

# PRIVASEE® Smart Film · Maintenance Guide

Cleaning · After Care · Cleaning Contractor Acknowledgement

*Adhesive Retrofit (TEC-01a · FM-T91 / FM-T85SL · Self-Adhesive)*

<b>DOCUMENT</b>	PVS-SGS-MNT-FILM	<b>ISSUED</b>	2026-05-02
<b>REVISION</b>	Rev 1.0 · A4 portrait	<b>OWNER</b>	PRIVASEE® Smart Glass Systems
<b>AUDIENCE</b>	Buyer · cleaning contractor · facilities team	<b>REGION</b>	GCC + EU/UK (universal)

This Maintenance Guide is for everyone who handles or cleans PRIVASEE® PRIVASEE® Smart Film: the buyer, the facilities team, and any third-party cleaning contractor. It contains the approved cleaner, the approved cleaning method, the do's and don'ts specific to the polyvinyl / PET film outer surface, the after-care requirements, and the Cleaning Contractor Acknowledgement form to be completed before any third-party cleaning company commences work on a PRIVASEE® installation.

**ONE CLEANER. ONE METHOD.** Sole approved cleaner: Isopropyl Rubbing Alcohol 70% Solution Antiseptic-Disinfectant. Method: spray a small amount on a lint-free microfibre cloth — NEVER directly on the surface. Wipe without pressure. Page 3 explains why; pages 4-7 show DO'S and DON'TS in detail.

**COMPANION DOCUMENTS** QUA-01a Smart Film Warranty · QUA-01b Smart Glass Warranty · TEC-02 Smart Glass Datasheet · TEC-01a Smart Film Datasheet · PRIVASEE® Power Drive Manual.

## 1 · WHAT THIS GUIDE IS · WHY IT MATTERS

### AUDIENCE

- The buyer (building owner, occupier, project sponsor)
- The facilities team that operates the building
- Any third-party cleaning contractor engaged to clean PRIVASEE® installations
- Any maintenance team performing periodic checks

### SURFACE TYPE — POLYVINYL / PET FILM OUTER SURFACE

The outer surface of PRIVASEE® Smart Film is a polyvinyl / PET polymer — NOT glass. It is scratch-resistant but NOT scratch-proof. Wet cleaning, abrasive cleaners, or any scratching tool will cause irreversible damage. Founder note: Smart Film is usually easier to clean than smart glass — but only if the rules below are followed.

### WHY THIS GUIDE MATTERS

Most damage to installed PRIVASEE® products comes not from the buyer but from third-party cleaning teams using inappropriate cleaners or methods. Cleaning companies have constant team turnover — new staff default to whatever they always use, which is usually wrong for PRIVASEE® products. This guide protects the buyer by giving the cleaning contractor a clear, signed-for procedure.

**CUSTOMER HAPPINESS IS PRIVASEE® HAPPINESS** The way we present and protect every PRIVASEE® installation — through clear instructions, signed acknowledgements, and approved cleaners — is how we keep customers happy for the life of the product. This guide is part of that commitment.

## 2 · APPROVED CLEANER · APPROVED METHOD

### SOLE APPROVED CLEANER

ITEM	SPECIFICATION
<b>Product name</b>	Isopropyl Rubbing Alcohol 70% Solution Antiseptic-Disinfectant
<b>Concentration</b>	70% IPA + 30% water (pharmaceutical / antiseptic grade)
<b>Why 70% (not 99%)</b>	70% has water content that helps dissolve residues · 99% evaporates too fast
<b>Dual purpose</b>	Antiseptic + cleaner · ideal for healthcare, hospitality, F&B applications
<b>Applies to</b>	PRIVASEE® Smart Film AND PRIVASEE® Smart Glass — same cleaner, same method

### THE APPROVED METHOD (SOLE APPROVED)

- 1. Power the smart film / smart glass OFF before cleaning
- 2. Take a clean lint-free microfibre cloth
- 3. Spray a SMALL amount of IPA 70% Solution onto the cloth — NEVER directly onto the product surface
- 4. The cloth should be lightly damp / soft / delicate — not wet
- 5. Wipe in straight strokes, WITHOUT pressure
- 6. No additional drying needed — IPA 70% evaporates clean
- 7. Pay attention to edges (Smart Film: keep dry · Smart Glass: maintain silicone seal integrity)

**WHY 'SPRAY ON CLOTH, NOT ON SURFACE'** Spraying directly on the product surface drenches the surface and edges, causing irreparable damage (Smart Film) or wicking liquid into the EVA/PDLC stack (Smart Glass). Spraying on the cloth gives you a lightly damp tool that cleans without flooding.

**BANNED CLEANERS (THESE VOID WARRANTY)** Ammonia-based (Windex, generic glass cleaners) · Acidic (vinegar, citric) · Alkaline (caustic) · Solvent (acetone, MEK) · Abrasive (cream cleansers, scouring powders) · ANY cleaner sprayed direct on the surface.

