

**Cleaning Guide
For
Low-E Coated Glass**



**highland
glass** THE CLEAR
CHOICE

Cleaning Guide – Low-E Coated Glass

The following cleaning guide is applicable to all exposed Low-E clear and coloured Highland Glass products, such as ThermalShield hard coat. This guide is not suitable for standard glass, painted glass or reflective products. Please consult the relevant guide for specific cleaning information.

The information contained herein is offered as general information only. Specific advice should always be sought from your glazier or window cleaning professional.

General Cleaning

The routine cleaning of glass is essential to remove artefacts such as dust or fingerprints and can be performed relatively easily. You must pay special attention when cleaning Low-E products as the specialized coating will be damaged if cleaned improperly or with any metal or abrasive product. Interwest Distributors PTY LTD does not warrant damage from improper cleaning.

1. Provide ample coverage of the glass surface with a cleaning solution, either via spray bottle or with a saturated cloth.
2. Use a clean towel or cloth (anti-static, lint free) to scrub the surface after application.
3. Wipe the glass to a uniform level of dryness with a clean towel or cloth (anti-static, lint free). Please do not use any form of squeegee as this can damage the coating of the glass.
4. To prevent streaking, allow the glass to evaporate the last remaining residue.

Spot Cleaning

Spot cleaning can be performed for stubborn stains or where individual marks have been made.

1. Apply a small quantity of Methylated Spirits to the area requiring cleaning with a clean towel or cloth.
2. Rub onto the area requiring cleaning.
3. Use a clean, dry towel or cloth (anti-static, lint free) to dry the area.

Further Information & Conditions

1. Please do not use any metal blades or scrapers as this can very easily scratch the surface of the glass. Interwest Distributors PTY LTD does not warrant any damaged caused in this manner.
2. Please do not use any cleaners with Hydrofluoric or Phosphoric Acid as they will corrode glass.
3. Do not clean the glass when it hot or is in direct sunlight.
4. Abrasive cleaners are not to be used to clean glass or windows as this will damage the product.
5. If you are unsure about how to clean any particular piece of glass, please contact a professional glazier or window cleaner to assist you. Interwest Distributors PTY LTD does not warrant damage from improper cleaning.