

Glass - Care and Maintenance

Sensitile's[®] Glass Products

Sensitile's[®] Glass products, including Scintilla[®], Jali[®], Slant[®], Lumina[™], Celeste[™], Vapor[™], and Context[™] panels are crafted with state-of-the-art materials and processes. They are composed of the best weathering and most durable materials with not only impressive mechanical and physical properties, but also a minimized environmental impact through maximized recycled content. Sensitile's[®] Glass panels are laminated glass products that have a proprietary engineered resin core designed to meet the requirements of Safety Glazing per ANSI Z97. With proper care and maintenance, the original beauty, luster, and luminosity of these signature materials can be maintained even in very high-use commercial spaces.

We recommend reading through this document in its entirety before proceeding.

Cleaning and Care

Regular Cleaning:

Our Glass materials are composed of tough and resilient laminated glass which often contains a light-manipulating resin core. Since the light-manipulating texture is on the inside, the faces and backs of the materials are smooth, non-staining and easy to clean. The eye-catching textures also draw the viewer deeper into the product, helping to minimize the appearance of surface dust, debris and light scratching.

Cleaning Products to Use:

For initial and regular cleaning we recommend wiping with Glass cleaners that are also safe for Resin products such as Sparkle Glass Cleaner, and using a clean microfiber cloth or other non-linting soft cloth.

Note: Windex is not recommended.

In many cases, a microfiber cloth dampened with clean warm soapy water



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and a small amount of mild, non-streaking dish soap or detergent will also suffice for regular cleaning. For many interior vertical applications, a periodic dusting is all that is required. In such cases, a dusting wand like a Swiffer duster or microfiber (feather-free) hand duster can also be used.

Glass products should NEVER be cleaned with solvents, alcohols, highly alkaline cleaners, or strong chemicals or abrasives. This includes many popular cleaners like Windex, Ajax, and 409. The use of unapproved cleaners/solvents or alcohol can cause permanent damage to Glass products and will void the product warranty.

Cleaning Methods to Use:

After initial installation, always leave the original protective masking film on the product for as long as possible, especially during the construction process, to protect the surface from damage caused by construction dust and debris.

We always recommend using a damp cleaning cloth (microfiber or lint-free soft rag); this will ensure that surface dust is picked-up rather than rubbed into the surface. We do NOT recommend dry wiping of the surface with a cloth or rag.

For dry dusting, use a microfiber duster or “Swiffer” type dusting wand.

For regular cleaning, we recommend spraying the cleaning agent on the wiper (microfiber cloth) rather than spraying the product directly. However, if there is any dried residue to remove, then spraying that area of the panel and allowing it to stay wet will help to dissolve it. When using this method, we suggest protecting the edges so that they do not get wet with the cleaning agents.

The microfiber wiper or cleaning cloth should be damp and never wet. Cleaning agents or liquids should NOT be allowed to pool on or run down the material.

We do NOT recommend using paper towels or any type of abrasive cleaning pad such as a kitchen scouring pad, as they can leave fine scratches which, over time, can dull the surface.



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Our Glass materials are layered and their edges are not the same as the faces; they may have a porous edge that will need special attention when cleaning. For installations that may frequently come into contact with liquids, we do recommend either sealing that edge (during manufacture, or by using GE- 55 100% Silicone for Glass and Plastics). For applications where edges are likely to be exposed to moisture, strategically placed weep holes will prevent prolonged exposure to conditions that may impact the integrity and appearance of material.

For installations that do not have sealed edges and where these edges may be exposed or captured, it is important not to get these edges wet when cleaning and wiping the products.

Sanitizing and Disinfecting:

To sanitize and disinfect our Glass products we recommend occasional wiping using a diluted solution of household bleach (Sodium Hypochlorite - 5 tablespoons per 1 gallon, as recommended by the Centers for Disease Control for disinfection of surfaces). Please also follow established guidelines regarding how long the product must be left on the surface to be effective before wiping off. Be sure to follow all the other guidelines noted above, as well as the bleach manufacturer's use and safety instructions.

Special Considerations:

Service Temperature - Our Glass products have a maximum service temperature of 175° F; exposure to temperatures higher than this is not recommended. We always recommend using coasters, trivets, or other protection from hot items that will come in contact with the material. We do not recommend using our glass products in areas where they will be in close proximity to an open flame.

Special Cleaning/Removal - If stubborn residue is adhered to the panel (paint overspray, labels, adhesive residue, etc.), we recommend soaking for a couple of hours with warm water mixed with a mild detergent. If the affected area does not respond, then a small amount of mild trisodium phosphate solution, kerosene, Goo Gone, or 100% mineral spirits sparingly dabbed into a soft rag can be used. These are the only four cleaning chemicals that can be safely used, and only in



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these special circumstances.

