

# Exterior Residential and Commercial Film Limited Warranty Registration Form



ALL INFORMATION ON THIS FORM MUST BE COMPLETED FOR WARRANTY VALIDATION

## Contact Information

Customer Name: \_\_\_\_\_ Installer/Dealer Name: \_\_\_\_\_

Installation Address: \_\_\_\_\_ Company Address: \_\_\_\_\_

City/Suburb and Postal Code: \_\_\_\_\_ City and Postal Code: \_\_\_\_\_

Country/State: \_\_\_\_\_ Country/State: \_\_\_\_\_

Email: \_\_\_\_\_ Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Type:  Commercial Use  Residential Use Telephone: \_\_\_\_\_

Date: \_\_\_\_\_ Signature Installer/Dealer: \_\_\_\_\_

## Product Information Warranty not valid without roll numbers and signature.

Film Type / Description	Roll #	Square Feet of Film	No. of Panes
Total Square Feet of Film and Number of Panes:			

Total Cost of Installation: \_\_\_\_\_

## Glazing Information Warranty not valid without confirmation of glazing structure and signature. A separate form must be completed for each glazing type.

<b>Window Type</b> <input type="checkbox"/> Single Pane Clear <input type="checkbox"/> Single Pane Tinted <input type="checkbox"/> Double Pane Clear <input type="checkbox"/> Double Pane Tinted <input type="checkbox"/> Triple Pane	<b>Glass Type</b> <input type="checkbox"/> Annealed <input type="checkbox"/> Tempered <input type="checkbox"/> Laminated <input type="checkbox"/> Other (describe)	<b>Low E or Other Coatings</b> <input type="checkbox"/> None <input type="checkbox"/> Surface 2 <input type="checkbox"/> Surface 3 <input type="checkbox"/> Other (describe)	<b>Film to Glass Compatibility Chart</b> The installer hereby confirms that the rolls applied within acceptable quality and installation meets the manufacturer's published Film-To-Glass Chart dated:  Signature: _____
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SEE WARRANTY TERMS AND CONDITIONS ON THE BACK SIDE OF THIS CERTIFICATE

### Cleaning Your Film

Your film is made of polyester, which is tough and scratch-resistant. Although it is tough, film is not as hard as glass, and can be damaged by abrasion or unkind treatment.

Here are some simple rules which will prolong the life of your film:

- Do not clean your windows at all for at least 4 weeks.
- Do not attach anything at all to the film with adhesives or suction cups.
- Never clean the film with abrasives or ammonia based products.
- Do use water and detergent to clean the film.
- Never use a brush. Do use a clean sponge or soft cloth to clean the film.

### What Can You Expect After Installation?

Like all products that use an adhesive, the adhesive must cure to achieve a proper bond to the glass. You may see some changes in the appearance of the film while it is curing. Changes are normal at this time.

Depending on film type and thickness, curing takes from 3 to 140 days under normal conditions. The weather, humidity and the amount of sunlight falling on the glass can affect the curing duration. As you would expect, curing tends to be faster in summer and slower in winter. Shaded or covered areas will take longer to cure.

Above all, do not touch the film until curing is complete.

Note: Safety and Security film does not attain its full strength until the adhesive has fully cured.

### Final Appraisal

Do not expect a finished product until curing is complete. Then inspect the film from a distance of about 10 feet, trying to look through rather than at the film.

Remember that apparent defects may be in the glass, rather than the film.

**White Copy** - Customer  
**Pink Copy** - Installer/Dealer  
**Yellow Copy** - Supplier  
 Mail completed yellow copy to:  
 Avery Dennison Corporation, Warranty Department  
 8080 Norton Parkway, Mentor, Ohio 44060  
 windowfilm.quality@averydennison.com  
 Please make sure yellow copy is mailed within 30 days of installation to ensure warranty is valid.

## Exhibit A: Avery Dennison Product Warranty Schedule

All exterior films require edge sealing; Use sealing agent Dow Corning 795 or 791, Max 5000 by GE or equivalent approved neutral silicone seal agent for external application.

