



**ACCURATE
GLASS**

The Lake Effect | Episode #6 - Glass Coating Options

00:00:00.980 [Music]

00:00:06.560 okay welcome to the lake effect podcast Barry and moka's fine home building and cottage building podcast based out of

00:00:12.519 Barry at the sandbox Center in downtown Barry today I have with me Grant from uh progard um also the seller of DFI uh to

00:00:20.800 our illustrious company accurate glass in which we Market the product is ACU Shield So today we're going to talk

00:00:26.560 about the product this is a really good one uh for homeowners to understand the benefits I'm going to uh go to Grant to

00:00:33.440 explain the history of his company the basics of the product and I'm going to jump into a story I can tell you guys

00:00:38.640 about um you know why why it's good and uh um how to Value the product so

00:00:44.399 welcome Grant thank you uh tell us about um the product itself and the history of the product and the history of your

00:00:50.000 company sure so DFI started about 30 years ago uh based in California as a catering for glass to help reduce

00:00:55.960 maintenance on glass that are difficult to clean whether it's solar panels Windows shower glass about 10 years ago

00:01:01.079 when I was young and 22 we started the company here as far as their deal is still young yeah I'm 32 actually 32 on

00:01:08.560 Sunday so 32 but I was 22 I started the company as their distributor for the area uh mostly focused on showers just

00:01:14.119 here in Barry through referral service applying it in home um how'd you come in contact with this um a previous company

00:01:20.560 that I worked for has a different branded version of this coding but they're very limited on where they can and can't sell it okay just for the

00:01:27.159 consumers that are watching what describe the product itself so they know what we're talking about sure so it's

00:01:32.320 funny it It's an invisible coating so often when we're done the client's always curious what the heck we did for the last hour of applying it um but it's

00:01:39.119 a coating that etches into the glass that fills in the microscopic pores that then basically turns your glass into like a Teflon pan so it's much easier to

00:01:45.520 clean um you know prevents water spots eliminates anchor points that kind of thing so um the main purposes or reason

00:01:52.719 for using it if there's three main purposes what would they be yeah so when we're talking shower glass it's reduced cleaning uh preventing water staining

00:01:59.399 and basically keeping the glass Clean and Clear for longer um this glass is an investment so obviously you want to keep that investment looking clean and that's

00:02:04.840 what diam infusion is for okay I'll I'll um we sell the product so Acura glass sells a product we brand it at your

00:02:10.758 request and and guidance under the manner of ACU Shield so that customers would know what it does um and uh what

00:02:18.080 it does is it like you said it seals in the glass um the microscopic pores on the surface so that water beads off

00:02:24.400 microbes don't stick to it um now I'll tell you a quick story so my my partner

00:02:29.440 um has uh brother uh Peter um we called him up when we started doing this and said hey can we come to your house we

00:02:35.560 have there's two showers in this house one they're both brand new one was already installed and then the one we were just installing we said we're going

00:02:41.599 to try this out we're going to ACU Shield which is the DFI product sold by your company prart so what happened with

00:02:47.400 Peter it's it's funny uh I applied it to a shower or had some a Joel who in our

00:02:53.280 shop who does the majority of the work with AI Shield he went and implied it in the shower and then I got a call from

00:02:58.360 Pete and he was very upset he said what is this snake oil that you're selling us like what is you know why are you

00:03:04.120 charging people for this he was very like you know and fairness he like I told him be critical and he was he was

00:03:10.040 critical and what he saw was two very clean clear showers both of them the same and said well is just you're just taking money from people and I and I

00:03:16.959 said oh hold on hold on so you're telling me that one shower is perfectly clean and the other shower is also

00:03:22.879 perfectly clean yeah okay cuz they're both brand new so I challenged him and I said okay come back in 10 years and tell

00:03:29.000 me which shower still looks clean and which shower doesn't look clean and so he I'm glad he he questioned me because

00:03:35.560 it it kind of caught me off guard but at the same time made me go and do a deep dive into homework reading a lot of your materials and I I had to find a way to

00:03:42.519 explain this to the consumer okay so you judge me for my explanation sure you have a car okay the car over time gets

00:03:49.680 exposed to Salt in the province of Ontario um and it rusts okay and then uh as you know get rust holes and they turn

00:03:56.360 into holes and and yellow spots which are you know corrosion you can't wash that off you can't clean that off so

00:04:03.159 what most people don't know including myself I didn't know until I got into the business that glass has metal in it and it corrodes and the surface of the

00:04:10.439 glass is exposed to air it's an you know the air causes corrosion and over time

