



WINDOW CLEANING

Commercial Window & Glass Maintenance Planning Guide

For property managers and facility directors. Covers storefront cleaning frequency, multi-level building access, maintenance contract structuring, post-construction glass restoration, and compliance with safe-access requirements.

Safe

Access Certified

All

Building Heights

Post

Construction Restore

Annual

Contract Programs

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SECTION 01

Why Window Maintenance Is a Property Management Priority



Clean storefronts and commercial glass directly impact tenant satisfaction and property value.

For commercial property managers in North Bay and Sudbury, window maintenance is a direct driver of tenant satisfaction, lease renewal rates, and property valuation. Clean windows signal that a building is professionally managed — dirty windows signal the opposite, regardless of how well the interior is maintained.

Business Impact of Window Maintenance

- **Tenant satisfaction:** Surveys consistently rank building appearance — including window cleanliness — among the top five factors in tenant lease renewal decisions.
- **Retail performance:** Storefront window cleanliness directly affects customer perception and retail dwell time. Dirty glass reduces perceived store quality.
- **Property value:** Well-maintained building exteriors achieve higher capitalization rates and appraisal values.
- **Glass preservation:** Commercial glass at ground level accumulates chemical deposits from exhaust, de-icing salt spray, and hard water runoff. Without regular removal, these deposits etch the glass permanently — requiring expensive restoration or replacement.

SECTION 02

Frequency Planning by Building Type

Commercial window cleaning frequency should be driven by building type, exposure level, and tenant expectations. There is no single standard – a medical clinic has different requirements than a warehouse office.

Building Type	Exterior Frequency	Interior Frequency	Notes
Retail storefront	Monthly	2x monthly	Customer-facing – highest standard
Professional office (lobby)	Monthly	Quarterly	Lobby glass monthly; upper floors quarterly
Medical/dental clinic	Monthly	Monthly	Cleanliness signals critical to patient trust
Industrial/warehouse office	Quarterly	Semi-annually	Lower occupant expectation; volume pricing
Multi-tenant residential	Semi-annually	Tenant responsibility	Common area glass; window glass semi-annual
Institutional (church, school)	Semi-annually	Semi-annually	High ceilings and large glass panels common

SECTION 03

Multi-Level Access Methods



Commercial window cleaning above three storeys requires specialized access equipment and certified crews.

Multi-level commercial window cleaning in North Bay and Sudbury is governed by Ontario's Working at Heights regulations under the Occupational Health and Safety Act. Any window cleaning above 3 metres requires documented Working at Heights training, appropriate fall protection, and equipment inspections.

Access Methods by Building Height

- 1 Ground Level (0–3m)**
Extension poles with water-fed pure water systems. No ladder required for most ground-floor glass. Fastest and most cost-effective method.
- 2 Low Rise (3–6m)**
Stabilized extension ladders and extension poles. Working at Heights training required. Most suburban commercial buildings in North Bay and Sudbury.
- 3 Mid Rise (6–15m)**
Aerial work platforms (scissor lifts or boom lifts) or rope access systems. Equipment transport and setup add to cost and scheduling lead time.

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High Rise (15m+)

Building-integrated anchor systems, rope descent, or building maintenance units (BMUs).
Specialist crews; annual frequency typical.

Binx Capacity

Binx provides certified commercial window cleaning in North Bay and Sudbury for buildings up to 6 storeys using extension systems and aerial work platforms. For buildings above this height, we coordinate with certified rope-access specialists.

SECTION 04

Storefront and Retail Glass

Storefront glass is the highest-frequency commercial window cleaning application. It is also the most visible — customers interact with it directly and form instant quality impressions based on its cleanliness.

Storefront Cleaning Standard

- Exterior glass — streak-free, no smudging, no water spots
- Door glass (both sides) — fingerprint and push-plate marks removed
- Interior glass — cleaned matching exterior standard
- Frames and surrounds — wiped clean, no dust accumulation
- Door thresholds — free of grit and debris that scuffs incoming customers
- Transom and sidelight panels — included in each visit, not skipped

For retail clients in North Bay and Sudbury, Binx offers a monthly storefront program with scheduled visits and a callback guarantee — if glass shows streaking or spotting within 48 hours of a visit, we return at no charge.

SECTION 05

Post-Construction Glass Restoration

Post-construction glass contamination is one of the most challenging commercial window cleaning scenarios. Construction generates an extraordinary range of glass contaminants — silicone overspray, paint, mortar splatter, adhesive residue, stucco, and mineral deposits from concrete dust that can bond permanently to glass within days of contact.

