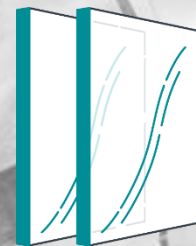


# PRODUCT CARE & MAINTENANCE GUIDE 2016



**DGA Windows**  
AUSTRALASIA

## GLASS PRODUCTS MUST BE PROPERLEY CLEANED

**DURING BOTH CONSTRUCTION ACTIVITIES  
AND AS PART OF ROUTINE MAINTENANCE  
IN ORDER TO MAINTAIN VISAL AND  
AESTHETIC CLARITY. IMPROPER CLEANING  
CAN PERMANENTLY DAMAGE THE  
SURFACE OF GLAZING PRODUCTS.**

### DO

- Protect the glass from knocks, abrasions and excessive pressure
- Follow the cleaning instructions for both the exterior and interior surfaces
- If required to handle the glass do so manually or alternatively use clean, oil free vacuum lifters on the exterior surface only

### DO NOT

- Store unglazed product in direct sunlight or unventilated space
- Apply masking tape or stickers to the interior of the glass
- Use marking pens on the interior service of glass
- Use white shoe polish on the interior surface of glass
- Apply protective films to the interior surface of glass
- Use metal scrapers, blades or steel wool on either surface of glass
- Allow splashed materials to dry on the glass or frame
- Use abrasive cleaning solutions or materials
- Lean tools etc. against the surface
- Subject the glass to extreme change in temperature

## CLEANING INSTRUCTIONS

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

Cleaning of the glass should begin at the top of the structure and continue down towards the lower levels. Care should be taken in order to prevent wind blowing residue onto the glass that has already been cleaned. Completely drench the glass with clean water to loosen any residues, deposits or dirt.

1. Spray on of the recommended cleaning products (right) onto the glass surface.
2. Immediately remove the solution with a lint free cloth.
3. Any stubborn dirt should be lightly sponged off, being careful not to scratch the glass. All traces of water and cleaning solution must be removed from the glass, frames as well as any sealants or gaskets present. Failure to do this may cause these products to deteriorate.

For *High Performance Glass* (ThermoGlaze, Acoustiglaze, Low-E, Soltech,) a different procedure is necessary. As the glass is coated with a microscopically thin coating, it is recommended to hand clean the glass. The use of squeegees is NOT recommended.

## NOTE TO PAINTER

Paint spots have traditionally been removed from glass using a sharp razor blade. The use of blades, scrapers and squeegees can cause damage to the surface of high performance coated glass. We recommend protecting the glass prior and during the painting process. Unwanted paint debris can be problematic and may result in extensive rectification or replacement of glass.

## FREQUENCY OF CLEANING

Cleaning required is usually judged on the severity of the environment. Below is a guide;

### Rural / Suburban Environments

The maximum period between cleaning should never be more than 6 months.

### Coastal / Pool / Industrial Environments

More frequent cleaning is necessary here with the maximum period between cleaning being nor more than 2 months.

### Extreme Conditions

Under the worst conditions involving heavy grime deposition and atmospheric pollution (e.g. sulphur compounds or salts) monthly cleaning is advisable if deterioration is to be prevented.

## RECOMMENDED CLEANING SOLUTIONS

Option 1: A solution of 1 part vinegar to 10 parts clean water.

Option 2: A solution of 1 part isopropyl alcohol to 1 part clean water.



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