

## CLEANING INSTRUCTIONS

### **Product: Toughened & Heat Strengthened Glass**

#### **1. Cleaning Of Glass**

This information is provided as a general guide only. Specific advice on the cleaning of glass should always be obtained from either the supplier or a professional window cleaner.

#### **2. Special Products**

The Solarplus®, Optilight® and Solect® range of products incorporate a high performance coating which require a more specialised cleaning procedure. Cleaning procedures specific to these product ranges are available.

#### **3. Professional Cleaners**

Professional glass cleaners have significant experience in the cleaning of glass and glazing products and as such are acknowledged experts in the field. This cleaning information is offered as general advice for the professional cleaners to consider as part of the development of their cleaning processes.

#### **4. Instructions To the Painter**

Paint spots have traditionally been removed using a sharp razor blade which can in some cases cause damage to the glass. As an alternative investigate solvents or 'graffiti removal' products, 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 held at an angle of 30° to the glass. Note that coated and tinted glass is therefore recommended that you contact local glass merchant for advice.

#### **5. Toughened and Heat Strengthened Glass**

Toughened and Heat Strengthened glass products have been subjected to a heat treatment process to increase their strength. These products require special care during cleaning. The surface opposite the compliance stamp may contain small fine particles of glass and other materials known as 'Pick-up'. Such particles can become adhered to the glass surface during the heat treatment process and may result in a slight increase in the roughness of this face of the glass. Pick-up is an inherent feature of the heat treatment process is not a fault or defect.

If care is not taken during the cleaning of heat-treated glass Pick-up may become dislodged with the particles being dragged across the surface of the glass potentially causing visible scratching and scaring of the surface.

Blades and scrapers are known to dislodge Pick-up and as such should not be used on toughened or heat strengthened glass. The preferred cleaning method is to use a soft cloth, which will not dislodge the Pick-up instead of a scraper or blade.

## **DO**

- Protect the glass from knocks, abrasions and excessive pressure
- Follow the cleaning instructions

## **DON'T**

- Clean the glass in direct sunlight or when hot to touch
- Allow the edges of the glass to sit in areas where water may pool
- Use metal scrapers, blades or steel wool on either surface of the glass
- Allow water or cleaning fluids to remain in contact with the glass, frame, sealants or gaskets
- Allow splashed materials to dry on the glass or frame
- Use abrasive cleaning solutions or materials
- Subject the glass to extreme changes in temperature
- Lean tools etc against the glass surface

## **6. Routine Cleaning Instructions**

Glass products must be properly cleaned during both construction activities and as part of routine maintenance in order to maintain visual and aesthetic clarity. Improper cleaning can permanently damage the surface of glazing products.

Cleaning of the glass should begin at the top of the structure and continue down towards lower levels to minimize the probability of leaving cleaning residues on the lower levels.

The glass should only be cleaned when cool to touch and should never be cleaned while in direct sunlight.

The first step in the cleaning procedure is to completely wet the glass with clean water to loosen any residues present. A recommended cleaning solution (see point 7) should then be applied either applied by hand or by a non-abrasive applicator to the glass surface. Immediately following the application, remove the cleaning solution with either a squeegee or a lint free cloth. All traces of water and cleaning solution must be removed from the glass, window frames as well as any sealant or gaskets present. Failure to remove these residues may result in deterioration of these components as a direct consequence of the cleaning process.

## **7. Recommended Cleaning Solutions**

G. James does not recommend the use of abrasive cleaning products.

- a solution of 1 part vinegar to 10 parts clean water
- A solution of water and mild soap or liquid dish washing detergent (10 drops per 10 liters of water)
- Clear Windex® 'Glass and Surface' manufactured by SC Johnson & Son Pty Ltd. (Clear Windex must only be used NOT the blue coloured product).

## **8. Spot Cleaning**

From time to time it may be necessary to remove stubborn dirt and other residues such as: oil, grease, tape residues, crayon and the like from the coated surface.

Spot cleaning of these residues is relatively simple procedure. The method is a simple two-cloth procedure where one cloth is used to break up the residues and a second cloth is used to remove the residue from the surface. The basic steps are:

- Applying a small amount of acetone to a clean, slightly damp cloth
- Rub this cloth onto the affected area
- Use a second lint free cloth to remove the residues from the surface.
- Clean the entire surface as per the procedure above to eliminate streaking.

It is important that the frames, sealants and gaskets are protected during spot cleaning. The spot cleaning solvent can cause irreversible degradation of these components.

## **9. Recommended Spot Cleaning Solvent**

Acetone (acetone is available from most hardware stores. It is important the manufactures safety and handing recommendations are followed when using this product)

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