



Quality Tools for Smart Cleaning™

UNGER STINGRAY®

# Frequently Asked Questions

## GENERAL

### How much glass can I clean with one Glass Cleaning Pad (SRPD1) before it needs to be washed?

- With low to medium dirt levels, one pad can be used to clean up to 1,800 sq. ft.

### How many times can I wash the Glass Cleaning Pad (SRPD1)?

- Up to 200 washes at 200°F/93°C. **Do not use bleach or fabric softener.**

### How much glass can I clean with one pouch of Stingray Professional Glass Cleaner (SLR02)?

- With low to medium dirt levels, one glass cleaner pouch can be used to clean up to 1,600 sq. ft.

### How much glass cleaner should I spray?

- A one second spray dispenses enough solution to clean about 10 sq. ft. of glass.

### What type of glass cleaner is included with the Stingray?

- 3M Scotchgard™ Glass Cleaner and Protector - cleans and protects for longer lasting shine.

### What surfaces can I clean with the Stingray?

- This system cleans and protects glass and other silica-based surfaces like uncoated granite, ceramic and porcelain. The Stingray also cleans **but may not protect other surfaces** such as stainless steel, chrome, aluminum, plastic, and acrylic glass. **Not** intended for automotive, inside aquariums or eyewear use.

### Can I use different brands of cleaning solution and pads with Stingray?

- **NO.** Stingray refills (SLR02) are specially designed to work together to clean your glass. Using other brands or refills may damage the Stingray or harm your glass and will void your warranty on the Stingray. Use only Unger Stingray refills.

### Can I store the Stingray with the glass cleaner pouch attached?

- **YES.** Store the Stingray upright. If storing the Stingray unit for a long period of time, remove batteries to prevent corrosion. Do not store below 32°F/0°C. Stingray can be stored on the Unger Hang Up.

### What type of batteries does the Stingray use?

- 2 - AA Batteries (alkaline, heavy duty or rechargeable) are included with kits.

### How high can I clean with the Stingray?

- You can safely reach up to 18' from the ground without the use of lifts or ladders.

### How can I get more Glass Cleaning Pads and Glass Cleaner?

Contact your distributor to order refills.

### Is the Stingray Cleaning Liquid California Proposition 65 Compliant?

This product does not contain any Proposition 65 chemicals.

# Frequently Asked Questions (FAQs)

## TROUBLE SHOOTING

### Stingray won't spray.

The main reasons the Stingray won't spray:

- Check that the pouch is full and securely inserted.
- Check that the black O-Ring is in place and not damaged.
- Check that the batteries are installed properly or replace batteries if motor still does not run.

### Heavier dirt and grime not removed.

Use a glass scraper to remove extra debris or spray the stubborn areas and allow solution to sit for a few minutes. Replace pad if it is heavily soiled.

### Stingray leaks.

Check to make sure pouch is firmly and fully inserted over the O-Ring.

### Glass is hazy and/or cloudy.

The main reasons you may experience hazing after cleaning with Stingray are:

- Cleaning in direct sunlight particularly on hot glass

WHAT TO TRY: Flooding Technique for Hot Glass/Direct Sunlight

- Microfiber pad has become saturated with dirt or unknown product previously used on the glass.

### FRESH PAD

- Use a fresh microfiber pad, especially if areas of hazing or streaks begin to show up as you progress through the task.
- On hot glass, the water in the cleaning liquid tends to evaporate faster than the other cleaning ingredients with a lower evaporation rate which can look like a residue.
- By "Flooding" the glass with more product than usually necessary and wiping it down to avoid the evaporation differences of the different ingredients you should have a streak free result.

### ADDITIONAL TIPS

- Generally on glass that has already been cleaned with the 3M liquid less is more. Due to the extremely hydrophilic nature of the cleaner a small amount of product will be able to provide a clean streak free surface on a larger area than you are used to.

### GLASS WITH FILM

- The glass cleaner is safe for use on 3M films. For any other manufacturer's films there is no technical reason it should not work. Be certain that damaged areas or anywhere that should not get wet the cleaner should not be used as it could affect adhesion. If this occurs happening on films, we suggest working from the center to the outside of the film to leave as little residue as possible on the film.

### I have additional questions that are not on this list.

Contact Unger Customer Service at 1-800-431-2324 or [unger@ungerglobal.com](mailto:unger@ungerglobal.com)