00:04:15.879 that white film that you get on the glass it some of it is dirt some of it is um uh um just things you know like

00:04:24.080 soap scum yeah surface contamination Sor and some of it is actually corrosion and

00:04:29.400 Corrosion you like rust can't be cleaned off a car corrosion can't be cleaned off glass so what do you do to

00:04:35.160 prevent your car from rusting you rust proof it or you seal it in or you wax it or you protect the surface and you keep

00:04:40.560 the surface you put some kind of boundary layer on the surface that keeps an anaerobic environment an airfree

00:04:46.560 environment so that corrosion can't start and that's part of the you know what DFI and ACU Shield does to the

00:04:54.000 surface of the glass is it protects it makes it anaerobic fills in the gaps and and and makes it unable to Corr

00:05:00.360 do I have that right yeah no for sure that's exactly it because even when it gets etched into the glass it's doing exactly that the stains etch into the

00:05:06.960 glass to the point where you basically have to sand the surface of the glass to get them off then you're getting Distortion it's cost you more than the

00:05:12.520 cost to replace the glass so at that point you really do need to just replace the glass same as your car it's a rust bucket eventually gets condemned you got

00:05:18.160 to replace the car there's no fixing it that's worth the investment of refixing it okay so so great so one one

00:05:25.800 advantage is you seal off the glass from corrosion let's go into the cleaning because this

00:05:30.960 is going to make a difference for a lot of people in their day-to-day life and it's and since we did our shower at home

00:05:36.400 at my house it has made a difference it's much easier to clean can you explain to the to the consumer why yep

00:05:42.319 so most people don't know glass is naturally actually very porous so with that picture a bunch of little tiny Peaks and valleys that allows water to

00:05:49.319 sit on it and stick to the glass um and also then deposit its minerals leave

00:05:54.400 water on the glass then start corroding it like we just talked about and then your water's no or your glasses excuse me no longer clean and clear by filling

00:06:00.440 all those Peaks and valleys we're putting a protective barrier there that then stops basically like you're rust

00:06:05.720 proofing anything from touching the glass so it's slick so nothing really sticks it wipes off nice and easy and

00:06:11.479 then prevents the stuff from actually etching in and making those stains impossible to remove so for a connection for a lot of people an obvious thing

00:06:17.720 comes to mind is well there's lots of treatments out there where you can treat your windshield yep um you can buy

00:06:23.160 wipers that weep material um you can buy Wipe on material spray on material um

00:06:28.440 you can do the same thing you remember you know even 25 30 years ago you go to the car shows and there was guys with

00:06:33.479 spray bottles and they'd show you a hood and they'd spray this magical Miracle something that they were selling um on

00:06:40.599 one side and then so it you know it does that as well yeah so it's cool to look

00:06:45.720 at I mean doing it on a vehicle is the best thing ever especially this time year with ice snow Frost um just watching the beads of water is very cool

00:06:52.120 I mean if you want the same effect you can use a potato cut a potato in half wipe it on the glass you'll get that repellent look but just like rainex and

00:06:59.199 some of the you know more consumer grade products they wear off over time they don't etch into the glass and chemically

00:07:04.720 Bond like diamond Fusion does and that's really what separates us from a lot of those you know Home Depot Canadian Tire

00:07:09.800 type products um usually in our Automotive pitches we call the stuff rainex on steroids generally people know

00:07:15.000 what rainex is most people are aware of steroids put the two together that's basically what di Fusion is yeah so

00:07:20.160 what's the this so this is really important the steroids part portion of this is that you like when we apply it

00:07:26.039 in our shop it's a two-part application why is it two parts one part part is etching and one part is applying one

00:07:31.599 part is etching the second part is capping kind of back to a car analogy I kind of like to for almost like the first step as a clear Co in your car

00:07:38.319 it's pretty hard to remove the clear coat on your car it's always there it's physically a part of the car the same way Diamond Fusion is with your glass

00:07:44.919 the Second Step basically puts a seal on and really then like a wax fine finishes the Finish to make it super repellent

00:07:51.960 super clean easy that way okay well it does work I can tell you from my own personal experience it does work so what

00:07:57.879 I'm going to do is I'm going to jump to the laptop here and I'm going to go uh in a way that people can find there is

00:08:04.159 our site if you go through our site um you go to the installations under installation services at the bottom

00:08:09.759 you'll find ACU Shield protective glass Coatings um you'll find our logo so what

00:08:16.039 you'll see if you order from us you'll find um the glass has stickers on it or

00:08:22.440 sometimes the installers will pull it off if they're requested to but you'll see one on my laptop and that's what they look like the red circle stickers

