

This information is offered as a general guide only. Specific advice on the cleaning of glass should always be sought from a reputable glazier or professional window cleaner before any glass cleaning is undertaken.

Professional Cleaners:

Professional glass cleaners have significant experience and access to equipment, materials and methods which the general public may not. As professional glass cleaners are acknowledged experts in the cleaning of glass, Highland Glass offers the information as general advice only for the professional glass cleaner to consider as part of the development of their own cleaning processes.

Instruction to All Trades and Individuals:

- Always follow manufacturer's installation and cleaning instructions.
- While cleaning ensure jewellery and watches are removed and gloves should be worn.
- It is recommended that glass be protected from contamination caused by building materials and methods during construction as this will greatly simplify the glass cleaning task at the end of the project. If the glass is not protected during construction then the glass and frames should be cleaned frequently during construction.
- Construction dust, leachate from concrete and rusting from steel can contribute to the formation of mild chemicals, which may stain or otherwise damage the glass.
- Glass should be cleaned using only cleaning materials which are free of grit and debris (to avoid scratching and marking of the glass surface)

- Only detergents and cleaning solutions which are recommended for cleaning glass should be used. Mild detergents are preferable.
- Extra care is necessary where high performance reflective glass is installed. The coated surface can be susceptible to stains and scratches and therefore requires vigilance during the full construction process.
- Temporary screens should be installed if welding, sandblasting, floor sanding, cuffing or other potentially damaging construction practices takes place near the glass.
- Glass installations which are adjacent to concrete (e.g. concrete slab floors) require extra care and cleaning due to the abrasive nature of concrete dust.
- All tradesmen should be advised to be aware of damaging glass and windows and to leave in place any materials protecting the window or glass.

Toughened Glass:

The cleaning of toughened glass required special care. The glass surface opposite the standard compliance stamp may, as a consequence of the manufacturing process, have 'pickup' on the surface. 'Pickup' is a deposit of very small particles of glass which are fused to the glass surface. A cleaning method which does not dislodge these particles should be employed otherwise scratching of the glass surface may result. Blades or scrapers have been known to dislodge 'pickup' from the glass surface. A soft cloth, which will not dislodge 'pickup' should be used. It is suggested that professional cleaners consult with their suppliers as to the suitability of available cleaning equipment, materials and methods.

Special Products:

ComfortPlus™, ComfortSave™, Silver, Vinyl Back Silver, Entergy Tech™, EVantage™, Low E and Sunergy require specific cleaning procedures. These can be found on the Highland Glass web site.

What Not To Do:

- Do not use cleaners which contain Hydrofluoric or Phosphoric acid as they are corrosive to the glass surface.
- Do not clean the glass when the glass is hot or in direct sunlight
- Do not allow cleaning solutions to contact the edges of Laminated glass, Insulating Glass Units or Mirrors
- Do not store or place other material in contact with the glass. (This can damage the glass or create a heat trap leading to thermal breakage).
- Abrasive cleaners, powder based cleaners, scouring pads or other harsh materials should not be used to clean windows or other glass products.
- Avoid causing extreme temperature changes to the glass as this may lead to thermal fracture of the glass i.e. do not splash hot water on cold glass or freezing water on hot glass.
- Some tapes or adhesive can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

If Damage Occurs:

If glass is damaged or broken on-site ensure that experienced glaziers are engaged to rectify the situation. Glass can be a safety hazard if not handled properly.

Paint:

Paint spots have been traditionally removed using a sharp razor blade. The use of a blade can in some cases cause damage to the glass. As an alternative, investigate solvents or graffiti removal materials, ensuring that they will not damage the glass.

If a blade or scraper is used then the risk of damage can be reduced by using a scraper which has a clean edge and is held at an angle of 30 degrees to the glass. Consult the supplier of the blade or scraper as to how it is best used to clean glass. However, surface coated, modified or tinted glass requires special case. Seek cleaning advice from your local glass merchant.

About this Clean Advice:

This information is offered as a general guide only and specific advice should always be sought from a reputable glazier or professional window cleaner before undertaking any cleaning. This guidance does not preclude the use of other methods, materials or equipment, however the user should undertake careful evaluation and make suitable enquiries of the suitability of alternative methods, materials or equipment, before using them.

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