Care guide

Epic™ · 3M™ Window Film

Care & Cleaning

Keep It Clear. Keep the Warranty.

How to clean 3M window film, Fasara glass finishes and DI-NOC architectural finishes — and the few things that void a warranty.

The first 30 days.

Freshly installed film is still curing: the mounting solution evaporates through the film over the first weeks, and a light haze or small water pockets are normal while it does — faster in warm sun, slower in cold or shade, longer on thick security film. Do not press or squeegee the pockets, and do not wash the glass for the first 30 days while adhesion builds.

After 30 days: clean it like glass, gently

- **Cleaners 3M recommends:** Windex® Original or a similar glass cleaner; 3M™ Glass Cleaner Concentrate #1; isopropyl (rubbing) alcohol, diluted 2:1 with water; or water with a few drops of dish soap used with a squeegee
- **Tools:** a clean soft cloth or microfiber, good-quality non-abrasive paper towels, or a synthetic sponge and rubber squeegee — light wiping motion, then squeegee dry; never leave the film wet
- **Light pressure:** no vigorous rubbing or heavy pressure; the film is scratch-resistant, not scratch-proof
- **Seams and frames:** wipe along a film splice, not across it; use a separate towel for frames and sills, and separate cloths and buckets for inside and outside glass; no scraping at the attachment bead

Never on filmed glass

- **Knives, razor blades, scrapers, brushes, scouring pads** *They cut or scratch the surface and the edge*
- **Abrasive or gritty cleaners** *Powders, pastes and "heavy duty" sprays*
- **Any adhesive on the film** *Tape, stickers, decals, suction cups, hooks, Command™ strips — removing them damages the film and voids the 3M warranty*
- **Pressure washers or steam** *Water forced at the edge can lift the film or the attachment*
- **Cheap brown paper towels or newspaper** *They scratch; use cloth or good-quality towels*
- **Washing in the first 30 days** *Adhesion is still building*

If you are not sure

Call before you clean it	866.EPIC.117
Email a photo	sales@epiccos.com

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- Installations Done Right... *Every Time*
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- Integrity You can Count On
- 3M Platinum Elite National Dealer, Founding Member
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CERTIFIED EXPERT Film & Graphics Installation

Finishes, exterior film and when to call us.

3M™ DI-NOC™ architectural finishes

Walls, doors, columns and cabs refinished with DI-NOC clean like a painted or laminated surface. Dust with a dry microfiber; for marks, a soft cloth with water and neutral detergent, then dry. Wipe spills and hand oils promptly, with the grain on metallic and gloss finishes. No abrasive pads, scouring powders, solvents, bleach, strong alkaline cleaners or steam. Protect high-traffic corners with guards — DI-NOC is tough, not armor.

3M™ Fasara™ glass finishes

Cleaned exactly like window film: 30-day cure, soft cloth, glass cleaner or mild soap, no scrapers. Cut logos and room names are part of the film — do not pick at edges. Frost shows fingerprints more than clear glass; a quick dry wipe keeps it even.

Signs, numbers and decals: nothing sticks to the film

The most common damage to filmed glass is a sign, not a cleaner: tape, laminated notices, vinyl numbers and decals pull at the film when they come off. Nothing goes directly on the film except by Epic. We print door and classroom numbers, security and visitor decals, hours and notices on a film-safe media made to go over installed film — it holds up to daily use and peels off clean, no residue, no lifted edge. For one Colorado district Epic produced every campus's classroom numbering (double-sided), their entry security decals and reusable flyer holders this way. Send us the list before anyone reaches for the tape.

Exterior-applied film

Rinse with a hose at normal pressure, clean with a soft brush on a pole or a soft cloth and mild soap, squeegee dry. No pressure washers, scrapers, de-icers or solvents. Tell your window-cleaning contractor the glass is filmed; the same rules apply to them.

Security film and the attachment

The sealant bead at the frame is part of the system: do not cut, paint, caulk over or pull at it. Damaged bead, lifting edge or broken pane — leave it and call Epic. The film has done its job; the repair is a service call.

What voids a warranty

Adhesives of any kind on the film (tape, stickers, suction cups, hooks, Command™ strips), knives, scrapers and abrasives, pressure washing at the edges, paint or caulk over the film or the attachment, and repairs or re-work by anyone other than a 3M authorized dealer. Normal use, normal cleaning with the products above, and normal weather are what the 3M commercial warranty and Epic's 100% Customer Satisfaction Guarantee are for. Disinfecting: 3M™ Quat, Neutral Quat, HB Quat, RCT and MBS disinfectant cleaner concentrates are approved by 3M for use on film.

Something looks wrong? Send a photo.

A haze that has not cleared after 60 days, a growing bubble, a lifted edge, a scratch, a broken pane: email a photo and the address to **sales@epiccos.com**, call **866.EPIC.117 (866.374.2117)**, or use epiccos.com/service-request. A real person replies within one business day; a Certified Installation Specialist handles the visit.

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