



Glass Scratches & Construction Defects: Repair Instead of Replace

REduce. REnew.

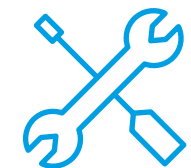
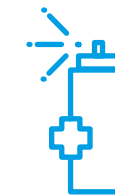
Always By Your Side.



POLYGON SMART REPAIR

Repair Instead of Replace – for More Sustainability

For over 18 years, we have been pioneers in building cosmetics, setting innovative standards in the renovation of glass surfaces. Since 2024, we have been operating under the umbrella of POLYGON SMART REPAIR, which also includes Fenster Doktor and SMARTRESQ. Together, we offer comprehensive services in window, glass, and surface repairs. Our approach, 'Repair Instead of Replace,' guarantees sustainability and high quality. Our service technicians, distributed throughout the German-speaking part of Switzerland, ensure short travel times and fast interventions.



Innovative Glass Solutions

Anyone who, like us, understands glass and has built up this knowledge over many years knows exactly what it means to renovate and maintain glass surfaces.

Those who choose GlassResQ truly have reason to be pleased. GlassResQ removes all types of damage in the most efficient way, including glass scratches, abrasions, vandalism, stone chips, spark marks, etching, and lime deposits on all glass surfaces.

Thanks to a new, innovative technique: GlassResQ has developed a completely new grinding and polishing process that allows not only conventional glass damage such as scratches but also spark marks caused by cut-off wheel work to be removed. In our development and research, we have also focused on the application and production of glass, grinding, and polishing materials, which form the essential components of glass surface repairs. With our specially

developed grinding discs—combined with years of expertise and the perfect craftsmanship of our technicians—we are able to repair all damage, particularly scratches and spark marks, through both small- and large-area treatment, leaving no visible traces (waves or lenses).

Since 2016, over
14'750
successfully
completed
projects

Over
132'250
renovated
window panes

100%
Cleanliness

97%
Success Rate

99,5%
Customer
Satisfaction

100%
Money-Back
Guarantee

Crystal-Clear Advantages



GLASSRESQ is active in all key markets for you. We are happy to provide personal on-site advice for any glass damage or glass inspection and will provide you with a non-binding, free quote. Even afterwards, we are always available to assist you.

Where We Operate



CONSTRUCTION & ARCHITECTURE
We support architects and builders in their projects with preventive measures to avoid glass scratches, as well as with the repair of damage that has already occurred on construction sites.



TRANSPORT COMPANIES
To ensure that trains, buses, and trams can get back on the road quickly after an accident or vandalism causing scratched glass, these damages must be repaired immediately.



GLASS INDUSTRY
For various glass manufacturers, we protect window panes with our EASYWRAP protective sheets against dirt, scratches, and other damage. This helps save costs that would otherwise be spent on expensive glass replacement.



INDUSTRY
Industrial companies from a wide range of sectors are susceptible to glass damage. This often involves damage to special panes, such as fire-resistant glass or plexiglass sheets.



SHIPBUILDING
In shipbuilding, we often deal with complex constructions and special glass panes, such as bulletproof or heated glass.



INSURANCE
We work closely with insurance companies in the liability sector. If a large client of the insurer experiences damage to a glass pane, we are commissioned to carry out the repair.



RETAIL
Small and large scratches on shop windows, as well as glass damage on mirrors or display cases, are common occurrences. Here, we also polish glass scratches, providing you with fast

Our Glass Damage Experts Are Active Worldwide

Whether large or small glass damage, complex or simple cases: our experienced and skilled glass damage experts always find the best solution thanks to our latest, innovative, and superior technology. Even for special cases—such as fire-resistant glass for the fire department, specialty glass for the Forensic Institute Zurich, or a front glass pane for a German Navy ship—we have a patented and cost-effective solution ready. Our clients are often pleasantly surprised by the final result and not infrequently completely delighted.

Moreover, our work is very environmentally friendly, saves you the immense costs of glass replacement, and is completed quickly—within one day. It is therefore no coincidence that we are TÜV-certified and a member of Umweltarena Switzerland—demonstrating that we lead not only in quality but also in ecology and environmental protection.



AXA, the Allianz Arena, and Implenia are part of the 99.5% of our clients who keep being impressed by our service.



Quelle: updatar - stock.adobe.com



Allianz Arena – Munich

As true football fans, the specialists at GLASSRESQ were thrilled to be commissioned for the Munich Allianz Arena. The challenge: on the exclusive VIP stands, the glass panes showed signs of wear from the many visitors, as well as scratches and damage caused by improper cleaning with blades. No problem for the company from Zurich.

