



**COMMERCIAL/RESIDENTIAL LIMITED WARRANTY**  
SEE BELOW AND ON REVERSE FOR TERMS & CONDITIONS

ALL INFORMATION MUST BE COMPLETE

**CUSTOMER INFORMATION**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

*I have read, understood and agree to all the terms and conditions of this warranty:*

Signature: \_\_\_\_\_

**DEALER INFORMATION**

Business Name: \_\_\_\_\_  
Installer's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

Purchase Invoice#: \_\_\_\_\_

Signature: \_\_\_\_\_

**INSTALLATION INFORMATION**

Installation Date: \_\_\_\_\_  
Annealed \_\_\_\_\_ Tempered \_\_\_\_\_ Reflective: Y \_\_\_\_\_ N \_\_\_\_\_  
Film Type(s): \_\_\_\_\_  
Roll #(s) \_\_\_\_\_  
Total square footage installed: \_\_\_\_\_

Glass Type: Single Pane \_\_\_\_\_ Double Pane \_\_\_\_\_ Clear \_\_\_\_\_ Tinted \_\_\_\_\_  
Glass Thickness: \_\_\_\_\_ Low-E: Y \_\_\_\_\_ N \_\_\_\_\_  
# of panes filmed: Single Pane: \_\_\_\_\_ Double Pane: \_\_\_\_\_  
Has glass breakage or seal failure previously occurred? Y \_\_\_\_\_ N \_\_\_\_\_  
Location in building: \_\_\_\_\_  
(area or rooms film was installed)

**• LIFETIME RESIDENTIAL/TEN YEAR COMMERCIAL LIMITED PRODUCT WARRANTY**

Subject to the terms, conditions, and limitations provided herein, Aegis Films Inc. warrants ACUITY architectural window films to be free from defect when properly applied to the interior glass surface of residential or commercial buildings. The residential limited warranty/commercial ten year warranty is non-transferable.

**• 5 YEAR LIMITED GLASS BREAKAGE WARRANTY**

All listed ACUITY architectural window films include limited coverage against thermal stress and thermal expansion glass breakage caused as a direct result of an approved residential/commercial installation on vertical glass only. The coverage period is five years from the original film installation completion date. See reverse side of this certificate for important details about the conditions, scope and applicability of this glass breakage warranty coverage. This five year limited glass breakage warranty is applicable only to the original purchaser of the ACUITY architectural window film, and is non-transferable.

**• 3 YEAR LIMITED IG UNIT SEAL FAILURE WARRANTY**

Three year coverage for insulated glass (IG) seal failure is also included with the limited glass breakage warranty, although it is only on applicable IG units with approved film-to-glass applications with the listed ACUITY products. The coverage period is three years from the original film installation completion date. This warranty is subject to the terms, conditions and limitations provided herein, and subject to proof that window manufacturer's warranty is in force at the time of film installation. See reverse side of this certificate for important details about

the conditions scope, and applicability of this IG unit seal failure warranty coverage. This three year limited IG seal failure warranty coverage is applicable only to the original purchaser of the ACUITY architectural window film and is non-transferable.

**• PRODUCT WARRANTY COVERAGE**

In the unlikely event that an ACUITY architectural window film with lifetime residential/ten year commercial limited product warranty coverage should experience adhesive failure, bubbling, cracking, crazing, delamination, demetalization or discoloration, Aegis Films will provide replacement film and reimburse the reasonable and customary labor costs, for an independent window film dealer to remove the defective film and install the replacement film. Any independent window film dealer can be authorized by the Aegis Films warranty service department to remove and replace the defective film.

Warranty repair liability shall in no case exceed a value greater than the original invoice amount, nor shall warranty repair service be extended to anyone other than the company that originally purchased the film. The installation of warranty replacement film will not renew or extend the original warranty coverage time period, as stated in this contract.

**No other warranties, express or implied, are provided with this product. Implied warranties of merchantability and/or fitness for a particular purpose are expressly disclaimed.** In addition, all other liabilities that might arise with respect to the sale of this product or other service either in contract or tort, including without limitation strict liability based upon statute or common law, and liability based upon

negligence of Aegis Films or its agents, are expressly disclaimed and negated. **The remedy provided herein shall be the sole and exclusive remedy for any loss arising out of the sale, application and/or use of this product; except as provided herein, Aegis Films shall not under any circumstances be responsible for or liable to any party for any economic loss or physical harm or any incidental, consequential, or special damages.** Some states do not allow limitations on how long implied warranty lasts and/or do not allow the exclusion or limitations of incidental or consequential damages, so the above may not apply.

