

**CRYSTAL CLEAR**  
**WINDOW WORKS**  
— AUTHORIZED DEALER

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# the healing FAQ

Crystal Clear Moisture  
and Damage Control System

**Customer Fact Sheet**

Thank you for applying the Crystal Clear Moisture and Damage Control System to your windows. In so doing, you have started a natural healing process that will not only restore the window's aesthetics, but also return insulating value and prevent future damage to the sealed unit.

Most importantly, you have restored your windows without the significant environmental costs of manufacture, transport, and dumping.

### ***So now that I feel good, why is there still moisture in my window?***

Remember, your sealed unit has years of accumulated moisture inside it. Consider that just one drop of this moisture can create a 3 inch fog patch on glass.

During the weeks following service, your windows will go through a "healing" process. Let's review the natural cycle to understand what caused your sealed unit to fail, and how the same cycle contributes to the healing process:

When radiant energy (like the sun's direct energy or heat from inside the home) comes into contact with a thermal unit, the associated rise in

temperature between the panes of glass makes the air molecules more active and builds pressure in the chamber and on the seals. Conversely, as the temperature drops, the air molecules become much less active, exerting a negative pressure on the glass and seals. This 'solar pumping' is often the main contributor to the unavoidable diffusion of air into a window's interior chamber.

As air travels into the chamber, it continually adds moisture to the sealed unit. Every window is built with a moisture absorbing compound hidden inside the spacer that serves to hide moisture. But this compound has a saturation point and once reached, the window can't hold any more moisture. This is when the moisture becomes visible, adhering to the panes of glass.

Following the Crystal Clear restoration, this cycle of accumulating moisture is reversed. Now, when radiant energy hits the 'curing' window, the pressurized vapor is vented through the Defogger™ valve. In a short time, moisture is completely expelled from the environment. The vented unit will no longer accumulate excess moisture and has recovered insulating properties because the air space is now dry.

### ***How long will the moisture remain?***

Every sealed unit is unique and it is difficult to predict the healing period. Some of the variables to consider are the size of the window, the amount of moisture present to begin with, the construction of the window (swiggle seal or channel frame), the orientation of the window to daytime sunlight, and weather conditions such as humidity levels and temperature.

After 12 weeks, if you continue to have concerns about the process operating properly, just call and we will send a Certified Technician to inspect the repaired windows. If we determine that the window needs additional service, we can apply one of our many re-service or drying applications to help the process along.

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