



Handy Guide



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Updated March 2020

Introduction:

This Handy Guide applies to our services by Kent Klear Window Cleaning Services and it's Contractors to the client, as described below. It explains what issues your windows may experience, how and if we can rectify any issues and what we can do moving forward.

Whilst we endeavour to make sure your first and further cleans are always to the highest standard, on some occasions our service may not give you the results you should expect. Sometimes this will be down to human error, on others and in most cases, this is down to your property not suiting the method we have chosen. Reach and Wash and Traditional do not suit all windows in a property, in some cases, one window or all of one side may need to be done a different way because of the health of the window. It may be older than the others or has been weathered and therefore needs treating differently. Until the first clean, we cannot always know for sure if a window will be affected by the type of clean we choose.

Neither method is perfect, but the best method out of the two will always be the Reach and Wash method. It's safer for our cleaners and after the first couple of cleans can give your windows a shine for longer. Below details more information about each method.

The Reach and Wash Method:

Reach and Wash is the process where the water is pushed via pressure through cables to the brush. The water is at a certain ph level so that it evaporates clear naturally and enables the user to clean windows with less risks ideal for houses on gradients, hard to reach windows, properties with decking or windy days. There is no need to dry the windows after we've left, and we'd recommend that you don't, because this is then putting a potentially dirty cloth on clean windows. Once you've got passed the second / third clean the windows will keep their shine for longer. It will seem quicker than the Traditional approach because we aren't continually moving a ladder, and using 3 different tools ie the applicator (that applies the soap and water), squeegee (which removes the soap and water) and microfibres cloth to dry the windows. A front only property will usually be pretty quick. Please also note the windows will take longer to dry in the winter.

Don't forget you are not only paying for the time taken to do the work but the more expensive equipment and water to clean your windows, a window cleaner that walks his round, that uses a shammy, squeegee, bucket and washing up liquid and doesn't pay for fuel, does not cost as much as a service which pays for the type of water we use, the expensive brush heads, cabelling and pole, fuel for the vans, generator in the vans and the unique service provided by the office.

The Traditional Method:

The Traditional method varies from business to business, but can be as simple as some soap and water in a bucket using your ordinary tap water, a ladder to reach the windows, and a sponge to apply the soapy water and then a cloth to dry the windows after.

The more modern version which is what we use involves a ladder to reach the second storey windows but concentrated soap and water is placed in a long rectangular bucket, the applicator is furry and rectangular which is dipped into the bucket or the belt container, and then applied to the window in a sweeping 8 formation. Once the whole window is covered in the soapy water, we use a squeegee to take off the soap again in a sweeping 8 formation. Once this is done, we then buff the window and frame with a dry cloth.

I hope this clarifies both processes for you.

Issues Experienced:

- Water is still on the windows;

- Streaks on the windows;
- Spots on the windows;
- Window Sills are not clean;
- Frames have not been cleaned;
- UPVC has not been cleaned;
- Window Sills have dirt lines;
- White water everywhere.

Possible Causes:

Water is still on the windows:

- With a Reach and Wash clean this is normal. If the windows DO NOT dry clear, please contact the office.

Streaks on the windows:

- With a Reach and Wash clean this can happen and could be a varying number of reasons including, the windows are degraded from sunlight and need a Traditional Clean, or it could be that the seals have broken and are letting water into the unit and need replacing. Please contact the office if you are experiencing streaks on the windows and we can investigate for you.
- Do you have air vents above the glass panels that are affected? With a Reach and Wash clean this can happen as the air vents trap dirt, please contact the office.

Spots on the windows:

- With a Reach and Wash clean this can happen and could be a varying number of reasons including, the windows need a much longer clean regularly, because they have a lot of dirt in the natural cracks of the frames, from exposure to main trunk roads and lots of car fumes on busy roads and do not suit a Reach and Wash clean.
- Were the windows cleaned after a heavy snowfall? If so, this could be the reason for the spots as snow contains dirt particles from the air. In these conditions we try to do a double wash but it doesn't always work, especially on main trunk roads.
- Were the windows cleaned on a very hot day over 27°C? If so, this could be the reason for the spots as the water has dried too quickly. In these conditions we try to do a double wash.

In all of these cases, please contact the office so that we can redo the work and aim to discover what has taken place.

Window sills are not clean:

- Are the sills UPVC? If so the Reach and Wash method may have continued to push water through the natural cracks of the frames onto the sills after we have left, if you have experienced this, please contact the office.
- If the sills are concrete or tiled we do not clean these as paint particles can transfer to the glass and therefore you can be left with paint particles on the glass.
- If the sills are wooden we do not clean these as paint particles can transfer to the glass and therefore you can be left with paint particles on the glass, also the excess water can expand or contract your frames and potentially cause you issues with opening your windows.