«From a technical and speed perspective, GLASSRESQ belongs in the Champions League of glass repair.»



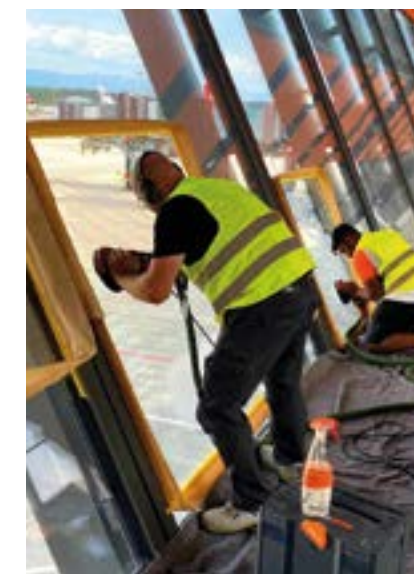
Mall of Switzerland – Ebikon

The Mall of Switzerland is an experience shopping center in Ebikon, covering a total of 46,000 m². In addition to 150 shops, it also houses various restaurants, bars, a multiplex cinema, apartments, and a hotel. It is not surprising that, given the complexity of the construction, things did not run entirely smoothly. During the work, 100 glass panes were damaged—a case for GLASSRESQ. The glass repair specialists got to work immediately and removed the scratches in no time. This was to the great satisfaction of Halter AG and Allreal Holding AG, the construction and real estate service providers that had commissioned GLASSRESQ for this project.



Roche Tower 1 and 2 – Basel

It was a high-reaching project at Switzerland's tallest building, Roche Tower I and II in Basel. When glass surface damage is discovered shortly before a building inspection, time is money. Thanks to GLASSRESQ's glass repair process, the original value of a window can be quickly and easily restored. At dizzying heights, scratches, dents, spark marks, and construction damage on glass and anodized profiles were repaired over several weeks in a resource-efficient way, restoring them to like-new quality—true to the motto "Repair Instead of Replace."



The Circle – Zurich Airport

Large-Scale Glass Scratch Repair at Switzerland's Largest New Construction Project at Zurich Airport. On behalf of the general contractor HRS AG, we were able to remove dozens of surface damages and glass scratches before handover, without the need for costly and time-consuming glass replacement.

Remove Glass Scratches. Save Costs.

Mechanical Surface Damage



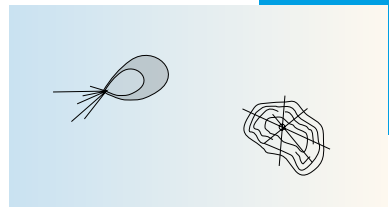
INSTALLATION SCRATCHES

Typical scratches that occur when the glass mounting strip is struck or when nailing, if the pane is not adequately protected. The scratches usually stop just short of the mounting strip and run in the direction of the hammer blows.



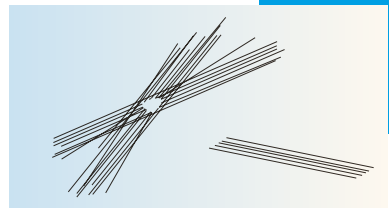
GLASS PLANER SCRATCHES

Caution is required when using glass planers on the surface. If the planer is damaged or the pane is contaminated so that small grains of sand get trapped under the blade, fine scratches can occur.



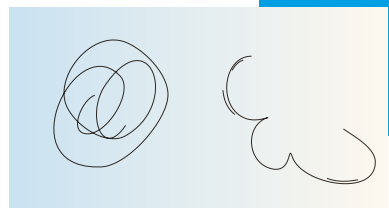
CHIPPING FROM MECHANICAL IMPACT

Conical chips can be caused by the impact of small stones on the glass surface, for example during transport. Depending on the angle of impact, they are round (vertical impact) or oval (angled impact) in shape.



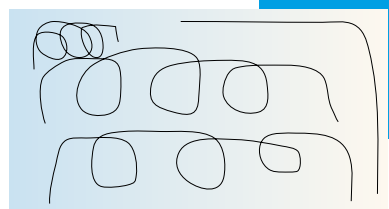
CLEANING ABRASIONS

Damage to the glass surface caused when removing dirt using steel wool or similar cleaning tools. These scratches follow the direction of cleaning, often leaving bare spots visible in the center.



