



A better environment inside and out.™

Safety & Security Window Films

# Limited Residential and Commercial Warranty

Bekaert Specialty Films, LLC (hereinafter Bekaert) provides the following limited warranty coverage for the film/s you purchased when used for residential & commercial glass applications (Dealer, check applicable box):

**INSTALLATION TYPE & WARRANTY COVERAGE**

- Residential – Lifetime Limited Product Warranty
- Commercial – Twelve (12) Year Limited Product Warranty

**LIMITED PRODUCT WARRANTY**

In the unlikely event that the Solar Gard Armorcoat® film you have purchased should experience adhesive failure, bubbling, cracking, crazing, delamination, demetallization, peeling or any other defect, Bekaert will provide replacement film and reasonable labor charges limited to the percentage of the amount of the original invoice, equal to the percentage of film replaced. In addition, all films included in the product warranty are covered against excessive unusual change of color. For purposes of this warranty, the original invoice amount includes the price of the film and installation labor paid at the time of the initial installation. The limited product warranty (lifetime or 12-year coverage) begins at installation completion date.

**SCOPE OF COVERAGE**

This limited product warranty (lifetime or 12-year coverage) is provided and applies to any individual or entity that originally purchased the film from Bekaert or a window film distributor or dealer. The warranty coverage begins from the date that the film was originally installed, is not transferable from the original purchaser of the film, is only valid in the United States and Canada, and applies to vertical glass applications only.

Bekaert is not responsible for safety performance claims made by dealers or installers regarding Solar Gard Armorcoat film products. Proper installation for your particular requirements is the responsibility of the installing dealer who can assist you in selecting the proper film for your needs. You must therefore inform your dealer of your specific needs so that the proper film type can be recommended. Bekaert does not warrant Solar Gard Armorcoat film against any glass related injury. Bekaert shall not be liable for any loss, damage, expense or cost caused or partially caused through:

1. Improper film installation, improper film-to-glass applications, improper film care cleaning, or abuse;
2. The quality of the installation performed by the independent window film dealer;
3. Non-conforming applications and non-complying film uses; and
4. Any other acts, occurrences, defects, faults or damages not associated with the manufacture of Bekaert window films, or for the quality or workmanship of the glass, or insulated glass (IG) unit/s.

In the event that it is necessary to replace defective film or to replace or repair glass and/or insulated glass (IG) units, any such repair or replacement will not extend the duration of this warranty coverage. Bekaert reserves the right to approve the warranty repair service provider who will perform the warranty claim service. All warranty claim payments will be made to the warranty repair service provider who has been authorized by Bekaert to perform the warranty service pursuant to the terms of this document.

**THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY BEKAERT FOR THE BEKAERT FILM YOU PURCHASED AND WITH RESPECT TO GLASS BREAKAGE OR INSULATED GLASS (IG) UNIT SEAL FAILURE.**

**IT IS GIVEN IN LIEU OF, AND SUPERSEDES AND REPLACES, ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND/OR AGREEMENTS, INCLUDING ALL WARRANTIES IMPLIED BY LAW, SUCH AS ANY IMPLIED WARRANTY OF MERCHANTABILITY AND ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT APPLICABLE LAW PROHIBITS THE LIMITATION, EXCLUSION OR DISCLAIMER OF ANY SUCH IMPLIED WARRANTIES, REMEDIES OR AGREEMENTS.**

**IN THE EVENT OF ANY DEFECT IN, OR FAILURE OF, THE FILM, OR IN THE EVENT THE FILM FAILS TO PERFORM AS REPRESENTED OR EXPECTED, BEKAERT'S SOLE AND EXCLUSIVE OBLIGATION IS TO PROVIDE REPLACEMENT FILM AND PAY FOR REPLACEMENT LABOR SUBJECT TO THE LIMITATIONS SET FORTH IN THIS WARRANTY.**

