

Glass Cleaning Procedures

The purpose of this section is to provide guidance to consumers on proper glass cleaning procedures for windows containing Guardian Residential glass. These recommendations apply specifically to the glass portion of the window unit. Consumers should consult the window manufacturer for guidance on cleaning window frame and hardware components.

Glass Cleaning

1. Cleaning the glass of common surface debris, such as fingerprints, dust, and typical environmental deposits can be easily accomplished with common household glass cleaners.
2. Stubborn marks left on the glass, such as crayons, adhesives, and artificial snow, may be difficult to remove with typical glass cleaners, and may require an alternative cleaning method.
3. Stickers, tape, and other adhesives may be removed with a mild solvent based cleaner. Refer to cleaning solvent manufacturer for use on glass surfaces. Examples of products advertised for use on glass include:
 - Goo Gone[®] by the Homax Group
 - Turtle Wax[®] Label and Sticker Remover
4. Crayons, artificial snow, bird droppings, and other stubborn deposits can be removed by using a mild abrasive cleaner on the affected area. The abrasives within these cleaning compounds vary greatly, and harsh abrasives could scratch the glass surface. Recommended mild abrasive cleaners are:
 - Turtle Wax[®] Premium Polishing Compound (liquid)
 - Sparkle[®] SP101 Cleaner and Stain Remover
5. Certain common materials and chemicals may come into contact with the glass that, although apparently removed with common household cleaners, may reappear as an irregular pattern in condensation or dew that may form on the glass surface. This irregular condensation mark is the result of a change in the surface energy of the glass when contacted by the material. Examples include materials introduced to the glass during manufacture of the window, installation of the window, as well as everyday use of the window. Some of these materials include: rubber gloves, suction cups, silicone lubricants, cleaning fluids, markers, and stains left by hard water. This resultant change in surface energy does not alter the performance of the glass, and may be easily removed by cleaning with one of the mild abrasive cleaners listed above.
6. When using any of the cleaners or chemicals outlined above, take care not to allow contact between the cleaning solution and other components of the window, unless otherwise permitted by the window manufacturer. Always obey the safety recommendations of the manufacturer of the cleaning product.
7. There are certain items that should never be used to clean glass, as they may scratch the glass, stain the glass, or pose a safety risk. These items include razor blades and other sharp objects, steel wool, sandpaper, abrasive pads, acids or bases, undiluted or improperly diluted brick wash.

NOTES on IS-20 GLASS

- Never allow the IS-20 coating to come into contact with metallic objects (blades, watches, rings, scourers etc) as it can leave behind deposits which show up on the glass as stains or scratches.
- DO NOT use the following things on an inside surface Low E – abrasive cleaners, ammonia based products, powder based cleaners, alcohol based products, harsh alkali or acid based cleaners, scrapers, blades, squeegees or metal based objects like scour pads.
- The most common causes of problems are when someone uses a product like Windex with ammonia, or two sided sponges with an abrasive side.
- It's better to cover the glass or mask off around the frame/sash when painting or staining to avoid having to clean off a spill.