



*Simplicity. Serviceability. Durability.*

## Important Reminder - Product Cleaning

AROW Global would like to remind you that when cleaning our Windows and Driver Protection Systems, **only a mild soap and water should be used, with the cleaning agent having a pH level between five (5) and nine (9).**

We recognize that due to the current Global Pandemic of COVID-19, properties have had to alter how buses are cleaned, in addition to the frequency of cleanings. Many cleaners currently in the market include harsh chemicals which can have a significant impact on our products, which include, but are not limited to delamination of glass and deterioration of adhesive bonds. **Failures due to the use of harsh chemicals are not covered under the AROW Global warranty policy.**

Some harmful cleaning agents that we have been made aware of include HaloMist and Oxivar Tb. These cleaning agents have been found to cause significant damage to the installed product which is not covered under your warranty.



Should you have any questions regarding the information provided please do not hesitate to contact someone on our team by emailing [askAROWGlobal@arowglobal.com](mailto:askAROWGlobal@arowglobal.com).

For all the latest product information, including specifications and instructional videos please visit our website [www.AROWGlobal.com](http://www.AROWGlobal.com).

Thank you