
THIS IS TO CERTIFY
THAT YOUR WINDOWS HAVE BEEN
GLAZED WITH



INSTALLED BY



PILKINGTON
NSG Group Flat Glass Business

Maintenance Details

Pilkington Activ™

Cleaning and maintenance instructions for consumers

An insulating glass unit incorporating Pilkington Activ™ self-cleaning glass must be glazed with the Pilkington Activ™ coating to the outer surface.

Pilkington Activ™ has a durable coating, and through utilisation of natural UV light, requires less frequent cleaning and provides clearer vision after rainfall. Also available is Pilkington Activ™ Blue, which combines self-cleaning properties with solar control performance.

To achieve and maintain these properties, the following guidelines must be adhered to:

1. Regular cleaning of this product should not normally be necessary. However, extended dry periods or heavy industrial pollution can cause a build-up of contaminants on the coated surface.
Under such circumstances, it may be necessary to simply hose down the window and let the glass dry naturally. Spraying should be conducted during the coolest part of the day and not in direct sunlight. It is best to spray from the top to the bottom in a zig zag pattern. (Note: pressure washers should not be used).
2. Periodically, the surface may become heavily contaminated with stubborn marks that cannot easily be removed by hosing down the window. Wherever heavy contamination occurs, the window should be hosed to remove any accumulation of dirt, cleaned with warm soapy water and a soft cloth, supplemented by a final water rinse. If necessary a non-abrasive liquid glass cleaner can be utilised. Care should be taken not to trap dirt between the cloth and the Pilkington Activ™ surface to prevent scratching. Rubber squeegees should not be used as they may damage the coated surface.
3. After manual cleaning with a soft cloth a period of reactivation may be required.
This is typically 5-7 days.
4. Finger marks on the coated surface will, under normal circumstances, disappear over time.
Where such marks persist, the glass should be cleaned in accordance with item 2 above.
5. Abrasive cleaners, cream cleaners and functional (e.g. anti-mist) type products must not be used on Pilkington Activ™, as they will damage the coated surface.
6. In geographical areas of hard water* supply, hosing down could result in white marks or milky appearance to the coated surface, a consequence of mineral residues within the water. Wherever this occurs, it is recommended that a solvent-free detergent be added via a suitable applicator to minimise the effect.
7. Paints or inks cannot be broken down by the coating and care should be taken to avoid paint splash and products of a cementitious nature when decorating externally. Paint spots should be removed from the glass surface as soon as possible by use of soft cloth and cleaner (methylated spirits).
The glass should be cleaned in accordance with item 2 above.
8. Where Pilkington Activ™ Insulating Glass Units are likely to be stained by white carbonate run-off from lead flashing (i.e. conservatory roofs), it is recommended that all lead adjacent to the glass surface is treated with patination oil or Leadshield™ prior to installation.
9. Care should be taken to ensure that alkali leach-out from concrete etc. does not contaminate the glass surface.
10. Under no circumstances should any metal object or harsh chemical cleaner be used to clean or otherwise come into contact with the coated surface. Steel scrapers, razor blades, steel wool, metal squeegees, rings etc. will cause scratching and may lead to permanent damage of the coating.
11. All maintenance and repairs above and beyond basic cleaning needs should be carried out by a recommended installer. Note: silicone should never be used in conjunction with Pilkington Activ™. Advice on suitable sealants is available from Pilkington. www.pilkington.com/uk/technicalupdate

*If the water quality is very hard (greater than 180ppm combined content of calcium carbonate CaCO₃ and magnesium carbonate MgCO₃), rinsing water should be softened with a domestic water softener or by adding a couple of drops of detergent (such as dishwashing detergent) to a litre of water.

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Leadshield™ is a trademark of **British Lead Mills**.