

# Solar Gard® Limited Automotive Warranty



Thank you for choosing a Solar Gard® window film from Saint-Gobain Solar Gard Australia Pty Ltd ("SGSG"). Set out herein are details of the warranties we offer and the limitations of these warranties. These warranties apply to our products and not to installation of the products by dealers. Installation is subject to a separate agreement between you and the installer.

**1. EXPRESS WARRANTY PERIODS:**

**DEALER:** Please initial the box of the film type purchased where indicated:

	Ceramic Vortex	iON Ceramic	Quantum®	HP Supreme	NR Supreme	Galaxie™	HP Smoke® Plus	Ultragard Plus	NR Smoke® Plus
Dealer Initial Appropriate Box:									
Warranty Period:	Lifetime*	Lifetime*	Lifetime*	Lifetime*	Lifetime*	Lifetime*	Lifetime*	Lifetime*	3 years
Warranted against demetallisation:	N/A	N/A	Yes	Yes	N/A	N/A	Yes	N/A	N/A
Warranted against excessive or unusual change of colour	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No

\*Subject to the exclusions in section 6, "Not covered by these Express Warranties".

**2. Express Warranties:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Nothing in these express warranty provisions limit other rights which may exist under the Australian Consumer Law. Please note that these Express Warranties apply only in respect of the supply of Products, and any claims in respect of installation should be made directly with and to the applicable installer.

Subject to the exclusions in section 6, SGSG provide the additional Express Warranties set out in this section. These Express Warranties are additional to guarantees you may have under the Australian Consumer Law.

**Warranties Against Defect**

SGSG warrants all SGSG window film (listed above the "Products") against adhesive failure, bubbling, cracking/crazing, delamination, peeling or other manufacturer's defect in accordance with the Australian Consumer Law.

**Warranties Against Demetallisation**

Subject to the exclusions in section 6, SGSG also provides an Express Warranty for the Quantum, HP Supreme, and HP Smoke Plus Products against demetallisation for the period specified in section 1 above. No Express Warranty against demetallisation is provided for the Ultra Performance, NR Supreme, Galaxie, NR Smoke Plus, and Ultragard Products.

**Warranty Against Excessive or Unusual Change in Colour**

SGSG also provides an Express Warranty for Ultra Performance, Quantum, HP Supreme, NR Supreme, Galaxie and Ultragard Products against excessive or unusual change of colour for the period specified in section 1 above. However, no such warranty is provided for HP Smoke Plus and NR Smoke Plus Products.

**3. Covered Persons / Companies:** The Express Warranties are provided and apply only to the registered owner of the automobile at the time the Product was installed.

**4. Warranty Period:** The Express Warranty coverage begins on the date the Product was installed and extends for the period specified in section 1. The Express Warranties terminate upon any sale of the automobile.

**5. Not Covered by these Express Warranties:** You may have other rights and remedies under the Australian Consumer Law, however the Express Warranties do not cover any one or more of the following:

1. Installation of the Product (whether or not (i) performed by a dealer; or (ii) the installer) is "Certified" by SGSG; or
2. Improper product care, maintenance or cleaning; or
3. Product abuse; or
4. Glass breakage; or
5. Non-automotive applications and/or non-complying film uses; or
6. Any other acts, occurrences, defects, faults or damages not caused by SGSG.

**6. General:** Nothing in this Express Warranty excludes, restricts or modifies any right or remedy, or any guarantee, warranty or other term or condition, implied or imposed by any legislation which cannot lawfully be excluded or limited. If any guarantee, warranty, term or condition is implied or imposed in relation to the Product under the Australian Consumer Law or any other applicable legislation and cannot be excluded ("Non-Excludable Provision"), and SGSG is able to limit the customer's remedy for a breach of the Non-Excludable Provision, then the liability of SGSG for breach of the Non-Excludable Provision is limited to, at SGSG's option, (a) replacement of the Product(s), (b) repair of the Product(s), (c) the purchase price of the Product(s) or (d) the cost of having the goods repaired.

**A CUSTOMER INFORMATION**

Name \_\_\_\_\_

Address \_\_\_\_\_

City/state/post code \_\_\_\_\_

Day phone number \_\_\_\_\_

**B DEALER INFORMATION**

Dealer name \_\_\_\_\_

Business name \_\_\_\_\_

Address \_\_\_\_\_

City/state/post code \_\_\_\_\_

Day phone number \_\_\_\_\_

**C PRODUCT INSTALLATION INFORMATION**

Date \_\_\_\_\_

Vehicle type \_\_\_\_\_

Vehicle registration no \_\_\_\_\_

Film type \_\_\_\_\_

Roll no \_\_\_\_\_

I hereby acknowledge that I have read the terms of this Express Warranty, and I agree to the terms and conditions of this Express Warranty.