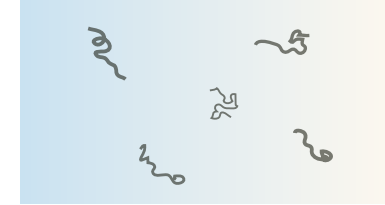
SWIPE SCRATCHES

These occur when fresh, not yet hardened mortar or similar substances are smeared across the glass surface. The direction of the swipe is clearly visible.



SURFACE CLEANING SCRATCHES

If glass surfaces are cleaned with too little water and/or a dirty cloth, long scratches occur following the cleaning motion.



ABRASION MARKS

Vibrations and sudden movements during transport can cause abrasion marks on glass panes if they are not properly separated by spacer pads. The cause is sand grains and/or small stones that get crushed between the panes, creating wide abrasion areas.



ANGLE GRINDER MARKS (FLEX)

Angle grinding near a glass pane can cause damage to the surface due to flying sparks. The direction of the sparks is clearly visible. Embedded metal particles can eventually leave rust marks on the glass, as well as cause chipping and small scratches.

Chemical surface damage



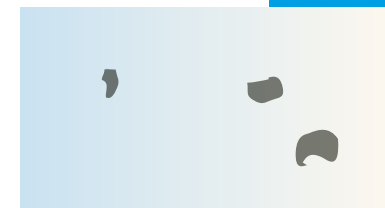
WIDESPREAD SURFACE ETCHING

Constant exposure to moisture that repeatedly dries, or cement leachates (alkalies), for example from overlying masonry, cause matte, drop-shaped etching on the glass surface.



SOFT-COATING OXIDATION SPOTS

Coating oxidations occur due to dirt particles on the glass surface before the application of soft coatings, or when using aged glass. Over time, the oxidation can spread across the entire low-emissivity (Low-E) surface.



ETCHING STAINS

Acidic or alkaline substances, mortar, as well as sealing and adhesive materials, leave stains once hardened. These stains have no defined shape and appear frosted.



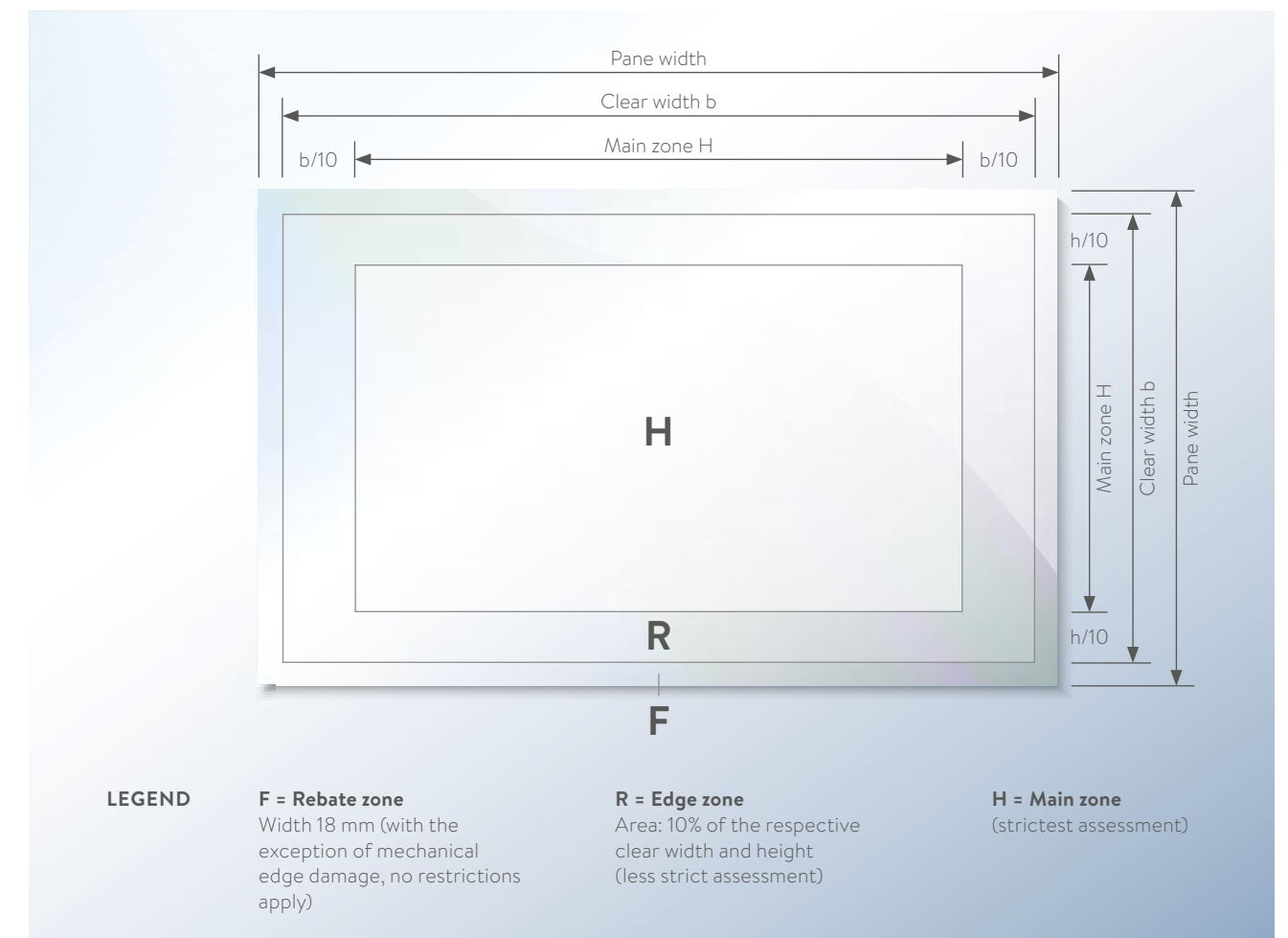
SLINGSHOT DAMAGE ON LAMINATED GLASS (VSG)