00:08:28.639 with the ACU Shield coating on it we do this we put this sticker on so that we can differentiate between um pieces that

00:08:36.440 do and don't have it because quite often we get asked to put it only on one side or side apply or whatever it is so as

00:08:42.159 you're going through the website here back to the website you scroll down you get what is act you know ACU Shield

00:08:47.640 protective coating and it shows you a diagram of a microscopic section of glass where you'd have a porous surface

00:08:53.920 and what it does to the surface in the end if you keep scrolling down it'll show you water beading and how water

00:08:59.079 beads off rather than absorbing um and then it has the commercial and residential applications

00:09:05.680 and if you hit play on this video um with this handsome young man here will explain to you um in in less detail than

00:09:12.959 we're doing today what ACU Shield is and that's the that's the codings um as they are on the website okay so uh we were

00:09:20.360 going to um have a discussion here about um sort of the the implications locally

00:09:28.279 and the different things you'll find in different municipalities with water systems and and water so Berry in

00:09:33.440 particular City Water obviously y um msca it's got to be all over the map in Moka because some people are pumping

00:09:40.240 from the lake some people are pumping from you know a you know a basically a calcium deposit in the ground or sure so

00:09:46.240 what have you seen what variants have you seen in Moka and Berry it's consistently not good the

00:09:52.560 water here is all very hard I know one of the first things customers often say to us is we leave a water softer in the

00:09:57.600 house which is great for your skin and hair but is actually technically adding more salt to the water right so that's also not great for your glass so pros

00:10:04.200 and cons basically our water here is no matter what full of minerals whether it's coming from the ground um I live on

00:10:09.440 a well in innisville our water is treated through a system but either way it's been six years this October I guess

00:10:15.360 7 years October no water spots on my shower and I'm purposely lazy to make sure it holds up which is what I tell

00:10:20.760 most clients I'm young I'm lazy my fiance does clean more than I do but at the same time our glass holds up um was

00:10:27.040 that the story you sell her a six-year a six-year science experiment that's why you don't clean that's exactly I got to

00:10:33.079 make note of that I don't actually just keep that in mind um but it's what I used to sell this stuff is I'm lazy it holds up uh I say we're often in

00:10:38.720 business here for children and husbands because they're usually the ones that don't bother squeegeeing just run to the shower and let the water dry on there uh

00:10:45.440 and in this area that is bad there is hard water throughout all of berry um Moka like you said no better no matter

00:10:50.839 where it's coming from uh it's just a problem here with hard water I mean out in BC it's a little better the water's

00:10:57.040 not quite as hard we still sell a ton of the stuff out on Coast but either way there's stuff in water that will damage

00:11:02.360 your glass okay so um I'm just thinking from a cottage owner's perspective

00:11:07.639 because a lot of the the work that we do is in Moka um you so you have like you

00:11:13.440 know a dozen people at a cottage Sunday night comes along you have to clean up very quickly and get out of there um you

00:11:19.920 know you see the Highway jammed which means that the guests are leaving at the same time that the uh the the the

00:11:25.920 homeowners the owners of the cottage are leaving so they have a very little time to clean okay and then in the recent

00:11:32.120 Airbnb boom getting cleaners is you know to hire somebody to do that job is also

00:11:38.079 you know been more difficult than it has been in the past and even so you want to

00:11:43.519 why not give your cleaners a step up and let them spend their time do you know doing baseboards or something else um

00:11:50.040 this part of the cell here um to me to our company and from our company to our

00:11:56.000 customers the GCS and eventually the homeowners and cottage owners this is the most important part like we want

00:12:01.839 things to be antimicrobial but as we've seen in the last few years you cannot you know completely clean everything

00:12:07.920 everywhere you're going to have some microbes and some microbes are part of life and they're good actually in some okay um but antimicrobial properties

00:12:15.639 eliminated in that particular place um the cleaning the squeegeeing the the

00:12:21.160 trying to get the hard water spots off or especially if your cottage has been built and then you have you know do a

00:12:26.399 Renault or something and then you have three or four years in and you're is still standing you don't want a big you

00:12:31.440 know uh uh you don't want to look like a white cube right eventually which is what happens and it gets foggy and as

00:12:37.600 much as like I have cleaned a shower um uh I cleaned a 90 in my own house when

00:12:43.560 it got kind of a little foggy took me about five or six hours good scrubbing

00:12:48.720 scrubbing an elbow grease glass box that keeps all the heat and humidity in yep you sweat real quick yeah and not not only that is uh um the uh I went through

