

FAQs

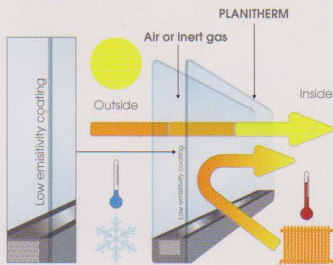


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1. What is PLANITHERM?

Double glazed unit with PLANITHERM



PLANITHERM is a new generation of energy saving window glass that uses an advanced coating to retain more internal heat and to absorb free energy from natural daylight, designed for use in a double glazed unit. That means lower energy bills compared to standard windows but for about the same cost.

Using the latest technology, PLANITHERM has a unique combination of metallic layers, which reflect heat back into a room, to keep heat within a building. At the same time maximising the amount of natural light coming in. As more heat is retained, it means less is required to warm up the home to the desired ambient temperature, in turn lowering energy consumption.

2. Why should I have PLANITHERM installed in my windows?

There are a number of reasons why you should have PLANITHERM installed in your windows. Firstly, Government Building Regulations require us to use energy efficient products that help to reduce CO₂ emissions and protect the environment. PLANITHERM is the most energy efficient window glass available. Using PLANITHERM is an easy and efficient way of complying with these regulations whilst offering a number of other benefits:

- **Free Solar Gain** - PLANITHERM uses advanced coating technology to capture free energy from natural daylight to help heat the home
- **Thermal Insulation** - The advanced coating reflects heat back into the room, meaning less energy is needed to heat the home to the desired temperature
- **Optimal Window Energy Ratings** - PLANITHERM combines with virtually any window frame to achieve a Window Energy Rating (WER) of C and an A rating is easier to achieve allowing compliance with Building Regulations (see Q14)
- **Haze & Tint Free Windows** - PLANITHERM maximises the amount of natural light into the home, without the haze or tint effects associated with older double glazed windows
- **Eliminate Condensation** - PLANITHERM helps to virtually eliminate internal condensation, reducing draughts and cold spots in and around the windows

3. I have double glazing; does this mean my windows are energy efficient?

Of course all old, uncoated, double glazing offers a limited level of heat retention. However, Building Regulations now state that an energy efficient window glass must be used in all replacement windows and a double glazed unit containing PLANITHERM is on average 40% more thermally efficient than standard non-coated double glazing.

4. Is the coating on the glass permanent?

Yes, the coating is permanent and hermetically sealed with the glass unit so will last the lifetime of the window.

5. Where can I buy windows containing PLANITHERM?

Registered PLANITHERM installers are listed on our website. Please visit www.planitherm.com and select 'Find an Installer.' Simply search by your postcode to view a full list of Installers in your local area.

6. If PLANITHERM lets the sun in, does it let anything out?

The glass has a very thin, transparent metallic coating that reflects heat back into the room, rather than allowing it to escape through the windows. At the same time it allows heat from the sun to pass through the glass to warm the room, meaning it takes less energy to maintain a warm, comfortable home.

7. Is the performance of PLANITHERM proven?

Yes, the performance of PLANITHERM meets the requirements of class C of European standard BS EN 1096 and carries the relevant CE Marking. For more information, visit www.saint-gobain-glass.com/ce.

8. What does this performance mean to me in real terms?

By switching from single glazing to double glazing incorporating PLANITHERM, you could reduce your heating bills by up to £478 per year!*

*calculated using the GGF energy savings calculator based on upgrading from single glazing to A-rated double-glazed windows in an average gas heated detached house - www.ggf.co.uk

9. How much more will it cost me to install PLANITHERM?

The cost of having PLANITHERM in your windows will vary from one window company to another. It is therefore a good idea to get quotes from a number of companies to compare costs and the services they offer.

10. Will the coating affect the appearance of the glass?

No, the coating is completely transparent and microscopically thin. It is designed to match the rest of the glazing in your house.

11. Is this a new product?

No, Saint-Gobain Glass has been producing energy efficient window glass for many years and have a wealth of experience in coated products. PLANITHERM has been manufactured in the UK since 2004.

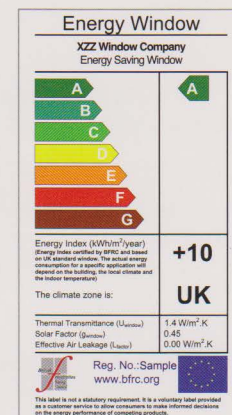
12. Will PLANITHERM make my house too warm in summer?

PLANITHERM is specifically designed to keep interiors more comfortable in winter months and improve the energy efficiency of your home. It has excellent thermal insulation whilst maximising free solar heat gain, saving on energy and heating bills. The actual amount of heat that will enter the home will vary depending on the orientation of the windows, their size and the geographical location of the building.

13. What is a Window Energy Rating?

A Window Energy Rating (WER) is a system for demonstrating the energy efficiency of a window. The labelling used is similar to those seen on appliances such as a fridge or freezer offering an easy method for comparison. To check a window's energy efficiency before you buy, look at the energy label. The ratings range from A to G with a C-rating being the minimum rating required for compliance with current Building Regulations. It considers three aspects of performance:

- Amount of heat loss
- Amount of solar heat gain
- The air leakage of the assembly



Example of a BFRG window energy rating label

14. Can PLANITHERM be used in any frame?

Yes, PLANITHERM can be used in all types of window frames.

15. What is the carbon footprint of an energy efficient window?

The carbon used to manufacture 1m² of double glazing is saved within 3.5 months if replacing single glazing windows. In the case of standard double glazing being replaced by energy efficient double glazing, the time is around 10.5 months.

16. Does Saint-Gobain Glass guarantee the quality of the work carried out by registered PLANITHERM installers?

No, installers who use PLANITHERM can register on the installer network and have met our network requirements. However, we do not guarantee their work and any queries or issues with your windows should be directed to your installer.