For glazing systems below 45% LT tinted glass, the approved warranty period for film to be applied on a darker glazing system will be based on written approval from technical support on a case by case basis.

\* See terms and conditions of the Avery Dennison Window Film Product

\*\* 5th year prorated to 30% film value

\*\*\* Post installation warranty of exterior solar control window film excluded in the following areas:

- Florida, Louisiana, Mississippi, Alabama, Georgia, South Carolina
- Texas: east 100W longitude / south of 35N latitude

Warranty Duration - Exterior			Vertical	Horizontal/Sloped
Solar - XTRM***	R Silver	20 XTRM / 35 XTRM	Up to 15 years*	5 years
	R SkyLite	20 XTRM	-	Up to 10 years*
		20 XTRM Poly	-	10 years
	DR Grey	10 XTRM/ 20 XTRM/ 35 XTRM	8 years (Up to 10*)	4 years
	DS Blue	35 XTRM	7 years	4 years
Solar***	R Silver	20X / 35X	7 years	4 years
		50X	4 years	3 years
		20X Poly / 20X Matte	4 years	3 years
	DR Grey	10X	5 years	3 years
		20X / 35X / 50X	5 years**	3 years
	DS Bronze	20X	4 years	3 years
	SP Blue	75X	5 years	3 years
	SPe-Lite	45X / 70X	7 years	4 years
DS Blue	35X	5 years	3 years	
Safety	SF Clear	4 mil X / 7 mil X	5 years	3 years
	AG Clear	4mil ix / 6mil ix	3 years (10 years interior)	2 years
	Clear	4 mil Poly X / 6 mil Poly X	3 years	2 years

# Avery Dennison Product Limited Warranty - Terms and Conditions

Avery Dennison Corporation, or any of its affiliates and subsidiaries (“**Avery Dennison**”) provides this limited warranty solely to the original and direct purchaser of the Products of Avery Dennison (the “**Purchaser**”). Avery Dennison provides no such warranty to any other third parties, including without limitation, any customers of the Purchaser. No distributor, agent, representative, employee, installer, dealer or any other person is authorized to make, modify or change this limited warranty provided by Avery Dennison and/or make any other warranty and/or representation on behalf of Avery Dennison with respect to the warranted Products.

## 1. Product Warranty

All Avery Dennison architectural window films for installation to the exterior side of glass, delivered by Avery Dennison to Purchaser (collectively, the “**Product(s)**”), are warranted against: bubbling, crazing, delaminating, demetalizing, discoloring and peeling during the warranty periods as listed in Exhibit A (“**Warranty Periods**”) during the Warranty Period (as defined below) (the “**Warranty**”). The applicable Warranty periods begin from the actual installation of Products.

## 2. Warranty Conditions

This warranty shall only apply when the following conditions are met (“**Warranty Conditions**”):

- the Products have been paid in full;
- the Products have been stored, installed, processed, cleaned, maintained or any other relevant action has been executed in accordance with Avery Dennison's written instructions and manuals supplied with the Products (the “**Manual Guide**”);
- the Products were utilized solely for their intended purpose;
- the Products are installed on a glazing system where such glazing system's conditions and composition cannot damage the Products; and
- the defective Products have been returned to Avery Dennison within the Warranty Period (or the Purchaser has provided Avery Dennison within such period with sufficient evidence, as required by Avery Dennison, of the defective Products).

## 3. Limited Warranty Coverage – Exclusions

This limited warranty does not cover the following:

- the quality of the installation and/ or any improper or poor installation;
- window films that are not approved by Avery Dennison for flat glass application to specific glass types in accordance with the Film to Glass Application Chart provided to the Purchaser at the time of the purchase;
- damage to the Products due to improper storage, abuse, improper care, misuse or physical or chemical abuse or exposure, direct or sustained heat or cold or sudden change in temperature or thermal shock, exposure to chemicals, mishandling, abnormal use, force, pressure or loading by any person or object or if the Products have been subjected to neglect or abuse, willful damage, negligence, abnormal working conditions or misuse or alteration or repair of the Products without Avery Dennison's written approval;
- loss and or damage, direct, incidental, or consequential;
- any defects that are not proven to be manufacturing defects.

