



Armorcoat Warranty FEATURES

Dealer/Customer Convenient

Once completed, the dealer should take a moment to review warranty coverage details using the certificate as a guide for presentation. All Armorcoat warranty certificates contain the necessary information customers will need. The front side of the certificate displays particulars about the installation and warranty coverage details. The reverse side includes information about film-to-glass applications film care and how to make a warranty claim.

- 1 Manufacturer Backed Coverage**
All Armorcoat safety & security films are backed by Bekaert Specialty Films, LLC (BSF). See actual warranty certificate for details.
- 2 Film Type Check Off Box**
Place a check in the box displaying the film selected for the job. When applicable, indicate if it's a commercial or residential application using the check off box provided.
- 3 Full Invoice Repair Value**
All premium quality Armorcoat films come with replacement film and labor repair warranty. The limits of the warranty repair are established by the customer's original invoice amount. See actual warranty certificate for details.
- 4 Dealer Information**
A custom made stamp with your dealer information will make completing this section much easier. To save time, these warranty certificates can be pre-stamped far in advance of daily usage. There is a blank box provided to the right of this section. Don't forget to stamp all copies and sign your name.
- 5 Customer Information**
Have your customer complete section "A." Don't forget the customer's signature.
- 6 Film Installation Information**
Without film type and roll number information, your customer will have difficulty if they ever have to make a warranty claim. This section is very important for the dealer to complete properly.
- 7 Installation Date**
Warranty coverage begins at installation completion. Don't forget to fill in the installation date.
- 8 Two Part Forms**
Dealer's should always attach a proof of purchase invoice to the white copy of the product warranty and give them both to the customer. Yellow copies are for the dealer's file. Yellow copies should be forwarded to the warranty service department ONLY when the installation includes glass breakage and insulated glass (IG) unit seal failure warranty coverage.

- 9 Sales Total**
The sales total establishes the warranty claim pay-out parameters. The amount in this section should match the dealer's proof of purchase invoice total.
- 10 Glass Breakage & Insulated Glass (IG) Unit Seal Failure Warranty Coverage Explanation (Reverse Side Of Certificate)**
In addition to the limited product warranty, all Armorcoat window films provide limited glass breakage and/or insulated glass (IG) unit seal failure warranty coverage (Catalog #0366 AC) caused by thermal stress and/or thermal expansion resulting from the installation of an approved film-to-glass application.
- 11 Proper Film-To-Glass Application Disclaimers**
Properties of window films and glass will vary, raising concern when selecting the most suitable film for a particular installation. 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).
- 12 Low-E Caution**
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 pages and/or Catalog #0330.
- 13 How To Make A Warranty Claim**
Take a few moments to go over this section in detail. It is an important part of assurance salesmanship.
- 14 Window Film Care & Maintenance**
It's a good practice to go over this section with your customer when the job is complete. If you make this a routine practice, you'll increase your customer satisfaction index and minimize after the sale complaints and concerns.

Limited Residential & Commercial Warranty

1 **INSTALLATION TYPE:**

Residential Commercial

2 **TWELVE (12) YEAR LIMITED PRODUCT WARRANTY**

3 **SCOPE OF COVERAGE**

1 **1. Improve film installation, improve film-to-glass application, improve film care or handling or other.**

2. The quality of the installation performed by the independent window film dealer.

3. Non-compliance application and non-compliance film issue and

4. Any other non-compliance, service, fault or damage not associated with the installation of BSF window film, or the film quality or workability of the glass, or installed glass (IG) units.

5. In the event that it is necessary to repair defective film or to replace or other glass and/or installed glass (IG) units, any such repair or replacement will be limited to the actual cost of the repair.

6. THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY BSF FOR THE BSF FILM YOU PURCHASED.

7. IF IN CASES IN LIEU OF AND SUPERSEDES ANY OTHERS, ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND AGREEMENTS, INCLUDING ALL WARRANTIES IMPLIED BY LAW, SUCH AS AN IMPLIED WARRANTY OF MERCHANTABILITY AND AN WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED. THIS WARRANTY DOES NOT COVER THE LABOR, INSTALLATION, OR HANDLING OF ANY SUCH IMPLIED WARRANTIES, REPAIRS OR AGREEMENTS.

