



# PremierPlus Limited Residential Warranty

**Congratulations on improving the comfort, beauty and safety of your home with Panorama® window film.**

**The Panorama® PremierPlus warranty offers peace of mind in the investment you've made by providing industry-leading coverage against film failure.**

Bekaert Specialty Films, LLC ("Bekaert") provides the following limited warranty coverage for the film/s you purchased when applied to residential applications:

FILM TYPE PURCHASED:  Panorama® Solar Films  Panorama® Safety Films

**LIMITED LIFETIME +5 YEARS TRANSFERABLE PRODUCT WARRANTY**

In the unlikely event that the Panorama® film you have purchased should experience adhesive failure, bubbling, cracking, crazing, delamination, demetalization, peeling, excessive or unusual change of color or other defect while you own your residence and for five years after the transfer of ownership of the residence to a new owner, Bekaert will replace the defective product and provide removal and reapplication labor free of charge through one of its authorized dealers ("Limited Lifetime +5 Years Product Warranty"). The Limited Lifetime +5 Years Product Warranty coverage begins on the Panorama® film installation completion date.

**ADDITIONAL COVERAGE**

In addition to the Limited Lifetime +5 Years Product Warranty coverage, all Panorama® program window films provide additional limited warranty coverage for glass breakage and/or insulated glass (IG) unit seal failure (as described below) caused by thermal stress and/or thermal expansion, resulting solely and directly from the installation of a Bekaert approved film-to-glass application (collectively with the Limited Lifetime +5 Years Product Warranty and the Limited Glass Warranty below, the "PremierPlus Limited Residential Warranty").

**LIMITED TEN (10) YEAR GLASS BREAKAGE WARRANTY**

If glass breakage occurs within the Window Film Warranty period, as the sole and direct result of a Bekaert approved film-to-glass application, Bekaert will, upon verification of Window Film Warranty coverage, replace the broken glass and the window film and provide reapplication labor free of charge through one of its authorized dealers. This coverage is for ten (10) years starting from the Panorama® film installation completion date. **THIS LIMITED TEN (10) YEAR GLASS BREAKAGE WARRANTY IS NOT TRANSFERABLE AND TERMINATES UPON TRANSFER OF THE RESIDENCE TO A NEW OWNER.**

**LIMITED INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY**

If IG unit seal failure occurs within the term of the window manufacturer's IG unit seal warranty period, as the sole and direct result of a Bekaert approved film-to-glass application, Bekaert will, upon verification of Window Film and Window Manufacturer's Warranty coverage, replace the IG unit/s and the window film and provide reapplication labor free of charge through one of its authorized dealers. In no case shall Bekaert's IG unit seal failure warranty coverage exceed the term limit of the window manufacturer's IG unit seal failure warranty. **THIS LIMITED IG UNIT SEAL FAILURE WARRANTY COVERAGE IS NOT TRANSFERABLE AND SHALL TERMINATE UPON TRANSFER OF THE RESIDENCE TO A NEW OWNER.**

To qualify for Bekaert's limited IG unit seal failure warranty: when making a warranty claim, the customer must provide Bekaert with a copy of the window manufacturer's IG unit seal failure warranty and written evidence, to Bekaert's sole satisfaction, establishing that coverage was in force at the time of the Panorama® film installation and remains in force at the time of warranty claim. **IF THE CUSTOMER FAILS TO PROVIDE BEKAERT WITH THIS PROOF, THEN THE CUSTOMER WILL NOT BE ELIGIBLE FOR WARRANTY COVERAGE UNDER THIS PROVISION.**

**PAYMENTS UNDER THE LIMITED TEN (10) YEAR GLASS BREAKAGE WARRANTY AND THE LIMITED IG UNIT SEAL FAILURE WARRANTY ARE SUBJECT TO A MAXIMUM COMBINED WARRANTY CLAIM LIMIT OF \$1,750 APPLIED ON A PER-WINDOW BASIS.**

**LIMITED GLASS WARRANTY**

If the installation of Panorama® program window film voids the window manufacturer's glass and/or IG unit seal warranty ("Window Manufacturer's Warranty"), and your glass experiences a failure covered by the Window Manufacturer's Warranty during its term, Bekaert will pay for the cost of replacing the window glass (installed with Bekaert's Panorama® film) with window glass of same or similar value and will also replace the Panorama® film on the new window glass ("Limited Glass Warranty").

In no event shall the Limited Glass Warranty extend beyond the duration of the Window Manufacturer's Warranty or exceed any replacement values or allowances as defined by its terms.

The Limited Glass Warranty is not available if the Window Manufacturer's Warranty has expired prior to the installation of Panorama® film or if the Window Manufacturer's Warranty is terminated or voided under its own terms for something other than the installation of Panorama® window film.

All Limited Glass Warranty repair service must be made by a Bekaert authorized warranty repair service provider and be approved by Bekaert prior to service.

Bekaert shall not be liable for any loss, damage, expense or cost not expressly covered by the window manufacturer's glass and or IG unit seal warranty. The exclusions to warranty coverage identified in the window manufacturer's glass and or IG unit seal warranty are hereby incorporated in this Limited Glass Warranty and applicable hereto.