00:12:56.160 like a a whole bag of steel wool yep to try and clean off CLR you name it and um

00:13:02.240 I didn't go to the shop and grab like a polishing wheel or anything because that actually distorts the glass 100% yeah no

00:13:09.160 matter how many times you see a trade shows people grinding the glass like you're going to distort it because you're going to take surface away

00:13:14.680 absolutely um I would say that experience was what when you walked in

00:13:20.600 the door I was like what do how much is the solution per square foot yep right

00:13:26.240 so let's get into that what is the cost of it approximately I mean what or what what is the homeowner going to pay in

00:13:31.880 the end yeah typically it's anywhere from 7 to 12 bucks a square foot depending on the size of the glass how big it is that kind of thing uh railings

00:13:39.320 it's so hard with railings railings are one of the best sellers for this in a lot of cases because the last thing you want is that beautiful view you're

00:13:44.720 trying to see through the glass being obstructed by minerals dirt bird droppings uh so that can be anywhere

00:13:50.639 from 10 a linear foot both sides to five depending on if it's hundreds and hundreds of square foot you mean well

00:13:56.920 per linear yes per square foot across yeah linear 300 ft gets to be a lot of square footage so you know the cost comes down gotcha an average shower we

00:14:03.600 say is anywhere from mid2 to Mid \$300 the nice thing it's a onetime investment it's not like you have to come back

00:14:09.360 every year and do it so overall it's really not too bad of an investment in the grand scheme of what you just spent on that glass shower okay so just so the

00:14:14.959 homeowners know um that we um accurate glass which is doing showers and railings as well as some of our

00:14:21.639 customers so we fabricate glass and we sell glass to other Glass installers um

00:14:28.240 shower companies in companies um and that we we do include the sticker if the

00:14:33.399 customer wants um or we can also include the DFI sticker so that somebody knows which side is coated um but uh 300 bucks

00:14:41.959 a shower you know you'll you'll save that you know maybe three or four times of cleaning it and you've saved that in

00:14:47.720 elbow grease yep you know or if you're paying somebody you've saved that and you know having a cleaners come in and they're in and out of the shower and

00:14:53.720 let's say in 20 minutes instead of 3 hours right yeah I think a good example of that the hospitality industry this is

00:14:59.440 applied to showers all over the world for some of the biggest chains because time is money when you have cleaning stuff in that room cleaning that shower

00:15:05.600 and as a guest in a shower the last thing I want to do is walk in and see a white shower that I know is not for me

00:15:11.000 from the staining of other people using that shower it's funny when I travel to hotels typically one of the first things I do is I grab a cup of water take the

00:15:17.320 bag off it fill with water I throw it at the glass to see if that chain or that line of hotels is actually invested in

00:15:22.600 whether it's DFI or another glass coating some of them have some of them don't but either way time is money

00:15:27.839 whether it's you and your own shower wanting to do something else than being a glass box scrubbing or the hotel time

00:15:33.639 is money let's get the shower clean fast and easy and one of the other things we haven't touched on either is the elimination of harsh chemicals the last

00:15:39.920 thing you want is to use a crazy glass cleaner that then seeps down the glass into the floor and up into your feet the

00:15:45.120 next time you shower using Diamond Fusion eliminates the need for Harsh chemicals yeah I got plenty of I mean I

00:15:51.319 use gloves but I could still you know was basically like you said in a glass box being steamed not by water but by

00:15:57.040 CLR yep right in my eyes your eyes start okay if we can jump to the laptop for just a second so what I've got open here

00:16:03.040 is a site called aquatel um and on aquatel um there is the province the

00:16:08.720 hardness um the grains per gallon and the micrograms or sorry the micrograms

00:16:15.639 per liter okay so we scroll down to so we look at um you've got anywhere from

00:16:21.079 90 to 460 you know it seems like what's high what is a high number I think when you

00:16:27.399 put it into the Google uh it says anything above 80 is considered high anything above 80 okay so Barry North

00:16:32.639 and Central groundwaters uh very high 222 to 342 um ballantry musclean Lake that's

00:16:39.959 south of us um what's a good spot up north let's say Huntsville or Gravenhurst I think it's a little lower

00:16:45.079 up there actually I think the worst is down in Simco by

00:16:50.720 um starts of the SE there's a name down there I think they're almost 500 it's very high down there okay Huntsville

00:16:56.759 well Huntsville is very low 3.9 but that's got to be um that's groundwater most likely yeah yep the clean clean

00:17:05.520 groundwater if you go to Cambridge Kitchener waterl that's like the hot spot for that's highest oh yeah yeah

