

WINDOW CLEANING TIPS

Written by a Joe Polanski-Smith

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INTRODUCTION

First of all, thank you very much for purchasing this eBook. I know £1.49 isn't a lot of money to pay for this info. You may have even received this for FREE. So why am I selling it so cheaply or giving it away? I absolutely love what I do and generally want to pass on these window cleaning tips and knowledge that I have gained over a period of time.

You may already be a window cleaner or are just starting out. Whatever the reason, I hope you get a lot out of this and put it to good use. Again, thanks for your purchase.

There are going to be a few references to [eBay](#). I apologise. I started off my window cleaning business by purchasing all of my items on eBay and I seriously recommend you do the same, I think it's great. It has got to be, by far, the biggest marketplace on the web where you can purchase items cheaply!

You probably know all of this already and probably purchased this very eBook from eBay. No problem. If you didn't, please try it!

I've written several reports and eBooks on window cleaning, but found this one to be the most satisfying. Sure, there is a cost to the book, though, only to recoup my advertising costs in different media.

Once again, please feel free to distribute or sell this eBook too. I ask for no profits, they're for you to keep. The only thing I ask is that it isn't changed in any way, please.

Window cleaning tips is just the beginning. There are many things that haven't been mentioned here and many different scenarios you will more than likely encounter



Traditional Window Cleaning Tips

1. **Use The Right Tools** - First of all, use the right tools. Seems like a silly point to start off with. Trust me, there are so many people that start out and use the wrong tools in this business. If you can, use a professional squeegee, soap and applicators.
2. **A Clean Scrubber** – There are many window cleaners that start the job off with a dirty scrubber. Make sure it's a clean scrubber or lamb's wool applicator, sponge and/or porcupine cleaner. Put it this way - a dirty applicator can leave dirt behind on the window and a very unhappy client. All you need to do is rinse the scrubber frequently, if you are cleaning several windows - especially the really dirty windows.
3. **Holding the Squeegee Correctly** – Try and hold the squeegee at an angle so the water runs down the glass; I'd say a 45 degree angle. You don't want water flowing from both ends of the squeegee.
4. **Have A Selection Of Channel Sizes or Squeegees** – Throughout your window cleaning round, you're going to tackle many different types of windows coming in all shapes and sizes. Having a wide selection of channels or squeegees will help you no end.
5. **Wipe the Blade** - After each squeegee stroke, always wipe the rubber blade with your [lint free cloth](#). Placing a wet squeegee on the glass will leave a blade mark. You will get good at quickly wiping the blade.
6. **Don't Cut It In Too Close** – Try to overlap each squeegee stroke by about 1½ inches if you can. Angle your squeegee so the water flows towards the wet window surface on the window, don't cut in on the clean and dry area.
7. **Be Conservative With The Water** – What does that mean? Try not to use too much water when you're applying the scrubber to the surface. I know it's easier said than done, try practicing at home or on a friend's window to get this technique just right. You actually want the dirt to come off the window with this solution, but not too much that you've got your own water shower going on leaving water on the sills!
8. **Shake The Mop/Scrubber** – When you're cleaning windows outside, get rid of the excess water by shaking the scrubber in an upward/downward motion away from any windows. This will ensure the right amount of solution being applied to the surface.

9. **Use Less Water Inside** – If you've got a window cleaning job inside, use even less water than you would outside for obvious reasons.
10. **Remove The Clutter** – If you are cleaning inside, always remember to clear all items and clutter from the window sills (better still, ask your clients to do it). This makes your job ten times easier and allows a better clean.
11. **Mildew and Mold Remover** - I believe you can buy this at Screwfix.com for window sills - If you want to do a thorough and deep clean, try purchasing some and do a deep cleaning of the wood.
12. **Spray Bottle** – When you're cleaning inside, you may find it helpful to carry a spray bottle with some ready-made solution. Simply spray this solution onto your scrubber instead of using a bucket. It's a lot easier than carrying the bucket around with you!
13. **Detachable Holster** - Use a [detachable plastic holster](#) to carry your squeegee blade, mop and small razor. This will save you time going back and forth up your ladder or to your vehicle.
14. **Go Sideways** – I would recommend horizontal [squeegee](#) strokes where at all possible. If you are right handed, the left side of the window pane will have triangles of water left behind with each stroke, and if you're left handed, the opposite. You'll basically wipe these at the end with a final vertical stroke going from the top of the pane to the bottom of the pane.
15. **Don't Forget to Wipe the Edges** – Unfortunately, there may be times where there might be water marks or spots at the edge of the window pane. After all squeegee action is done, wipe the entire window sill with your [lint free cloth](#).
16. **Practice, Practice, Practice** – Did I mention this, "Practice"? When you first start out with the squeegee. You may struggle at first and find it extremely hard to control. Take a look at my other eBook [Advanced Window Cleaning](#) which I wrote for beginners and the [AdvancedPro Window cleaning](#) eBook for more in-depth instructions on using the squeegee and the water-fed pole.
17. **Squeegee and Mop** - If it's a hot day, there are a few window cleaners that don't even bother working since the solution you apply on the window dries too quickly, before you can use the squeegee. To prevent this, again, this is going to take a bit of practice. Try to apply your scrubber and squeegee simultaneously. That way, the solution applied to the window is immediately taken off using your squeegee.

