

Solar Control, Safety and Security Window Films: Tech Bulletin

Post Care and Maintenance of Outside Weatherable (Sentinel®) Films

» Thank you for choosing Solar Gard outside weatherable film (SENTINEL®)!

There was a specific reason for selecting Solar Gard and this particular range of products whether it was due to the type of glazing that required an upgrade or corrective measure, or due to required performance or, simply, due to practical reasons, for instance limited access to the interior side of the glazing. For either reason, it is essential to take proper care of the investment.

Regular and proper maintenance is a requirement to ensure that the factory product warranty, as described in the Solar Gard Sales Terms and Conditions remain valid.

Not respecting these guidelines will make the warranty void.

The film surface has a protectant top layer known as the "Hard Coat". This Hard Coat deters scratching and is essential to maintain the durability of the film. Proper care and maintenance of the Hard Coat is vital to the longevity of this product.

This bulletin guides you through the care and maintenance "do's" and "don'ts" of Solar Gard SENTINEL films.

Key to the longevity of OSW film is good regular cleaning and maintenance. Without regular maintenance, dirt can build-up and this will then require the use of harmful chemicals that may damage the surface of the film over a long period of time during the cleaning process.

! First cleaning should not occur until 1 month after the installation.

1 Ahead of regular cleaning is regular maintenance checkups. It is important to ensure that the Hard Coat does not get (mechanically) damaged or severely scratched.

Therefore it is important to have regular (visual checkups). Once the Hard Coat gets damaged, the durability of the product is at risk. In that case the product should be replaced.

Failing of the Hard Coat following mechanical damage is not covered in the warranty.

In particular attention needs to be paid to:

- (a) falling objects (skylights),
- (b) application/ removal of tapes or other adhesive products on the film,
- (c) scratches of passer-byes and wind-born objects and
- (d) ladders etc. that are put against the filmed glazing and
- (e) improper cleaning methods.

2 In the case of skylights and glazed roofs, it is essential to avoid to walk on the filmed surfaces. If such would be un-avoidable for one or other reason, it is essential to:

- (a) either provide provisional walking paths by covering the filmed surface with a thick soft, cloth (or equivalent) and
- (b) use soft-soled shoes.

3 It is also crucial that there is no stagnant water on the film or at its edges. If and when this is asserted, corrective measures need to be taken.

Risk for stagnant water is particularly present for applications on skylights and glazed roofs.

That is why a minimum slope is 20° is required. Nevertheless, structural movements of the building or displacements of the roof structure could cause stagnant water. In such a case appropriate measures are required.

4 Inspections shall also include the condition of the edge sealing. If the edge sealing is lifted, damaged or missing, it needs to be replaced in order to ensure a continued and continuous edge protection.

5 Frequency of cleaning: In general, for facades (vertical applications), proper cleaning should be done at least 4 times per year. If the building is situated in a zone with important pollution, proper cleaning is required once every 2 months. Such zones are for instance areas close to or in industrial zones, metropolitan centers, and zones close to the sea-side (10-15 km). Skylights and glazed roofs should be cleaned at least once every 2 months.

6 Do not use chemicals like MEK, acetone, lacquer thinner, paint thinners, or ammonia based products for cleaning. These products may break down the Hard Coat resulting in flaking, hazing, or even cracking. Check any over-the-counter glass and surface cleaners to ensure these do not contain ammonia and are non-abrasive.

A mild soap diluted with water is best used as a cleaning agent.

7 Do not use abrasives brushes or any cleaning tools that would scratch the film, like steel wool or abrasive scrub pads. (Figure 3).

Synthetic sponges, soft rubber squeegees and soft cloths are recommended to be used with the cleaning solution also when used with osmosis water.

Drying afterwards can be done with a soft cloth.

8 When cleaning the film surface, always start by removing as much abrasive dirt as possible without touching the surface. Ideally this would involve thoroughly flushing the surface with water. Dirt particles that rest on the film surface may cause scratches if not removed prior to wiping clean.

Some stubborn marks may need to soak to soften or be rubbed with your hand to loosen from the film. If needed, the surface may be lightly scrubbed using a micro fiber type pad with a mild soap (Figure 1). Using a soft rubber squeegee, make overlapping passes to avoid streaking, and follow up with a dry, cotton or micro fiber towel wiping all edges dry (Figure 2).

If a towel is used to wipe the entire window, be certain the towel is dry and free from dirt prior to wiping the film surface.

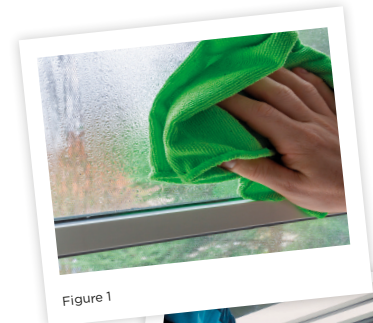


Figure 1



Figure 2



Figure 3

9 In case ladders or other support tools are used, do ensure that precaution has to be taken that these does not scratch nor damage the film surface. In the case of skylights and glazed roofs, it is essential to avoid to walk on the filmed surface. Anyway, a wet film is slippery and a safety risk. If this cannot be avoided:

- (a) either provide provisional walking paths by covering the filmed surface with a thick soft, cloth (or equivalent) and
- (b) to use soft-soled shoes (keeping safety in mind at all times).

10 If a professional cleaning service is used, unless they offer interior cleaning, they may not be familiar with the precautions needed to care for the filmed surfaces properly.

Do inform the external cleaning service that the glazed surfaces have window film applied on them and that precautions should be taken to avoid damages and to protect your investment.

11 Professional window cleaners tend to squeegee in an "S" pattern to maintain a faster pace. If they use stainless steel squeegees, do ensure they use plastic end clips to prevent squeegee ends from scratching the films surface.

12 The SENTINEL films are installed with an edge sealing all around (can be silicone, or an edge tape as per Solar Gard installation guidelines). Do ensure that the cleaning does not damage the edge sealing.

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