

The interior of the surface of the Dual Low-E Glass has a thin pyrolytic coating which gives it an improved thermal performance. The low emissivity coating has a very fine, hard texture which requires a slightly different cleaning procedure when compared to regular glass.

ROUTINE CLEANING

Like standard glass, products such as Windex® and Sparkle® work well for routine hand cleaning. A mixture of one part vinegar with ten parts water is also an excellent cleaning product. Timeline does not recommend alcohol-based or ammonia-based cleaners as they tend to leave visible streaks.

Apply the liquid liberally to the glass surface and wipe with a lint free towel or cloth. Never use a squeegee on the low emissivity surface. To prevent streaking, stop wiping when the glass is almost dry and there is still a uniform film of moisture on the glass. This film will quickly evaporate leaving a clean surface. Note: Do not wipe with a dry cloth or when the surface is dry.

SPOT CLEANING

For stubborn dirt or foreign materials, such as grease, oil, tape adhesive, paint and even crayons, standard glass cleaner may not suffice. For these instances, products such as Soft Scrub®, Denatured Alcohol, Acetone or Goof-Off® should be used.

Apply a small quantity of the liquid to a clean **WET** cloth. Rub on the surface requiring spot cleaning. Wipe clean and follow up with the routine cleaning procedure given above. Note: Do not wipe with a dry cloth or when the surface is dry.

SPECIALIZED CLEANING

While metallic objects, such as razor blades or steel wool should never be used to clean glass surfaces, it is especially important when working with Dual Low-E glass. The low-emissivity surface on the interior of the glass is actually harder than the metallic objects and a thin layer of the metal may be removed from the object and deposited on the surface of the glass which may appear as a 'stain' or 'scratch'. These cannot be removed by routine cleaning. For the removal of metal marks, you will need to use products such as Acid Magic®, Steel Glo® or Muriatic Acid.

Apply a small quantity of the liquid to a clean wet cloth and rub on the glass surface until the mark is removed. Wipe clean and follow up with the routine cleaning procedure to remove any residue left by the specialized cleaning liquids. Note: Do not wipe with a dry cloth or when the surface is dry.

Note: Never spray products such as Acid Magic®, Steel Glo® or Muriatic Acid directly on the glass surface. The over-spray of these liquids may damage non-glass window components such as wood, vinyl or silicone.

**KEEP INSTRUCTION SHEET FOR
HOMEOWNER'S REFERENCE**