

Under normal circumstances, the dual action coating on Pilkington **Activ**<sup>™</sup> destroys organic contaminants on the surface of the glass and increases the water sheeting effect. This allows dirt to be washed away easily from the surface and greatly reduces the need for manual cleaning. Sometimes exceptional circumstances can reduce the coating's effectiveness. Hopefully you and your customers will never experience these circumstances, but if you do, here are some suggested solutions.



Please note that The NSG Group cannot guarantee these solutions, as their effectiveness will depend on circumstances that are outside its control, e.g. the nature, amount and length of time the deposit has been on the surface.

**Care should be taken to follow all recommended safety procedures associated with the products used to clean the glass. Please note that spraying windows with a hose will only be practical and safe for low-rise buildings. If the water quality is very hard (i.e. greater than 180ppm combined content of calcium carbonate and magnesium carbonate), use a domestic water softener, or a couple of drops of dishwashing detergent per litre, in rinsing water.**

SYMPTOM	CAUSE	SOLUTION
Dusty windows	Dust from roads or building/construction work is mostly inorganic in nature, and so is not destroyed by the Pilkington <b>Activ</b> <sup>™</sup> coating	Wait for natural rainfall or spray with hose
Dusty window beneath overhang	Deeply recessed windows will not receive any natural rainfall	The window will be "activated" by daylight, and so organic dirt will be destroyed, but will require hosing to remove any inorganic dirt
Sand or salt build-up on window	Coastal areas are susceptible to this contamination	Wait for rainfall or hose with water to remove
Streaks, particularly in upper part of window	Sometimes streaks are seen after light rainfall following a dry spell, because the amount of water on the window is not sufficient to fully "wet out"	Hose the window with water at the coolest part of the day
Fingerprints, outline of labels visible		The coating will naturally break down these contaminants. Until this happens you will see irregular sheeting of water
Fresh paint or sealant splash/over-spray		Immediately remove with a solvent wipe before it sets or cures. Suitable solvents are acetone, isopropyl alcohol, methylated spirits and white spirits. Do not spread solvent mix over clean areas. Follow with detergent wash and water
Dried paint or sealant, sticky marks or adhesive		These need to be wetted with a solvent soaked pad until they dissolve. Suitable solvents are acetone, isopropyl alcohol, methylated spirits and white spirits. Do not let the solvent run over unaffected areas. Keep reapplying the solvent with a fresh area of cloth until all the marks are gone. Do not rub the mark to remove it. Follow with detergent wash and water rinse. The Pilkington <b>Activ</b> <sup>™</sup> in the cleaned area will be reactivated after 5-7 days
Silicone contamination	Dust from roads or building/construction work silicone fingerprint gets onto the glass. (Please note, silicone should not be used as part of the glazing system).	Let the silicone dry and then peel it off the glass. Do not use a knife or any abrasive action to remove it. Clean the contaminated area with methylated spirits, being careful not to spread the solvent over the glass surface. The glass in this area may need ongoing treatment with silicone eaters

SYMPTOM	CAUSE	SOLUTION
Fresh mortar/cement splash		Remove immediately before it sets with plenty of water and soft sponge to avoid scratching the coating. Dab the splashed area with water. Do not rub and do not drag the material across the surface of the glass
Dried or cured mortar/cement		The longer the cement/mortar is left on the surface, the more difficult it is to remove. However, light splashes and small areas of 1-2cm diameter that have been on the glass for less than one week can be removed by limescale remover, e.g. Ritec or Viakal. Gently dab the remover onto the affected area without rubbing. Do not let it run off onto areas that were not affected. Leave for a minimum of 30 minutes, maximum 2 hours. Rinse off with water making sure that the loosened material does not get dragged across the surface of the glass and scratch it. After all the material is removed, rinse the glass thoroughly with water. The Pilkington <b>Activ</b> ™ in the cleaned area will be reactivated after 5-7 days
Coating appears to be removed (brownish, blue or clear spots or streaks observed)	Direct mortar or cement splash can attack the coating. Water run-off that contains elements of mortar or cement can also have the same effect	The coating cannot be rectified if attack by mortar/cement has already occurred. Film protection is required if cement splash is likely
White streaks running down the window	Rain/water run-off from silicone caulking areas (sealant between window frame and building surrounds) can deposit silicones onto the Pilkington <b>Activ</b> ™ surface	If there is a straightforward pathway for water run-off between the silicone caulking and the Pilkington <b>Activ</b> ™ surface, the caulking material used should not be silicone. Alternatives include MS Polymers and polyurethanes
Milky-white streaks on window	Hosing windows with hard water supply	Add drops of detergent to water through a fitting to the hose before spraying. Windows can be cleaned with limescale remover following procedures given. The white marks can be minimised by avoiding hosing the glass at the hottest time of the day
Whitish streaks running down window (particularly conservatory roofs)	Possible run-off from untreated lead flashing	Try to remove white stain as soon as possible with soft cloth. Do not use abrasives to clean off. Always treat lead flashing prior to installation
Heavy bird dirt		Heavy bird dirt can take a while to break down. To remove immediately, either hose or use warm soapy water and soft cloth
Scratches in coating	Scratches can occur through harsh metallic contact	Scratches cannot be rectified through rouge or any other method
Slight silvery spots visible	This is the coating actually breaking down dirt on the surface	The silvery spot is temporary
Pilkington <b>Activ</b> ™ looks different to ordinary clear float glass		Pilkington <b>Activ</b> ™ has a cleaner, brighter appearance than ordinary clear glass when the two are viewed side by side



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