

Cleaning Instructions for Glass Products

- Carefully remove any protective covering.
- To avoid scratching glass, do not use a scraper blade (other than in accordance with the guidance below).
- Extra care is required when cleaning coated high performance glass.
- Wash glass first with a soft cloth and mild detergent, and rinse off with clean water. Do not use solvents.
- Eucalyptus oil, allowed to penetrate, will assist in the removal of adhesive labels from frames and glass.
- A single edge safety blade can be used with extreme care to remove labels and spillage from the glass. Use at an acute angle to the glass, in a single motion. Do not draw back over the glass. Do not use on the coated surface of Low E glass (Note: Cleaning instructions for Low E glass are detailed out below).

Cleaning glass

- Clean glass and frames 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.
- Only use cleaning material free of grit and grime to avoid scratching and marking glass surfaces.
- Only use detergents and cleaning solutions which are recommended glass cleaners. 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 and regular cleaning process.
- Extra care is also necessary where toughened glass is installed. The non-printed side of this glass can be susceptible to stains and scratches and therefore requires vigilance during the full construction and regular cleaning process. JELD-WEN Glass recommend that the printed face of the toughened glass is installed to the exterior of the building.
- Temporary screens may need to be installed if welding, sandblasting, floor sanding, cutting or other potentially damaging construction practices are used near glass. Glass installations which are adjacent to concrete eg concrete slab floors require extra care and cleaning due to the abrasive nature of concrete dust.

What not to do

- 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.
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners are to be avoided.
- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass, ie do not splash hot water on cold glass or freezing water on hot glass.
- Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Cleaning Instructions for Glass Products

If damage occurs

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

Note to the painter

- Paint spots adhering to glass can be scraped off.
- A scraper with a clean edge should not damage the surface of a pane of clear glass if the scraper is held at an angle of 30 degrees to the glass.
- However, surface coated, modified or tinted glass does need special care. The best approach is to seek advice from your local glass merchant.

Care of mirrors

- Mirrors require special care in cleaning. To clean mirrors:
 - wipe over the surface with a few drops of methylated spirits on a damp cloth; and
 - polish surface dry with a lint-free cloth.
- Damage can be caused to the silver backing of the mirror by excessive use of some proprietary glass cleaners or the use of an excessive amount of water.
- Make certain when cleaning the face of the mirror that there is no contact with the silver backing, particularly at the edge of the glass and be careful to keep any moisture away from the back edge of the mirror. Do everything possible to ensure that the cleaning cloths you use are free of any abrasives.

Low E Glass

- Low E glass offers uniquely enhanced insulation qualities when compared to ordinary glass, in addition to its inherent solar control and safety properties. These performance properties are achieved by a special coating to the glass.
- The coated surface should always be glazed to the inside of the building. When your finger is rubbed across the surface it has a slightly higher drag than ordinary glass. The coated surface on Low E glass is different to the surface of ordinary glass, and consequently requires specific methods to clean it.
- Care is required to ensure that the coating applied to the internal face of the glass is not damaged by site contaminants during and after building operations. It is recommended that the glass is protected as this will greatly simplify the task of cleaning.
- Care is also required during cleaning prior to handover to the owner and subsequent cleaning by the owner/occupier to prevent scratching and marking of the inside coated face of the glass.
- Do not place stickers, labels, masking materials etc on the coated interior surface of the glass as removal may leave a faint residue which cannot be removed. Do not allow protective materials to adhere to or come into contact with the coated interior surface.

Cleaning Instructions for Glass Products

Cleaning Low E Glass

- The coated (interior) surface cleans differently to standard glass. Consequently it is recommended that Windex® glass and surface cleaner (clear liquid) is used as this will minimise smearing. Do not use ammonia based glass cleaners or alcohol based cleaners, as these will leave smears on the glass.
- Eucalyptus oil can be used to remove labels and residue from labels. Jif® cream cleaner can be used to remove markings which are difficult to remove from the coated (interior) surface. While compound cleaners may remove stubborn marks they are not recommended due to the likely damage to the coating on the glass.
- Where markings or contaminants cannot be removed by the above process, please consult JELD-WEN Glass for further information.
- Do not use squeegees, metal blades or scrapers as these may leave metal deposits on the coating.

Routine cleaning procedure Low E Glass

- 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 the solution applied.
- Scrub the wet surface of the glass 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 Low E 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.

Spot cleaning Low E Glass

- Spot cleaning may occasionally be required to remove oil or paint.
- Acetone (available from a hardware store) should be applied with a clean cloth.
- This should be followed by the above routine cleaning procedure.

This information provided is issued as a general guide only, and should not be treated as a substitute for detailed technical advice. To the best of our knowledge, the information provided is correct and accurate at the time of printing, however JELD-WEN Glass does not represent or warrant its correctness or accuracy.

To the extent permitted by law, JELD-WEN Glass disclaims any liability for loss or damage as a result of or in relation to the use of this information.