

Frequently Asked Questions Post Online Vanceva.com Sample Order Placement

In order to provide the best service, the following answers to common questions has been developed to assist you in common questions that come up while waiting for or after receiving your Vanceva color sample order.

If you have a question or comment about your order, please send them to:

Europe, Africa, Middle East and Asia Pacific: orders@solutia.com

North and South America: glazin@solutia.com

- Why is my sample the wrong color?
 - **Answer: We have done our best to represent our colors on the computer screen. Unfortunately, the physics of color do not let one display the same range of colors on the screen as exist in our color pallet. This difference in image (computer) color vs. actual color is particularly apparent in the blue family. It is also important to recognize that you are viewing the screen color as a reflected color, but the glazing sample is a transmitted color – another reason why the actual color may appear different from the screen color.**

- I thought my sample would be opaque/transparent – what did I do wrong?
 - **Answer: The Vanceva color systems using a series of 14 “building block” colors to produce 2377 different color possibilities. Of these building blocks, two (9,A) are translucent and one (B) is opaque. Any colors containing one or more layers with colors 9 or A are translucent. Any colors containing one or more layers with color B are opaque. To get transparent colors, select colors whose number do not contain 9,A, or B.**

- My sample is broken, can I get a refund?
 - **Answer: While we make every effort to ensure the safe arrival of your sample order, glass is fragile. We cannot issue refunds for broken samples. However, please notify us when this occurs as we do track these types of events which inform our choice of carrier, updated packaging designs, etc.**

- I love this color! How do I order this color glass for my project?
 - **Answer:** Saflex is the manufacturer of the interlayer only. We sell that interlayer to a number of glass fabricators throughout the world. Your local glazing contractor should be able to order glass in the Vanceva color of your choice through their standard manufacturing contacts. For a regionalized list of glass fabricators for Vanceva colors please click on the “Glass Manufacturers” link at our website:
<http://www.vanceva.com/design/pages/default.asp>

Your sample is labeled with the Vanceva color number. This number represents not only this unique color, but also the instructions to the glazing fabricator of how this color is generated. Each number in the color code represents a unique building block layer in the Vanceva color system. By arranging those building block colors the glazing fabricator will be able to reproduce this color. Please note that many of the Vanceva colors (particularly yellows and greens) are effected by the color (and/or thickness) of the glass with which the glazing system is fabricated. Please ask your glazing contractor to supply you with a sample in the actual glass that will be used in your project to assure that the color remains to your liking.

- How can I find out the performance characteristics (visible light and solar energy transmission, shading coefficient, etc.) for this color?
 - **Answer:** These properties are listed for most of our colors on our website:
<http://www.vanceva.com/design/pages/studio/color.asp?id=363711105&lang=en>

Scroll to the bottom of the page and enter your Vanceva color number into the box where it says “Know your Vanceva color? Order it here”. When you click on <go>, a display of your color will appear along with typical performance characteristics. For colors that do not have performance characteristics, you can request that information by contacting us at order@solutia.com .

- How do I alter the color to be lighter or darker?
 - **Answer:** The Vanceva color system is based on the combination of one, two, three or four of thirteen available interlayer colors. The transmission of a color can be changed by substituting darker colors

for lighter ones (or visa versa) or adding a layer of light or dark gray using the following explanation of the Vanceva color layers:

Light Red (1)	Dark Red (5)	Very Dark Red (C)
Light Blue (2)	Dark Blue (6)	Very Dark Blue (D)
Light Gray (3)	Dark Gray (7)	
Light Yellow (8)	Dark Yellow (4)	
Slightly Translucent (A)	More Translucent (9)	Totally opaque (B)