00:17:14.280 okay so um the the other thing I want to touch on if we can touch on uh first of all um let the homeowners know that um

00:17:23.079 when we come to measure a shower or if somebody wishes to go on our website um there are multiple versions of these um

00:17:31.640 DFI uh sheets so if you're a general contractor and you want to communicate this you can forward a link to this

00:17:38.640 podcast to a homeowner um or you can go on our website you can down one of these I believe download one of these I

00:17:43.679 believe they're in PDF on accurat glass products.com okay and these are are sheets that have all the pictures

00:17:50.600 explanations of the the benefits of of diamond Fusion or AC ACU Shield as we're

00:17:56.600 applying it okay and hopefully like it was I'm glad that Pete accused me of selling snake oil because I wanted to to

00:18:03.880 I wanted to follow that and say okay I'm pretty sure this stuff works and why okay so you brought a little

00:18:08.919 demonstration you you know uh we've never done this before on this podcast but hopefully the camera will pick this up so you've got that that little salt

00:18:15.960 shaker it looks like a an egg timer or something yeah our shakar jar our our number one sales tool it's almost like a

00:18:21.960 fidget spinner it's fun to play with uh but the importance of it is the top jarge treated it has Diamond Fusion

00:18:27.559 applied to the inside of it the bottom jar is natural glass okay so I'm hoping

00:18:32.600 the camera will pick this up so you got you can see that this is the one on the top is obviously the treated side and

00:18:38.840 the one on the bottom is the untreated side what is the liquid that's in there it's actually prop blood and water to

00:18:44.320 make it extra sticky to really drive home how repellent our cing is prop blood yeah fake blood from California

00:18:49.880 good okay so it's not wine I get asked all the time can I crack this open on a

00:18:55.280 hard day and have a little shot of wi it's not wine it's brought blood and water okay so there's our prop blood I'm

00:19:01.280 going to slowly tip it and you can see the beads running

00:19:07.280 down whereas in the top it's like sticking it's still red on the top okay how much of an exaggeration is this it's

00:19:13.720 literally just a Coating in there it's coded versus not there's not really any tricks we can do it's the same liquid on both sides we can take it out and change

00:19:20.320 um one of the cool things that I actually had happened last week week before was I went to one of our dealerships that we originally visited

00:19:26.120 in 2017 yes they still had one of our original Shaker jars it had electrical tape on it it was nowhere near as nice

00:19:31.799 and clean as this one is uh it still worked even sitting moving around a desk countertops all over the dealership it's

00:19:38.520 still repelling inside this jar after seven years of basically no cleaning just sitting in a jar on a desk moving

00:19:44.240 around all right so about another eight years and Pete will be buying me a beer yeah you got some time to go for he ow

00:19:50.000 you a beer but for sure fair enough okay so uh one more question for you uh or two more questions for you the next

00:19:55.880 question is about other applications yep so um we manufacture windows for boats lots of Windows for boats uh I've been

00:20:03.000 asked by you know uh fire departments and uh um other various government agencies um about things you can do with

00:20:10.080 glass in a boat to reduce glare or or or make you know visibility in a in a in a

00:20:16.240 bad weather situation better so explain to us what can we do in what is your involvement with the Marine World yep

00:20:21.840 and what can we do with um a shield sure so Marine world's a great application especially on First Responders I mean

00:20:27.799 you don't get to pick and choose when you go out you have to go out even in the worst of weather uh whether it's you know police cruisers police boats fire

00:20:33.480 boats fire trucks they're going out no matter what um this allows you to see better in poor weather so whether you're

00:20:38.880 boating somewhere the water beads up and instead of being a blurry sheet of water like you'll have on uncoated the water

00:20:44.799 just flies off the glass on top of that because we're smoothing the surface of the glass we're actually basically

00:20:50.880 eliminating the tiny little micro prisms that then cause glare by reducing glare so even for long time operators you know

00:20:57.720 an officer who spends 12 hours in his car this reduces glare and then reduces uh eye fatigue making it you know less

00:21:03.200 stressing and fatiguing on the the operator of the vehicle and a marine application because you're not getting necessarily the sand blasting and their

00:21:09.280 wiper Weare like a car would one application like on a shower should last the lifetime of the glass okay so if uh

00:21:15.760 hopefully at some point some of the manufacturers we we produce boat windows for many uh boat manufacturers um in

00:21:23.159 Ontario and Quebec and I guess the note to them is that if they're watching this for whatever reason that we can do this

00:21:30.559 pre I don't know how it would affect you know the window going into the gasket I would figure it would be positive yep

