



PURPOSE

This document provides information and steps for cleaning the projector port glass to obtain optimal picture quality. These instructions apply to removable and non-removable port glass, as well as PLF auditoriums - **except Dolby Cinema, which has separate instructions provided below.**

PRECAUTIONS

- **Do not look directly into the lens of the projector while it is on without eye protection.**
- The optical path contains sensitive components that are easily damaged. Always take the utmost caution.
- Do not touch any part of the optical path with bare hands.
- Do not get any liquid cleaner on sensitive optical components such as the lens or the 3D system.
- Do not attempt to reach the glass if it requires unsafe conditions – **especially** standing on an unstable surface such as the top rung of a ladder, a lift that is not fully stable on the floor, or on top of auditorium fixtures like seats or railings.

PROCEDURES – Dolby Cinema Only

1. **Ensure** the proper materials are available.
 - Two clean cloths made of 100% cotton
 - One spray bottle of Isopropyl alcohol (70% or higher)
2. **Dust** the glass with one clean cloth.
3. **Spray** the port glass with alcohol and wipe clean using the cloth from step 2 folded over. For large port glass, clean in 1/2 or 1/4 sections.
4. **Use** the second clean cloth to wipe any streaks left from step 3.
5. **Refer** to this helpful [Cleaning Instructions and Video](#) for questions.

PROCEDURES – All Others

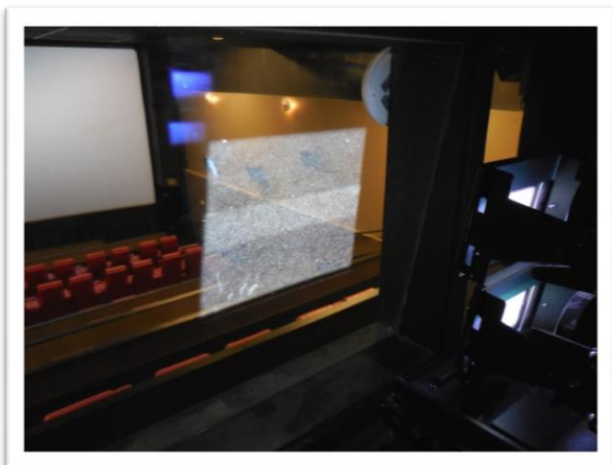
1. **Ensure** the proper materials are available:
 - Two clean, reusable “waffle weave” microfiber towels (Available on Cinema Solutions through the ICS order guide)
 - “Invisible Glass” spray cleaner (Available on Cinema Solutions through the ICS order)
 - Lens caps for the auditoriums to be cleaned
 - This eliminates the possibility of getting chemicals on the lens which can be detrimental. Spraying directly onto the cloth is not as effective as directly on the glass.
 - If lens caps are not available, **drape** a dry microfiber over the lens to prevent spray.
 - Suggested: External lighting – A flashlight, headlamp, or other source to illuminate the port glass (While the dowsers is closed, this helps to show where the chemical is drying off)
 - Disposable gloves (can use those from concession) to prevent oil transfer from fingers to glass.
2. **Prepare** the auditorium for cleaning.
 - a. **Turn on** the projector lamp.
 - b. **Move** any 3D system (Polarizers, XL box, etc.) out of the way of the port glass.
 - c. **Place** a “full white” test pattern on the screen. For Sony projectors, this is Gray-10 full. For Christie, it is BW-Step-10.
 - d. **Set up** external lighting directly towards the port glass.





3. **Put** on gloves.
4. **Dry wipe** the booth-side port glass. **Fold over** the first cloth and wipe vertically only to remove dust from the glass. By using one direction (vertical) on the booth side and the other direction (horizontal) on the auditorium side, associates can easily identify which side has streaks, if any.
5. **Wet wipe** and **dry** half of the booth-side port glass (any increase in time it takes to properly clean the glass once wet increases the likelihood of streaking – hence, doing one half at a time):
 - a. **Close** the dowser on the projector; **place** the cap on the lens.
 - b. **Spray** one half of the port window.
 - c. Using the reverse side of the first folded cloth, **wipe** vertically to remove the liquid.
 - d. **Fold over** the dry second cloth; **wipe** the same area using vertical motion while applying moderate pressure to the glass. **Ensure** the glass is completely dry and all chemical is removed.
6. **Inspect** for streaks.
 - a. **Remove** the lens cap from the projector and open the dowser.
 - b. **Ensure** the white test pattern is still on screen.
 - c. Using the second cloth, **clean** any streaks using vertical dry wipes.
 - d. **Repeat** until streaks are gone.
7. **Wet wipe** and **dry** the other half of the booth-side port glass using steps 4 and 5.
8. **Perform** a full cleaning on the auditorium-side port glass, *if safely accessible*.
 - **Review** the precautions at the beginning of this document. If cleaning the glass requires standing on an unstable surface, **skip** this step and **proceed** to step 9.
 - Instead of wiping in a vertical direction, **wipe** horizontally only.
 - The lens does not need to be covered for auditorium-side cleaning.
 - If cleaning the glass from within the auditorium, use caution to not look directly into the projection lens while the white test pattern is on screen.
9. **Evaluate** alternatives to auditorium-side port glass cleaning, *if not safely accessible*.
 - Use a telescoping extension pole with a microfiber attachment to **dry clean** the surface. Have a second person stand in the booth with a radio to ensure that the surface is being appropriately cleaned.
 - **Hire** a professional service to clean the windows. This can often be included into a site's existing external window cleaning service for a reasonable cost.

Before



After