## 4. Remedy

If any of the Products do not conform to this warranty, while all the warranty conditions are met, Avery Dennison shall only be required to bear the costs for the replacement of the defective Products (including the related labor costs). If Avery Dennison, at its sole discretion, determines that replacement of the defective Products is not commercially reasonable, it can issue a credit to the Purchaser for the Products found to be defective by Avery Dennison, provided that Avery Dennison reserves the right to inspect the damaged Products before replacement. The replacement of the defective Products shall be performed by the Installer or, if the Installer is not available, a different installer authorized by Avery Dennison to provide the warranty replacement service. This limited warranty shall apply to such replacement Products only for the time remaining on the original Warranty Period applicable to the Products being replaced.

**5. THE FOREGOING IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, GUARANTEES, PROMISES, OR REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHER WARRANTY OF QUALITY, WHETHER EXPRESSED OR IMPLIED, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL DUTIES, LIABILITIES (INCLUDING IN NEGLIGENCE), CONDITIONS AND WARRANTIES ON THE PART OF AVERY DENNISON ARE HEREBY EXCLUDED, EXCEPT TO THE EXTENT THAT THESE ARE EXPRESSLY SET OUT IN THIS LIMITED WARRANTY OR ARISE UNDER STATUTE AND CANNOT BE EXCLUDED. ANY IMPLIED WARRANTY WHICH IS NOT EXCLUDED HEREBY, DUE TO OPERATION OF LAW, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY PROVIDED FOR THE PRODUCT WARRANTED. EXCEPT TO THE EXTENT EXPRESSLY REQUIRED BY APPLICABLE LAW, AVERY DENNISON WILL NOT BE LIABLE TOWARDS THE PURCHASER OR ANY THIRD PARTY UNDER ANY LEGAL THEORY (INCLUDING, WITHOUT LIMITATION, TORT OR CONTRACT) FOR ANY DIRECT, INCIDENTAL, CONSEQUENTIAL, INDIRECT OR PUNITIVE OR EXEMPLARY DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOST PROFITS AND/OR ANY EXPENSES, LOSS OR DAMAGES INCURRED OR CAUSED TO THE PURCHASER OR ANY OTHER PARTY IN RESPECT OF ANY WARRANTY CLAIM, REGARDLESS OF THE CAUSE OF SUCH DAMAGE, EVEN IF AVERY DENNISON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. AVERY DENNISON IS NOT RESPONSIBLE FOR DAMAGE CAUSED IN WHOLE OR IN PART BY ACTS OF GOD OR BY ACCIDENTS, THIRD PARTY'S ACTS OR OMISSION AND/OR BY SITE CONDITIONS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT BE APPLICABLE.**

## 6. Warranty Claims

All warranty claims must be received by Avery Dennison Warranty Department at 8080 Norton Parkway, Mentor, Ohio 44060 within

sixty (60) days after the Purchaser learns of the facts upon which the claim is based and within the Warranty Period set forth above. Otherwise, such warranty claim shall be deemed waived. Purchaser shall cooperate with Avery Dennison's or its authorized agents in the inspection of the Product that were claimed to be defective, and will assist Avery Dennison in efforts to perform its obligations under this warranty. Avery Dennison reserves the right to inspect any film, window and/or job prior to acceptance of the warranty claim. Fraud by the Installer or by any other third-party installer or installing dealer or customer shall void this Warranty.

## 7. Inspection Rights

It is the responsibility of the Purchaser to thoroughly inspect the Products upon its receipt and to notify Avery Dennison in writing of evident defect promptly upon its discovery, by defining the defect in detail and declaring which claims are asserted. Avery Dennison's authorized agents must be permitted sufficient time and opportunity to inspect and examine the Products that were claimed to be defective in order to evaluate and respond to any warranty claim. All decisions regarding the existence of manufacturing defects which are covered by this limited warranty shall be made by Avery Dennison and shall be final and binding.

