement from the interior.

3

Confirm whether a second Low-E coating exists on Surface 4.

4

Verify glass construction before recommending film.

ADDITIONAL IDENTIFICATION

When the GC3200 detects a Low-E coating on Surface 4:

- The meter should identify it as a **hard-coat Low-E**
- It may also indicate a **triple-silver coating** on Surface 4

How should triple-pane windows be measured?

Triple-pane windows require measurements from both sides of the glass.

WHY?

Even if the first two panes appear clear, the meter may not be able to reach the innermost pane when measuring from one side.

BEST PRACTICES

This step is critical before determining film compatibility.



What should I do if the meter displays an error or produces inconsistent readings?

If the meter acts unexpectedly:

Retry the measurement and verify the following:

- Reading is being taken from the exterior glass surface
- Meter is positioned approximately 2 inches above the bottom edge of the glass
- Meter is centered horizontally on the window

WHY THIS LOCATION?

Measuring near the lower center of the glass helps reduce variation caused by:

- Air-space differences
- Spacer systems
- Low-E coating reflection inconsistencies

This location generally produces the most reliable results.

Can my body touch the glass while taking a reading?

No. Only the meter should be touching the window during the measurement.

If your hand, arm, body, clothing touches the glass, the reading may become inaccurate and produce incorrect results. For best accuracy, maintain separation between yourself and the glass while measuring.

Can I take measurements near the window frame?

No. The GC3200 should not be placed directly against or near the frame.

REQUIREMENT

- Keep the meter at least **2 inches away from the window frame.**
 - Window frames can interfere with readings and affect measurement accuracy.
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How do I measure windows that have decorative grids?

If a window contains:

- Grids
- Mulins
- Dividers

Make sure the meter is placed on clear glass only.

IMPORTANT

Grid materials can interfere with the reading and generate inaccurate results.

- Do not place the meter on a grid.
 - Do not allow the sensor area to overlap a grid.
 - Take measurements away from all grid components.
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Which operating mode should I use?

Default Recommendation: Laminate Mode

The GC3200 is factory preset to Laminate Mode, and for most projects this is the preferred setting.

BENEFITS

- Accurately evaluates approximately 90% of field installations
 - Works with laminated and non-laminated glass constructions
 - Reduces the chance of missing laminated glass
 - Provides the most comprehensive scan for typical window evaluations
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What about Normal Mode?

Normal Mode:

- Does not actively search for laminated glass
- May overlook laminated constructions
- Is generally not recommended for routine field inspections

For the majority of architectural window film projects, leave the meter in Laminate Mode.

Quick Field Checklist

BEFORE TAKING A READING:

- ☐ Start from the outside of the window
- ☐ Place meter 2" above the bottom of the glass
- ☐ Position meter in the center of the window
- ☐ Stay at least 2" from the frame
- ☐ Avoid grids and muntins
- ☐ Ensure only the meter touches the glass
- ☐ Use Laminate Mode
- ☐ Take a second reading from the interior when evaluating Low-E coatings triple-pane windows
- ☐ Treat Surface 4 Low-E coatings as a film installation warning flag
- ☐ Verify all glass construction details before recommending film installation

Following these practices will provide the most accurate GC3200 readings and help ensure proper window film recommendations.

For questions about the meter, please contact EDTM directly using the information below. If questions come up about meter readings while you are onsite, contact EDTM at that time rather than waiting until you return to the office.