8. IN THE EVENT OF AN INQUIRY, OR FAILURE OF THE FILM, OR IN THE EVENT THE FILM IS TO BE REPAIRED OR REPLACED OR EXCHANGED, BSF'S SOLE AND EXCLUSIVE OBLIGATION IS TO PROVIDE REPLACEMENT FILM AND TO BE RESPONSIBLE FOR THE REPAIR, SPECIAL CONSIDERATION WILL BE GIVEN TO THE CUSTOMER'S CONVENIENCE.

9. IN NO EVENT SHALL BSF BE LIABLE OR RESPONSIBLE FOR ANY OTHER COSTS, EXPENSES, LOSSES OR DAMAGES (REGARDLESS OF WHETHER THEY ARE CAUSED BY THE DIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL USE OF THE FILM OR DEFECTS IN THE FILM OR ANY FAILURE OF THE FILM TO PERFORM AS REPRESENTED OR IMPLIED.) BY THIS WARRANTY, BSF DOES NOT ASSUME LIABILITY FOR ANY WARRANTY, CONTRACT, AGREEMENT, OTHER FILM OR SUPERSEDES IN THIS LIMITED WARRANTY.

10. THIS LIMITED WARRANTY CAN ONLY BE ASSIGNED BY A WRITTEN AGREEMENT SIGNED BY AN OFFICER OF BSF.

4 **DEALER INFORMATION**

Dealer Name: _____

Address: _____

City/State/Zip: _____

Day Phone Number: _____

Dealer's Signature: _____

5 **CUSTOMER INFORMATION**

Customer Name: _____

Address: _____

City/State/Zip: _____

Day Phone Number: _____

Customer's Signature: _____

6 **FILM INSTALLATION INFORMATION**

North Film Type: _____	Sq. Ft. Amount: _____	Roll # _____	Sub Total _____
South Film Type: _____	Sq. Ft. Amount: _____	Roll # _____	Sub Total _____
East Film Type: _____	Sq. Ft. Amount: _____	Roll # _____	Sub Total _____
West Film Type: _____	Sq. Ft. Amount: _____	Roll # _____	Sub Total _____
Misc. Film Type: _____	Sq. Ft. Amount: _____	Roll # _____	Sub Total _____

7 **INSTALLATION DATE:** _____

8 **SALES TOTAL:** _____

9 **SALES TAX:** _____

10 **TOTAL:** _____

10 **GLASS BREAKAGE & INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY COVERAGE EXPLANATION**

11 **FILM TO GLASS APPLICATION DISCLAIMERS**

12 **LOW-E CAUTION**

13 **HOW TO MAKE A WARRANTY CLAIM**

14 **WINDOW FILM CARE & MAINTENANCE**

DO NOT CLEAN THE FILM FOR 30 DAYS AFTER INSTALLATION

CLEANING INSTRUCTIONS



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Place a check in the box displaying the film selected for the job. When applicable, indicate if it's a commercial or residential application using the check off box provided.
- 3 Full Invoice Repair Value**
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- 4 Dealer Information**
A custom made stamp with your dealer information will make completing this section much easier. To save time, these warranty certificates can be pre-stamped far in advance of daily usage. There is a blank box provided to the right of this section. Don't forget to stamp all copies and sign your name.
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Properties of window films and glass will vary, raising concern when selecting the most suitable film for a particular installation. 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).
- 12 Low-E Caution**
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 pages and/or Catalog #0330.
- 13 How To Make A Warranty Claim**
Take a few moments to go over this section in detail. It is an important part of assurance salesmanship.
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Limited Residential & Commercial Warranty

WARRANTY

Bekaert Specialty Films, LLC (hereinafter BSF) provides the following limited warranty coverage for film-to-glass applications when applied to residential and commercial applications (Dealer check boxes as applicable).

