

Scratched glass in new construction is potentially a major issue for both of us.

Because I value your business, I have taken the time to put together this package which contains information that will educate you about this problem.

I urge you to take the time to read through all the materials so that you will be well aware of issues that can potentially affect both of us. Along with the information is a waiver similar to that which is already included on all of our proposals We require that the Waiver releasing XXXXXX Window Cleaning from liability be included in all contracts. Please sign and return the waiver to us for our records.

Our company will continue to make every effort to train and educate our staff members about potential glass issues and we will do everything we can to reduce the likelihood of encountering unnecessary damage. However, this problem is often undetectable until the damage has already been done. There are many variables that influence undetectable problems involving glass surfaces that are potentially revealed in the process of cleaning glass.

I would encourage you to visit the IWCA website, www.iwca.org for more information on glass issues and the ongoing research the IWCA is undertaking on high performance glass surface issues. You will also be able to access the job site protection bulletin released in 2010 by IWCA and GANA.

If you have any questions or would like to know more about this issue and what is being done to stop it, please contact me at your convenience. I would be happy to speak with you.