Note: some hardware store brands of mineral spirits and kerosene may contain other chemicals - please read the SDS or ingredient list on these before using and perform a small test on an inconspicuous area of the panel. These special cleaning agents should never be allowed to come in contact with the edges of the panels and they should always be applied to a rag before applying to the panel; they should never be sprayed or poured directly on the panel and their contact time with material should also be minimized. When using these materials, please follow all manufacturers' instructions regarding safety. After the stubborn residue is removed, a final cleaning step should always be performed using Sparkle, or soap and water, to remove any remaining cleaning agent residue.

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Care Do's

- ✔ Train any staff and/or users on these care instructions.
- ✔ Leave the protective masking on the product until it is ready to use.
- ✔ Wipe off and remove any spills right away.
- ✔ Use pads under the feet of any equipment that may be on the surface.
- ✔ Use approved Glass cleaners like Sparkle for regular cleaning.
- ✔ Use a microfiber or soft non-linting cloth to clean and wipe.
- ✔ Use a Swiffer-type duster for dry dusting.
- ✔ Read these instructions entirely and store them for future reference.

Care Do Not's

- ✘ Drag heavy or sharp objects on the surface.
- ✘ Use alcohols, solvents, highly alkaline cleaners, or other strong chemicals for cleaning.
- ✘ Bring into contact with high heat or open flames.
- ✘ Wipe with abrasive products like paper towels or kitchen scrubbing pads.



Glass - Special Considerations Reflective Surfaces

Sensitile's[®] Glass Only Celeste[™] and Vapor[™]

Sensitile Celeste[™] and Vapor[™] can be cleaned and maintained by hand washing with non-abrasive, ordinary, glass cleaning solutions. For hand washing, a mild detergent and water solution is recommended. Uniformly apply the solution to the glass and wash with a clean, soft cloth, sponge, or pad. Rinse thoroughly with clean water and wipe or squeegee dry immediately. Make sure no metal parts of the cleaning equipment touch the reflective glass surface, and that no abrasive particles are trapped between the glass and the cleaning materials.

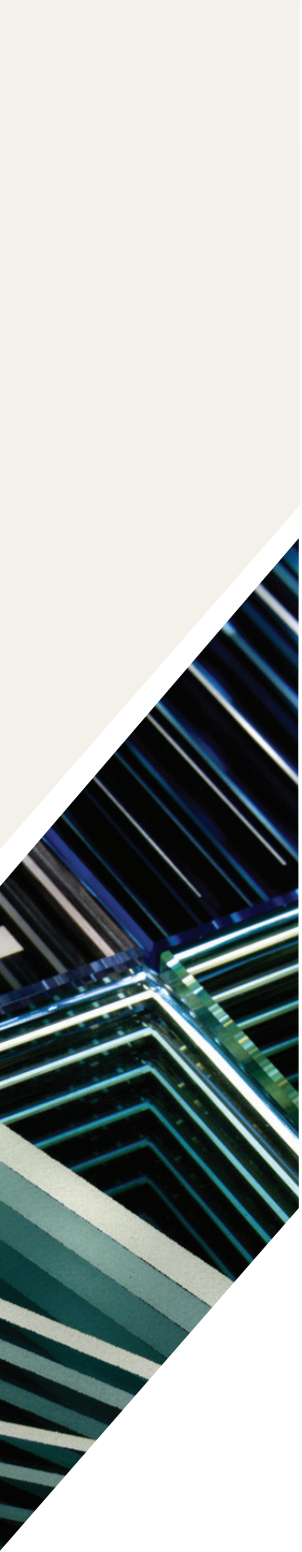
Stubborn stains can be carefully removed with organic solvents such as mineral spirits, de-natured alcohol, acetone, or MEK, following appropriate safety procedures. The solvent wash should be followed immediately by a detergent wash and clear water rinse to remove solvent and dirt residues.

Care Do Not's

- ✘ Use harsh chemical cleaners, abrasives, opaque liquid cleaning solutions such as Soft Scrub[®] by Clorox, steel wool, or razor blades on the reflective surface.
- ✘ Use any strong acidic cleaners on Sensitile Celeste[™] and Vapor[™] reflective coatings.

The reflective surface of Sensitile Celeste[™] and Vapor[™] can be severely damaged by using some commercially available solutions for “rejuvenating” waterstained glass surfaces, as these products usually contain hydrofluoric acid.

The Sensitile Celeste[™] and Vapor[™] reflective coating can be cleaned like ordinary glass, but the reflective surface will show dirt and other deposits more readily. The reflective coating should never be allowed to become dirtier than is visibly acceptable. It should be cleaned as frequently as is



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necessary to prevent it from ever appearing unacceptably dirty. In this way problems with the accumulation and hardening of dirt deposits can be prevented.

If the glass is cleaned on a regular basis, there should be no need for special washing techniques.

Contact

For further information or for any special conditions and questions, please do not hesitate to contact us via phone +1.313.872.6314 or email info@sensitile.com.

Note: All documents and instruction guides referred can be found on our website. Scroll to the Glass section of: <https://www.sensitile.com/support-care/documentation>.