



# Architectural Glass Polishing Restoration, Graffiti & Scratch Removal

*Restoration NOT Replacement*  
[www.glass-metal.com](http://www.glass-metal.com)

# The Service One Solution

Our process combines experience and innovative technology for distortion-free results:

- Safe on heat strengthened, tempered glass, curved glass, and glass furniture
- Multi-Step process can remove most scratches
- Distortion free Results
- Photographic documentation and Insurance claim processing
- Quick response time for removal- usually within 24 – 48 hours

Service One processes consist of mechanical and hand polishing of architectural glass using inert, nonreactive microcrystalline abrasives. Different stains and deposits may require organic solvents, but we will never use hydrofluoric or hydrochloric acids.



## Service One's technicians expertly restore all types of architectural and marine glass, including:

- Acid etched graffiti and scratch removal
- Hard water deposits and silicate runoff from glass and stone
- Scratches and damage caused during construction on installation
- Grind marks from sanding, grinding, or painting of adjacent surfaces
- Restore clarity to display cases, glass tables, historic curved glass, and art glass
- Restore revolving doors and swing door glass to "like new" condition
- Low E, hard coats and soft coated metallic tints can all be restored
- Distortion and roller marks from low quality tempering process
- Weld Splatter (Some defects may require replacement)
- Damage from razor blades or improper cleaning
- Glass corrosion and oxidation stains
- Damage from fabrication debris
- Restore clarity to display cases, glass tables, historic curved glass, and art glass
- Restore revolving doors and swing door glass to "like new" condition



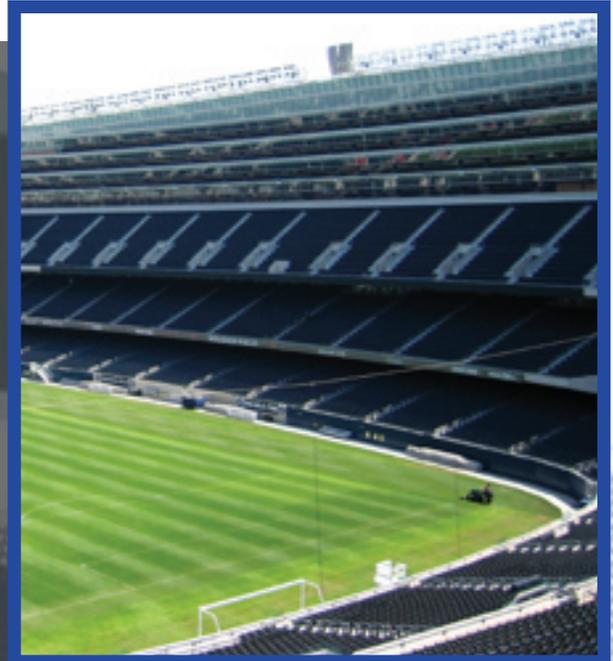
*On the cover: The 1170 foot tall Vista Tower project*

# Project Summaries

## Soldier Field

Service One performed the construction cleaning on this iconic stadium; the skyboxes' glass is among the most expensive in the world. Fabricated in Europe, in fully tempered, special non-reflective metallic coatings provide an optically transparent window, with minimal glare, so the reflective images do not interfere with the players' or fan experience.

Each window costs over \$25,000 to replace, and special care is required due to the side one coatings, use of chemicals, or razor blades that would destroy the finish. Service One has been cleaning the stadium glass since its renovation in 2004.



## Old Colony Building

On South Dearborn in the Chicago's Historic District at Printers Row, the Landmark Old Colony Building was completed in 1894 and designed by famed architects Holabird & Roche, at 17 stories (215 feet).

The building sat vacant for over ten years, with restoration started in 2015. With Landmark status, the original glass had to be retained. The new owners relied on Service One's expertise to carefully restore years of neglect, mineral deposits, and hydrofluoric acid etching from the extensive terra cotta restoration.

The 1894 original monolithic annealed glass was restored by hand and with mechanical polishing, including the corner bays' curved glass. The project took over 1000-man hours.



# Project Summaries

## Marriott Marquis Chicago

Nearly 500 feet tall, rising 40 stories above nearby McCormick Place, this colossal project contains 1,205 guest rooms and thousands of windows. The building's dark blue glassy facade is punctuated by a bright red Marriott 'M'.

Clark Construction called on Service One in 2018, when the building construction was completed to restore the glass using the safest methods. It became stained with tenaciously adhered silicate deposits due to the highly reflective, Low E hard coated glass installed over a 2-year construction cycle. Even through the glass was new, it took a six worker crew over six months to restore the glass.



## The Reliance Building

Constructed in 1894 by the famous architects Burnham and Root and considered one of the birthplaces of the "Chicago style" bay window. At 202 feet tall, it is among the first high rise buildings constructed in the US.

Service One was contracted in 1994 during its renovation to remove acid etching caused by the terra cotta restoration and oxidation from years of sitting vacant.



## Hubbard Place

Hubbard Place is a 43-story, 450-unit apartment tower in Chicago's River North completed in 2013. The general contractor faced challenges, as the "window washing contractor" they hired used metallic scrapers on the construction cleaning, resulting in millions of dollars in damaged, scratched glass.