Common Post-Construction Glass Contaminants

Contaminant	Removal Method	DIY Risk
Silicone overspray	Razor blade + solvent, careful technique	High — scratches glass if done incorrectly
Paint splatter	Razor blade at correct angle + solvent	High — razor use requires training
Mortar / concrete	Diluted acid wash (muriatic or oxalic)	Extreme — acid handling requires training
Adhesive residue	Solvent-based adhesive remover	Moderate — solvents can affect seals
Stucco splatter	Careful scraping + acid wash	High — easy to scratch
Mineral/hard water	Acid wash + polish	Moderate — acid handling

Timing Is Critical

Post-construction glass cleaning should be scheduled within 30 days of construction completion. Contaminants that are removable at 2 weeks may be permanently bonded at 2 months. Include post-construction glass cleaning in your project closeout schedule, not as an afterthought.

SECTION 06

Hard Water and Environmental Deposit Removal

Commercial buildings in Northern Ontario accumulate environmental glass deposits from multiple sources: hard water runoff from concrete and masonry, road salt spray at ground level, industrial and vehicle exhaust deposits, and biological deposits from trees and birds.

Environmental Deposit Treatment Protocol

- Stage 1 assessment: Inspect glass for deposit type and severity before selecting treatment. Incorrect product selection can worsen deposits or damage glass.
- pH testing: Test deposits with pH strips. Alkaline deposits (concrete, mortar, mineral) require acid treatment. Acidic deposits (tannins, organic) may respond to alkaline cleaners.
- Acid treatment (stage 1–2 mineral deposits): Diluted oxalic or hydrofluoric acid applied with appropriate protective equipment. Requires trained technicians.
- Mechanical polishing (stage 3 etched deposits): Cerium oxide compound applied with variable-speed polisher. Removes surface etching but cannot restore glass that has been chemically bonded through the surface.

SECTION 07

Insurance and Safe-Access Compliance

Hiring a window cleaning company for commercial elevated work creates liability exposure for the property manager if the contractor is not properly insured and trained. Understanding the compliance requirements protects you.

What to Verify Before Hiring

- Commercial general liability insurance – minimum \$5 million for elevated commercial work
- WSIB clearance certificate – current, not expired
- Working at Heights training certificates for all crew members performing elevated work
- Equipment inspection records for ladders and aerial work platforms
- Fall protection plan specific to your building
- Proof of rope access certification if rope techniques are used (IRATA or SPRAT)

Binx Professional Cleaning provides all required documentation before commencing any elevated commercial window cleaning in North Bay or Sudbury. We are fully compliant with Ontario Working at Heights requirements and carry appropriate commercial insurance for elevated work.

SECTION 08

Contract Structuring for Commercial Window Care

A well-structured commercial window cleaning contract protects both parties, defines the service standard clearly, and provides a framework for managing the relationship over time.

Key Contract Elements

- Scope definition: Exactly which glass surfaces are included — exterior, interior, storefront, lobby, upper floors, skylights. List them explicitly.
- Frequency and schedule: How often each surface type is cleaned and how scheduling is coordinated.
- Access requirements: Who provides access, timing, any security protocols.
- Quality standard: The standard each surface must meet at completion — streak-free, no spotting, frames wiped.
- Weather provisions: What happens when weather prevents scheduled work — reschedule policy, notice requirement.
- Insurance provision: Contractor must maintain listed coverage minimums throughout the contract term.
- Callback clause: Conditions under which the contractor will return to re-clean at no charge.

SECTION 09

Annual Maintenance Planning Template

Use this template to build your building's annual window maintenance plan. Complete during your Q4 planning cycle for the following year.

Property Information

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Glass Inventory

Zone / Surface	Pane Count	Height	Access Method	Annual Frequency
Ground floor exterior		Ground	Extension pole	
Upper floor exterior				
Lobby interior		Ground	Standard	
Storefront		Ground	Extension pole	
Skylights				

Annual Budget Estimate

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ABOUT BINX

Why Clients Trust Binx Professional Cleaning

\$	W	Q	G
\$5M	WSIB	Quality	100%
Liability Insurance	Full Coverage	Audit Verified	Green Certified

Binx Professional Cleaning is a locally owned and operated cleaning company serving North Bay, Sudbury, and surrounding communities in Northern Ontario. With 70+ trained cleaning professionals, we deliver consistent, verified, and insured cleaning services to over 200 commercial and residential clients every week.

We are proud partners of Cleaning for a Reason, providing free cleaning services to cancer patients in our community. We use 100% green-certified Green Cleaning Chemical products across every account. Every cleaning visit is verified through our Quality Audit inspection platform – so you never have to wonder whether the work was done.



Commercial Window Maintenance — North Bay & Sudbury

Binx provides commercial window cleaning programs for buildings of all sizes across Northern Ontario.

Request a property assessment at binx.ca.

Get a Free Quote — binx.ca/contact

North Bay
1315 Hammond Street
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