**3 · CLEANING DO'S — POLYVINYL / PET FILM OUTER SURFACE****PHOTO** ✓

CLEAN\_FILM\_microfibre\_with\_IPA.jpg  
1:1 · 90×60 mm

Microfibre cloth lightly sprayed with IPA 70% — APPROVED

**PHOTO** ✓

CLEAN\_FILM\_dust\_brush.jpg  
1:1 · 90×60 mm

Soft brush or compressed air for dust — APPROVED

**APPROVED CLEANING PRACTICES**

- Power the smart film OFF before cleaning
- Use a high-quality LINT-FREE micro-fibre cloth
- Spray a SMALL amount of Isopropyl Rubbing Alcohol 70% Solution onto the cloth — never on the surface
- The cloth should be lightly damp / soft — not wet
- Wipe in straight strokes WITHOUT pressure — Smart Film cleans easily
- Use compressed air or soft brush for heavy dust
- Cover all electrical parts before cleaning
- Keep edges dry — protect from all liquids during cleaning

**WHY THIS WORKS** IPA 70% on a lightly damp microfibre cloth is the industry standard for cleaning sensitive surfaces (electronics, medical devices, optical lenses). It dissolves oily residues, evaporates clean, and is gentle on PDLC, EVA, and silicone. The 'no pressure' rule prevents micro-scratches over time.

**4 · CLEANING DON'TS — POLYVINYL / PET FILM OUTER SURFACE**

These practices cause damage and void the warranty in respect of the affected panel(s):

**PHOTO X**

DAMAGE\_FILM\_spray\_alcohol\_directly.jpg  
16:10 · 90x55 mm  
*Spray alcohol directly on film — DAMAGES SMART FILM*

**PHOTO X**

DAMAGE\_FILM\_squeegee\_with\_water.jpg  
16:10 · 90x55 mm  
*Squeegee with water — DAMAGES SMART FILM*

**PHOTO X**

DAMAGE\_FILM\_abrasive\_sponge.jpg  
16:10 · 90x55 mm  
*Abrasive sponge — DAMAGES SMART FILM*

**PHOTO X**

DAMAGE\_FILM\_wet\_cloth\_drench.jpg  
16:10 · 90x55 mm  
*Wet cloth that drenches — IRREPARABLE*

**PRACTICES THAT CAUSE DAMAGE**

- Spraying any cleaner directly onto the smart film surface
- Wet cloth, sponge, or any technique that drenches the surface — IRREPARABLE
- Abrasive cleaners, scrubbing pads, scouring sponges
- Paper towels, stiff cloths, or scratching tools
- Heater-tools, hair dryers, or hot air to dry
- Cleaning while the smart film is powered ON
- Liquid reaching the film edges
- Ammonia-based, acidic, alkaline, or solvent-based cleaners (Windex, vinegar, etc.)
- Third-party films, stickers, signage, or coatings on top of the smart film

## 5 · DETAILED CLEANING · FREQUENCY

### ROUTINE CLEANING PROCEDURE

- 1. Switch the product OFF (or recommend OFF for Smart Glass routine cleaning)
- 2. Cover all electrical components (wall switches, drive enclosure, cabling)
- 3. Remove loose dust with low-pressure compressed air or soft-bristled brush
- 4. Take a clean lint-free microfibre cloth
- 5. Spray a small amount of IPA 70% onto the cloth (lightly damp)
- 6. Wipe in straight strokes WITHOUT pressure
- 7. Pay attention to edges — keep them dry and intact
- 8. Allow 10-15 minutes for any residual vapour to dissipate before powering ON

### RECOMMENDED FREQUENCY

ENVIRONMENT	RECOMMENDED CLEANING FREQUENCY
<b>Standard interior partition</b>	Every 3-6 months · or as needed for visible marks
<b>High-traffic area (lobby, retail)</b>	Monthly · light dry wipe
<b>Bathroom / wet area</b>	Quarterly · always after panel is fully dry
<b>Healthcare / clean room</b>	Per facility cleaning protocol · approved methods only

### INITIAL CLEANING DURING CONSTRUCTION

During construction, protect PRIVASEE® products from dust, paint, plaster, and other trade activities. If contamination occurs, blow with low-pressure compressed air FIRST to remove abrasive particles. Then use a soft brush. Only proceed to IPA 70% cleaning after the panel is confirmed free of abrasive contaminants.

**6 · AFTER CARE · EDGES · ANNUAL CHECKS****EDGE PROTECTION (CRITICAL FOR WARRANTY VALIDITY)**

- Edges of the smart film must NEVER be exposed to prolonged moisture or standing water
- In wet areas (bathrooms, exteriors), apply additional waterproofing per project specification
- Inspect edge condition every six months — confirm no water ingress, no edge lifting
- Never apply liquid cleaners near or at the film edge

**ANNUAL TECHNICAL INSPECTION (RECOMMENDED)**

- Verify all wiring, terminals, and electrical connections are in good condition
- Check framing materials are free of damage, corrosion, or deformation
- Test power drive operation — confirm green LED status, no overheating, correct switching
- Test wall switch and remote control function · replace remote battery (12 V 27A) if depleted
- Inspect surrounding walls, ceilings, and floors for excessive humidity, condensation, or temperature anomalies
- Log inspection findings in the project handover record · notify PRIVASEE® of any anomaly

**LONG-TERM OPERATION** PRIVASEE® smart film is rated for over 80,000 hours of continuous ON operation (per LP-002 — approximately 9 years at 24-hour use). No duty-cycle limitation imposed. The 2-year standard warranty applies regardless of duty cycle within the rated capability.