Service One was contracted to mechanically polish and restore over 2200 lites. The three-year glass restoration project took nearly 12,000 hours, with a 92% success rate, saving the bonding company millions in replacement costs. The 8% of the lites that required replacement cost an additional \$1,000,000.



# Professional Results

*From over three decades of service.*



**The Rookery Building**  
*Chicago, IL*

**Restoration Cleaning of Glass Restoration** on this historically significant property designed by famed architects Burnham & Root and Frank Lloyd Wright (1891)



**Roosevelt University**  
*Chicago, IL*

**Final Construction & Contract Cleaning** on this 32-story, architecturally distinctive building.



**United Airlines Terminal One**  
*Chicago, IL*

**Six Month Restoration Project** of glass and metal inside and out. Contract cleaning of glass for United Airlines.



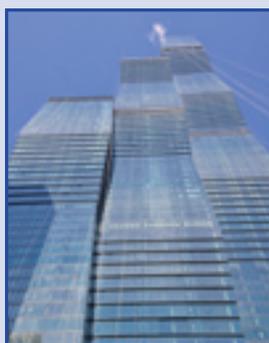
**Chase Tower**  
*Chicago, IL*

**Glass Polishing & Restoration** of 560 windows due to sandblasting damage on this 850 foot tall Chicago landmark



**The Legacy at Millennium Park**  
*Chicago, IL*

**Glass Polishing and Restoration** of 85 glass lites scratched during construction



**St. Regis Chicago (Wanda Vista Tower)**  
*Chicago, IL*

**Construction Cleaning and Stain Removal** on this 1,198 foot tall tower with over 777,000 square feet of glass. Designed by Studio Gang Architects, it is the tallest structure in the world by a woman & 3rd tallest in Chicago.

## THE RISKS OF HYDROFLUORIC ACID

***Why Service One will not use harsh acids to restore glass***

Service One warrants that we will it will never use hydrofluoric acid, bi-Flouride of ammonia or products sold under trade names such as Winsol (CCS 550), "Aluminu," "Trailer Wash," or similar on your project, as these are potent acids that are short term fixes that ultimately are destructive methods. When used to clean architectural glass, it dissolves a microscopic layer of the glass. It can appear to remove stains quickly and with less labor, but is actually damaging your glass. It is also problematic for adjacent materials, including metal mullions, stone, skylights, and other façade and sealant materials. They may impact landscaping and other window component warranties.

Hydrofluoric acid is not safe when used above or around landscaping, glass canopies, or skylights. The runoff or "drift" will damage metals and tinted glass coatings. The collateral damage to aluminum or painted window frames and "etching" of pre-cast, concrete, or any natural stone, including limestone and granite, is likely.

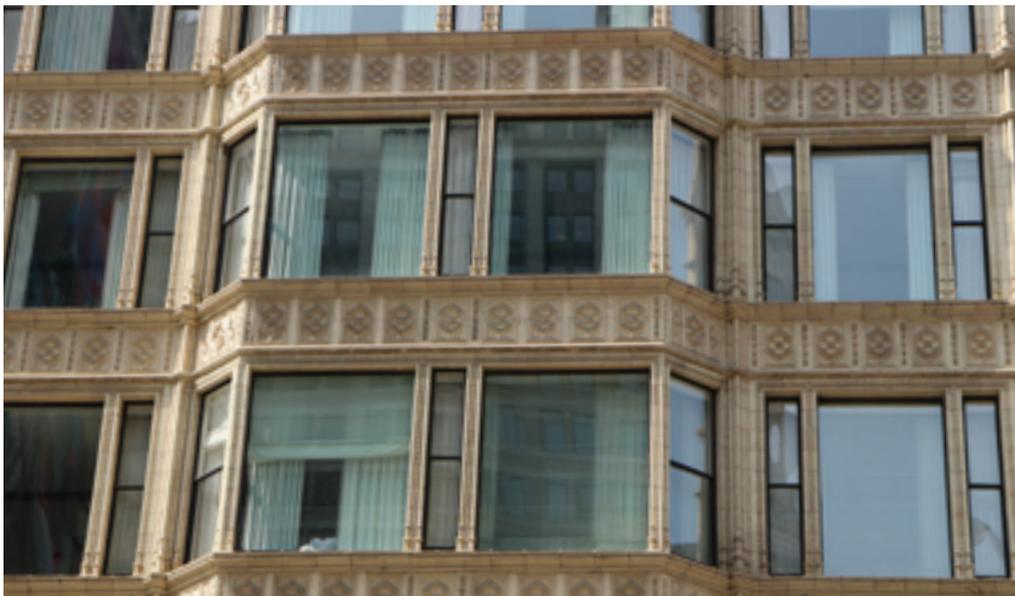
The number of lawsuits involving glass cleaning workmanship claims due to improper use of this acid and razor blades has skyrocketed in recent years. It has caused millions of dollars of damage to real property. Our experienced restoration crews employ only safe restoration methods that will not harm the workers or the glass.



# Experience you can trust.

*Service One, Inc., the recognized name in window cleaning, scaffolding, rigging, and equipment access, also provides innovative Glass Restoration Services.*

## CALL FOR A FREE ESTIMATE



- *Final Construction Cleaning of Glass*
- *Chloride Free & Acid Free Restoration*
- *Glass Polishing*



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40 years of experience restoring glass of historical landmarks and commercial glass, and scratch-free construction cleaning of architectural glass and metal.