## 8. General

This limited warranty gives Purchaser specific legal rights which may vary depending on the applicable local laws. No term or condition other than those stated herein and no agreement or understanding, whether oral or written, in any way purporting to modify or change this limited warranty shall be binding upon Avery Dennison, unless made in writing and signed by an official signatory of Avery Dennison. This limited warranty is not transferrable if there is a change of ownership of the property in which film has been installed, and terminates automatically upon any sale, conveyance or change in tenancy of any commercial property. Avery Dennison requires that the Customer retain this original Warranty Certificate and the invoice relating to the film installation. Proof of purchase is required to obtain warranty coverage.

## 9. Product related warranty: conflict

In addition to the aforementioned general product warranty, product related and specific warranties may apply. In case of a conflict between the general product warranty and the product related and specific warranties mentioned below, the product related and specific warranties shall prevail.

## Product Related and Specific Warranties

### 10. Anti-Graffiti Films Limited Warranty

Avery Dennison warrants that the Anti-Graffiti films shall not blister, bubble or delaminate when properly installed in accordance with the Warranty Conditions.

In addition to the limited warranty coverage as set out in clause 3 of terms and conditions, this warranty does not cover the following:

- Two or more films are applied to the same glass surface (excluding film SF Clear Mod).
- Automotive film is applied to flat glass constructions.
- If filmed windows are triple or more pane construction, textured, wire film glass, or an IG unit inclusive of a suspended film – need prior approval from Avery Dennison.
- Film is applied to any glass on which there is paint, lettering, signs, stickers or other permanent or temporary ornamentation.
- Filmed glass has prior damage, is chipped, cracked, has holes in it, or light is visible between the frame and the glass.
- Film is applied to non glass substrates (if not specifically permissible) – excluding Avery Dennison Poly window films.
- Altitude is above sea level >2500ft: needs prior written approval from Avery Dennison.
- Film is only partially applied to glass.
- Window is shaded by exterior overhangs, extensions, columns, pillars etc. – need prior approval for application of specific products as SP e-Lite 45 X, SP Blue 75 X.
- Windows are non-rectangular larger than 20 sq. ft.
- Film is applied to any type of laminated glass (excluding laminated glass permitted on FTG): needs prior written approval from Avery Dennison.
- Damage caused by acts of nature (accidents, floods, fire, explosion etc).

### 11. XTRM Exterior Window Films Limited Warranty

Avery Dennison XTRM window films are to be installed by a certified installer. Avery Dennison XTRM window films are warranted against cracking, crazing, delaminating, demetalizing and adhesive failure when properly installed in accordance with Avery Dennison's installation guide on suitable exterior surfaces and edge sealed with approved neutral silicone agents on all 4 edges. Based on the relevant circumstance, the Warranty periods applicable to Avery Dennison XTRM window films are the following:

#### R Silver 20 XTRM / prorated warranty per year

Above 40°N Latitude:			12y	13y	14y	15y	>15y	
	% coverage		Full	50%	30%	20%	0%	
Between 15°N-40°N Latitude:		11y	12y	13y	14y	15y	>15y	
	% coverage	Full	70%	50%	30%	20%	0%	
Below 15°N Latitude:		10y	11y	12y	13y	14y	15y	>15y
	% coverage	Full	60%	50%	40%	30%	20%	0%

Post installation warranty of exterior solar control window film excluded in the following areas:

- Florida, Louisiana, Mississippi, Alabama, Georgia, South Carolina
- Texas: east 100W longitude / south of 35N latitude

### R Silver 35 XTRM

- » Above 40°N Latitude: 10 years (V) / 5 year (H)
- » Between 15°N-40°N Latitude: 9 years (V) / 4 year (H)
- » Below 15°N Latitude: 8 years (V) / 4 year (H)

### R SkyLite 20 XTRM

- » Above 40°N Latitude: 10 years (H)
- » Between 15°N-40°N Latitude: 8 years (H)
- » Below 15°N Latitude: 7 years (H)

### DR Grey XTRM

- » Above 40°N Latitude: 8 years\* (V) / 4 year (H)
- » Between 15°N-40°N Latitude: 7 years (V) / 3 year (H)
- » Below 15°N Latitude: 6 years (V) / 3 year (H)

V=Vertical

H=Any deviation from vertical

\* Up to 10 years per specific project based on written approval from Avery Dennison.