1 INSTALLATION TYPE:

Residential Commercial

2 TWELVE (12) YEAR LIMITED PRODUCT WARRANTY

In the unlikely event that the Armorcoat film has been purchased through experience without failure, including cracking, crazing, delamination, or other defects, BSF will provide replacement film and materials, subject to the percentage of replacement film cost of the original film, up to the percentage of the original film type can be re-replaced. BSF does not warrant **Unvented film sealed glass related repairs.**

3 SCOPE OF COVERAGE

This limited residential and commercial warranty is provided and applies to individual or units that originally purchased the film from BSF or a window film distributor or dealer.

BSF is not responsible for safety performance claims made by dealers or installers regarding **Unvented film products.** Proper installation for your particular requirements and the responsibility of the installed dealer who can assist you in selecting the proper film for your needs. You must therefore refer to your dealer or your supplier to make sure that the proper film type can be re-replaced. BSF does not warrant **Unvented film sealed glass related repairs.**

This limited residential and commercial warranty coverage begins from the date that the film was originally installed, as all decorative films are original purchases of the film. It only voids in the United States and Canada and applies to unvented film applications only.

BSF shall not be liable for any loss, damage, expense or cost caused or incurred by the customer.

1 IMPROPER FILM INSTALLATION, IMPROPER FILM-TO-GLOSS APPLICATION, IMPROPER FILM CARE OR MAINTENANCE.

2 THE QUALITY OF THE INSTALLATION PERFORMED BY THE INSTALLER.

3 NON-COMPLYING APPLICATIONS AND NON-COMPLIANT FILM TYPES AND

4 ANY OTHER UNCONVENTIONAL SERVICE, DAMAGE OR DAMAGE INCURRED WITH THE INSTALLATION OF THE WINDOW FILM, OR THE QUALITY OR WORKMANSHIP OF THE GLASS, OR INSTALLED GLASS (IG) UNITS.

In the event that it is necessary to repair defective film or to replace or other glass under installation from this date, one such repair or replacement will be provided for the duration of the limited warranty.

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY BSF FOR THE BSF FILM YOU PURCHASED.

IF IN CASES IN LIEU OF AND SURRENDERS AND WITH SETS, ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND AGREEMENTS, INCLUDING ALL WARRANTIES IMPLIED BY LAW, SUCH AS AN IMPLIED WARRANTY OF MERCHANTABILITY AND AN WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED BY BSF. THIS WARRANTY IS NOT APPLICABLE TO THE LIMITED WARRANTY, EXCLUSION OF LIABILITY OR ANY SUCH IMPLIED WARRANTIES, OBLIGATIONS OR AGREEMENTS.

IN THE EVENT OF AN INJURY TO, OR FAILURE OF THE FILM, OR IN THE EVENT THE FILM IS FOUND TO BE DEFECTIVE OR DAMAGED, BSF WILL BE RESPONSIBLE TO THE EXTENT SPECIFIC CONSIDERATIONS OF THE FILM'S SALE AND EXCLUSIVE OBLIGATION TO PROVIDE REPLACEMENT AND TO THE EXTENT OF THE WARRANTY LABOR SUBJECT TO THE LIMITATIONS OF THIS LIMITED WARRANTY.

IN NO EVENT SHALL BSF BE LIABLE OR RESPONSIBLE FOR ANY OTHER COSTS, EXPENSES, LOSSES OR DAMAGES (REGARDLESS OF WHETHER THEY ARE CAUSED BY THE SUBJECT SPECIAL CONSIDERATIONS OF THE FILM'S SALE AND EXCLUSIVE OBLIGATION TO PROVIDE REPLACEMENT AND TO THE EXTENT OF THE WARRANTY LABOR SUBJECT TO THE LIMITATIONS OF THIS LIMITED WARRANTY).

THIS LIMITED WARRANTY CAN ONLY BE ASSURED BY A WRITTEN AGREEMENT SIGNED BY AN OFFICER OF BSF.