18. **Take Care Of Your Equipment** – Please don't take that the wrong way ☺. I mean, look after your window cleaning equipment and if necessary, change your items regularly, especially squeegee rubber and applicators. This will help you cut down on your detailing, meaning you get the job done faster!

19. **Use [Microfibre Cloths](#)** - Microfibre cloths are now becoming the industry standard as they provide a chemical free cleaning solution (great for leaded windows). These microfibre cleaning cloths are wonderful for allergy and asthma sufferers, as well as anyone with multiple chemical sensitivities. Or, if you just want a healthier cleaning solution. Again, I purchase these from eBay.

The benefits: -

- * **No more paper towel waste**
- * **Reduced cleaning solution budget**
 - * **No chemicals involved**
 - * **No harmful fumes or vapours**
- * **Gentle to your hands and non-allergenic**
- * **Environmentally friendly - no chemically polluted grey water**
 - * **Shorten cleaning time by 30% to 50%**

20. **Keep You Cloth As Dry As Possible** – Try to avoid getting your dry cloth wet. I generally try to use it only for minor detailing.

21. **Use A Good Quality Detergent** - I personally use [Squeegee Off](#), but feel free to experiment with different solutions. It's worth trying out solutions designed specifically for window cleaning as fairy liquid can do the job and is great for dishes, but is far inferior for window cleaning use.

22. **Small, Sharp Razor** – Try and carry a small sharp razor blade in your pocket or pouch. On the odd occasion you're going to find bird muck and other delightful substances on the window. Use your blade (carefully) to remove these items. Then carry on cleaning as normal.

23. **Soak effected Area** - If you don't happen to have a razor with you, don't worry. It is best to soak the effected area for a few minutes, clean the other windows and return at the end. Your solution should have soaked through, enabling you to remove this a lot easier.

Water Fed Pole Window Cleaning Tips

Note: These tips are based on a trolley system which I recommend

1. Buy A [Water Fed Pole](#) – A little biased, I know, and a bit obvious. Being honest, I don't even use a squeegee anymore. Not since these little beauties were invented.

You can purchase your pole through: -

Pure Freedom - www.purefreedom.co.uk (Who I Use)

Window-Tools - www.window-tools.com

Streampole - www.streampole.co.uk

2. Remember to let your clients know that you are making the change over to this system. Simply explain how it works and tell them not to worry. Their windows will be left wet and the first couple of cleans may not be perfect (this is because years of soap and dirt have been ingrained into every nook and cranny, your [water fed pole](#) will rinse these away), just explain to the client that this may happen. Even offer to re-do the windows, if they are really bad.

Still unsure – Why not purchase the Window Cleaning Stationery Toolkit that has a pre-written letter explaining to your about the water fed pole and its use on their windows.

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3. There are a few ways in which you can store this water to use. You can either have your unit installed in your van attached to a long hose or you can use a trolley system where the only thing you keep in the van is water bottles. Check out www.purefreedom.com if you don't understand what I mean. They currently offer both systems and also install them for you.

4. My recommendation would be the trolley system. I feel it gives you greater flexibility and also allows you to get to those hard-to-reach places. They are building more and more new-build estates with townhouses. I find it so easy to wheel my water fed pole trolley around the back of the house, as opposed to running a hose pipe that gets stuck on everything, including the fence, dog kennel, garden ornaments etc, etc, etc. As always, the choice is completely yours!

5. The idea of the water fed pole is that it not only cleans the glass, you are also able to clean window frames and sills too! I usually clean the frames first, and then the glass and then the sills last. Whichever way best suits you, really.

6. When you're using your water fed pole, be careful not to get any water into the tiny air vents above the glass. These vents hold dust, dirt and grime piled up over the years. Getting your water in these is an absolute nightmare. You'll find yourself constantly rinsing the glass several times since the water will drip and drip and drip (probably all day) dripping dirty water back onto your nice clean windows. **YOU'VE BEEN WARNED!** 😊

7. To produce your pure water, you're going to need a DI-vessel and some filters. Again, there are many places that you can purchase these. I get mine from Pure Freedom. They have their own website and they also list on eBay, if you prefer to buy them this way. There's a fair bit you need to do to set them up. Whoever you choose to purchase these from should be able to help you in the set up process.