Customer signature: \_\_\_\_\_ Date: \_\_\_\_\_

Dealer signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Retain this completed document with proof of purchase in your records.**

**Sections A, B & C should be completed in full. Illegible or incomplete information may delay processing of warranty claims or void this Express Warranty.**

## 6. General ...continued:

Subject to SGSG's obligations under a Non-Excludable Provision and to the maximum extent permitted by law, SGSG (including its officers, employees and agents) excludes all liability whether arising in tort (including without limitation negligence), contract or otherwise, for personal injury or any other loss or damage (including without limitation loss of opportunity or loss of profits); whether direct, indirect, special or consequential arising in any way out of the Products.

Oral or written statements by any party other than in this Express Warranty document should not be relied upon by you, and are not part of the Express Warranties. SGSG is not liable for any loss, damage, expense or cost, resulting from safety performance claims made by dealers or installers regarding the Product.

No other person or entity, including the dealer or distributor, has any authority or power to modify or extend the Express Warranties. These Express Warranties can only be modified by a written agreement signed by an officer of SGSG. Proper installation for the consumer's particular requirements is the responsibility of the installing dealer (whether or not such Installer is "Certified" by SGSG).

### 7. Note to Dealer and Customer:

The information should be completed by the dealer and the end-user at the time of installation of the Product to assist in making a warranty claim at a later date. Please print clearly. Warranty claims that are not legible and/or do not provide complete information may delay processing of warranty claims or void your warranty.

### 8. To Make a Warranty Claim:

Subject to your rights under the Australian Consumer Law, SGSG reserves the right to verify eligibility for claims under the Express Warranties, and to inspect the affected window before approving a claim. To make a warranty service claim:

- Contact your original installing dealer to initiate a warranty service claim. If your original installing dealer is not accessible visit Solar Gard, at <http://www.solargard.com/au> to locate your closest Solar Gard installer, or contact the Customer Service Department at Solar Gard Australia / Solar Gard New Zealand. In order to process a warranty claim, a SGSG dealer must receive the following warranty claim support materials:
  - A copy of this fully completed Express Warranty agreement.
  - Proof of purchase from the installing dealer. This information is best provided by keeping a copy of your proof of purchase invoice/receipt attached to your warranty agreement.
- The authorised warranty repair service provider shall submit these materials to SGSG who will authorise the warranty service provider to perform the warranty repair service in case of eligibility of the product to warranty with regard to the terms of this warranty agreement. The warranty service provider must obtain written pre-approval from SGSG before beginning the warranty repair service.
- Upon completion of the warranty repair service, the customer will be required to sign a warranty repair claim form. This form will enable the dealer to be reimbursed for the warranty repair service.
- All warranty claim payments will be made to the warranty repair service provider who has been approved in advance by SGSG to perform the warranty service pursuant to the terms of this Express Warranty. SGSG reserves the right to approve the independent window film dealer who will perform the warranty service.
- All warranty repair service claims must be submitted to SGSG by the authorised warranty repair service provider within forty-five (45) days of completion of the warranty work.

For additional warranty claim questions contact:

Solar Gard Australia	Solar Gard Distributor NZ:
7 Walker Place	Solar Gard New Zealand
Wetherill Park NSW 2164	Tel: 09 441 0040
Tel: 02 9838 8888 Fx: 02 9838 8088	Fx: 09 444 2788
SGAus-sales@saint-gobain.com	sales@solargardnz.co.nz

## WINDOW FILM CARE & MAINTENANCE

### 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, air conditioning or window orientation can lengthen the dry-out time, while warm weather and direct sunlight 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.

The windows must remain in the closed position for a minimum of 48 hours. An almost invisible, very fine splice may appear on curved or large windows which require two or more sections of film to completely cover the given area. This is not a fault.

### Cleaning Instructions

- A soft, damp cloth or chamois is recommended for general cleaning with use of mild dish washing liquid for removal of greasy marks. Do not use abrasive cloths, brushes or powder on the film. Do not use ammonia based or other strong cleaning products.
- 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.
- Do not stick heavy or gummed signs, tape, etc on the film. Do not use aerosol sprays on the film.
- A few small particles or "points" may remain. They are generally visible only from the outside and are inherent to film adhesives. These points or light reflections do not affect the heat, glare or fade reduction performance of the film in any way.
- The barely visible border around the edges ensure that the film is properly sealed and bonded to the glass. Do not pick at the edges of the film as the seal, once broken, provides a possible source of contamination.
- A slightly hazy or milky appearance, caused by water between the film and the glass will be evident for several days after application. Don't be concerned - it will disappear and the film will be optically clear.
- Window film installations are rarely carried out in a completely dust free environment. As a consequence, installation can sometimes trap small dirt particles, fibres, small air bubbles and the like under the film. Such inclusions are concurrent with industry best practice if unobtrusive and small in number.