00:21:36.240 okay get it it would be easier to get in not more difficult but we can certainly do this as a value ad to one side or

00:21:42.279 both sides of the glass for anybody we're producing glass for as far as boats are concerned what about post application on fire trucks paramedics

00:21:49.480 vehicles that y definitely a great application um even we have some videos I can send you of a fire truck actually

00:21:55.000 a local fire truck that was just completely caked in Mineral stains kind of like a shower would cuz they basically spray the trucks and they're

00:22:00.480 not going to towel drive those trucks they're far too big um so using glass rescue our cleaning paste we able to

00:22:05.799 clean the water spots off of the glass and then apply this to not only now Aid in their cleaning when they do their

00:22:11.080 weekly spray I don't know how often it is um it's now when they respond to an emergency they'll be able to see better

00:22:16.520 in weather so what is rescue what glass rescue glass rescue is are cleaning paste uh I don't know what's in it it's

00:22:21.919 trade secret but it works very well I always say that there's like a clay in it that basically eats at water spots a

00:22:27.159 Polishing Compound basically Polishing Compound um but we've been into tons and tons of showers where the homeowner says

00:22:32.440 I've tried everything on Google and YouTube and Instagram and Pinterest and nothing will cut through this and we'll get it right back to clear again okay so

00:22:39.000 I assume who it's formulated by the same company so it does not react in a negative so you can you can polish your

00:22:46.440 glass down and maybe get the surface smooth again without distorting it which you only really get one shot at that

00:22:51.880 because then you really start to distort the glass um some people aren't bothered by a distortion um other people are

00:22:57.679 perturbed very much so by I'm one of those people y okay fair enough so for for people who don't have OCD about

00:23:03.600 Distortion you can you can try it maybe a couple times I think you really have one shot at it and when you do that you have to make sure it's not going to

00:23:09.279 chemically react in a negative way that does not allow you to etch and to to to coat it again and I assume whoever

00:23:15.559 formulated it had tested it thoroughly and make sure that's not the case definitely yeah definitely it was

00:23:20.840 originally actually formulated to remove Diamond Fusion should we ever have to remove Diamond Fusion from a surface which has come up maybe twice in my

00:23:26.760 career okay um but it's just very very good at cleaning glass okay what about um on a larger scale like um do you guys

00:23:34.279 ever do this like on an entire office building or a cruise ship or anything like that um yep there's been a cruise ship or two I don't know a lot about

00:23:40.720 that application but I know we did a building in Vancouver in 2018 they were facing back then a \$30 million bill to

00:23:47.520 replace the windows which now what double that probably based on labor and glass going up through covid um for I

00:23:54.039 believe it was about \$300,000 a crew went and restored all of the windows I believe it's 28 storage free and then

00:23:59.080 apply Diamond Fusion to the glass and since that time they've gone from uh three washes a year in one acid wash

00:24:06.480 just a single normal standard wash so essentially it paid for itself and I think it was about three years excellent

00:24:12.000 so um so there's been commercial applications where this has been used it's been proven and now our customers

00:24:18.880 who are homeowners and cottage owners have access to this yep and and um I you

00:24:25.039 know on the most basic level I don't see why somebody wouldn't pay I mean what it comes down to is maybe an extra 5 to 7%

00:24:31.840 on top of the cost of your average frameless shower um you know I don't know why somebody wouldn't do that yep

00:24:38.080 um so when we offer it we offer it as a broken out price to make sure that they understand that it's you know it's a

00:24:43.919 separate cost and we're also um trying to compare apples to apples um I'm fairly certain that we are the first

00:24:50.000 Ontario fabricator to offer it as a as a as a part of our regular processes y um

00:24:56.000 and a and as a shower installer I think we're we have to be in in Southern Ontario one of the leading companies

00:25:01.039 trying to move it forward so um we you'll notice uh if anybody's watching

00:25:06.919 who is a customer of ours who's a GC or a homeowner or a cottage owner and you've gotten quotes from us before we

00:25:12.360 include the ACA Shield logos on our quote um and we'll infl it as a broken out price so um it has value defin

00:25:19.440 definitely has value um okay uh um is there anything uh that you want to bring up the the the only thing left to talk

00:25:26.279 about I think is um Joel who's who's our you know head applicator at our place y um he said how do you care for it and

00:25:33.039 how do you clean it after is it any different than caring for a cleaning for a shower so there's the DFI way which is

00:25:40.039 obviously good I like to present my my lazy way of doing it um call else no

00:25:46.640 yeah fiance might come throw me under the bus but no I I do clean she's more religious on squeegeeing I'm more the

