

## **Luxottica Revised Frame Cleaning Procedure for Retail**

**Effective: March 18, 2022**

Providing our customers a quality product is not limited to durability and performance, but cleanliness as well. To ensure the cleanliness of our product, we will review product and clean at regular intervals.

### **When to Clean:**

- Prior to handing to customer for trying on (per standard protocols)
- At dispense / point of sale.
- If product is observed on frame board to be dirty or appears to have been handled
  
- Review frame board a minimum of 2x/day (at open and mid-day) for any indication that a product had been handled or appeared dirty, and clean as needed

Thoroughly clean the lenses and frame



### **Important:**

There should be no smudges, fingerprints, dirt, debris, ink or other visible residue

### **Lens Wipe Stations**

It is recommended to set up a “Lens Wipe Station” at the cash wrap.

The station should include:

- 1) Prepackaged, single use wipes
- 2) Trash can
- 3) Sign indicating “Lens wipes for additional product cleaning available here”

**How to Clean Product:**

Clean using only an EssilorLuxottica approved cleaner. This includes:

- Lens cleaner
- Pureglasses
- Hydrogen Peroxide Solution (Provided by Luxottica)

<b>Lens Cleaner</b>	<b>Pureglasses</b>	<b>Hydrogen Peroxide Solution</b>
Spray lens cleaner directly on product.  Take a new wipe from the wipe box.  Wipe the frames/lenses thoroughly. Be sure to wipe into crevices and around nose pads.	Take a new wipe from the wipe box.  Spray Pureglasses solution onto the product.  Wipe the frames/lenses with the wipe thoroughly. Be sure to wipe into crevices and around nose pads.	Take a new wipe from the wipe box.  Spray hydrogen peroxide onto the fresh wipe, until the wipe is fully moistened. Only spray the wipe. Never spray solution directly onto frame / lenses.  Wipe the frames/lenses with the moistened wipe thoroughly. Be sure to wipe into crevices and around nose pads.  Allow the frames/lenses to air dry.

Be sure to wear appropriate protective gear as indicated by the SDS.

If requested, clean collateral as well:

1. Clean inside and outside of frame case.
2. Clean any additional items present, such as microfiber cloth plastic package, manufacturer’s note, frame case box (inside and out), etc.
  - Always clean the frame and lenses first, and the collateral materials second.
  - Leave any prewrapped pieces, such as the microfiber cloth, in the plastic package but wipe the exterior of that package.
3. Remove glasses and wipe down glasses thoroughly with same wipe.
4. Place frame and any appropriate collateral back inside the case.
5. Place frame case inside frame case box, along with any additional collateral materials as appropriate.