

### **Congratulations!**

Your dealer has installed SUNSCAPE SELECT window film, manufactured by Madico, Inc., hereinafter referred to as Madico.

### **Lifetime Limited Product Warranty**

Subject to the terms, conditions and limitations provided herein, Madico warrants SUNSCAPE SELECT window films to be free from defect when properly applied to the interior glass surface of residential buildings. This residential limited warranty coverage is non-transferable.

### **5 Year Limited Glass Breakage Warranty**

All SUNSCAPE SELECT window films include limited coverage against thermal stress and thermal expansion glass breakage caused as a direct result of an approved residential 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 coverage is applicable only to the original purchaser of the SUNSCAPE SELECT window film and is non-transferable.

### **5 Year Limited IG Unit Seal Failure Warranty**

Five 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. The coverage period is five 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 manufacturer's warranty on the windows 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 five year limited IG seal failure warranty coverage is applicable only to the original purchaser of the SUNSCAPE SELECT window film and is non-transferable.

### **Product Warranty Coverage**

In the unlikely event that a SUNSCAPE SELECT film with lifetime residential limited product warranty coverage should experience adhesive failure, bubbling, cracking, crazing, delamination, demetallization or change of color, Madico will provide replacement film and reimburse the reasonable and customary labor costs, to 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 Madico 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 original purchaser of the film. Installing warranty replacement film will not renew or extend the original warranty coverage time periods as stated on this contract.

This warranty is the sole and exclusive warranty provided by Madico for the SUNSCAPE SELECT window film, or for glass breakage or IG unit seal failure. **No other warranties, express or implied, are provided with this product, and 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 Madico 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, Madico 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 an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

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

### **How to Make a Claim**

Madico provides a toll-free warranty service department phone number for North America. The number is **1-800-255-1926** and can be used Monday through Friday, 8am to 5pm EST. To initiate a claim for product failure, glass breakage or IG unit seal failure, the original purchaser must be prepared to present a copy of the installing SUNSCAPE SELECT dealer's proof of purchase invoice, a valid and properly completed warranty certificate and, in case of seal failure, a copy of the IG units original seal failure warranty coverage. 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 Dry Out Time**

The mounting solution used during the installation of your SUNSCAPE SELECT window films may require a period of time to dry out. Cold and/or cloudy weather conditions can lengthen the dry out time of a SUNSCAPE SELECT film, while warm weather and direct sun light exposure will shorten the dry out time. Small water beads and slightly cloudy look may appear during the dry out period. If slow drying does occur, do not become alarmed, it is a part of the natural curing process.

### **Window Film Care & Maintenance**

To obtain maximum service life from your SUNSCAPE SELECT window film product, note the following instructions for proper care maintenance. **DO NOT CLEAN THE FILM FOR 30 DAYS AFTER INSTALLATION.** This will help secure proper curing of the adhesive system to the glass. Do not use bristle brushes, abrasive scrubbing sponges or any other cleaning materials that could scratch the film. Always use fresh clean soft materials to wash and dry your window film surfaces. Do not use solutions that contain abrasive materials. Common household window cleaning solutions may be safely used to clean your windows.

**SEE REVERSE SIDE FOR TERMS & CONDITIONS REGARDING THIS WARRANTY.**  
**ALL INFORMATION MUST BE COMPLETED.**

### **Customer Information**

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

### **Dealer Information**

Dealer Name: \_\_\_\_\_  
Business Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Signature: \_\_\_\_\_

### **Film Installation Information**

Installation Date: \_\_\_\_\_  
Glass Type (Check):  Single Pane  Double Pane  Clear  Tinted  
 Annealed  Tempered Reflective:  Yes  No  
Glass Thickness: \_\_\_\_\_" Low-E:  Yes  No  
Film Type(s): \_\_\_\_\_  
Roll #(s) \_\_\_\_\_  
Total square footage installed: \_\_\_\_\_  
Number of panes filmed Single Pane: \_\_\_\_\_ Double Pane: \_\_\_\_\_  
Has any previous glass breakage of seal failure occurred?  Yes  No

Send completed yellow copy to: Madico, Inc. • Warranty Department • 64 Industrial Parkway • Woburn, MA 01801

## Glass Breakage and IG Unit Seal Failure Coverage

To qualify for the seal failure coverage, the customer must present documentation that the manufacturer's seal failure warranty coverage is in force at time of film installation. **Installations over 1,000 square feet require prior Madico approval.** This five year IG unit seal failure coverage will not exceed the term limits of the seal failure warranty coverage period provided by the manufacturer of the IG unit.

If glass breakage or seal failure does occur as a direct result of an approved installation of an approved SUNSCAPE SELECT designer film, Madico 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. Re-installation of the window film will be included in the \$500 per window limit.

As a condition of coverage, this glass breakage and seal failure coverage must be registered within 30 days of installation commencement. 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.

This warranty is valid only when installed by an authorized SUNSCAPE SELECT window films dealer in an application approved for that product.

## Film-to-Glass Application Guidance for SUNSCAPE SELECT Films

**Glass breakage and IG unit seal failure coverage is NOT AVAILABLE for any SUNSCAPE SELECT films installed on:**

- \* Circular, round (excluding arch-tops), bent, laminated, textured, wired glass or skylights
- \* Triple or quadruple pane IG units
- \* Glass with paint, lettering, 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 3/8th 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

**The SUNSCAPE SELECT glass breakage and IG unit seal failure warranty coverage BECOMES VOID if any of the following conditions exist:**

- \* Any tinted IG unit improperly installed. *Example: outside tinted surface reversed and installed on inside.*
- \* Damage caused by acts of nature, accidents, fire, riots and/or explosions.
- \* False or misrepresented information on the warranty coverage registration card.
- \* Dealer or customer fraud.

**Glass Breakage and Seal Failure warranty do not apply to Decolite products.**