**Edited 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.**