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1 Explanation for customer



1: Odor problems during application

Explain as follows before the application because it smells Alcohol odor during the application

- •The coating doesn't contain any VOC like formaldehyde.

 If it is necessary, please show MSDS and Technical data for customer.
- To dry the coating surface, it takes 30minutes in summer or 1hour in winter after the application.

 After it dries, open all window glasses. Odor will be eliminated for 2 to 3 hours. If it can't open the window glass, Odor will remain until next day.
- It is better to bring coating solution to the customer before the application and confirm the smell at the meeting.
- The smell will remain in the whole room during application.



2: The problem of sticking dust

Explain the sticking dust to the applied glass.

•Small dust will be stuck on the applied glass until the surface dries for 30minutes to 1 hour.

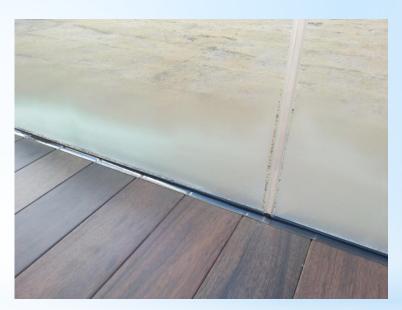
•The customer may observe some changes such as slight hazing, it is normal when you stand 1m from the applied glass. You look through the window rather than looking at the windows.



3: Humidity problem

The humidity should be less than 70% during the application. If the humidity is more than 70%, the coating film becomes white turbidity such as the below photos.





- Make sure the room has the air-conditioning.
- If there is no air-conditioner, please prepare Dehumidifier



4: The problem the temperature of room and glass surface

The room temperature should be less than 30°C, Glass surface temperature should be less than 35°C If the temperature is over 30 to 35°C, the coating film will show the unevenness. Please confirm the customers as follows.

- Cannot apply under the direct sunlight.
- •In Japan, we apply east side from the afternoon and west side Until sunset. Avoid the direction where the sun light enters.



2 Investigation at actual site



1: Check the window glass

- Measure the size of window glass
 (vertical and horizontal=m or feet)
 if there are many window glasses, we have to get blue print,
 then calculate.
- Check the direction of window glass and the entering time of solar heat into the room.
- •Confirm whether super hydrophilic primer can apply or not by applying to the corner and the center in a window glass. If it cannot apply some parts, you need to bring glass cleaning (degreaser).



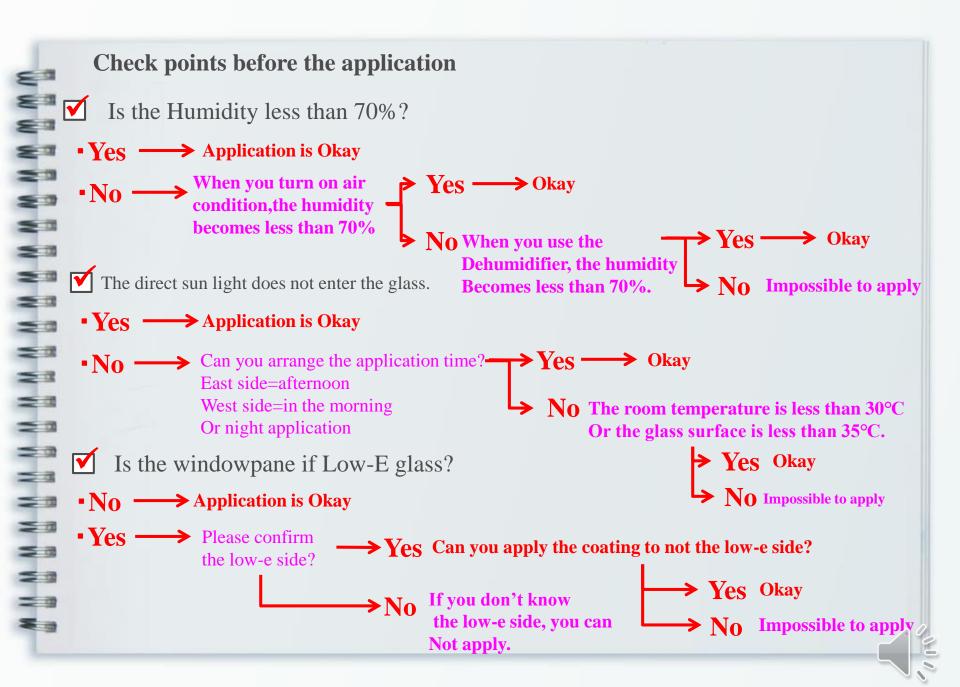
2: Survey the window glass

- Check the tint film already installed or not.
 If it is installed, you need to confirm whether it can remove or not. If not, you have to apply on the film.
 In this case, the durability is not long.
 It is same as the durability of film.
- Confirm there are no breaking and crack on the glass.
 Also the tar dust of cigarette and glue of Poster.
 If you find breaking or crack, you can't apply on that glass
 If you find tar dust or glue something, you might take time to clean up the glass before the application.



3 Application day







- Is there a film on the glass?
 - \bullet No \longrightarrow Application is okay
 - Yes —— Can you remove the film And apply to the glass?
- Is there any scratch on the glass?
 - **No** → Application is okay

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- Yes → You can not apply to the glass which has the scratch.
- Is the application from outside?
- \blacksquare No \longrightarrow Application is okay
- Yes \longrightarrow No rain on the application day \longrightarrow Yes Can you change the application day? Or the humidity is less than 70% → Yes Okay

Yes --- Okay

the durability of the coating will be shorten?

→ No Can you apply on the other side of the film?

 \rightarrow Yes \rightarrow Okay \rightarrow No Does the customer understand

→ No Impossible to apply

3 After application



1: Treatment of coated window glass

Tell below points to the customer

- Do not touch the coating surface on the application day.

 The coating surface is still wet and the dust will adhere
 for 30 minutes in summer, 1hour in winter after the application.
- •It will be okay to touch softly on the next day of application but Don't touch strongly until the coating film makes harden completely. 2weeks in summer / 1month in winter
- •Clean the coated window glass with water or neutral Detergent after completed dry out. Never use special detergent except neutral one. If use that, coating film will become soft and remove easily.