

## ADVICE FOR HAND CLEANING OF LOW-EMISSIVITY COATED GLASS

(Includes ComfortPlus, EnergyTech, EVantage, SolTech, Viridian SmartGlass and Sunergy range of products)

These products have a very thin coating on the interior glass surface. It is this hard and durable coating which gives the products improved thermal insulation and solar control performance compared to ordinary clear glass. The coated surface of Low Emissivity glass cleans differently to ordinary glass and these guidelines are recommended for the most appropriate hand cleaning results.

### Handling

Suitable clean gloves should be worn when handling any glass products. Dirty finger or hand prints can affect the coated product and potentially stain the coating. It is not recommended to use suction cups on the coating as this can potentially bruise the coating or stain it if the cups are contaminated in any way. If there is no alternative for installation it is recommended that the suction cups should be cleaned prior to use to ensure they are free of any lubricants or contaminants (Recommended cleaning with Methylated Spirits or Isopropanol). Suction cup covers can be used subject to advice from retailer.

In order to prevent damage to the coating, avoid contact with hard objects such as glass splinters, glass edges, metallic parts and other abrasive particles. Always use separator materials between individual panes of glass or separate the glass with bump-ons or acid free paper. Glass to glass contact must be avoided.

### Routine cleaning

Hand cleaning of the coated (interior) surface, to visibly remove accumulated dust or fingerprints, can be accomplished using a number of different glass cleaning products. The exterior surface of the glass is not coated and so can be cleaned in the same way as ordinary glass.

### Recommended routine cleaning products

- Windex® Multi-Surface Cleaner (colourless liquid) produced by SC Johnson & Son Pty. Ltd.
- A mixture of one part vinegar with ten parts water.

In addition to the above, commercially available vinegar-based glass cleaners have generally demonstrated an ability to provide a clean, streak free glass surface. The use of ammonia-based and alcohol-based glass cleaners is not recommended as these products tend to leave visible streaks.

### Routine cleaning procedure

- It is recommended that jewellery and watches be removed prior to cleaning and that gloves be worn.
- Flood the glass surface with the spray-on cleaning solution or with a cloth saturated with the cleaning solution. Be generous with the amount of solution applied.
- Scrub the wet surface with a clean, lint-free towel or cloth.
- Wipe dry with a dry, clean, lint-free towel or cloth. Do not use a squeegee on the coated (interior) surface.
- To prevent streaking, stop wiping when the glass is almost dry and there is a uniform film of moisture left on the glass surface. The film will quickly evaporate leaving a clean surface.

### Spot cleaning

Occasionally spot cleaning may be required to remove stubborn dirt or foreign materials which adhere to the surface. Spot cleaning products work to remove markings from grease, oil, tape adhesive and crayons or other waxy materials, as well as paint and rub-off marks from plastics.

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### Recommended spot cleaning products

- Acetone (solvent available from hardware stores) must be used strictly in accordance with the manufacturer's recommendations and warnings.

### Spot cleaning procedure

- Apply a small quantity of the cleaner listed above to a clean, wet cloth or towel.
- Rub on areas of glass needing spot cleaning.
- Wipe clean using a dry, clean, lint-free towel or cloth followed by a routine cleaning procedure.

### Specialised cleaning

Do not use razor blades, steel wool, scouring bristles or other metallic or abrasive objects on the coated surface. If metallic objects contact the coated surface, a thin layer of metal removed from the object may be deposited onto the surface which results in a discoloured stain which is difficult to remove using normal cleaning procedures.

### Recommended specialised cleaning products

- Hydrochloric Acid (available from hardware stores).  
Special care should be exercised with this product and gloves and protective eyewear should be worn when handling.

### Specialised cleaning procedure

- Carefully follow the chemical manufacturer's use and safety instructions. If there are none, pick a brand that has instructions and safety precautions or contact the manufacturer before use or application.
- Apply a small quantity of the specialised cleaning product listed above to a wet, clean cloth or towel. A cotton bud may be used for thin line type marks.
- Rub on areas of glass needing cleaning.
- Wipe clean using a dry, clean lint-free towel or cloth followed by a routine cleaning procedure.
- Ensure that the cleaner does not come into contact with framing materials.

### About this cleaning 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 as to the suitability of alternative methods, materials or equipment, before using them.

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