

“TRANSFORMING THE  
ENJOYMENT OF YOUR  
OWN HOME.”

# Care of your Extraglaze panels



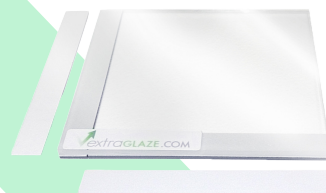
Your Extraglaze requires very little maintenance. With a bit of care and attention your Extraglaze panels will last many years.

By following these simple guidelines they will continue to look good and function as they should to soundproof, draught proof, insulate and beat condensation.

## Cleaning your panels

The panel material is likely to scratch if wiped or cleaned with anything other than clean pure cotton or a “micro fibre” cloth. Always test any cloth in an inconspicuous corner. You can buy micro fibre cloths at any supermarket, or buy our own approved cloths and a formulated-for-purpose cleaner from the Extraglaze web site. Never use any other type of cloth or paper tissue on your Extraglaze. Paper products nearly always contain minerals, which give the paper surface some hardness. These minerals are extremely abrasive, although microscopic.

**TOP TIP:** If a panel does get lightly scratched, a proprietary scratch remover paste or fluid can be used (the same type formulated to polish out scratches on a car.) Follow the same instructions for removing car paint scratches. This method will only work for light surface scratches and swirls. It can have a lessening effect on deeper scratches but may not remove them. Use only a new micro fibre cloth and test/practice on a small corner area first or request a free sample from our online shop to test on.



## Avoid overheating

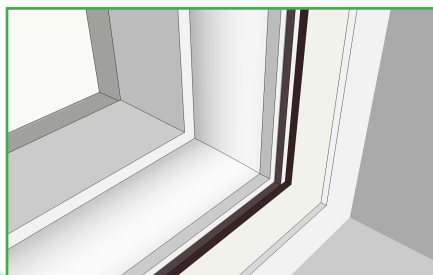
Extraglaze is not affected by the sun's rays to any significant extent. However, while the sun's rays pass through harmlessly, on the sunniest days the air in the cavity will get hot and this will in turn heat the panel, causing it to expand. In mid-summer this may be a problem for big panels, and especially those on South facing windows. Please act and apply common sense to reduce this risk. If you close curtains the windows, and therefore the panels, will get even warmer.

We recommend you be aware of this, and do not hesitate to remove the panels during extended hot periods.

## Refit correctly

Refit correctly – If you remove a panel please make sure it goes back in the exact same location. If Extraglaze stickers have been applied then refit your panel so that this sticker is upright (this is a good reason to never remove the stickers).

If in doubt, please check as follows: the butt joints on the panel (where the magnets meet in the corners at right angles) should meet identical butt joints on the window frame (no lengths of magnetic strip should straddle a butt joint). If the magnets seem to have stopped being magnetic this is because the panel is not lined up correctly with the magnets - please take a look close up!



## Condensation in the cavity

If the panels were installed on a cold day, the moisture in the room air may have got trapped in the cavity. This will regularly condense onto the colder window glass. If it is puddled then take off the panel and wipe up all the condensation with a cloth or sponge. This is best done early morning. If it appears only on the window glass then wait until the condensation has naturally evaporated, perhaps on a sunny day. Then, with the panel removed and possibly with the window open, waft away the cavity air so it is replaced by fresh air. Put the panel back and check again the next morning. This may be necessary until the window frame has dried out (weeks of condensation might be soaked into the wood: this is now slowly 'sweating' into the cavity). Also check the panel is always located correctly on the foundation magnets. If this persists after a few attempts then moisture is getting in from outside: you may need to clear a gutter above, or repair/repaint the window (outside).

For more information about dealing with condensation or any other aspect of aftercare please visit our FAQ page at [www.extraglaze.co.uk](http://www.extraglaze.co.uk)

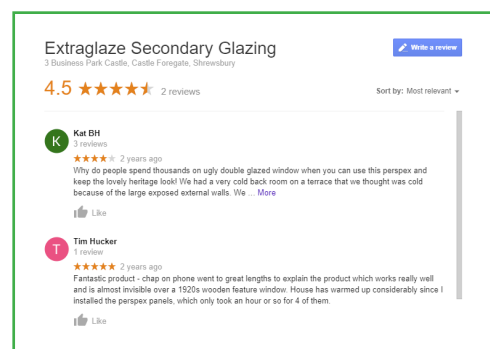
## Write a review for Extraglaze

Please tell others about your Extraglaze experience in one or both of the following ways:

### Google reviews

Simply go to Google and search for Extraglaze secondary glazing. Click where you see ★★★★★

You will see a button there: "Write a review". NOTE: You might need to sign up to Google (e.g. gmail) for this.



### Feefo reviews

At some time in the future we will ask Feefo to email you an invitation. Please look out for this email and respond to it. You will be asked to write your review in two parts:

- 1) our service
- 2) the product.

