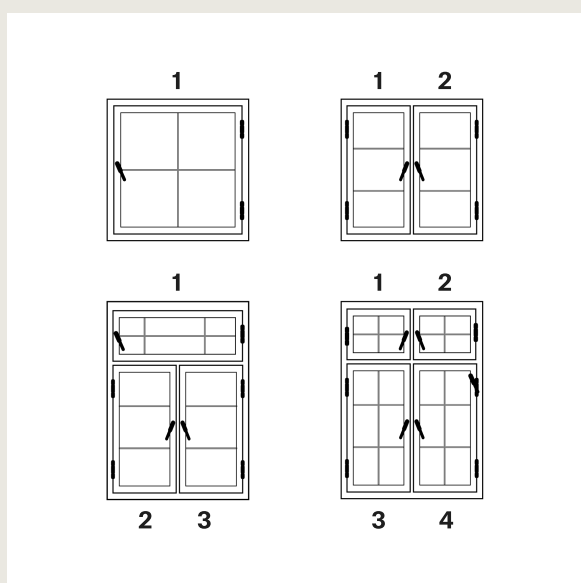


# How you count windows

To ensure we deliver a first-class service for you, it's important to know the number of windows to be cleaned. This guide explains what counts as a window and how you can easily specify the correct number for your booking.

## Windows with mullions



### What are windows with mullions?

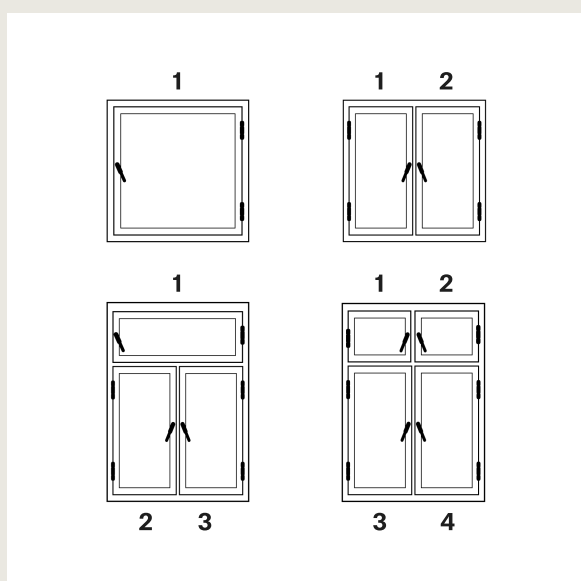
Windows with mullions have the glass surface divided into smaller panes with thin bars. The muntins can be fixed or removable and are positioned on the inside or outside of the glass.

### How do you count?

Each window with mullions is counted as one window, as illustrated in the image to the left.

**Note:** You also need to specify if the window has 2 sides (inside and outside) or 4 sides (inside, outside, and intermediate panes)

## Windows without mullions



### What are windows without mullions?

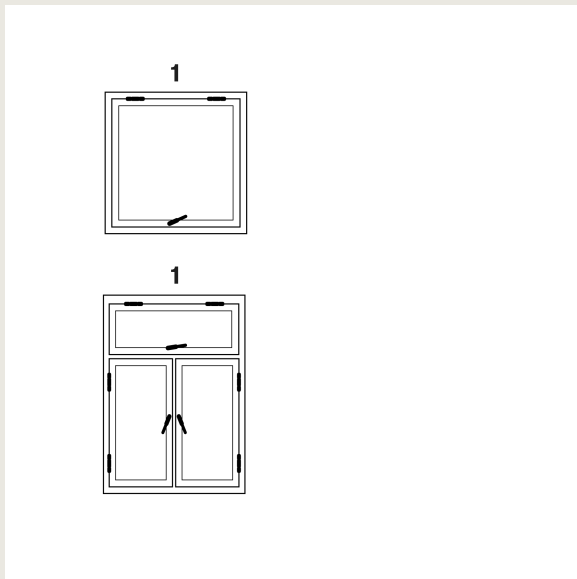
Windows without mullions have a single, continuous glass surface without dividing bars.

### How do you count?

Each window without mullions is counted as one window, as illustrated in the image to the left.

**Note:** You also need to specify if the window has 2 sides (inside and outside) or 4 sides (inside, outside, and intermediate panes)

## Overhanged windows



### What is an overhanged window?

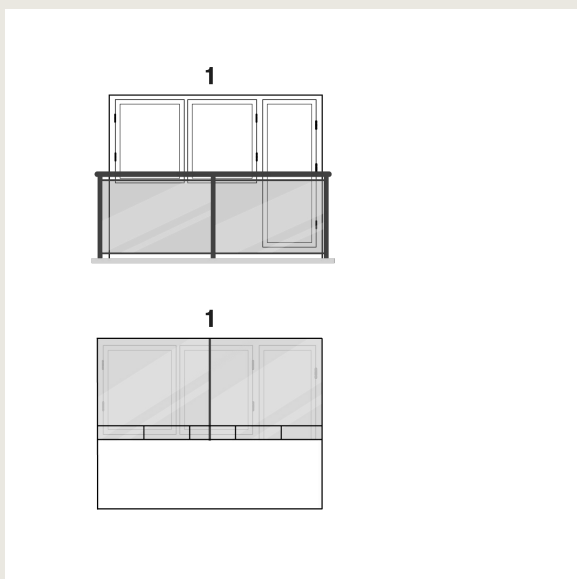
Overhanged windows are windows with hinges at the top, allowing them to open by tilting outwards from the bottom. These windows come in both with and without mullions.

### How do you count?

Each individual overhanged window is counted as one window, as illustrated in the image to the left.

**Note:** You also need to specify if the window has 2 sides (inside and outside) or 4 sides (inside, outside, and intermediate panes)

## Glassed balcony



### What is a glassed balcony?

A glassed balcony includes both fully glass-enclosed balconies and balconies with only glass railings.

### How do you count?

Each balcony is counted as one entire unit; each glass surface is not counted separately, as shown in the image to the left.

**Note:** You also need to indicate whether the balcony is fully glassed in or has only glass railings.

### Good to know:

- We can clean windows even in rain or snow (down to -15°C).
- For the best results, we recommend adding a frame cleaning service (including window sashes).
- We do not clean windows that are damaged or cannot be opened normally – please inform us in advance.
- We clean skylights from the inside that can be reached with a pole and have a maximum height of 3.5 meters.
- We only clean windows up to a maximum height of 3.5 meters from the floor/ground.
- For windows over 3 meters that cannot be reached with our extension poles, a ladder is required. If one is not available, we can bring one for an additional fee – please inform us in advance. **Note:** Ladders in your home with two legs must not exceed a maximum height of 2 meters for our staff to use them safely. Ladders taller than this must have four legs for increased stability.
- Due to the risk of damage, we do not clean blinds.
- We do not clean window sills.