



**1. DEALER: Please check as applicable:**

Residential use; or  Commercial use

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

	Stainless Steel	LX	Sterling	Solar Bronze	Silver	TrueVue™	Aluminium	Silver Ag Low-E	Decorative	Graffitigard
<b>Dealer Initial Appropriate Box:</b>										
<b>Residential Warranty Period:</b>	12 years	16 years	12 years	12 years	12 years	12 years	7 years	12 years	10 years	5 years
<b>Commercial Warranty Period:</b>	12 years	16 years	12 years	12 years	12 years	12 years	7 years	12 years	10 years	5 years
<b>Warranted against excessive or unusual change of color:</b>	Yes	Yes	Yes	Yes	Yes	No	No	No	No	No

**DEALER: If Solar Gard residential or commercial Outside Weatherable Films (OSW), initial the box of the film type purchased where indicated:**

	Sentinel™ OSW	Sentinel™ Plus OSW
<b>Dealer Initial Appropriate Box:</b>		
<b>Vertical Application Warranty Period:</b>	5 years	7 years
<b>Horizontal Application Warranty Period:</b>	3 years	5 years
<b>Warranted against excessive or unusual change of color:</b>	Yes	Yes

**DEALER: Please complete as applicable:**

Horizontal m<sup>2</sup>/Feet<sup>2</sup>: \_\_\_\_\_  Vertical m<sup>2</sup>/Feet<sup>2</sup>: \_\_\_\_\_

**2. Warranty Coverage:** Saint-Gobain Solar Gard NV ("SGSG") warrants all SGSG Solar Gard® Solar Control Films (as listed above, the "Product(s)") against adhesive failure, bubbling, cracking/crazing, delamination, demetallization, peeling, or other manufacturer's defect; provided and on the condition that the Products were properly sold and installed on an appropriate glass surface by an authorised dealer (confirmation is available from your local Solar Gard service centre) in accordance

with all recommended installation procedures, and subject to the conditions described below in the "Not Covered by Warranty" section 7.

In addition, all Products whose warranty coverage period is 16 Years, 12 Years, and 7 Years for residential and for commercial uses, and all Outside Weatherable Film Products are warranted against excessive or unusual change of colour except for Aluminium, Silver Ag Low E, and TrueVue™ Products.

**3. Covered Persons/Companies:** This warranty is provided and applies only to the consumer who originally purchased the Product from a SGSG window film distributor or dealer. **This warranty is not transferable. This warranty is the sole and exclusive warranty provided by SGSG to the persons and entities described above for the Products purchased.**

**4. Warranty Period:** This warranty coverage begins on the date the Product was installed and extends for the period of time applicable for the particular Product as indicated in the applicable box in section 1 above.

**5. Limitations:** THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY SGSG FOR THE PRODUCT PURCHASED. THIS WARRANTY IS GIVEN IN LIEU OF, AND SUPERSEDES AND REPLACES, ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND/OR AGREEMENTS, INCLUDING, BUT NOT LIMITED TO, ALL WARRANTIES IMPLIED BY LAW, SUCH AS ANY IMPLIED WARRANTY OF MERCHANTABILITY AND ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

**A CUSTOMER INFORMATION**

Name/Company name: \_\_\_\_\_ Address: \_\_\_\_\_  
 Title: \_\_\_\_\_ Telephone number: \_\_\_\_\_ City: \_\_\_\_\_ County: \_\_\_\_\_ Postal code: \_\_\_\_\_  
 Email: \_\_\_\_\_

**B DEALER AND INSTALLER INFORMATION**

Name/Company name: \_\_\_\_\_ Address: \_\_\_\_\_  
 Telephone number: \_\_\_\_\_ City: \_\_\_\_\_ County: \_\_\_\_\_ Postal code: \_\_\_\_\_  
 Name of installer (and Customer number, if applicable): \_\_\_\_\_ Date of installation: \_\_\_\_\_