8. Your pure water has to be produced. I personally keep my pure water in my garage at the back of the house. If you have an office or another storage area, you may keep it there too!

9. Store your pure water in water butts. These water butts can be purchased from a good DIY store like B&Q or Focus. They are the same ones that can be found in the garden, used to collect rain water.

10. Don't store your pure water outside. Since we live in a relatively cold country, the water is likely to freeze, leaving it useless for you to use. Make sure your storage space is properly insulated and relatively warm.

11. Test The Water Purity – It's my advice to test and retest the purity of your water regularly with a [TDS Meter](#). Again, I bought my TDS meter at eBay. Feel free to shop around for these.

12. To avoid spotting, look after your brush and pole. At the end of the day a painter and decorator packs his tools away and puts his paint brushes in spirit so he can use them for the following day. Keeping your pole smooth ☺ and your brush well-rinsed will avoid spotting and your pole will last you much longer. I leave my water fed pole to soak in solution over night.

13. Using the pole is great if you don't get much exercise. Trust me; you're going to get plenty of exercise with this. You'll feel muscles in places you never knew muscles existed.

14. Even though the water fed pole is extremely flexible and allows you to get to those hard to reach places, there are some windows that you just can't get to. If you carry out a risk assessment on a new job and if you feel you can't clean a window safely, explain to your client that it won't be possible, but you can clean the rest of them.

15. When I'm cleaning windows, I always start at the top of the building on the left hand side and work my way over to the right. If there are several floors, then I just start at the top floor and work my way down each level until I get to the bottom.

16. This may sound stupid – make sure all windows are closed BEFORE you start cleaning any windows. When I get to a property, I check this first. If you find that a window is still open and the client is at home, simply ask them to close it. If they're not at home, gently pat the bottom of the window frame with your brush until the window is closed. (I take no responsibility in you breaking any windows. If you can't close the window, don't do that particular window☺)

17. Try obtaining a flow switch and putting it onto your pole. A flow switch will regulate the water flow going to the brush head. This will:

1. Save you water and
2. Stop you from stooping down or walking back and forth to your van

18. Don't rest your brush against the wall. It will damage your brush and isn't safe since it could topple over and hit someone.

19. If you are using a van system, make sure the system is professionally installed and safely secured in your vehicle. Most suppliers offer a fitting service and I recommend you take them up on this offer of fitting.

20. Carry as many spares as possible. The amount of time it takes to collect a forgotten item is too costly. If you're like me, you'll want to get your round completed as quickly as you can, so you can spend the rest of the time on marketing. Spares like a spare pole, pump, hose connectors are items you want to keep handy.

Pricing Tips

1. This is a hard one. If you're just starting out I suggest you call a few window cleaners in your area, or better still, get a friend to ring them and obtain quotes to clean their windows. This will give you an average price to charge and it also lets you know what your competitions are charging. You could even have a minimum charge. I must admit, I generally don't have a minimum charge as there are some houses that take me 5 minutes to clean. If my average price was £10, I wouldn't get the job.

2. Never give a price over the phone. Being honest with you, on the odd occasion I still do, and I pay for it. Clients will always tell you they've got a small house or a tiny conservatory. In my opinion, it's best to do a site visit and carry out a risk assessment on the property. Your client might have a small 3 bedroom house, but live in the most expensive part of the city. They might have a large house in cheapest part of town. You won't know how to price it until you get there.

3. I tell many of my students to refine your round and obtain work that is in close proximity to each other. This is good in theory, but I always take on work where I can get it. If a client calls, that's 20 mins in the van and it's worth £20 for 15 mins work, I'm there!

4. Don't be scared to bid for work at a fair price and lose it. In my experience, a window cleaner that undercuts you is probably not going to do a good job and probably won't be reliable. Keep a record in a diary to call this client back in 6 months time. I bet they haven't seen the window cleaner for a while, or they did a rubbish job!

5. Since you clean the frames and sills, this allows you to charge more. 😊 If you have a client querying your price, just advise them that their frames and sills will be cleaned each and every time. If they still complain, smile, leave your card and ask them to call you if they don't find another window cleaner.

Marketing Tips

1. I know it sounds funny, but try and have a uniform to wear. No, I'm not talking expensive gear, maybe a t-shirt or a warm top. I get my items from [Primitive state](#). Their customer service is great and delivery extremely fast!