Frames have not been cleaned:

- Are the frames UPVC? If so the Reach and Wash method may have continued to push water through the natural cracks of the frames after we have left and it looks like they haven't been done, if you have experienced this, please contact the office.
- If the frames are concrete we do not clean these as paint particles can transfer to the glass and therefore you can be left with paint particles on the glass.
- If the frames are wooden we do not clean these as paint particles can transfer to the glass and therefore you can be left with paint particles on the glass, also the excess water can expand or contract your frames and potentially cause you issues with opening your windows.

UPVC has not been cleaned:

- Whilst cleaning the cleaner may have discovered that you have what is referred to as 'Milky Windows' which leaves a milky residue on the glass, this means that the UPVC has degraded from sunlight (can often be found on South facing windows). Unless health and safety dictates otherwise we can continue to clean with the Traditional method, but not cleaning the frames, if you still want the frames cleaned, please contact the office.
- Whilst cleaning can remove surface dirt and dust it cannot remove ground in dirt or as we refer to as 'weathered' UPVC. You may be able to remove them yourself with Cif and a sponge. But this isn't something we can change. If you'd like this confirmed please contact the office.

Window sills have dirt lines:

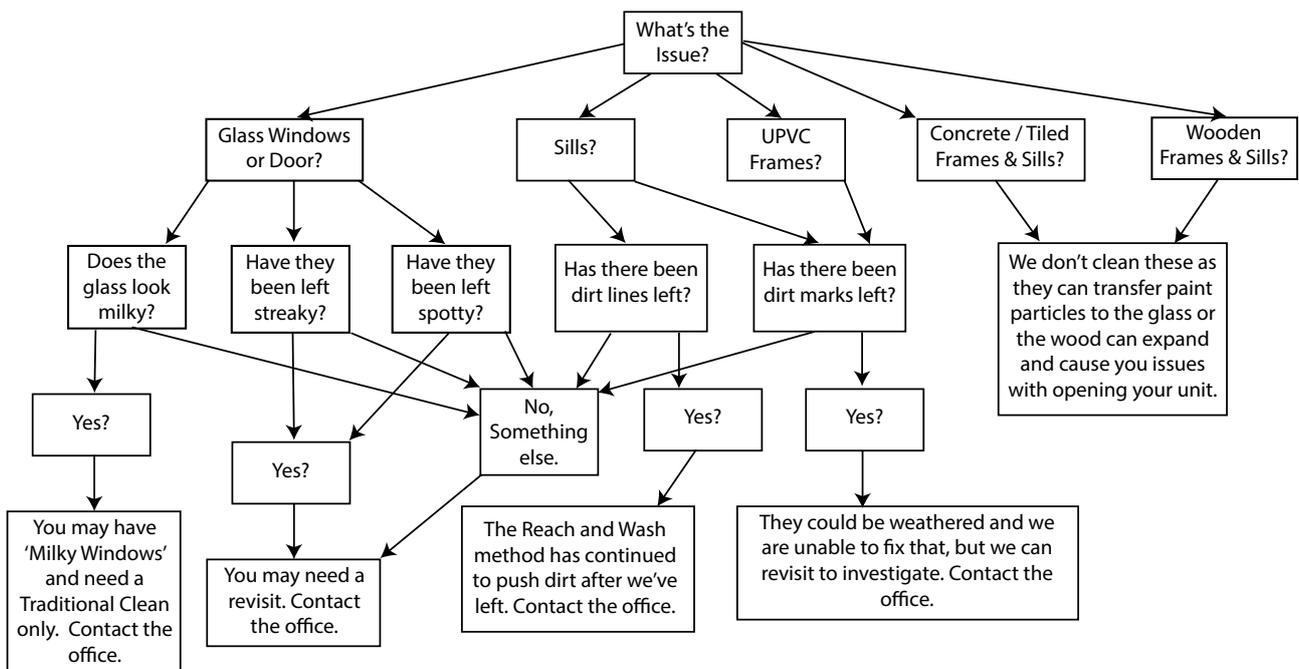
- The Reach and Wash method may have continued to push water through the natural cracks of the frames after we have left, this is especially common. Where frames and sills do not meet, if you have experienced this, please contact the office.

White water everywhere:

- You have a window(s) which are degraded and what we refer to as 'Milky Windows'. Your property needs a Traditional clean. The cleaner will have already decided this, after the first clean, but please contact the office.

Pictograph:

This pictograph could help you decide what to do...



Not Explained:

If there is any issue that isn't explained in this guide please don't hesitate to get in touch by making contact with Nicky in the office via email kkwcs@yahoo.co.uk, by phone / text on 07789 601663, or by post to 6 St Aidan's Way, Gravesend, Kent, DA12 4AQ, with details as to what the problems you have experienced are and if you can include images in your communication this will again help us with the problem.

Kent Klear Window Cleaning Services

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Issued by Kent Klear Window Cleaning Services

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KKWCS/0320/HG