

PRIVASEE® Smart Glass · Maintenance Guide

Cleaning · After Care · Cleaning Contractor Acknowledgement

Standard EVA Laminated PDLC Smart Glass (TEC-02 · SG-01 / LG-01)

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

This Maintenance Guide is for everyone who handles or cleans PRIVASEE® PRIVASEE® Smart Glass: 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 tempered glass outer surface (EVA + PDLC laminated inside), 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 — TEMPERED GLASS OUTER SURFACE (EVA + PDLC LAMINATED INSIDE)

The outer surface of PRIVASEE® Smart Glass is tempered Low Iron glass — robust to standard glass-grade cleaning. The EVA + PDLC layers are sandwiched INSIDE the glass and are protected from direct cleaning contact. The cut edges expose the EVA / PDLC stack, so edge moisture protection and silicone-bead integrity are critical to long-term performance and warranty validity.

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
Product name	Isopropyl Rubbing Alcohol 70% Solution Antiseptic-Disinfectant
Concentration	70% IPA + 30% water (pharmaceutical / antiseptic grade)
Why 70% (not 99%)	70% has water content that helps dissolve residues · 99% evaporates too fast
Dual purpose	Antiseptic + cleaner · ideal for healthcare, hospitality, F&B applications
Applies to	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 — TEMPERED GLASS OUTER SURFACE (EVA + PDLC LAMINATED INSIDE)**PHOTO** ✓

CLEAN_GLASS_microfibre_with_IPA.jpg
1:1 · 90×60 mm

Microfibre cloth lightly sprayed with IPA 70% — APPROVED

PHOTO ✓

CLEAN_GLASS_dry_wipe_finish.jpg
1:1 · 90×60 mm

Wipe in straight strokes — APPROVED

APPROVED CLEANING PRACTICES

- Power the smart glass OFF before cleaning is recommended (not mandatory) for routine surface care
- Use a clean, 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 — IPA 70% evaporates clean, no separate drying step
- Pay particular attention to the EDGE silicone bead — keep it intact and dry
- For heavy dust contamination, use low-pressure compressed air or a soft brush first
- Inspect the silicone bead at every cleaning cycle for cracking, lifting, or water ingress

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 — TEMPERED GLASS OUTER SURFACE (EVA + PDLC LAMINATED INSIDE)

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

PHOTO X

DAMAGE_GLASS_drench_at_edge.jpg
16:10 · 90x55 mm
Liquid pooling at edge — wicks into EVA

PHOTO X

DAMAGE_GLASS_abrasive_scrub.jpg
16:10 · 90x55 mm
Abrasive scrub — DAMAGES SILICONE SEAL

PHOTO X

DAMAGE_GLASS_ammonia_cleaner.jpg
16:10 · 90x55 mm
Ammonia cleaner — ATTACKS EDGE SILICONE

PHOTO X

DAMAGE_GLASS_razor_scraper.jpg
16:10 · 90x55 mm
Razor blade / scraper — SCRATCHES GLASS

PRACTICES THAT CAUSE DAMAGE

- Drenching the glass surface or cut edges with any liquid
- Cleaning fluid pooling at the glass edge — wicks into EVA / PDLC stack
- Abrasive sponges, scrubbing pads, scouring brushes, wire wool
- Ammonia-based, acidic, alkaline, or strong solvent-based cleaners (attack the silicone seal)
- Razor blades, scrapers, or hard tools on the surface
- High-pressure jet washing or steam cleaning
- Cleaning while the wall switch or remote is being operated
- Spraying cleaner directly on the glass — always spray on the cloth
- Third-party films, stickers, signage, or coatings on top of the smart glass

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
Standard interior partition / door	Every 3-6 months · routine glass-clean
High-traffic area (lobby, retail, hospitality)	Monthly · careful edge attention
Bathroom / wet area	Quarterly · edge inspection + careful drying
Façade / exterior	Per glazing-system maintenance schedule · always inspect silicone
Healthcare / clean room	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)**

- TOSSEAL 381 silicone bead at every glass edge **MUST** be intact for warranty validity
- Inspect silicone bead every six months — note cracking, lifting, discolouration, or water ingress
- In wet areas (bathrooms, exterior façades), apply additional waterproofing per project spec
- Never allow liquid cleaner to pool at the glass edge — even mild cleaners compromise silicone over time
- Re-sealing of failed silicone joints by PRIVASEE® or a PRIVASEE-approved contractor only · TOSSEAL 381 only

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

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

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."

SIGNATURE	
COMPANY STAMP	
DATE	

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

COMPANION DOCUMENTS

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

PRIVASEE® · Smart Glass Systems · Engineered Privacy.