

## **GLASS CARE INSTRUCTIONS PROTECT YOUR INTERESTS**

### **IMPORTANT NOTICE TO CUSTOMER**

The customer is responsible for informing the appropriate persons, including any third party, of these glass care instructions. The appropriate persons are those responsible for safely and correctly storing, handling, installing, cleaning, & maintaining glass fabricated by our company.

### **GLASS STORAGE, HANDLING, & INSTALLATION**

Avoid improper storage, handling, or installation that may irreversibly disfigure or damage glass after its fabrication at our facility.

Do not allow the glass to be disfigured by exposure to moisture, standing water, incompatible glazing materials or cleaning fluids, building runoff, insulation, paints, adhesives, acids, alkalines, chemicals, solvents or their fumes. Disfigurement may also damage glass certified as heat-strengthened or tempered if it alters the stress distribution. Exposure to these agents may also damage the interlayer of glass certified as laminated and/or the seal of insulating units, and voids liability under the terms of the warranty statements for these products. Ensure all glass is kept DRY prior to installation. Store glass indoors for best results. Store glass at a temperature remaining above the air's dew point to avoid the condensation of moisture on the glass that may disfigure.

Do not allow the edges or surfaces of the glass to be damaged by contact with other glass, metal, or hard un-cushioned surfaces, incompatible glazing materials, abrasive or sharp objects, windborne debris, grinding or welding sparks, or excessive mechanical or thermal stresses exceeding those suitable for its specification. Examples of damage include breakage, cracks, fractures, chipped edges, deep scratches or scuffs.

Always inspect glass for damage before handling. Use safety and health practices appropriate for glass including proper personal protective equipment for the hands, feet, head, and eyes. Damaged glass presenting a hazard must be safely discarded.

All framing or mounting systems must firmly support each glass piece, adequately drain water and repel moisture, contact only via a cushioned surface, and prevent binding caused by expansion, contraction, flexure, or movement. We recommend any holes or notches in the glass are protected using bushings and sleeves, usually of a 90 Shore A durometer material. In systems where glass is used as a structural material, it is the responsibility of the customer to ensure adequate contingency planning exists to preserve safety and structural integrity in the event of glass breakage or failure. For structural base mount, we recommend the glass edge be captured in framing with a minimum 4-inch bite.

### **PROHIBITED ALTERATIONS**

Any alteration to the stress distribution of our ANNEALED glass is expressly PROHIBITED without prior written consultation. Examples of such prohibited alterations include tempering or strengthening by thermal or chemical means.

Any alteration to the stress distribution, surface or edge shape, or dimensions of our glass certified as HEAT-STRENGTHENED or SAFETY TEMPERED is expressly PROHIBITED. Examples of prohibited alterations include additional fabrication like cutting or grinding, or damage to the glass. Altered product that is unbroken may be breakage susceptible and must be safely discarded.

Any alteration to the surface or edge shape, dimensions, or interlayer of our glass certified as SAFETY LAMINATED is expressly PROHIBITED. Examples of prohibited alterations include additional fabrication like cutting or grinding, or damage to the glass.

### **GLASS INSPECTION, CLEANING, & MAINTENANCE**

A regular inspection routine for damage, disfigurement, defects, and/or prohibited alterations to the glass is recommended throughout the lifetime of our glass products. Glass presenting a hazard must be safely discarded.

A regular cleaning routine is recommended throughout the lifetime of our glass products. Acids, alkalines, chemicals, solvents or their fumes, abrasive or sharp objects, or particulate soiled cloths must never be used to clean the glass. To clean the glass, flush the surface with fresh water to remove as many contaminants as possible. With the glass surface heavily wetted, wipe with a squeegee from top to bottom removing excess water. Do not allow any particulates to scratch the surface by lodging between the squeegee and the glass. Smearred glazing compounds can be removed before drying by lightly wiping with a soft grit-free cloth and isopropyl alcohol. Wash the glass with lukewarm water, a soft grit-free cloth and a mild non-abrasive, non-alkaline compatible cleaning solution of mild detergent applied by spray. Rinse thoroughly and dry the glass with a clean grit-free soft cloth or squeegee.

A regular maintenance routine is recommended throughout the lifetime of our laminated and/or insulating glass products. We recommend framing or mounting systems be regularly serviced. Weeps for draining water must be kept clear and open. Glazing materials must continue to repel moisture. We recommend the customer arrange for openly exposed edges of our laminated glass to be treated every two (2) years from the date of fabrication with a manufacturer approved edge sealant. The gluing or attachment of paper, paint, signs, or similar products or the gluing or attachment of applied films, that trap heat and/or causes increased temperatures or thermal stresses, and voids liability under the terms of our warranty statement for laminated and/or insulating glass products.

### **ADDITIONAL INFORMATION**

Additional information on storage, handling, installation, cleaning, maintenance and appropriate safety & health practices for glass as promulgated by the industry are available from professional associations such as GANA Glass Association of North America.