Installation Completion Date: / /

5 CUSTOMER INFORMATION

Customer Name: _____

Address: _____

City/State/Zip: _____

Day Phone Number: _____

Customer's Signature: _____

4 DEALER INFORMATION

Dealer Name: _____

Business Name: _____

Address: _____

City/State/Zip: _____

Day Phone Number: _____

Dealer's Signature: _____

6 FILM INSTALLATION INFORMATION

North Film Type: _____ Sq. Ft. Amount: _____ Roll # _____

South Film Type: _____ Sq. Ft. Amount: _____ Roll # _____

East Film Type: _____ Sq. Ft. Amount: _____ Roll # _____

West Film Type: _____ Sq. Ft. Amount: _____ Roll # _____

Other Film Type: _____ Sq. Ft. Amount: _____ Roll # _____

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10 GLASS BREAKAGE & INSULATED GLASS (IG) UNIT SEAL FAILURE WARRANTY COVERAGE EXPLANATION

In addition to this limited product warranty, all Armorcoat window films provide limited glass breakage and/or insulated glass (IG) unit seal failure warranty coverage (Catalog #0366 AC) 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 film and entire 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 from your independent BSF window film dealer.

11 FILM TO GLASS APPLICATION DISCLAIMERS

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

Insulated glass (IG) unit seal failure coverage, all Armorcoat window films provide limited glass breakage and/or insulated glass (IG) unit seal failure warranty coverage. Certain film-to-glass applications are automatically pre-approved for this coverage without cost, although a film and entire pre-approval may be required for others.

In addition, sound and laminated glass, or treated glass (IG) units with tempered glass may be approved, although a film-to-glass application checklist (Catalog #0232) must be submitted and written approval received to ensure glass breakage and treated 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. Tinted, tinted or skylight glass.
2. Any glass with non-flat or uneven surfaces applied.
3. Any window where light can be seen between the glass and the framing system.
4. Any glass or polycarbonate.
5. Tinted or non-tinted pane insulated glass (IG) units.
6. Glass with panel, latching, or other protrusions or other ornamentation.
7. Glass with any angle edge (minimum radius: min. 1/8 inch).
8. Any single pane glass product from 100 square feet less.
9. Any single pane glass product from 100 square feet less.
10. Any single pane self-ported film installation. Film must be installed edge to edge.
11. Glass 24 inch or higher.
12. Damaged, chipped, cracked or scratched glass.
13. Glass with corrosion, moisture, or no gas to seal.
14. Glass with framing system or gaskets that are no longer installed.
15. Glass with or treated glass (IG) units with seal failure prior to installation of the film.
16. Any building that has a history of glass breakage and/or seal failure problems, or
17. Other 25 percent or more of the glass is checked and where that meeting equals 25 percent of the perimeter of the glass.

12 LOW-E CAUTION

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 (Catalog #0234) and/or the glass breakage and insulated glass (IG) unit seal failure booklet (Catalog #0330) to ensure warranty coverage.

13 HOW TO MAKE A WARRANTY CLAIM

BSF 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 BSF prior to commencement of any warranty-related service.
2. Customer must provide original receipts to initiate a warranty service claim. If your original receipts are not available, you may contact the BSF warranty service center.
3. In order to process a warranty claim, BSF needs the following warranty claim support materials:
 - a) A copy of the limited warranty certificate or the applicable information contained on it.
 - b) Proof of purchase from the installers dealer. **THE 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
Clearwater, Florida 33762-3818

4. Upon completion of the warranty repair service, the customer will be required to sign a warranty repair claim form, Catalog #0232 AC. This form will enable the dealer to be reimbursed for the repair service.

5. All warranty claims must be made to 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 BSF to perform the warranty service pursuant to the terms of the warranty.

14 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.
- Make glass cleaners soft and wet, although a good cleaning solution for window film is 10 ounces of liquid dish soap added to 1 quart of bath water.
- A soft cloth or clean synthetic sponge is recommended for washing the window film followed by another clean soft cloth or soft rubber squeegee for drying.
- Do not scratch the film, do not use abrasive brushes, abrasive scrubbing sponges, or any cleaning materials that may have been contaminated with dirt particles, as this may cause the glass cleaning solution to be more abrasive to the film.
- Some brands of paper towels are coarse enough to cut fine scratches in the film, even films with DuPont® protective hard coat finish. While these scratches may be too fine to see at the beginning, they can damage the protected look of the film over time.