**PAYMENTS UNDER THE LIMITED GLASS WARRANTY ARE SUBJECT TO A MAXIMUM COMBINED WARRANTY CLAIM LIMIT OF \$1,750 APPLIED ON A PER-WINDOW BASIS.**

**CUSTOMER PLEASE NOTE**

In the event that you may need to process a warranty claim, Bekaert will require the information contained in Sections "A" through "C" of this Panorama® PremierPlus Limited Residential Warranty. Therefore, please be sure it is completed properly. **WARRANTY CERTIFICATES THAT ARE NOT LEGIBLE AND/OR DO NOT PROVIDE COMPLETE INFORMATION AS OUTLINED BELOW WILL NOT BE ELIGIBLE FOR WARRANTY COVERAGE.**

Bekaert is not responsible for safety performance claims made by dealers or installers regarding Panorama® film products or any other claims, representations, or warranties made by Dealers or Installers. 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.

**A CUSTOMER INFORMATION**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/state/zip: \_\_\_\_\_

Day phone number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Customer signature: \_\_\_\_\_

**B DEALER INFORMATION**

Dealer name: \_\_\_\_\_

Business name: \_\_\_\_\_

Address: \_\_\_\_\_

City/state/zip: \_\_\_\_\_

Day phone number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Customer signature: \_\_\_\_\_

Dealer signature: \_\_\_\_\_

Installation completion date: \_\_\_\_\_

Sq. ft. amount: \_\_\_\_\_ Roll #: \_\_\_\_\_

Sub total: \_\_\_\_\_ Sales tax: \_\_\_\_\_ Total: \_\_\_\_\_

**C FILM INSTALLATION INFORMATION**

North film type \_\_\_\_\_

South film type \_\_\_\_\_

East film type \_\_\_\_\_

West film type \_\_\_\_\_

Misc. film type \_\_\_\_\_

**C WINDOW TYPE**

Clear single pane  Laminated

Clear insulated glass (IG) unit

Tinted/reflective single pane

Tinted/reflective insulated glass (IG) unit

Low-E insulated glass (IG) unit

Low-E coating location

(1= Outside surface)

1  2  3\*  4

\*Low-E coating shading coefficient (Required if on surface #3). Low-E coatings on surface #3 must have a shading coefficient (SC) of less than .70 in order to obtain pre-approved coverage. Low-E coatings on surface #3 that have a shading coefficient of .70 or higher are not automatically pre-approved, although coverage may be attainable using the Film-To-Glass Application Checklist (Catalog #0322).

WHITE: Customer / PINK: Dealer

#### SCOPE OF COVERAGE

Except for the Limited Lifetime +5 Years Warranty coverage, this PremierPlus Limited Residential Warranty is provided and applies only to the individual or entity that originally purchased the film from Bekaert or an authorized Panorama® film dealer for the time period indicated.

Bekaert is not responsible for safety performance claims made by dealers or installers regarding Panorama® film products or any other claims, representations, or warranties made by Dealers or Installers. 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.

THE PREMIERPLUS LIMITED RESIDENTIAL WARRANTY IS VALID ONLY IN THE UNITED STATES AND CANADA, AND APPLIES TO VERTICAL GLASS APPLICATIONS ONLY. FOR INSTALLATIONS OF PANORAMA® HILITE, THE USE OF BEKAERT'S APPROVED EDGE SEALANT IS REQUIRED FOR ALL ARCHITECTURAL APPLICATIONS.

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. Normal wear;
3. Failure of the foundation, the movement of a wall, or settlement of the building in or on which the product is installed;
4. Earthquakes, tornadoes, hurricanes, or other acts of God, explosions, fires, riots, or theft;
5. Falling objects, scraping, or damage to any part of the product caused by physical blows;
6. Hanging or suspension of weight;
7. Contact with or exposure to chemicals or foreign substances of a corrosive nature;
8. The quality of the installation performed by the independent window film dealer;
9. Non-conforming applications and non-complying film uses;
10. Fading or color change of furnishings, draperies or interior items. The nature of fabrics and dyes can contribute to premature fading regardless of the installation of any window film product; and
11. Quality or workmanship of the glass, or IG unit/s.

#### DISCLAIMER OF OTHER WARRANTIES

THIS PREMIERPLUS LIMITED RESIDENTIAL WARRANTY IS THE SOLE AND EXCLUSIVE REMEDY PROVIDED BY BEKAERT FOR THE BEKAERT FILM YOU PURCHASED WITH RESPECT TO GLASS BREAKAGE, IG UNIT SEAL FAILURE AS THE SOLE RESULT OF A BEKAERT APPROVED FILM-TO-GLASS APPLICATION AND VOIDANCE OF THE WINDOW MANUFACTURER'S WARRANTY. DAMAGE OR INJURY TO THE PURCHASER, TO HIS PROPERTY, AND/OR TO ANY OTHER PERSON IS NOT COVERED BY THIS PREMIERPLUS LIMITED RESIDENTIAL WARRANTY. IT IS GIVEN IN LIEU OF, AND SUPERSEDES AND REPLACES, ALL OTHER EXPRESS WARRANTIES AND/OR AGREEMENTS. THE DURATION OF ANY IMPLIED WARRANTY SHALL BE RESTRICTED TO THE DURATION OF THE APPLICABLE WARRANTY COVERAGE UNDER THIS PREMIERPLUS LIMITED RESIDENTIAL WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