**C PRODUCT INSTALLATION INFORMATION**

	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
North film type: _____ m <sup>2</sup> /Feet <sup>2</sup> : _____ Roll #: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
South film type: _____ m <sup>2</sup> /Feet <sup>2</sup> : _____ Roll #: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
East film type: _____ m <sup>2</sup> /Feet <sup>2</sup> : _____ Roll #: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
West film type: _____ m <sup>2</sup> /Feet <sup>2</sup> : _____ Roll #: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Misc. film type: _____ m <sup>2</sup> /Feet <sup>2</sup> : _____ Roll #: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If additional space is needed, contact the Warranty Service Department.  
 If applicable, Please insert Film-to-Glass Tracking Number (located at the bottom right corner of the approved Film-to-Glass Application Checklist): \_\_\_\_\_

**D INVOICE AMOUNT**

Total Invoice (exclude tax): \_\_\_\_\_  
 Sales tax: \_\_\_\_\_  
 Total: \_\_\_\_\_

I hereby acknowledge that I have read and agreed to the terms and conditions of this warranty overleaf. I acknowledge that this warranty is not valid unless signed below.  
 Customer signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Installer signature: \_\_\_\_\_ Date: \_\_\_\_\_  
**Retain this completed document with proof of purchase in your records.**

REPLACEMENT FILM AND PAY FOR REPLACEMENT LABOUR SUBJECT TO THE LIMITATIONS SET FORTH IN THIS WARRANTY; PROVIDED, THAT IF THE SAME PRODUCT IS NOT AVAILABLE SGSG MAY REPLACE WITH A SIMILAR PRODUCT AT ITS SOLE DISCRETION.

IN NO EVENT SHALL SGSG BE LIABLE OR RESPONSIBLE FOR ANY OTHER COSTS, LEGAL FEES, 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 PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM AS REPRESENTED OR EXPECTED AND WHETHER ARISING IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT PRODUCTS LIABILITY, TORT, OR OTHERWISE. SGSG DOES NOT ASSUME LIABILITY FOR ANY WARRANTY, LOSS OR DAMAGE OTHER THAN AS EXPRESSLY STATED IN THIS LIMITED WARRANTY. SGSG IS NOT LIABLE FOR ANY LOSSES OR DAMAGES RELATED TO OR INVOLVING GLASS BREAKAGE.

NEVERTHELESS, NOTHING IN THIS WARRANTY PURPORTS TO EXCLUDE SGSG'S LIABILITY FOR PERSONAL INJURY OR DEATH CAUSED BY SGSG'S NEGLIGENCE.

SGSG will provide replacement Product and reasonable labour charges not to exceed the percentage of the amount of the original invoice, equal to the percentage of Product replaced. For purposes of this warranty, the original invoice amount includes the price of the Product and installation labour paid at the time of the initial installation.

**SGSG's total liability, whether for breach of contract, warranty, negligence, strict products liability, or commission of any other tort, violation of any statute, regulation, or ordinance, or otherwise, is limited to the purchase price of the particular Product sold under this warranty as stated on the original invoice.**

**6. CUSTOMER AND DEALER PLEASE NOTE:** The information must be completed by the dealer (and the customer) at the time of installation of the Product in order to make a warranty claim at a later date. PLEASE PRINT CLEARLY. WARRANTIES THAT ARE NOT LEGIBLE AND/OR DO NOT PROVIDE COMPLETE INFORMATION MAY DELAY PROCESSING OF WARRANTY CLAIMS AND/OR RESULT IN THEIR DENIAL.

In the event that it is necessary to replace defective film any such replacement will not extend the duration of this warranty coverage. SGSG 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 authorised by SGSG to perform the warranty service pursuant to the terms of this warranty.

**DO NOT CLEAN THE FILM FOR 30 DAYS AFTER INSTALLATION.** FOR PROPER CARE AND MAINTENANCE, SEE THE CARE AND MAINTENANCE INSTRUCTIONS FOR THE PRODUCT INCLUDED AT <http://www.solargard.com/UK/window-films/resources>.

Oral or written statements by any party other than in this warranty should not be relied upon by you, and are not part of this warranty. **NO OTHER PERSON OR ENTITY, INCLUDING THE DEALER OR DISTRIBUTOR, HAS ANY AUTHORITY OR POWER TO MODIFY OR EXTEND THIS WARRANTY.**

It is recommended for installations greater than 230 m<sup>2</sup>/2,500 ft<sup>2</sup> that you complete a film to glass checklist (SK0322INT).

Solar Gard recommends edge sealant for installations that are within 6 miles or 10 kilometers of the ocean or other large body of water for Sterling, LX, TrueVue, and Silver AG Low-E products.