When laminated glass (VSG) is struck with a slingshot, no penetration occurs because the stones do not have enough kinetic energy to pass through the pane. An irregular, conical break forms, with short radial cracks emanating from it. Usually, the side of the glass opposite the impact (behind the interlayer) remains undamaged.

Visual Inspection Method for Glass Damage

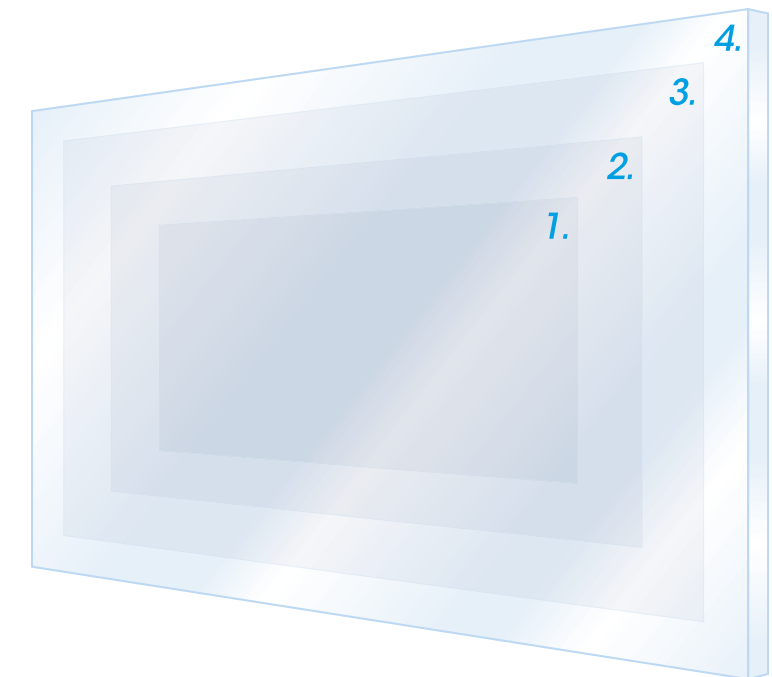
Basically, the inspection checks the transparency of the glazing. The visible background through the glass is decisive, not the top view.

Viewing Distance:	1.0 m distance in the EU (HADAMAR / ÖNORM B3738) 3.0 m distance in Switzerland (SIGAB)
Viewing Angle:	from the inside looking outward, and from an angle corresponding to the typical use of the room.
Lighting Conditions:	Inspection shall be carried out under diffuse daylight conditions (e.g. overcast sky) without direct sunlight or artificial lighting.
Markings:	No markings shall be present on the glass during inspection.
Additional Notes:	Interior glazing is assessed under the lighting conditions intended for normal use. The exterior view of glazing is evaluated in accordance with the usual way a building is visually perceived – as part of the overall building structure.



Our unique process

Taking care of your production pays off. It is very important to us that maintenance work can be carried out carefully and on time. Glass refurbishment with GLASSRESQ helps prevent unexpected operational interruptions.

