Pella SunDefense™ Dual Low-E Glass Cleaning Procedures

Service Instruction

1 General Cleaning:

A. Vinegar and water, (one part white vinegar to 10 parts water).

B. Ammonia-free glass cleaners (Sparkle, Windex®, etc.).

Note: Do not use ammonia or alcohol based glass cleaners. They may leave streaks or a film and can attract dust.

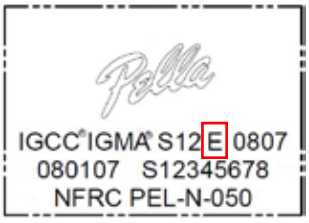
1. Apply to a soft, clean, lint-free microfiber cloth or paper towel. Be careful to not get any cleaning solutions on the wood or non-glass surfaces.
2. Rub from several different directions.
3. Rinse with clear water if streaks remain after cleaning.



2 Confirm Dual Low-E:

A. Confirm the glass is SunDefense™ Dual Low-E by checking the glass etch for an "E" as shown. If the etch contains an "E" it is SunDefense™ Dual Low-E.

Note: Glass etch is typically located in one of the lower glass corners but can be located in any corner of the glass.



3 Spot cleaning stubborn materials on SunDefense™ Dual Low-E hard coat glass:

A. To remove marks, scratches, scuffs use undiluted vinegar.

1. Vinegar works best for metal marks, scratches and ink, and is best applied by holding a rag saturated in vinegar over the mark and letting the glass stay wet for several seconds before drying off. May require several applications depending on marks.

B. If needed, - Use Bar Keeper's Friend® liquid.

1. Apply small amount of cleaner to a clean cloth.
2. Rub area but avoid getting any cleaner on wood or other non-glass surfaces.
3. Wipe clean with a dry lint-free cloth or paper towel.
4. May require several applications depending on stain.
5. Clean the glass again using above steps in 1B.



4 Reducing the appearance of Blue Haze on SunDefense™ Dual Low-E glass:

A. Use a high quality automotive carnauba paste wax.

1. Follow manufacturer's instructions.
2. Apply paste wax directly to glass, allow to dry, buff with a clean soft cloth.
3. **Note:** this only provides a temporary reduction of the blue visual appearance on hard-coat Low-E glass. The wax must be re-applied if the glass is cleaned or if the haze returns over time.



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