# Builder Information Packet Pages

**IWCA Builder Education Packet**

**Window cleaners** - Use a builder education packet to educate builders about potential glass problems before they become scratches. Download and print these documents, and send this vital information to builders in your area along with your proposal or marketing materials.

(Before discussing the issue with builders, we urge you to read the IWCA's [Talking Points](http://www.iwca.org/?GlassTalkingPoints) and to familiarize yourself with each item you intend to include in your packet.)

**Cover letter example**  
Paste one into your own letterhead and customize as needed.  
[**Cover letter A**](http://www.iwca.org/resource/resmgr/files/coverlettera.pdf) - includes your offer to help reduce likelihood of scratching

**Note:** As written, the cover letter refers to a glass scratch waiver that you have included. We include a sample waiver; the IWCA cautions that your own legal counsel should review all of your contracts and waivers.

**Suggested Inclusions**

**A copy of the joint IWCA/GANA job site protection bulletin, released in 2010.** [Web Link](http://c.ymcdn.com/sites/www.iwca.org/resource/resmgr/docs/const_site_protection_11.15.pdf)

**A copy of the revised joint IWCA/GANA Proper Procedures for Cleaning Architectural Glass Surfaces bulletin** [Web Link](http://c.ymcdn.com/sites/www.iwca.org/resource/resmgr/Glass/Proper_Procedures_Cleaning_G.pdf)

Your own tempered glass scratch waiver for the builder to sign.  
[**Click here for an example of a Cleaner to Builder liability waiver.**](http://www.iwca.org/?BuilderCleanerWaiver)

**Possible Damage Waiver example emailed separately.**

**This sample waiver is for informational purposes ONLY. The IWCA recommends you have competent legal counsel review any waiver you may deploy in your business.**

Your own marketing materials - brochure, business card, proposals, etc.

Talking Points Page

**Talking Points - Understanding and Explaining the IWCA Bulletin**

* For decades, scrapers have been used by the window cleaning, glass, and building industries. Millions of scrapers have been sold by suppliers to these industries, and to homeowners.
* Scrapers won’t scratch uncoated glass when properly used. They have long been a standard and practical method for removal of debris such as paint, adhesives, or stickers from uncoated glass, not only during construction cleaning, but throughout the useful life of the window.
* Scraping is often the most practical method for removing certain types of construction debris.
* Scraping is often the only practical method that will yield a client accepted result. Scrapers are used to remove larger pieces of debris. This labor saving method helps keep costs to the client down, and can reduce the need for more labor intensive restoration methods.
* Scratched glass is a major issue that has plagued all glass related industries.
* Window glass is technologically far more advanced than it has ever been, and those advancements bring changes in the way the glass should be transported, stored, protected, handled, and cleaned.
* The IWCA advises window cleaners to stay engaged with advancements in glass products and cleaning methods.
* The IWCA recommends a glass scratch liability waiver for all window cleaning contracts, including maintenance contracts when significant scraping may be needed.
* When construction window cleaners are asked to use alternative methods instead of scraping, the result may possibly not be satisfactory to the client. The IWCA recommends an open and honest dialogue regarding any cleaning methods used on glass, their potential results, and potential damage that may occur through no direct fault of the window cleaner.
* If construction window cleaners are required or requested to reduce scraping to a minimum, they should still require the builder to sign a glass scratch waiver.
* Protecting glass surfaces during construction is required under the directive of the joint IWCA/GANA bulletin “Construction Site Protection and Maintenance of Architectural Glass”, released in 2010. The IWCA also recommends protection of window frames, where warranted. Often, metal frames left unprotected are subject to irreparable damage or require expensive restoration be attempted.

Cover Letter A

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.