



A better environment inside and out.™

Safety & Security Performance Films

Glass Breakage & IG Unit Seal Failure Limited Warranty

Bekaert Specialty Films, LLC (hereinafter Bekaert) offers this limited warranty for glass breakage and insulated glass (IG) unit seal failure to qualified individuals or entities.

INSTALLATION TYPE:

- Residential
- Commercial

All Armorcoat® safety and security films come with a separate product warranty certificate. This warranty certificate (Catalog #0366 AC) is for glass breakage and insulated glass (IG) unit seal failure only.

All Armorcoat safety and security films provide limited coverage for glass breakage and/or insulated glass (IG) unit seal failure caused by thermal stress and/or thermal expansion resulting from the installation of an approved film-to-glass application. Certain film-to-glass applications are automatically pre-approved for this coverage without cost, although a fee and written pre-approval may be required for others.

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.

FIVE (5) YEAR LIMITED GLASS BREAKAGE WARRANTY

If glass breakage occurs within the warranty period as a result of an approved film-to-glass application, Bekaert will, upon verification of the warranty coverage, replace the broken glass and the window film. For qualified individuals or entities, the limited glass breakage is for five (5) years starting from the installation completion date.

THREE (3) YEAR LIMITED IG UNIT SEAL FAILURE WARRANTY

If insulated glass (IG) unit seal failure occurs within the warranty period as a result of an approved film-to-glass application, Bekaert will, upon verification of warranty coverage, replace the insulated glass (IG) unit/s and the window film. For qualified individuals or entities, the insulated glass (IG) unit seal failure coverage is for three (3) years starting from the installation completion date.

In no case shall this three (3) year limited insulated glass (IG) unit seal failure warranty coverage exceed the term limits of the window manufacturer's insulated glass (IG) unit seal failure warranty.

TO QUALIFY FOR THE THREE (3) YEAR LIMITED INSULATED GLASS (IG) UNIT SEAL FAILURE COVERAGE THE CUSTOMER MUST PROVIDE BEKAERT WITH A COPY OF THE WINDOW MANUFACTURER'S INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY SHOWING THAT COVERAGE IS IN FORCE. IF THE CUSTOMER FAILS TO PROVIDE BEKAERT WITH PROOF THAT THE WINDOW MANUFACTURER'S INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY QUALIFIES FOR THIS LIMITED WARRANTY COVERAGE, THE CUSTOMER FAILS TO QUALIFY FOR COVERAGE UNDER THIS PROVISION AND THIS THREE (3) YEAR LIMITED INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY COVERAGE IS NOT VALID OR IN EFFECT.

Warranty claim payments

Claims under the five (5) year limited glass breakage and the three (3) year limited insulated glass (IG) unit seal failure warranty are subject to a combined warranty claim limit of \$500 including a \$25 deductible applied on a per-window basis.

SCOPE OF COVERAGE

This limited warranty is not available if the window manufacturer's glass breakage and/or insulated glass (IG) unit seal failure warranty has expired prior to the application of Bekaert window films or if the window film manufacturer's glass and/or insulated glass (IG) unit seal warranty is terminated for any reason not associated with the installation of a Bekaert window film. This limited warranty is provided and applies to any qualified individual or entity that purchased the film from Bekaert or a window film distributor or dealer.

Bekaert is not responsible for safety performance claims made by dealers or installers regarding 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 Armorcoat film against any glass related injuries.

Warranty coverage begins from the date that the film you purchased was originally installed, is not transferable from the original purchaser of the film and is only valid on vertical glass applications in the United States and Canada. Bekaert shall not be liable for any loss, damage, expense or cost caused or partially caused through:

- Any circumstance not specifically covered by the window manufacturer's insulated glass (IG) unit seal failure warranty; or
- For any factors identified in the list of exclusions in the window manufacturer's insulated glass (IG) unit seal failure warranty.

In the event that it is necessary 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. Coverage under this limited warranty must include all windows that have Bekaert window film installed. Partial warranty coverage is not available.

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY BEKAERT WITH RESPECT TO GLASS BREAKAGE AND/OR INSULATED GLASS (IG) UNIT/S SEAL FAILURE. IN THE EVENT OF GLASS BREAKAGE AND/OR INSULATED GLASS (IG) UNIT/S SEAL FAILURE DUE TO ANY DEFECT IN, OR FAILURE OF, THE WINDOW MANUFACTURER'S GLASS OR IG UNIT/S, BEKAERT'S SOLE AND EXCLUSIVE OBLIGATION IS TO PAY FOR REPLACEMENT OF THE GLASS AND/OR INSULATED GLASS (IG) UNIT/S 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 QUALITY OF THE FILM, THE USE OF THE FILM, ANY DEFECT IN THE FILM OR ANY FAILURE OF THE FILM 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.

A CUSTOMER INFORMATION

Business name _____

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

Type of film installed _____

Installation completion date _____

WINDOW TYPE:

- Clear single [ane
- 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

WARRANTY CERTIFICATES THAT ARE NOT LEGIBLE AND/OR PROVIDING INCOMPLETE INFORMATION MAY DELAY PROCESSING OF WARRANTY CLAIMS.

All warranty claims must be approved for payment by Bekaert prior to commencement of any warranty-related service. To initiate a claim contact your independent dealer or the Bekaert warranty service department at 1-877-273-4364.



FILM-TO-GLASS APPLICATION DISCLAIMERS

Single pane clear and tinted tempered glass are automatically pre-approved for limited glass breakage warranty coverage.

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

In addition, round, bent or laminated glass, or insulated glass (IG) units with tempered 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 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) A copy of the window manufacturer's insulated glass (IG) unit seal failure warranty (insulated glass (IG) unit seal failure claims only).
 - c) A copy of the work sheet indicating the number and location of:
 - i) All windows covered by the manufacturer's insulated glass (IG) unit seal failure warranty (insulated glass (IG) unit seal failure claims only).
 - ii) All windows that have Armorcoat window film installed (insulated glass (IG) unit seal failure claims only).
 - 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.**
 - e) Send these warranty claim support materials to:
**Bekaert Specialty Films, LLC
Warranty Service Department
4540 Viewridge 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.