

# Window Supply Company

## Technical Information Sheet



### Residue on Glass

#### Glass fabrication and installation processing marks

Window fabrication and installation processes utilise many means to process, store, transport and install glass. These processes are used to prevent glass to glass contact or glass damage to ensure glass is safely handled. These processes often include the use of separator pads and suction cups.

#### Separator pads and suction cups

Suction cups are used during the manufacturing and installation process to move large panes of glass safely and separator pads are dividers between glass to prevent scratches during transportation. The use of these devices during fabrication and installation does not leave a residue on the glass surface visible to the naked eye but can sometimes become visible under certain conditions.

#### Condensation



When condensation is formed on the exterior glass unit, the appearance of the outline of separator pads and suction cup marks can sometimes appear. It should be noted that condensation forming on the exterior glass unit is perfectly normal and means that the window is performing exactly as designed. It is blocking heat from one side of the glass unit from reaching the other side. Exterior condensation on energy efficient windows is quite common.

## Residue marks on wet glass

When glass is examined under a microscope, the glass surface contains very small ridges. Sometimes very small, minute particles on separator pads and suction cups can be deposited on to the glass surface and settle into these ridges. While not visible these particles change the surface texture of the glass which then affects how water droplets adhere to the glass surface. This explains why separator pads and suction cup marks are more visible on wet glass than dry glass. This does not affect functionality, performance or longevity of the glass.

## Solution

This condition will naturally dissipate over time with normal exposure to the elements and regular glass cleaning. In the meantime, these marks can sometimes be minimised or removed with the use of a glass polishing agent, such as CRL's cerium oxide mixed with water.

## Recommended cleaning procedure with Cerium Oxide

1. Make a water paste with cerium oxide and water
2. Using a clean lint-free cloth wipe the cerium oxide water paste on the glass in a circular motion with light pressure (cerium oxide is abrasive and can cause scratching if light pressure is not used)
3. Approximately 3-5 passes of the affected area may be required to remove residue
4. Rinse the glass surface immediately after cerium oxide cleaning with generous amounts of clean water, removing the cerium oxide paste from the glass
5. Using a sponge or clean, lint-free dry cloth, remove water from the glass surface.
6. If residue is still evident, repeat steps 2, 3, and 4.

## Important Notes:

1. Do not clean glass when glass is exposed to direct sunlight.
2. Glass should be cleaned by starting at the top and systematically working down to the glass.

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