



Double Glazed Unit (DGU) Cleaning & Maintenance

Cleaning of the Glass:

It is recommended to clean your DGUs every three months to stop the build-up of contaminants on the surface of the glass, for commercial applications this may require more frequent cleaning.

1. Before commencing the cleaning of your new DGUs, ensure the following is completed first:
 - Remove all stickers from the surface of the glass.
 - Remove any soft Blue foam pads that are used for transportation of the DGU.
 - Remove any jewellery that can scratch your new unit while cleaning.
2. Once all the above is completed:
 - Rinse the glass all over with clean water to remove any dirt or debris that maybe on the surface of the glass.
 - Use an approved recommended glass cleaner (Glasscorp - GCGC, GC5, GC20), spray the surface of the glass with the approved glass cleaner all over & use a lint free cloth in a circular motion to wash the glass ensuring
 - Remove all contaminants & excess cleaner making sure that there are no water droplets left on the glass as this could cause permanent marking.
3. Once the above has been done look at the drainage holes in the frames to make sure they are free from dirt or anything blocking the drainage holes, if so, this will need to be removed to allow water to pass through.

Important Notes to Care for the Glass:

- Do not use steel wool, metal scrapers, any type of thinners to clean the surface of the glass.
- Do not use any products containing hydrofluoric acid, phosphoric acid, fluorine derivatives or products with a high acidic or alkaline content as this will likely damage the surface of the glass.
- Do not wash / clean DGUs in direct sunlight.
- Do not apply hot water directly on cold glass or freezing water on hot glass as this may cause the glass to thermally fracture.

Paint Damage:

- Do not attempt to try & remove paint marks from the glass using a sharp razor blade or metal scraper, using these items will damage or could scratch the surface of the glass that is not repairable. As an alternative look into & investigate the use of solvents or graffiti removal materials.

Toughened Glass:

- When cleaning Toughened Safety Glass, you will need to take care in cleaning the surface, the surface (opposite side of the safety compliance stamp) as a consequence of the manufacturing process, has what is known in the industry as "Pick Up" on the surface, the "Pick Up" is a deposit of very small particles of glass which are fused to the surface of the glass. It is very important whilst cleaning of the toughened glass NOT to dislodge these particles if dislodged scratching may occur on the glass & will not be able to be repaired.
- Razor Blades or any other scraping tools have been known to dislodge "Pick Up" particles from the surface of the glass which can permanently damage the glass surface. NZ Glass & Glazing Ltd recommends the use of a soft cleaning cloth to clean the surface of the toughened glass as this will not dislodge any "Pick Up".

Hard to Remove Marks:

- Oily spots & other organic can be on the surface of the glass, to remove these, use Isopropyl alcohol or acetone with a soft cloth making sure that the above products do not come in contact with the glazing pocket. Rinse off with clean water & follow the regular cleaning procedure.
- Warning: NZ Glass DOES NOT warranty damage caused by any type of scraping blades (Razor or metal scrapers).

About this Care & Maintenance:

- The information given in this document is offered as a general guide only, Specific advice is recommended & to be sought by a reputable Glazier or a Professional Window Cleaner before undertaking the cleaning. The information covered does not preclude the use of other cleaning methods, materials or cleaning equipment; however, the user should seek advice from the above mentioned as to the suitability of any alternative methods, materials or equipment before using them.
- NZ Glass & Glazing Ltd makes no representations or warranties, express or implied, as to the accuracy, reliability or completeness of this document either directly or indirectly, whether or not arising out of negligence, nor does NZ Glass & Glazing Ltd accept any liability for the use of or the incorrect cleaning products, material or methods.

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