00:25:53.080 one that cleans it okay reason being is that the laziest way I found works is every three four weeks I take my shower

00:26:00.840 lofa take my body soap I soap myself I then soap the glass with that take my wand of the shower that you can take off

00:26:06.399 and spray around rinse the glass off and the glass is right back to spotless so even when I get lazy and let some water

00:26:11.559 spots build up that alofa technique with the soap that's already in my shower is enough to get the glass right back to Crystal Clear so use a car analogy this

00:26:18.919 is the hood of a car okay and you know in the old demonstrations you'd have half yep done with a coating and half

00:26:24.559 not with a coating if you do this half this half with a Cod have and you throw a cake a mud on it it's not like the mud

00:26:31.279 is going to run off the water will run off but the mud will stick to it yep so what you're saying is all you do is a

00:26:36.799 little soap and water and you wipe it off and what you're going to find is the side that's treated the mud will just slide off and there's nothing left but

00:26:42.640 pure clean glass whereas on the other side there might be some residuals because the surface has pores anchor

00:26:48.679 points for it yeah exactly points and that's why another application for this is great solar panels same thing you can't have snow on your solar panels it

00:26:54.600 won't produce because this is a slick surface snow will just slide right off of it excellent yep and even in your

00:26:59.640 world too I think a big one that we kind of forget about is mirrors my bathroom mirror is dirty more than I'd like to

00:27:05.039 admit and it's super easy to take a microfiber and wipe it right off because again it's a slick surface where nothing really sticks it sits it doesn't stick

00:27:12.399 so mirrors is a big one we did some Jim mirrors at a nice uh Cottage in Moka this year it's a great application okay so

00:27:18.120 explain to me and and the people watching why can't you just walk into Home Depot and buy this Stu it has to be

00:27:24.840 professionally applied to ensure that the etching is done correctly to allow a lifetime of protection um it's easy to

00:27:31.360 apply if you know what you're doing but for somebody who's not paying attention it's not that you're going to harm anything but it may not get applied

00:27:37.360 correctly at the point where you're going to get the full lifetime out of it and that's what DFI is about is a lifetime of protection and something

00:27:42.480 that we're very keen to protect to do applicators need a certification we come in and do training

00:27:48.159 we try to come in once every six months to a year depending on new Personnel um but once you go through that training

00:27:54.120 with hand on hands on with myself excuse me uh then yes you're a certified dealer on the diamond Fusion website okay no bias but does accurate glass meet that

00:28:01.840 standard oh absolutely yeah I mean I think it's safe to say you're one of our highest volume dealers here in Ontario

00:28:08.200 and the fact that you haven't kicked me out saying this stuff doesn't work and the fact that nobody's been calling and complaining because your warranty cards are registered to our company so if

00:28:14.519 somebody calls and complains we know about it right away gotcha that's one of the nice things to talk about with diamond Fusion in their warranty is that I think their claim rate's less than 1%

00:28:21.559 and I had one story where a customer in thoron actually called in with a complaint and then by the time I was

00:28:27.440 called to be aware of it um the Cali the lady that works in California knew uh the newborn's name the dog's name the

00:28:33.360 husband's name she knew basically the whole family cuz she has so much time sometimes that she can actually take the

00:28:38.880 time to understand the client's issue and ideally resolve it yeah in the old school days they call that the May tag

00:28:44.840 repairment well that's good to hear yeah it's good to hear so um just so the viewers know we do uh take the training

00:28:50.720 seriously um you've trained at least one person in our office who's now uh in themselves training a couple other

00:28:56.559 people thats great yeah we uh we would like to see some form of um even if it's just uh you know on the lighter form

00:29:02.919 some recordkeeping on DFI part as far as certification is concerned yep um because like you said there is a

00:29:08.799 differentiation it requires a certain amount of skill and training um that goes beyond just a spray bottle

00:29:13.880 absolutely yeah but once it's on there so just so that we're very clear on this once it's on there it's just very very

00:29:19.640 simple you're just cleaning it for the next 10 years yep yeah once it's applied professionally it's just cleaning yep and it's 100% inert so it's not going to

00:29:26.519 leech off the glass itself and get into your feet or anything like that once it's on the glass it's physically there it's not going anywhere okay um okay uh

00:29:34.320 we still have some time so so if you don't mind I'll I'll rub into one more subject here um answer is you see fit

00:29:40.840 there are other competing products in the glass industry um a guardian will offer a pre-coated glass where you buy

00:29:47.320 glass that's already coated and then you cut it in tempered as opposed to the way we're doing it where we're fabricating the glass and when the glass is all done