### 12. Limited Glass Breakage Warranty / Seal Failure Warranty

Not all films are eligible for Glass Breakage And Seal Failure Coverage. Some types of film, when applied to certain types of glass, almost always result in glass breakage due to excessive heat absorption. To prevent unnecessary glass breakage, Avery Dennison only approves and offers its Limited Warranties on glass and film combinations as detailed on the Company's Film To Glass Application Chart, which may be changed from time to time by Avery Dennison. Tempered, heat strengthened, or annealed glass, including the inner (room side) pane of double pane or insulated glass units, is warranted by Avery Dennison against glass breakage due to thermal shock fracture only for a period of five (5) years after window film installation. In the event of glass failure due to thermal stress shock fracture that is caused only by the application of Avery Dennison window films, Avery Dennison shall only be required to provide the following warranty service: (i) Replace the broken glass; (ii) Replace or repair that portion of the window frame in immediate contact with the glass, if damaged due to the break; and (iii) Replace such quantity of Avery Dennison window film judged to be necessary by Avery Dennison; and (iv) Board up or cover openings caused by glass failure when replacement of glass is subject to unreasonable delay.

The warranty service provided by Avery Dennison shall never exceed \$500 (or the equivalent amount in the relevant local currency), per glazing unit and film (this includes costs for materials and labor). Any pre-existing condition which may affect glass breakage or seal failure of the filmed glass, will void this Limited warranty. Certain film to glass combinations in excess of 5,000 square feet on commercial buildings requires written pre-approval by Avery Dennison in order to qualify for the glass breakage and seal failure warranty. Please consult the Film to Glass Chart for further details.

Under this warranty 'seal failure' will have the following meaning: a visible break or opening of the window's air seal, resulting in an ineffective sealing of the insulated glass (IG) unit, allowing moisture and/or air to penetrate, causing an internal 'fogging' between the two panes of glass, within three (3) years after the application of the Avery Dennison Brand Window Films, to which the seal failure coverage applies. Avery Dennison will pay for repair or replacement of up to, but not in excess of, \$500 (or the equivalent amount in the relevant local currency) per defective glass unit.

In addition to the limited warranty coverage as set out in clause 3, this warranty does not cover the following:

- Two or more films are applied to the same glass surface (excluding film SF Clear Mod).
- If filmed windows are triple pane construction, textured, wire film glass, or an IG unit inclusive of a suspended film – need prior approval from Avery Dennison.
- Film is applied to any glass on which there is paint, lettering, signs, stickers or other permanent or temporary ornamentation.
- The filmed glass has prior damage, is chipped, cracked, has holes in it, or if light is visible between the frame and the glass.
- The film is applied to plastics, acrylics, polycarbonates or other non-glass substrates (excluding Avery Dennison Poly window films).
- The glass is found to have been cracked or exhibits evidence of seal failure at the time of window film installation.
- Frames or seals are not resilient, such as solid metal or solid wood frames, or any hard material without resilient expansion seals.
- One glass side is more than 11 feet or the glass has more than 100 sq. ft. of surface area – need prior approval.
- The breakage was due in whole or in part to forces not involving thermal stress such as severe winds, earthquakes, civil disturbance, explosions, etc.
- Double pane glass with more than 40 sq. ft. surface area.
- Clear annealed glass thicker than 3/8 inch.
- Tinted annealed glass thicker than 1/4 inch.
- Glass window blocks.
- Partial applications of film to glass.
- Architectural shading from exterior overhangs, extensions, columns, pillars, etc.
- non-rectangular windows larger than 20 sq. ft.
- Buildings with more than 1% previous glass breakage over the last two (2) years prior to film installation.
- Latent glass defects such as, but not limited solely to, Nickel Sulfide inclusion.
- The window film is applied to any type of laminated glass without the prior written consent of Avery Dennison (unless approved on FTG).

## Avery Dennison Corporation

8080 Norton Parkway, Mentor, Ohio 44060  
T: 1-800-660-5559  
graphics.averydennison.com