Get them to emblazon “**PROFESSIONAL WINDOW CLEANER**” on the back of your garment with your telephone number on. Many of my new clients have come from this basic advert on my back. They have normally watched me over a number of months to see if I'm efficient and do a good job for their neighbour. I love this type of self-referral.

2. If you can afford it. Get your van sign written for the same reasons. In my book, it's free advertising and also makes you look much more professional!

3. Get some business cards and leaflets printed. I get my business cards and leaflets from [VistaPrint](#), who at the time of writing offer you 250 free business cards as an introduction. Again, their customer service is great and delivery is good too!

4. If most of your work is domestic window cleaning, hand out leaflets 10 doors either side of the house you've just cleaned and even across the road. Why, you might ask? Most new clients have had a window cleaner in the past and for some reason haven't got one now. I bet you that window cleaner did several houses in that area that you can pick up.

5. As mentioned before, more often than not, your client's neighbours will be watching you over a period of time, wanting their windows cleaned and being too scared to come out and ask you. By dropping a card through their door before or after you've cleaned the neighbour's house kind of breaks the ice a little bit.

6. I don't do a massive amount of commercial work, but if you do, the best way of getting new business is to pop along your high street or local offices (with your uniform on) and simply ask them if they need a window cleaner/

7. Get yourself a website. First of all, make sure the domain name (website address) is also available too at [123-reg](#). If you're based in the UK you'll want the “.co.uk” as well as the “.com” domain names. Whichever country you live you'll need the domain address that corresponds with your local area, i.e. Australia would be “.au”.

Click on the link below to find out if your domain name is still available. Domains get snapped up super fast, so if it is still available I'd purchase it straight away.



Window Cleaning Health and Safety Tips

First of all, click on the following links to obtain FREE downloads of these particular reports.

Safety in window cleaning using portable ladders

<http://www.hse.gov.uk/pubns/misc613.pdf>

Safety in window cleaning using suspended and powered access equipment

<http://www.hse.gov.uk/pubns/misc611.pdf>

Safety in window cleaning using Waterfed Pole Systems

http://www.nfmwgc.com/documents/Safety_WFP.pdf

1. Always carry out a risk assessment on each property. If you employ 5 or more people you must do this as well as creating a [health and safety policy](#).
2. Look after your hands. I use [neoprene waterproof gloves](#) in the winter.
3. Wear appropriate **PPE** (Personal Protective Equipment). **PPE** is defined in the Regulations as 'all equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work and which protects him against one or more risks to his health or safety', e.g. safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses.

Feel free to download this document for free.....

<http://www.hse.gov.uk/pubns/indg174.pdf>

4. Carry out regular, documented ladder checks, if you use a ladder. This is not only important for you, but any employees that you may have!

5. If you are using a water fed pole, you're going to have a trailing hose of some sort. Make sure the hoses are covered with matting in front of public entrances and public pavements. Where at all possible, use safety signs where floors may be wet and slippery. If you are cleaning in the winter, purchase some industrial salt for walkways and paths that you got wet.

6. Make sure you have public liability insurance and employers liability if you employ others. This is paramount if you want to be taken seriously whilst keeping you safe at the same time!

Round Organisation Tips

1. The first thing you need to do is buy the window cleaning software called George which you'll find at www.georgesystems.co.uk . I tried all the window cleaning software out there, and this is by far the best software.

This software is fantastic.



George the Window Cleaner's Assistant makes it easy for you to automate your Window Cleaning business. It provides you with up to date Work Lists, Debt Lists, detailed earnings, takings and profitability information and ensures no Job is ever overlooked and no Debt ever goes unrecorded.

The system has been designed to be as easy to use as possible, and has a number of features to reduce your effort to the minimum.

George is available as a [FREE Download](#) allowing you to evaluate it at your own pace in your own business. If at any time you decide you don't want to continue using George there is a free Data Export utility available to export your data to a spreadsheet so you can still use the information you have entered over the free trial.

**Don't take my word for it - see how George can make life easier for you
download the [FREE Evaluation System](#) now!**

2. Plan your day so that it's comfortable. If you can clean 20 windows a day, don't bother booking in 25.

3. Things always crop up, so it's best to start your day as early as possible. I tend to be at my first clean by 8.30am. Not only does this give me a nice early start. Your clients should have left for the day or just about to leave. Either way, you're not waking them.

4. I call all of my clients the night before I clean their windows. Well, that's not strictly true. I send them a text message notifying them that I'll be calling round the next day and to leave the back gate open.

In my experience, unless you've had an existing client for years who has their windows cleaned like clock work, it's a nice touch to inform them of your arrival. Don't worry, 95% will be happy for you to come and clean their windows, and the other 5% are so happy with the job you did last time, they only want it doing every other month. (You can't win them all☺).