



A better environment inside and out.™

Outside Weatherable Films

Limited Commercial and Residential Warranty

Bekaert Specialty Films, LLC (hereinafter Bekaert) provides the following limited warranty coverage for the film/s you purchased when applied to commercial and residential applications. Dealer, check box(es) as applicable:

FILM TYPE PURCHASED:

Five (5) year limited warranty for vertical applications only and three (3) year limited warranty for sloped installations

☐ Sentinel™ OSW

Five (5) year limited warranty for vertical applications only and two (2) year limited warranty for sloped installations

☐ OSW SREX

LIMITED PRODUCT WARRANTY

In the unlikely event that the Solar Gard film you have purchased should experience adhesive failure, bubbling, cracking, crazing, delamination, demetalization, peeling or any other defect, Bekaert will provide replacement film and reasonable labor charges not to exceed the percentage of the amount of the original invoice, equal to the percentage of film replaced. In addition, all films included in the limited 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 commercial and residential product warranty coverage begins at the date of installation completion.

ADDITIONAL COVERAGE

In addition to the limited product warranty coverage, select Solar Gard program window films provide additional 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. Refer to Film-To-Glass Application Guidelines (Catalog #0234) for guidance on approved installations.

☐ LIMITED TWO (2) YEAR GLASS BREAKAGE WARRANTY

If glass breakage occurs within the warranty period, because of an approved film-to-glass application, Bekaert will, upon verification of warranty coverage, replace the broken glass and the window film. This coverage is for two (2) years starting from the installation completion date.

☐ LIMITED TWO (2) YEAR IG UNIT SEAL FAILURE WARRANTY

If insulated glass (IG) unit seal failure occurs within the warranty period, because 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 two (2) years starting from the installation completion date. In no case shall this limited two (2) year 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 LIMITED TWO (2) YEAR INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY: WHEN MAKING A WARRANTY CLAIM, THE CUSTOMER MUST PROVIDE BEKAERT A COPY OF THE WINDOW MANUFACTURER'S INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY SHOWING THAT COVERAGE IS IN FORCE AS OF THE TIME OF FILM INSTALLATION. IF THE CUSTOMER FAILS TO PROVIDE BEKAERT WITH PROOF THAT THE WINDOW MANUFACTURER'S INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY IS IN FORCE, THE CUSTOMER FAILS TO QUALIFY FOR COVERAGE UNDER THIS PROVISION AND THE LIMITED TWO (2) YEAR INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY COVERAGE IS NOT VALID OR IN EFFECT.

Payments under the limited two (2) year glass breakage warranty and the limited two (2) year insulated glass (IG) unit seal failure warranty are subject to a combined warranty claim limit of \$500 on a per-window basis including a \$25 deductible.

FOR FILM-TO-GLOSS APPLICATION GUIDANCE, PLEASE REFER TO CATALOG #0234 AND THE BACK OF THIS WARRANTY CERTIFICATE.

SCOPE OF COVERAGE

This limited warranty is provided and applies to any individual or entity that originally purchased the film from Bekaert or a window film distributor or dealer. This limited warranty coverage begins from the date that the film was originally installed, is not transferable from the original purchaser of the film and is only valid in the United States and Canada.

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 or cleaning or abuse;
2. Film that has not been properly edge sealed using an approved edge sealant per Technical Bulletin: Outside Weatherable Film Installation (SK250SG6);
3. The quality of the installation performed by the independent window film dealer;
4. Non-conforming applications and non-complying film uses; and
5. 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.
6. Application of the film on spandrel glass that has been painted, coated with ceramic frit, coated with film, or any other opacifying material applied to the surface of the glass.

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 THE EVENT OF GLASS BREAKAGE OR INSULATED GLASS (IG) UNIT SEAL FAILURE DUE TO THE INSTALLATION OF AN APPROVED FILM-TO-GLASS APPLICATION, BEKAERT'S SOLE AND EXCLUSIVE OBLIGATION IS TO PAY FOR REPLACEMENT OF GLASS AND/OR INSULATED GLASS (IG) UNITS 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 PROVIDING INCOMPLETE INFORMATION MAY DELAY PROCESSING OF WARRANTY CLAIMS.

A CUSTOMER INFORMATION

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 _____

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

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

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 film-to-glass application chart (Catalog #0234). These items are available free from your independent BSF 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 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 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.
19. Application of the film on spandrel glass that has been painted, coated with ceramic frit, coated with film, or any other opacifying material applied to the surface of the glass.

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 the dealer is no longer accessible, please visit our Web site at www.solargard.com to locate a Solar Gard dealer in your area, or you may contact the Bekaert warranty department at **Bekaert Specialty Films, LLC, 4540 Viewridge Avenue, San Diego, CA 92123-1637, 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 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. 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 Solar Gard 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 scratch resistant, 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.