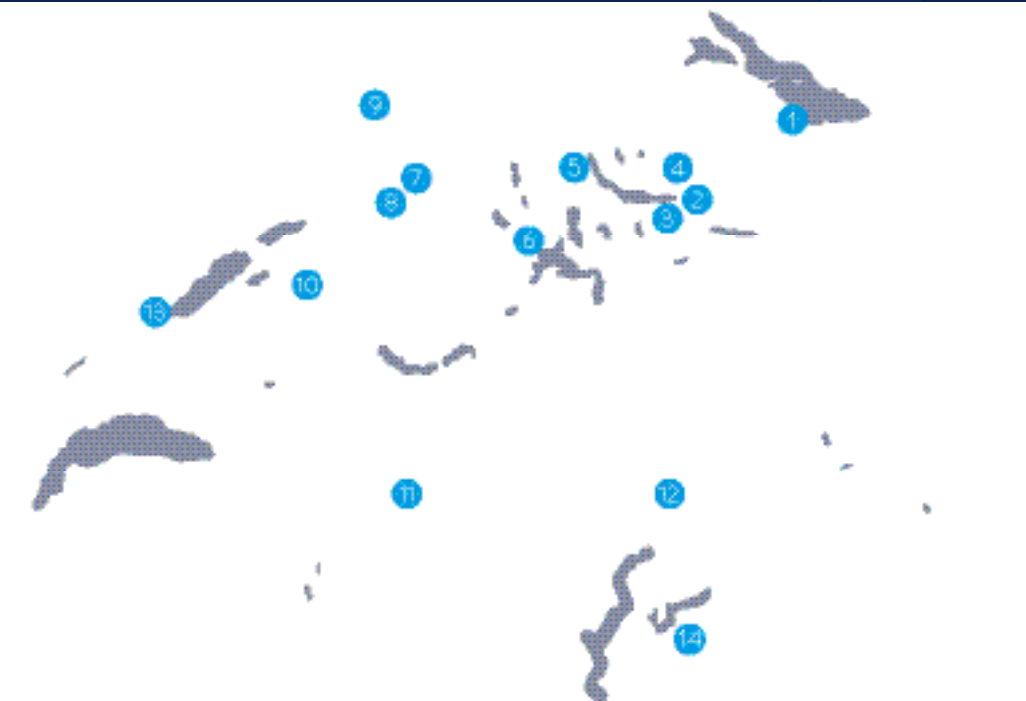


THE INDIVIDUAL PROCESSING STEPS:

1. Damage removal (roughening, coarse grinding)
 2. Glass preparation
 3. Fine grinding
 4. Polishing and deep cleaning
- The diffuse and large-area processing prevents optical distortions.



POLYGON Switzerland: Always by your side



- 1 Arbon TG
- 2 Tuggen SZ
- 3 Galgenen SZ
- 4 Wetzikon ZH
- 5 Adliswil ZH
- 6 Luzern LU
- 7 Dulliken SO
- 8 Rothrist AG
- 9 Liestal BL
- 10 Ostermundigen BE
- 11 Steg VS
- 12 Giubiasco TI
- 13 Yverdon-les-Bains VD
- 14 Mendrisio TI

As an integral part of the Polygon Group, we handle over 15,000 damage cases annually in Switzerland with a team of 170 specialists and a fleet of 140 vehicles. With 14 locations in the German-speaking region and Ticino, we ensure rapid response times and first-class on-site service. As damage management specialists, we effectively reduce the impact of damages and ensure a fast and efficient restoration.

140



With 140 vehicles, we are on the road every day to serve our customers.

170



170 competent and reliable employees ensure high customer satisfaction every day.

15'000



As specialists in comprehensive damage management, we monitor and reduce the impact of damages – around 15,000 times per year in Switzerland.

14



With 14 locations in the German-speaking region and Ticino, we are always close to you and ready to assist.

A heart for the environment and your budget



Our commitment to environmentally friendly practices and your budget is tireless. We use recyclable and biodegradable materials to save costs and provide eco-friendly solutions. Minimizing disruption to your daily operations and reducing unnecessary expenses are just a few of the benefits of our efficient on-site presence.

Proven success and satisfied customers

GLASSRESQ is proud to have collaborated with a wide range of renowned companies and institutions that share our commitment to sustainability and efficiency. Our satisfied clients include:



CERES TOWER Pratteln

These examples demonstrate that an increasing number of leading companies and public institutions recognize the advantages of repair over replacement and rely on our specialized services to achieve their sustainability and cost-efficiency goals.



ROCHE TURM II Basel



THE CIRCLE Zurich Airport