**IN NO EVENT SHALL BEKAERT BE LIABLE OR RESPONSIBLE FOR ANY OTHER COSTS, EXPENSES, LOSSES OR DAMAGES (REGARDLESS OF WHETHER THEY ARE DEEMED TO BE DIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL) THAT ARE IN ANY WAY RELATED TO THE FILM, THE GLASS, THE INSULATED GLASS (IG) UNIT/S, THE QUALITY OF THE FILM, THE GLASS OR THE INSULATED GLASS (IG) UNIT/S, THE USE OF THE FILM, THE GLASS OR THE INSULATED GLASS (IG) UNIT/S, ANY DEFECT IN THE FILM, THE GLASS OR THE INSULATED GLASS (IG) UNIT/S, ANY FAILURE OF THE FILM, THE GLASS OR THE INSULATED GLASS (IG) UNIT/S TO PERFORM AS REPRESENTED OR EXPECTED. BY THIS WARRANTY, BEKAERT DOES NOT ASSUME LIABILITY FOR ANY WARRANTY, LOSS OR DAMAGE OTHER THAN AS EXPRESSLY STATED IN THIS LIMITED WARRANTY.**

**THIS LIMITED WARRANTY CAN ONLY BE MODIFIED BY A WRITTEN AGREEMENT SIGNED BY AN OFFICER OF BEKAERT.**

WARRANTY CERTIFICATES THAT ARE NOT LEGIBLE AND/OR DO NOT PROVIDE COMPLETE INFORMATION MAY DELAY PROCESSING OF WARRANTY CLAIMS.

**A CUSTOMER INFORMATION**

Customer name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/state/zip \_\_\_\_\_  
 Day phone number \_\_\_\_\_  
 Customer signature \_\_\_\_\_

**B DEALER INFORMATION**

Dealer name \_\_\_\_\_  
 Business name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/state/zip \_\_\_\_\_  
 Day phone number \_\_\_\_\_  
 Dealer signature \_\_\_\_\_

**C FILM INSTALLATION INFORMATION**

North film type \_\_\_\_\_ Sq ft amt \_\_\_\_\_ Roll # \_\_\_\_\_  
 South film type \_\_\_\_\_ Sq ft amt \_\_\_\_\_ Roll # \_\_\_\_\_  
 East film type \_\_\_\_\_ Sq ft amt \_\_\_\_\_ Roll # \_\_\_\_\_  
 West film type \_\_\_\_\_ Sq ft amt \_\_\_\_\_ Roll # \_\_\_\_\_  
 Misc. film type \_\_\_\_\_ Sq ft amt \_\_\_\_\_ Roll # \_\_\_\_\_

**WINDOW TYPE:**

- Clear single pane
- Clear insulated glass (IG) unit
- Tinted/reflective single pane
- Tinted/reflective insulated glass (IG) unit
- Low-E insulated glass (IG) unit
- Other \_\_\_\_\_

Was the film automatically pre-approved for coverage?  YES  NO

If not, was a film-to-glass application checklist (Catalog #0322) submitted and written approval received prior to installation?  YES  NO

Installation completion date _____
Sub total _____
Sales tax _____
Total _____



## GLASS BREAKAGE & INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY COVERAGE EXPLANATION

Proper film-to-glass application guidance for the most common glass types can be determined by viewing the full-size film sample pages, the film-to-glass application chart (Catalog #0234) and/or the glass breakage and insulated glass (IG) unit seal failure booklet (Catalog #0330). These items are available free from your independent Bekaert window film dealer.

### FILM-TO-GLASS APPLICATION DISCLAIMERS

Single pane clear and tinted tempered glass are automatically pre-approved for limited glass breakage warranty coverage, except as described below.

Arched windows are automatically pre-approved, provided that proper film-to-glass application guidelines are adhered to. In addition, round, bent or laminated glass, may be approved, although a film-to-glass application checklist (Catalog #0322) must be submitted and written approval received to ensure glass breakage and insulated glass (IG) unit seal failure warranty coverage. However, this limited warranty is **NOT AVAILABLE** when film-to-glass applications include any of the following:

1. Textured, wired or skylight glass;
2. Any glass with more than one window film applied;
3. Any window where light can be seen between the glass and the framing system;
4. Any plastic or polycarbonates;
5. Triple or quadruple pane insulated glass (IG) units;
6. Glass with paint, lettering, vinyl graphics or other ornamentation;
7. Glass with any single edge dimension greater than 10 feet;
8. Any single glass pane greater than 100 square feet total;
9. Any single insulated glass (IG) unit greater than 40 square feet total;
10. Any single pane with partial film installation. Film must be installed edge to edge;
11. Glass 3/8 inch or thicker;
12. Damaged, chipped, cracked or scratched glass;
13. Glass with concrete framing;
14. Glass with metal framing that has no gaskets or seals;
15. Glass with framing sealant or gaskets that are no longer resilient;
16. Broken glass or insulated glass (IG) unit/s with seal failure prior to installation of the film;
17. Any building that has a history of glass breakage and/or seal failure problems; or
18. When 25 percent or less of the glass is shaded and when that shading equals 25 percent of the perimeter of the glass.

### LOW-E CAUTION (LEC)

Although many Armorcoat films are approved for installation on most types of glass, some glass with a Low-E coating may not be automatically approved for glass breakage and insulated glass (IG) unit seal failure coverage. For detailed information about LEC films, see the film-to-glass application chart located on the full-size film sample page and/or the glass breakage and insulated glass (IG) unit seal failure booklet Catalog #0330. Whenever in doubt, concerning an approved film-to-glass application, Armorcoat dealers may submit a completed film-to-glass application checklist (Catalog #0322) to obtain written approval to ensure warranty coverage.

## HOW TO MAKE A WARRANTY CLAIM

Bekaert reserves the right to verify customer eligibility for this limited warranty coverage.

1. All warranty claims must be reported to, and approved for payment by Bekaert prior to commencement of any warranty-related service.
2. Contact your original installing dealer to initiate a warranty service claim. If your original installing dealer is not accessible, you may contact the Bekaert warranty service department at **1-877-273-4364**.
3. In order to process a warranty claim, Bekaert needs the following warranty claim support materials:
  - a) A copy of this limited warranty certificate or the detailed information contained in it.
  - b) Proof of purchase from the installing dealer. **THIS INFORMATION IS BEST PROVIDED BY KEEPING A COPY OF YOUR PROOF OF PURCHASE INVOICE ATTACHED TO YOUR WARRANTY CERTIFICATE.**
  - c) Send these warranty claim support materials to:  
**Bekaert Specialty Films, LLC  
Warranty Service Department  
4540 Via Arroyo Avenue  
San Diego, CA 92123**
4. Upon completion of the warranty repair service, the customer will be required to sign a warranty repair claim form, Catalog #0329 AC. This form will enable the dealer to be reimbursed for the warranty repair service.
5. Bekaert reserves the right to approve the warranty repair service provider who will perform the warranty claim service.
6. All warranty claim payments will be made to the warranty repair service provider who has been authorized by Bekaert to perform the warranty service pursuant to the terms of this document.

### FILM DRY-OUT TIME

The mounting solution used during the installation of your Armorcoat window film may require a dry-out time. Cold or non-sunny weather conditions can lengthen the dry-out time, while warm weather and direct sun light exposure will shorten the dry-out time. Small water beads and a slightly cloudy look may appear during the dry-out time. If slow drying does occur, do not become alarmed. The film will dry-out.

### WINDOW FILM CARE & MAINTENANCE

To maximize the life of the window film, please follow these instructions for proper care and maintenance.

#### DO NOT CLEAN THE FILM FOR 30 DAYS AFTER INSTALLATION

### CLEANING INSTRUCTIONS

- Always use fresh clean soft materials to wash and dry your window film surfaces.
- Most glass cleaners will work well, although a good cleaning solution for window film is 1/2 ounce of liquid dish soap added to 1 quart of fresh water.
- A soft cloth or a clean synthetic sponge is recommended for washing the window film followed by another clean soft cloth or soft rubber squeegee for drying.
- To avoid scratching the film, do not use bristle brushes, abrasive scrubbing sponges, or any cleaning materials that may have been contaminated with dirt particles, as is commonly the case when washing interior and exterior windows with the same cleaning materials.
- Some brands of paper towels are coarse enough to put fine scratches in the film, even films with Durogard protective hard coat finish. While these scratches may be too thin to be seen at the beginning, they can damage the polished look of the film over time.