**7 · CLEANING CONTRACTOR ACKNOWLEDGEMENT**

Most damage to installed PRIVASEE® products comes from third-party cleaning contractors using inappropriate cleaners or methods. The cleaning contractor must formally acknowledge PRIVASEE® cleaning instructions BEFORE commencing work — and AGAIN on every material team change.

**CLEANING CONTRACTOR ACKNOWLEDGEMENT FORM**

<b>CLEANING COMPANY NAME</b>	
<b>COMPANY ADDRESS</b>	
<b>PHONE / EMAIL</b>	
<b>SUPERVISOR / RESPONSIBLE</b>	
<b>TEAM LEAD NAME(S)</b>	
<b>DATE OF INDUCTION</b>	

**UNDERTAKING**

*"I confirm that my team has read PRIVASEE® cleaning instructions in this Maintenance Guide, has been instructed to use ONLY Isopropyl Rubbing Alcohol 70% Solution Antiseptic-Disinfectant on a lightly damp lint-free microfibre cloth (sprayed on the cloth, never directly on the surface), and will follow all DO'S and DON'TS herein for the duration of our cleaning contract.*

*I undertake to re-induct any new team member added to this contract on the PRIVASEE® cleaning rules before they are assigned to clean PRIVASEE® installations."*

<b>SIGNATURE</b>	
<b>COMPANY STAMP</b>	
<b>DATE</b>	

**ON TEAM CHANGE** A re-acknowledgement signature is required from the cleaning company supervisor on every material team change (new team lead, new staff rotation). Failure to maintain a current signed acknowledgement on file may be considered when assessing warranty claims.

## 8 · WHEN TO CALL PRIVASEE® · TROUBLESHOOTING BASICS

### CONTACT PRIVASEE® IMMEDIATELY IF YOU OBSERVE

- Any visible defect, discolouration, or dark spots on the smart film / glass surface
- Edge silicone bead lifting, cracking, discolouration, or visible water ingress
- Switching failure — panel does not change state or only partial switching
- Power drive LED red (short-circuit detected) or no LED at all (no power)
- Bubbles, delamination, or peeling visible from a distance of 3 metres or more
- Any unexpected change in optical clarity (haze increase, transparency loss)
- After any third-party cleaning or maintenance event you suspect was non-compliant

### BEFORE CALLING, CHECK THE BASICS

- Is mains AC power reaching the drive? Check fuse / MCB
- Is the wall switch or BMS dry contact closing? (LED indication on drive)
- Has the cleaning team used non-approved cleaners? (Check acknowledgement form)
- Has any third party applied a film, sticker, or coating over the smart product?
- Has the drive been operating above +50 °C ambient? (Check enclosure ventilation)

### HOW TO REPORT A WARRANTY MATTER

Email [warranty@privaseegroup.com](mailto:warranty@privaseegroup.com) within 7 calendar days of discovering the issue. Include: project name, panel reference, defect description, supporting photographs, date the defect was first noticed, signed Installation Record (from the warranty document), and signed Cleaning Contractor Acknowledgement (from this Maintenance Guide). PRIVASEE® acknowledges within 5 business days. Full claim procedure is in the warranty document.

## Contact PRIVASEE®

For warranty claims, after-care queries, or any product concern:

CHANNEL	CONTACT DETAIL
<b>Warranty claims (email)</b>	warranty@privaseegroup.com
<b>General enquiries (email)</b>	info@privaseegroup.com
<b>GCC region phone</b>	+971 56 408 5804 · +971 4 883 9309
<b>EU/UK region phone</b>	[NEEDS INPUT — UK +44 phone number]
<b>GCC entity</b>	S O R S Reflective LLC, Dubai, UAE
<b>EU/UK entity</b>	SORS GT UK LTD, Manchester, UK
<b>Web</b>	www.privaseegroup.com

### COMPANION DOCUMENTS

CODE	DOCUMENT
<b>QUA-01a/b</b>	Warranty Policy (Smart Film + Smart Glass · GCC + EU)
<b>TEC-01a</b>	Smart Film Datasheet (FM-T91 / FM-T85SL series)
<b>TEC-02</b>	Smart Glass Datasheet (SG-01 / LG-01)
<b>Power Drive Manual</b>	PJ-D + DZD families · remote · BMS integration · commissioning
<b>TEC-06 / TEC-07</b>	Installation Manuals (when issued)

**PRIVASEE® · Smart Glass Systems · Engineered Privacy.**