

## CHAT QUESTIONS

### 1. How often should white or decorative windows be cleaned?

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As far as decorative windows are concerned, two to three times a year is sufficient. If you actually do this with lukewarm water and washing-up liquid, you will get very good results. In this way, dirt cannot penetrate the surface or be so stubborn that a different cleaning agent is required. The same applies to white profiles. The more often and more regularly you clean, the better.

### 2. When is the right time to clean?

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For white profiles, the right time is always after spring, for example when pollen is flying, and then again before the winter period. If necessary, the windows can be cleaned a third time when the winter is over to remove the winter deposits. Generally, the more often and regularly you clean, the better.

In general, you should clean when dirt is visible. It is best to remove these immediately so that you don't have to use "tougher" agents later on. It does not matter what time of year or construction phase you are in, whether during installation, after installation or subsequent trades.

### 3. If I find three cleaning agents from this GRM list that would be suitable for my purpose, can I ask GRM which cleaner I can use for my problem?

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You are welcome to contact any quality association with your enquiry. For example, the Gütegemeinschaft Kunststoff-Fensterprofilsysteme GKFP ([info@gkfp.de](mailto:info@gkfp.de)) or the Gütegemeinschaft Reinigung von Fassaden und Metallfassadensanierung GRM ([info@grm-online.de](mailto:info@grm-online.de)) will be happy to answer your questions. You are also welcome to send us pictures so that we can process your enquiry more precisely. This facilitates the analysis and usually leads to the best results.

### 4. Which cleaning agent was used by Mr Ambruch for the restoration cleaning?

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Bilder: © Rudolf Ambruch Fassadenpflege GmbH, Philipp Ambruch

GRM provides a list of cleaning agents for this purpose. A distinction is made there between auxiliary agents and chemicals. Auxiliary agents include pads or brushes, for example, which have an abrasive effect. In Mr Ambruch's practical example in particular, pads were used. In general, the type of pad used is very relevant. Pads come in different colours and are approved for different surfaces. It is also necessary to check which cleaning product is approved for plastic surfaces. Testing and weighing up these components has a lot to do with experience gained from daily practical work in order to achieve a good result. The cleaning agent list can be downloaded from the GRM website [www.grm-online.de](http://www.grm-online.de). This can (should) guarantee that the components specified there - even if used incorrectly - will not cause any damage to the surface.

#### **5. Glass cleaners generally contain solvents and can therefore damage the surface. Are there alternatives for glass panes?**

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Using conventional glass cleaners it might happen that the cleaner runs down with the removed dirt when cleaning the glass pane, then settles on the profile surface and has an effect there. These are damage patterns known to both quality associations. In this case, a wetting agent, such as water with detergent, is sufficient for classic glass cleaning. If this is not sufficient, use a pad made of a material that does not scratch the glass pane. In general, you should always wipe with a damp cloth. We recommend to use PH-neutral agents.

#### **6. Is there a detergent that is suitable for glass panes and profiles?**

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There are no brands worth mentioning. In general, the correct dosage is always relevant. Follow the dosing instructions. We recommend rinsing concentrates or rinsing agents. Both are dosed differently. Rinsing agent and rinsing agent concentrate can be used for the windscreen and for the profile. Then rinse with clean water.

#### **7. Can PU foam cleaner be used on acrylate surfaces / coloured plastic profiles?**

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PU foam cleaner will damage the acrylate surface. This is because this cleaner is too aggressive and causes stress cracks.

PU foam initially has a dissolving effect on the acrylate surface and, depending on the effect, forms a firm bond with the acrylate surface. No cleaning agent can dissolve this. The only option here is Mechanical scraping and new film application. Note: Aggressive chemicals tend to attack the film chemically.

#### **8. What does the PU foam cleaner contain? Which ingredients?**

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PU foam cleaner contains solvents. It usually contains a considerable amount of acetone. Acetone is responsible for clouding the acrylate film after cleaning. This is characterised by a milky surface, depending on how intensively it has been cleaned. This makes acetone a

solvent that promotes stress cracking. It may be that the first signs are not visible at the beginning, but there are late effects. These can even cause the film to fail.

#### **9. What is the procedure for PU foam on white PVC surfaces?**

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PU foam on white surfaces is also problematic. A damage of this kind should therefore be avoided wherever possible. If necessary, PU foam can be carefully scraped away mechanically using a plastic scraper, for example, and then wiped away with a cleaning polish. Our experts recommend that PU foam cleaner should not be used on profiles, including white profiles.

#### **10. How can I get help when I need it?**

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If you have any further questions, please contact us. Depending on the problem and question, we will refer you to experts of our member companies.