



## Water-Fed Pole Window Cleaning - Overview

The Window Wash Company use 'pure water' and water-fed pole systems (sometimes known as 'Reach & Wash') to clean windows.

### Details of our regular window cleaning service & 'frequently asked questions'

#### 1. What exactly is 'pure water'?

Our machines produce pure water either by passing tap water through resin crystals, de-ionising it, or through a special osmosis membrane to extract the minerals from the water (it is these minerals that leave a residue on the glass). The pure water is then stored in a tank on our vehicle, where it is pumped and passed through a hose, up a pole, to the brush head and onto the glass. It is the combination of friction from the brush bristles and the strength of the pure water that cleans the windows. To rinse, the brush is held a few inches away from the glass and after rinsing from top to bottom, the windows are left to dry naturally, streak free!

#### 2. Can you operate your WFP system in all weathers?

Pretty much so! As long as it is not torrential rain, dangerously windy or the water could freeze, we can still clean your windows, rain or shine!

#### 3. How often will you clean the windows in my area?

Most customers opt for a 6 week service. Due to work load we cannot offer 'one-off' cleans and we would expect customers to commit to the agreed schedule unless exceptional circumstances arise. If regular cleans are declined, we reserve the right to increase the charge originally agreed.

#### 4. The first clean is the worst clean.

The very first clean will be the worst clean as we will also clean the dirty window frames. These may continue to drip from vents after we have left. From the second clean onward, the best results will be seen.



#### **5. How can I pay?**

You can choose to pay by cash, cheque or bank BACS transfer. We will post an invoice with our full details through your door after each clean if you are not home.

#### **6. Do you let me know when you will be coming as I have locked gates?**

Yes, provided we have your contact details, we can call or text you the night before our visit.

#### **7. As we provide a 'duty of care' for our staff, we kindly request you observe the following:**

- Please ensure dog/cat mess is cleared from the areas we will need to access with our hoses.
- Please ensure all Velux windows are closed if possible on the day of the clean.
- Please make us aware if you have sensitive alarms that may be triggered by our cleaning.
- Where possible all work will be carried out from the ground. We reserve the right to decline cleaning higher windows that may be dangerous to access from longer ladders.

#### **8. Do you offer other services?**

Yes, we also provide a valet cleaning service for fascias, soffits, gutters, conservatories, solar panels and cladding etc. We also use the latest high-reach SkyVac systems to clear gutters and valleys of built up debris. The SkyVac systems use a wireless camera facility to ensure we can see and offer the best results.



**Steve Gordon – Senior Partner**