

ADDRESSEES	: All owners and operators
VEHICLE MODELS	: All vehicles
MANUAL CHAPTER	: 10.01 Body and accessories - General
BULLETIN TYPE	: Service information
DATE	: June 5 th , 2018
SUBJECT	: Guidelines for cleaning the vehicle exterior
CONDITIONS	: -

Van Hool regularly receives complaints with regard to damage to plastic lamp glasses/reflectors after using unauthorized cleaning agents. This Service Bulletin intends to recall the guidelines for cleaning the vehicle exterior. These guidelines can also be found in the maintenance manual of your vehicle.

1. LACQUER CARE



CAUTION!

When using commercial cleaning agents, preservative products and paint, always follow the manufacturer's instructions closely.

1.1 GENERAL INSTRUCTIONS FOR WASHING

- Wash the body *with a lot of water*, preferably softened.
- Use non-aggressive, non-abrasive cleaning agents only, always in liquid form and in amounts as indicated by their manufacturer.

Cleaning agents	
Allowed	Not allowed
Neutral cleaning agents that are also appropriate for aluminum, in a concentration of 1 to 5%. pH value of a 1% solution: between 6.5 and 8	<ul style="list-style-type: none"> • "Cold cleaners" based on hydrocarbons (cleaning grade spirits, white spirit, paraffin) and other solvents containing cleaning agents added to water. • Acidic or strongly alkaline agents.

- Always prewash the vehicle with clean water. During the preliminary washing, sand is soaked off and removed so that it will not scratch the lacquer during the actual washing process. Use a soft brush without any pressure applied.
- For hand-washing, use a sponge or a car-wash brush with soft hairs set in a holder made of rubber or soft synthetic material.

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- Soak dried insects with a special product available from retail sale before actually removing them.
- After washing, rinse the body thoroughly with soft water.
- Soap residues may attack lacquer and aluminum.
- After rinsing, you can dry the body with a soft chamois cloth.

1.2 TO WASH WITH BRUSHING MACHINES



CAUTION!

The use of roof brushes is not allowed on vehicles with high-voltage components on the roof.

- Before washing vehicles with exterior mirrors attached by dovetail connectors, first remove the mirrors.
- Many automatic washing plants use sensors to automatically open doors or to activate machines. Those sensor parts that come into contact with the body must be made of soft rubber or soft synthetic material.
- Make sure the vehicle goes *exactly through the middle* of the washing plant.
- Washing brushes have to be adjusted correctly to allow for easy reach without causing any wear. They must not come into contact with the bottom of the vehicle.
- The brushes should never work on one particular body part for too long; the vehicle has to move along the brushes without stopping, or vice versa.
- The washing-plant sprinklers should deliver their normal flow rate. Not too many sprinkler holes should be clogged.

1.3 TO WASH WITH HIGH-PRESSURE CLEANERS

- High-pressure cleaners remove the dirt, but they do not remove the grease film from the body. To remove this film, a brush or a sponge is still needed.
- Avoid setting the device at extremely high temperatures; 70°C (160°F) is the maximum.
- The jet-pipe pressure must not exceed 40 bar (580 psi).
- Keep the jet-pipe head at least 30 centimeters (12 inch) away from the lacquer. Do not maintain it on the same spot for too long. If you do so and the water is hot, there is a risk of dirt being driven into the lacquer.

1.4 TO REMOVE ROAD TAR ON LACQUER

- Remove tar spots with a special product or with denaturated alcohol. Apply the product with a soft cloth and carefully rub the cloth across the spot. Do not press too hard, to avoid sand grains stuck in the tar scratching the lacquer.
- After removing the tar, wash and rinse the treated area.

1.5 TO WAX LACQUER

- After the cold season, it is recommended to wax the vehicle with a liquid, non-abrasive polish. Before doing so, the body has to be absolutely clean and dry.
- To restore weathered or spotted lacquer and give it back its original shine, a lightly grinding polish (so-called cleaner) may be used. Rub steadily and do not stay in one place for too long to prevent lacquer from becoming too thin. After treatment with a cleaner, immediately apply a preservative wax layer.

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2. TO CLEAN PLASTIC LAMP GLASSES AND REFLECTORS

2.1 WHICH PRODUCTS ARE NOT ALLOWED?



CAUTION!

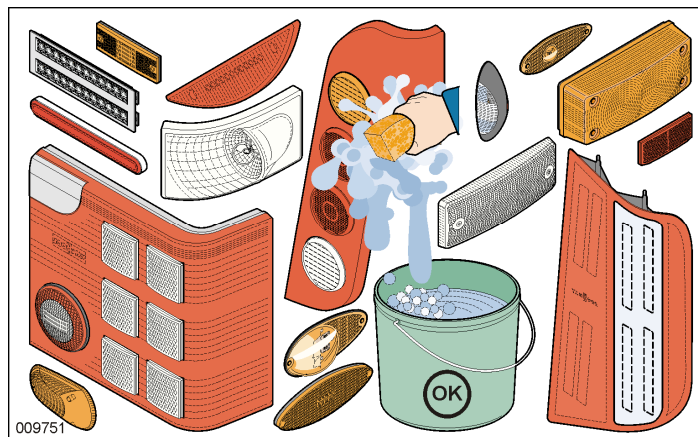
Any damage related to the use of unauthorized products is not covered by the warranty of the vehicle manufacturer.

The products (concentrated or diluted) below are not allowed:

- Cleaning agents containing alcohol. Allowed products are: ethanol and isopropyl alcohol;
- solvents such as acetone, methanol, diethyl ether, benzene and chloroform;
- thinners, kerosene, turpentine, gasoline;
- alkali (pH above 8) and acids (pH under 6.5), acetic acid included;
- products made from caustic soda (solupan);
- products with a base of bleaching chlorine and ammonia.

2.2 HOW TO CLEAN?

Use only warm water, soap and a soft sponge to clean the plastic lamp glasses and reflectors.



3. WINDSHIELD-WASHER LIQUID



CAUTION!

Use windshield-washer liquid antifreeze without methanol. Methanol attacks polycarbonate lamp glasses, lacquer and rubber.

Only use windshield-washer liquid antifreeze with a base of ethanol or isopropyl alcohol.

HELP DESK

If you have any more questions, address your usual contact person at the Service Department or at your local Van Hool Service Point.

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INFORMATION HANDLING:

Important supplements to and modifications of technical information not yet included in the manual, are communicated by means of Service Bulletins.

VAN HOOL CUSTOMER PORTAL:

Consult the customer portal regularly for the latest service documentation. In addition to the maintenance manual, you will also find the operating manual and the spare parts catalogue of your vehicle on the customer portal. The customer portal is accessible through www.vanhool.be, and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the link on the Van Hool website.