## **CUSTOMER NOTES**



### Cleaning instructions for OKALUX insulating glass products Status: 02.04.2020

Please observe the following information aimed at protecting you and your customers from damage and so as not to endanger any claims for compensation and warranty claims. The following information is designed to draw your attention to specific details which are often overlooked, but are important, and therefore must be considered. As such recommendations are of a general nature, and not aimed at each specific case, they do not lay claim to completeness. All valid laws, directives, standards and recognised technological regulations must also be observed. Please refer to the separate enclosures for product-specific information. Please contact us if there is any doubt. Non-compliance with this information will endanger any claims for compensation or warranty claims.

As with all materials that come into contact with the environment OKALUX insulating glass products require regular cleaning to maintain their full brilliance.

Immediately after installation for the glass remove all labels, tape, adhesive and advertising stickers. Any adhesive left on the glass surface is cleaned off best with a clean cloth or paper tissue slightly moistened with petrol.

For normal cleaning use a soft, clean, grit-free cloth and a mild soap, detergent or conventional window cleaning solvent which do not contain abrasive materials or acids. Rinse immediately with clean water, removing excess water with a clean squeegee, preventing the metal parts of cleaning equipment from contacting the glass surface.

Abrasive cleaners, razor blades, cutters, putty knives, steel wool may cause scratches and damage to hard coated reflective surfaces.

Fingerprints and grease or mastic stains, paint and tar can be removed with solvents such as acetone, methyl ethylcetone (MEC) or ammonia provided that these products to not attack the seals and penetrate into the rebate. Always rinse immediately with clean water.

Should trickling water carrying cement or steel residues come into contact with the glass the glass has to be cleaned more frequently, specially after every period of abundant rain.

If an automatic cleaning machine is used it is best to test it out first before undertaking a large-scale cleaning project.

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To maintain the condition of coatings, sealants, frames and facades, no abrasive products or acid solutions may be used especially those containing chlorine, fluorine or alkalis. Avoid use of abrasive cleaners on all glass, but particularly on glass coated on their exterior surface.

#### Other printed matter

If you do not have the following printer matter, please request it directly from OKALUX or download it from the Internet at www.okalux.com:

General terms and conditions of business Product-specific information texts

#### As well as these, there are the following customer notes:

Customer notes on offers Customer notes on delivery Customer notes alarm glass Customer notes screen printing Customer notes Structural Glazing / Edge deletion Customer notes on heat-soak test Customer notes on glazing Customer notes OKAWOOD tolerances Cleaning instructions for OKALUX gen. Cleaning instructions OKACOLOR Guideline for visual quality