

# Cleaning and Care of uPVC Windows

Your uPVC window frame is made of an easy-to-clean, weather-resistant material that retains its value for years. With a proper cleaning and care, you can enjoy your windows for a long time as they will remain attractive for years.



Here you will find some useful instructions we have put together that must be observed when cleaning the frame surface to enjoy your windows even longer. They could be applied on both white and coloured uPVC windows.

However, please also make sure to follow the care instructions that were handed over to you at the time of purchase or after the windows were installed.

## IMPORTANT!

### REMOVE THE PROTECTIVE FILM IMMEDIATELY AFTER THE INSTALLATION

The protective film is there to protect your window frame from damage. It is only meant to be used during the fabrication and installation of windows. This film must be removed immediately after the windows are installed!

The longer the window profiles are exposed to sun with the protective film on, the harder it gets to remove the film to the point that it can no longer be removed.

Environmental effects, combined with improper cleaning can cause permanent damage to the profile surface (e.g. yellow shadow on white profiles). Environmental effects include pollen and rust, tar and iron particles especially on track systems; as well as industrial dust, soot particles and ferrous-based lawn fertilisers.

### BASIC CLEANING INSTRUCTIONS FOR DIRTY WINDOWS AFTER INSTALLATION

Mortar dust residues, foam, paste, adhesives etc. may occur despite the care taken during the installation. Most of the residues can be easily removed from white window frames if the following instructions are followed; this is only possible to a limited extent on frames with coloured foils because otherwise the foil and therefore the coloured surface may be damaged.

#### Cleaning the dirt caused by cement, tile adhesive, mineral plaster and façade paint:

- This is applicable on both white and coloured windows
- Rinse with warm water and clean with pH-neutral soap
- Soak the dirt for approx. 5 minutes and spray several times with warm water
- Then remove the dirt from the window with a soft brush and rinse repeatedly with warm water

#### Cleaning the dirt caused by PU foam, sealants and a variety of synthetic resin plasters:

- This is only possible to a limited extent on uncoated white windows and coloured surfaces
- Carefully remove the dirt with an angled semi-rigid scraper
- Wipe with a damp cloth

Please remove adhesive residues on glass surfaces with an angled razor blade.

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### REGULAR CLEANING

uPVC windows should be cleaned regularly, or at least when there are visible signs of dirt. Normally, all you need is a mild detergent solution with lukewarm water and a soft cloth **to clean the smooth, non-porous and hygienic surface**. Daily dirt caused by dust and rain can be removed quickly. Repeated cleaning with a normal surfactant-based household cleaning agent is possible **if the dirt is persistent**. For all coloured windows, these must be explicitly approved for "acrylic" surfaces.

### ADDITIONAL CLEANING INSTRUCTIONS

Cleaning agents may have different effects on uPVC profiles; so please only use clear water and pH-neutral soaps. Alternately, you can use the agents provided by your window manufacturer.

We advise to clean contaminations (such as grease, sun-lotion, stains and the like) immediately.

To be safe, please use the special care products as recommended by your window supplier. They can provide you with the detailed information regarding durability of uPVC window profiles when they are exposed to chemical agents.

### TIPS!

**Rinse your window frames including the seals with clean water!**

If a mixture of dirt, cleaning agent and water remains on the frame, the water can evaporate and the leftover agent and dirt can bake into the surface.

Not all products that are advertised as uPVC cleaning agents are fit for purpose. Please pay attention to the following information:

- +** The following are suitable cleaning agents:
    - Dishwasher detergent
    - Mild, neutral universal cleaner
    - Cleaning agent supplied by the window fabricator
    - Alcohol-free glass cleaners
    - Clear Water
  - The following are not suitable:
    - Abrasives or chemicals that damage surfaces, such as nitro thinner, benzene, acetic acid, nail polish remover, alcohol or similar (Attention! Also not suitable as ingredients in the cleaning agents)
    - Cleaning agents with an orange / lemon aroma
    - Cleaning agents containing ammonia, liquid ammonia
    - Cleaning agents containing sulfur (tile cleaner)
    - Sandy and abrasive cleaning agents
- Tools, such as a steel wire sponge, abrasive sponge or pot scourer**

### CONSEQUENCES OF CLEANING AND MAINTENANCE ERRORS

The examples of damage shown here may occur due to a lack of cleaning or improper cleaning and care of a uPVC window and do not constitute a warranty claim.



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