Aegis Films shall not be liable for any loss, damage, expense or cost caused in whole or in part by improper film installation, improper care or maintenance of the product, non-conforming applications or uses, or any other events which were not directly caused by the quality of the product, or the quality of the workmanship of the window glass or IG unit. The warranty may not be modified in any respect except by the express written agreement of Aegis Films.

**• HOW TO MAKE A CLAIM**

Aegis Films provides a toll free warranty service department phone number for the United States and Canada. The number is 1-866-313-8468 and can be used Monday through Friday, 9:00 a.m. -

5:30 p.m. EST. To initiate a claim for product failure, glass breakage, or IG unit seal failure, the original purchaser must present proof of purchase, a valid and properly completed warranty certificate, and in case of seal failure, a copy of the IG unit original seal failure warranty. The installing dealer need not be present to file a warranty claim. The product warranty coverage applies only to the quality of the film product and does not insure the quality of the installation performed by the dealer.

**• FILM ADHESIVE DRYING TIME**

The mounting solution used for the installation of your ACUITY architectural window film will require a period of time to dry completely. Cold and/or cloudy weather conditions can lengthen the drying time of your ACUITY architectural window film, while warm weather and direct sun light exposure will reduce the drying time.

**• CLEANING INSTRUCTIONS**

**DO NOT CLEAN THE FILM FOR 30 DAYS AFTER INSTALLATION.** This will help insure proper curing of the film to the glass. Do not use bristle brushes, abrasives, scrubbing sponges or any other cleaning materials that may scratch the film. Common non-abrasive cleaning solutions may be used to safely clean window film surfaces. Always use fresh clean soft materials to wash and dry your window film surfaces.

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**GLASS BREAKAGE AND IG UNIT SEAL FAILURE COVERAGE**

- To qualify for seal failure warranty coverage, the customer must prove that IG unit manufacturer’s seal failure warranty is in force at the time of claim. Installations over 1,000 square feet require prior approval from Aegis Films. The three year IG unit seal failure warranty shall not exceed the original manufacturer’s IG unit seal failure warranty coverage period.
- If glass breakage or seal failure does occur as a direct result of an approved installation of approved ACUITY architectural film, Aegis Films will, upon verification of coverage, replace the broken glass or insulated glass unit and the window film. There is a repair or replacement limit of \$500 per window, with a \$25 deductible per window. The cost of the film and labor to re-install the window film under warranty shall be included in the \$500 per window replacement limit.

- As a condition of coverage, the glass breakage and seal failure warranty must be registered within 30 days of installation. Coverage is non-transferable from the original purchaser of the film, and is only valid on approved film-to-glass applications in the United States and Canada.

Approved Acuity Architectural Films:					
QB - 18	QN - 35	QS - 15	QO - 07	QC - 02	WHITE MATTE
QB - 38	QN - 50	QS - 30	QO - 27	QC - 04	
		QS - 50	QO - 45	QC - 07	

*\* All other films are safe for installation on single pane glass ONLY.*

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**FILM-TO-GLASS APPLICATION GUIDE FOR ACUITY ARCHITECTURAL FILMS**

Glass breakage and IG unit seal failure warranty is NULL & VOID on ACUITY film installed on the following surfaces:

- Circular, round, bent, laminated, textured, wired glass or skylights
- Triple or quadruple pane IG units
- Glass with paint, lettering or vinyl graphics
- Glass with any single edge dimension greater than 10 feet
- Any single glass pane greater than 100 square feet total
- Any single IG unit greater than 40 square feet total
- Glass 3/8<sup>th</sup> inch or thicker
- Damaged, chipped, cracked or scratched glass
- Glass with concrete framing
- Glass with metal framing that has no gaskets or seals

- Any building that has a history of glass breakage and seal failure problems
- Broken glass or IG units with seal failure prior to installation of the film

ACUITY glass breakage and IG unit seal failure warranty coverage becomes NULL & VOID if any of the following conditions are present at the time of installation:

- Any tinted IG unit improperly installed. Example: outside tinted surface installed on inside.
- Damage caused by an act of nature, accident, fire, riot or explosion.
- False or misrepresented information on warranty registration card.
- Dealer or customer fraud.