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, INCIDENTAL, EXEMPLARY OR PUNITIVE THAT ARE IN ANY WAY RELATED TO THE FILM; THE GLASS; THE IG UNIT/S; THE WINDOW MANUFACTURER'S WARRANTY; THE QUALITY OF THE FILM; THE GLASS OR THE IG UNIT/S; THE USE OF THE FILM, THE GLASS OR THE IG UNIT/S; ANY DEFECT IN THE FILM, THE GLASS OR THE IG UNIT/S; AND ANY FAILURE OF THE FILM, THE GLASS OR THE IG UNIT/S TO PERFORM AS REPRESENTED OR EXPECTED).

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS PREMIERPLUS LIMITED RESIDENTIAL WARRANTY GIVES YOU SPECIFIC RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

#### FILM-TO-GLASS APPLICATION DISCLAIMERS

Single pane clear tempered and single pane tinted tempered glass are automatically pre-approved for Limited Ten Year Glass Breakage Warranty Coverage.

Double pane IG units are automatically pre-approved for Limited Ten Year Glass Breakage Warranty, provided that the Low-E coating or tinted coating, if any, is on surface 1 or 2. If the Low-E coating or tinted coating is on surface 3 (inner glass pane), then proper film-to-glass application guidelines need to be adhered to.

Arched windows are automatically pre-approved, provided that proper film-to-glass application guidelines are adhered to.

All installations over 2,500 square feet will require that a Film-To-Glass Application Checklist (Catalog #0322 and located in the Dealer's Corner on the website [www.panoramafilm.com](http://www.panoramafilm.com)) be submitted and written approval received prior to installation to confirm warranty coverage.

In addition, round, bent or laminated glass may be approved, although a Film-To-Glass Application Checklist (Catalog #0322 and located in the Dealer's Corner on the website [www.panoramafilm.com](http://www.panoramafilm.com)) must be submitted and written approval received to confirm Limited Ten Year Glass Breakage Warranty and Limited IG Unit Seal Failure Warranty Coverage.

HOWEVER, THIS LIMITED TEN YEAR GLASS BREAKAGE AND/OR LIMITED IG UNIT SEAL FAILURE 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 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 IG unit greater than 40 square feet total;
10. For Panorama® Hilite film only, any IG unit greater than 50 square feet total.
11. Any single pane with partial film installation. Film must be installed edge to edge;
12. Glass 3/8 inch or thicker;
13. Damaged, chipped, cracked or scratched glass;
14. Glass with concrete framing;
15. Glass with metal framing that has no gaskets or seals;
16. Glass with framing sealant or gaskets that are no longer resilient;
17. Broken glass or IG unit/s with seal failure prior to installation of the film;
18. Any building that has a history of glass breakage and/or seal failure problems;
19. When 25 percent or less of the glass is shaded and when that shading equals 25 percent of the perimeter of the glass; or
20. Outside application or installation.

#### LOW-E COATING (LEC)

Although Panorama® films are approved for installation on most types of glass, some glass with a Low-E coating (LEC) may not be automatically approved for glass breakage and IG unit seal failure coverage. Whenever in doubt, concerning an approved film-to-glass application, Panorama® dealers may submit a completed film-to-glass application checklist (Catalog #0322 and located in the Dealer Corner on the website [www.panoramafilm.com](http://www.panoramafilm.com)) to obtain written approval to confirm warranty coverage.

#### HOW TO MAKE A WARRANTY CLAIM

Bekaert reserves the right to verify customer eligibility for this PremierPlus Limited Residential 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, visit [bekaertfilms.com](http://bekaertfilms.com) to locate your closest Bekaert office.
3. In order to process a warranty claim, Bekaert needs the following warranty claim support materials:
  - a) A copy of this PremierPlus Limited Residential Warranty certificate or the detailed information contained in it.
  - b) A copy of the Window Manufacturer's Warranty and written evidence of its validity as specified above (IG unit seal failure and other claims against the Window Manufacturer's Warranty as specified in "Limited Glass Warranty" above).
  - c) A copy of the work sheet indicating the number and location of:
    - i) All windows covered by the Window Manufacturer's Warranty (IG unit seal failure other claims against the Window Manufacturer's Warranty as specified in "Limited Glass Warranty" above).
    - ii) All windows that have Panorama® program window film installed (IG unit seal failure other claims against the Window Manufacturer's Warranty as specified in "Limited Glass Warranty" above).
  - d) 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.
4. Upon completion of the warranty repair service, the customer will be required to sign a warranty repair claim form (Catalog #0329 PANPP). 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 Panorama program 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.

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

#### CLEANING INSTRUCTIONS

- Always use 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 even coarse enough to put fine scratches in the film. While these scratches may be too thin to be seen at the beginning, they can damage the polished look of the film over time.