00:29:53.200 and it's been exposed to all these varying temperatures uh you know cutting oils and everything else

00:29:58.559 then we clean it we put it through a professional wash it's kind of like an industrial dishwasher for glass um then

00:30:04.440 we temper it which burns off any other minor impurities and tempers of the glass it comes out the back and right

00:30:10.559 off the back of the Furnace when it's hot and ready that's when we um apply the diamond Fusion yep um and then we

00:30:17.080 call it you know once that's done the whole package together is called ACU shield and now we have a panel that's ready to install with the material on it

00:30:24.559 um and I might also note to the um uh people who choose to applicate um as

00:30:29.720 glass installers is we do put shielding on the sections where we need grip so

00:30:35.760 for the hinges and the handles and that us super safe y yeah so to to make sure that we're not causing a problem as far

00:30:41.519 as slip pish is concerned okay and that whole process takes um

00:30:46.679 conscientious professional workmanship yep okay so um what is the advantage of

00:30:53.679 the DFI ACU Shield system as opposed to ordering a glass let's say from Guardian glass

00:30:59.559 pre-co sure one of the things we've learned going head to-head with Guardian for quite a while is the cost is

00:31:06.039 astronomically higher I think the cost to the shower installer is anywhere around 11 to 12 bucks per square foot

00:31:11.240 and then they need to add their mark up where at the end user were're already Less in that um the number one thing I

00:31:16.960 find is the warranty difference our warranty either I show up or we send you

00:31:22.200 a kit so you can clean it yourself and then repair the coating yourself the warranty for Guardian shower guard

00:31:28.960 requires actually replacing the panel of glass I don't know who's doing that I'm sure you guys don't want to do that for

00:31:34.440 free so who is replacing that glass not only for free but sometimes you can you know uh it's like things are stacked on

00:31:40.840 top of each other and there's so many things that you need to unstack in is never clean no re and re is you your

00:31:47.320 Reen re is truly remove entirely and replace we find that even when sometimes

00:31:52.639 we're warranty items um uh we'll we'll take out a whole shower as opposed to

00:31:57.919 just replacing one panel just so everything mat Y no for sure so that that's one of the tough things and even

00:32:02.960 we had a case in Kingston where a customer was a shower guard customer and they had one of their clients have an

00:32:08.440 issue and they wanted water testing they wanted all this crazy things where like I said you have a lady calling in to DFI

00:32:14.240 who knows the dog's name the newborn's name and a kit is sent out and if the kit doesn't work again I show up because

00:32:19.679 we want to make sure that our codies are taken care of and that you know people believe in buying the stuff okay so let's uh hit that one last high note

00:32:25.840 before we we wrap up here um uh I'm local yep i' you know our company's been here close to 40 years

00:32:32.399 now um you know I'm I'm a real guy Joel's a real guy we're serving Barry in

00:32:37.919 Moka that's why we're you know the podcast is directed at at the people in this region in this area yep you're a

00:32:43.440 real guy Grant's a real guy um you and I have known each other for at least six or seven years yeah um and and so if

00:32:50.960 there is a problem and you want this stuff done and you're not it's not to your satisfaction 100% to your

00:32:56.440 satisfaction um you know if acur glass installed it and it had a DFI product on a brogard sold product as ACU Shield

00:33:03.320 then you'll show up we'll show up we'll make it right yep right I don't hate using that term because uh yeah I think

00:33:09.919 it's fallen into disrepute least but um we yeah we'll make sure that the job is

00:33:15.960 100% complete you should is it a 10year warranty lifetime lifetime warranty okay

00:33:21.880 all right well you can argue with that yep so hopefully you'll still be around and uh and the number of and re that

00:33:28.279 you'll have to do over your course your care will be very low Y and uh and your your service people will be like the May

00:33:33.880 tag repair men they'll just be sitting there playing video games fair enough okay uh I think we're going to wrap um

00:33:39.440 thank you for being our guest on the podcast appreciate me on yeah and if anybody's interested in getting more information um of course [www. accurl](http://www.accurl.com)

00:33:47.480 products.com um if they go through the installation page they will find your product yep um and and uh and of course

00:33:54.279 accurate glass can apply it to showers and railings and we'll do Post apply sometimes we'll do Post apply sure um it

00:34:00.320 depends if it's our installation or somebody's installation yep much easier the factory yeah we have it's easier to

00:34:05.760 factory or if has to be applied on site while we're in our process of installations y okay thank you very much

00:34:12.159 and uh we'll see you see everybody next time [Music]