**7. Not Covered by Warranty:** This warranty is voided by, and SGSG does not cover and hereby disclaims all liability for any loss, damage, expense or cost, resulting from any one or more of the following:

1. Installation of the Product whether or not performed by a dealer; or
2. Damage to the Product from the hanging or suspension of weight on it e.g., a suction cup; or
3. Improper film-to-glass applications, improper film-care or cleaning including, without limitation, failure to follow care instructions; or
4. Product abuse; or
5. Normal wear of the Product; or
6. Failure of the foundation, the movement of the wall, or settlement of the building in or on which the Product is installed; or Falling objects, scraping or damage to any part of the Product; or
7. Contact with or exposure to chemicals or foreign substances of a corrosive nature; or
8. Earthquakes, tornadoes, hurricanes or other acts of God, explosions, fires, riots or similar disturbances, or theft or break in; or
9. Non-conforming applications and non-complying film uses; or
10. Fading or color change of furnishings, draperies or interior items

(the nature of fabrics and dyes can contribute to fading); or

11. Safety claims made by dealers or installers; or
12. The Product has not been properly edge sealed using an approved edge sealant per Technical Bulletin: Outside Weatherable Film Installation (PDF250SG6); or
13. The LX film has not been properly edge sealed using SGSG's approved edge sealant required for all architectural applications of LX (PDF0256ASGINT); or
14. Application of the Product on spandrel glass that has been painted, coated with ceramic frit, coated with film, or any other opaque material applied to the surface of the glass; or
15. Any other acts, occurrences, defects, faults or damages not caused by SGSG, such as, but not limited to, the quality or workmanship of the glass or insulated glass (IG) unit(s).
16. Failure to properly edge seal any repair or replacement of Product that was made due to edge corrosion.

All windows of a building or facility that are covered in window film must have SGSG window film installed on them, if other brand window films have been used in the same building or facility warranty coverage here above is not available unless at the time of installation of the SGSG window film a Window Schedule (Catalog PDF0326WSSG) is completed and attached to the warranty by the installer.

This Product is to be used in compliance with all applicable laws, statutes, rules, regulations and ordinances ("Laws") of the applicable country, state, province or local jurisdiction. FAILURE TO COMPLY WITH SUCH LAWS VOIDS THE WARRANTY. IT IS THE CONSUMER'S RESPONSIBILITY TO COMPLY WITH ALL APPLICABLE LAWS AND REGULATIONS.

**8. To Make a Warranty Claim:** SGSG reserves the right to verify eligibility for this warranty coverage, and to inspect the affected window before approving a claim. All payments for warranty service will be made to the independent window film dealer who has been authorized by SGSG to perform the warranty service pursuant to the terms identified in this document. SGSG reserves the right to approve the independent window film dealer who will perform the warranty service. To make a warranty service claim, it is required that the following steps be followed:

1. 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.co.uk/Dealer\\_Locator/Home](http://www.solargard.co.uk/Dealer_Locator/Home). to find a dealer or you may contact the Warranty Service Department at Saint-Gobain Innovative Materials Belgium SA/NV / Solar Gard Contact address: Karreweg 18 • Zulte 9870 • Belgium Postbus 3223 • NL-4800 DE Breda Tel: +44 1905 640400 • Email: [solargarduk@saint-gobain.com](mailto:solargarduk@saint-gobain.com)
2. In order to process a warranty claim, a Solar Gard dealer must receive the following warranty claim support materials:
  - A) A copy of this fully completed Warranty agreement.
  - B) 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.
3. The authorized 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.
4. Upon completion of the warranty repair service, the consumer will be required to sign a warranty repair claim form. This form will enable the dealer to be reimbursed for the warranty repair service.
5. 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 warranty.
6. **All warranty repair claim forms 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:

Warranty Service Department  
Saint-Gobain Innovative Materials Belgium SA/NV / Solar Gard  
HQ: Avenue Einstein 6 • 1300 Wavre • Belgium  
Contact address: Karreweg 18 • Zulte 9870 • Belgium  
Postbus 3223 • NL-4800 DE Breda  
Tel: +44 1905 640400 • Email: [solargarduk@saint-gobain.com](mailto:solargarduk@saint-gobain.com)