



Quality Tools for Smart Cleaning™



Frequently Asked Questions (FAQs)

Stingray Refillable Questions

How much glass can I clean with one Glass Cleaning Pad 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?

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

Are the QuikPads recyclable or biodegradable?

Unfortunately, they are not.

Can you wash or rinse the QuikPad to reuse?

No. QuikPads are solely meant to be disposable. Dispose after pad is visibly saturated with dirt.

How much area can I clean with one QuikPad before replacing?

Up to 150 square feet

How high can I clean with the Stingray?

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

What type of batteries does the Stingray use?

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

Glass Cleaning Pad/QuikPad Questions

How much glass cleaner should I spray using a QuikPad?

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

Can I store the Stingray with the glass cleaner bottle attached?

Yes. Store Stingray upright. If storing the Stingray 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.

Can the 3M pouch and/or refill bottle be used in any Stingray unit?

No. The 3M pouch will not fit properly in the Refillable System- only the intended bottle.

Can I use any cleaning liquid in the refill bottle?

Do not use liquids other than conventional multi-surface or window and glass cleaners. DO NOT USE with concentrates, creams, gels, abrasive formulas or chemicals containing bleach.

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How can I get more Glass Cleaning Pads or QuikPads?

Contact your distributor to order refills.

I have additional questions that are not on this list.

Contact Unger Customer Service at 1-800-431-2324 or unger@ungerglobal.com

Problems & Solutions

Stingray won't spray.

Check that the bottle is firmly and fully 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 its heavily soiled.

Stingray leaks.

Check to make sure bottle 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
- Pad has become saturated with dirt or unknown product previously used on the glass.

WHAT TO TRY:

Flooding Technique for Hot Glass/Direct Sunlight

- 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.

FRESH PAD

- Use a fresh microfiber pad or QuikPad, especially if areas of hazing or streaks begin to show up as you progress through the task.