

Window Cleaning Network

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Press Release - for immediate release;

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Window Cleaners petition GANA to change bulletin

(Condensed version – 145 words)

Hundreds of professional window cleaners have submitted a petition asking the Glass Association of North America (GANA) to promote the maintenance of tempering equipment as a possible solution to tempered glass scratching issues on construction sites.

GANA leaders received a complete summary, including all individual comments, just prior to their fall conference in Chicago. Most of the 340 submitters were window cleaners, including many window cleaning industry leaders. Also responding were major scraper manufacturers and distributors.

The petition asked for GANA's bulletin to clearly state that when temperers follow all recommended maintenance procedures for washers, rollers and other tempering equipment, fabricating debris issues are minimized. Builders, architects and others who purchase or specify tempered glass for new construction projects need this information.

Related articles, images and corroborating links to past articles in glass industry publications are available at www.scratched-glass.net - a Window Cleaning Network site.

Attached....

Page 2 - Full version of Press Release

Page 3 - Sample comments from petition submitters.

Page 4 - Possible sidebar items/issues....

Also available upon request to those interested in producing a feature article, is a comprehensive 27-page petition summary, including contact information & individual comments.

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(Full version – 358 words)

Hundreds of professional window cleaners have submitted a petition asking the Glass Association of North America (GANA) to promote the maintenance of tempering equipment as a possible solution to tempered glass scratching issues on construction sites.

GANA leaders received a complete summary, including all individual comments, just prior to their Fall conference in Chicago. The petition was a summer project of the Window Cleaning Network website - www.window-cleaning.net - an online networking and discussion site for window cleaners. Most of the 340 submitters were window cleaners, including many window cleaning industry leaders. Also responding were major scraper manufacturers and distributors.

Builders have taken the hit for millions of dollars worth of damage to tempered glass. They may have blamed window cleaning practices for this damage, often without realizing that fabricating debris may have been the root cause, or without fully understanding that a tempered glass surface might have so much fabricating debris that it scratches when you try to clean it with a standard window cleaning scraper.

The term "fabricating debris" refers to abrasive microscopic particles including glass fines, which may become fused to the underside of heated glass as it contacts rollers in some tempering ovens. This surface defect is often impossible to detect in a construction environment.

The current GANA tempered glass informational bulletin TD-02-0402 states that scraping can result in damage, "if any microscopic particles have adhered to the surface". The Window Cleaning Network petition simply asked for GANA's bulletin to clearly state that when temperers follow all recommended maintenance procedures for washers, rollers and other tempering equipment, fabricating debris issues are minimized.

Builders, architects and remodelers armed with this information can specify tempered glass surfaces that are free of fabricating debris issues - that can be cleaned efficiently with standard methods, not only after construction, but throughout the life of the home or building.

Related articles, images and corroborating links to past articles in glass industry publications are available at www.scratched-glass.net - a Window Cleaning Network site. Also available there upon request is a comprehensive 27 page petition summary, including contact information and individual comments, for interested building and cleaning industry associations or publications.

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Sample comments from petition submitters...

Gary Mauer - window cleaner/petition organizer

GANAs current bulletin isn't clear enough. People can't tell from reading it that it is possible to produce tempered glass without fabricating debris issues - so people don't think to specify tempered glass without fabricating debris.

Dan Fields - window cleaner/consultant

I have been involved in this issue for several years and think the vast majority of scratching in the construction industry today can be prevented and is a direct result of poor quality fabricating standards by the tempering fabricator.

Henning Iversen - scraper manufacturer

My company has delivered razor scrapers to the window cleaning industry for more than 25 years. We have noticed that European glass manufacturers generally are more conscious about the debris problem than their American colleagues. It is my undocumented experience that we receive 8 to 10 times more complaints per million scraper blades sold about scratches from North America compared to the complaint level in Europe.

Ken Wheeler, Jr. - window cleaner/ home builder

As a homebuilder who also has a window cleaning business. I am educating our local builders association on how to detect the presence of fabricating debris on heat treated and tempered glass. I am encouraging them to reject glass with fabricating debris.

John Orsini - window cleaner

I believe it is up to the architects to specify debris-free glass. Unless debris-free glass is required, not too much is going to change.

Kevin R. Hammond - window cleaner

We have been doing post-construction cleaning for many years and have observed some tempered glass virtually never scratches.... while other glass cannot even bear to see the glint of our blades without scratching!

David J. Giles - window cleaner

Why is some tempered glass easily and scratchlessly cleaned with a razor scraper and some tempered glass makes a terrible sound and scratches effortlessly as the razor passes over it? Please modify the bulletin.

Larry Boyler - window cleaner

Fabricating debris is a source problem to fix, not a customer problem to react to. Remember, an ounce of prevention is worth a pound of cure.

Ross Alexander - window cleaner

If a temperer knowingly produces tempered glass with debris fired onto it, they should be required to label it as such, so it can be protected during construction and cleaned with caution and more labor intensive methods to avoid the scratching.

Douglas Hodgson - window cleaner

When a defective product such as tempered glass with fabricating debris is installed, it results in a lose-lose situation for everyone involved.

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Possible sidebar items/issues...

On most tempered glass, the "roller" (underside) side of glass passing through a tempering oven is the side most likely to have fabricating debris issues.

After tempered glass is cleaned, the worst cases of fabricating debris on tempered glass can actually be heard by running a scraper lightly over the glass surface. A recording of this light, raspy sound can be downloaded at www.scratched-glass.net

Comet Scratches - Scratches due to fabricating debris are normally lighter than scratches due to common abrasives like sandpaper. With the aid of a magnifying device, a fabricating debris scratch may look like a comet, the head of which was a bit of fabricating debris, broken and trapped by a scraper, creating a scratch or "tail". Images are available online at www.scratched-glass.net and www.stopscratchedglass.com.

Can fabricating debris be considered an "inherent characteristic" of tempered glass if some temperers do a good job of controlling it, while others do not?

There is no published standard - ASTM or other - which specifically states that fabricating debris is acceptable on tempered glass surfaces.

Alternatives to scraping will typically be much more labor intensive, may possibly be harmful to seals and surrounding surfaces, and may pose ergonomic or chemical hazards to workers.

GANAs Glass Fabrication 2004 seminar in Pittsburgh on March 29-31 will include sessions on maintaining glass washers and ceramic rollers used in tempering facilities. Details at <http://www.glasswebsite.com/conferences/glassfab/index.html>

Thorny issues of profit, liability and customer satisfaction can be managed only if builders, architects and remodelers begin to demand tempered glass without fabricating debris issues.

At least one marketer of tempered windows and doors - Stanley - also markets a window cleaning scraper to the general public.

Builders with scratched tempered glass problems can arrange free phone and email consultations at www.stopscratchedglass.com

Fabricating debris is permanent, and these issues may persist even if defective surfaces are protected during construction. Is it realistic to expect that scrapers will never be used or needed again, throughout the useful life of a window?

The petition was worded in a very simple, straightforward manner - just one sentence that said.... "I petition the Glass Association of North America (GANA) to modify its tempered glass informational bulletin TD-02-0402, so the bulletin clearly states that the incidence of fabricating debris on tempered glass is greatly minimized when temperers adhere to all recommended maintenance procedures for washers, rollers and other tempering equipment."

The current GANA tempered glass informational bulletin TD-02-0402 can be viewed at www.glasswebsite.com - the official GANA website.