

SunTek® Window Films
Residential and Commercial Exterior Films Limited Warranty

What is Covered. Eastman Performance Films, LLC (“The Manufacturer”) warrants its SunTek® Exterior Window Film products listed below against product bubbling, corrosion, crazing, delaminating or peeling under normal use when installed in accordance with the Manufacturer’s instructions on exterior glass surfaces for the period shown below (see reverse side for exclusions from coverage).

How Long Coverage Lasts (following film installation):

Products	Vertical glazing and edge sealed on all edges*	Sloped glazing (more than 20 deg from horizontal) and edge sealed on all edges*	Vertical or sloped glazing not edge sealed; or sloped glazing less than 20 deg from horizontal	Prior glass breakage from any cause
SXT 20, SXT 35, SXT 50	4 years	3 years	Not recommended, no warranty	Not recommended, no warranty
IXT 20, IXT 35	4 years	3 years	Not recommended, no warranty	Not recommended, no warranty
ULV EXT 50	2 years	No warranty	Not recommended, no warranty	Not recommended, no warranty
*Approved edge sealants are Dow Corning 795, 995, 1199, Tremco Proglaze SSG or an equivalent neutral-cure silicone sealant.				

What The Manufacturer Will Do and Who Is Covered. If the film exhibits one or more product defects, the Manufacturer will replace the film (labor and materials) at no cost to the purchaser. The Manufacturer will not issue a refund to the purchaser. This limited warranty coverage is offered only to the owner of the property at the time of the film installation.

THE EXPRESS WARRANTIES CONTAINED HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. THE MANUFACTURER DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE, AND ALL OTHER WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. THE MANUFACTURER SPECIFICALLY DISCLAIMS THE U.N. CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS.

IN NO EVENT SHALL THE MANUFACTURER BE LIABLE TO OWNER OR PURCHASER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF ANY KIND ARISING OUT OF OR RELATED TO THE USE OF OR INABILITY TO USE THE FILM OR THE GLASS TO WHICH THE FILM IS APPLIED, THE BREACH OF ANY WARRANTY, ANY ACT OR FAILURE TO ACT, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOSS OF USE, LOST PROFITS, INTERRUPTION OF BUSINESS, LOSS OF BUSINESS INFORMATION, OR ANY OTHER MONETARY OR OTHER LOSS, REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT PRODUCT LIABILITY, OR OTHERWISE, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF OR IS OTHERWISE AWARE OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Window Film Care Instructions.

- ◆ After installation, there may be a hazy appearance or small water beads until all moisture has dried. This typically may take up to 30 days for most films but may take 60 – 90 days for films 4mil or thicker.
- ◆ **Do not wash film for thirty (30) days after installation.**
- ◆ **When cleaning, do not use materials with hard abrasives, ammonia cleaners, or hard brushes. Use only a soft cloth and mild detergent solution. You may use a squeegee for drying windows.**
- ◆ The exterior film should be cleaned at least two (2) times per year.

Installation Record (PRESS HARD)

Contact Name	Date	Telephone Number
Customer Name (print)	Customer Signature	E-Mail Address
Customer Address	City	State or Province and Zip Code
Dealer Name		Installer Signature
Product Number	Lot or Batch Number	Square Footage*
Product Number	Lot or Batch Number	Square Footage*
Product Number	Lot or Batch Number	Square Footage*

*Installations over 2500 square feet require documented pre-approval from Manufacturer

Indicate The Type Of Window Below By Circling The Appropriate Value

(If more than one type of window, indicate the values for the majority of windows)

INSTALLATION OF PRODUCTS MUST COMPLY WITH THE MANUFACTURER’S FILM-TO-GLASS RECOMMENDATIONS CHART

Window Type	Single Pane	Dual Pane	Triple Pane			Laminated Glass	Yes	No
Glass Thickness	1/8"	3/16"	1/4"	3/8"	1/2"	Location	Interior	Exterior
Glass Type	Annealed	Heat	Tempered	Clear	Tinted	Total Square Footage		
Glass Coatings	None	Low E	Low E ²				Film-to-Glass Factor	Under 10 10 - 14 Over 14

The Manufacturer is not responsible for any furnishings or interior items which may fade or change color. The nature of certain delicate fabrics and dyes will lead to premature fading regardless of the application of any window film protective treatment.

*Installations over 2500 square feet require documented pre-approval from Manufacturer

SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS

White: Manufacturer Yellow: Dealer

Eastman Performance Films, LLC, ♦ 345 Beaver Creek Drive ♦ Martinsville, VA 24112
 Phone: 276-632-4991 or 888-321-5111 Fax: 276-632- 0925

SunTek® Window Films
Residential and Commercial Exterior Films Limited Warranty

Glass Breakage and Seal Failure Limited Warranty
Additional Terms and Conditions

How to Qualify for Warranty Coverage. In order to be eligible for coverage under this warranty, the customer must retain this original warranty and the original invoice for the film purchase and installation. We recommend attaching a copy of your sales receipt to this warranty certificate.

How to Get Warranty Service. To submit a warranty claim, send a copy of this warranty and the proof of purchase for the film, along with a detailed description of the defect, to the SunTek® dealer/installer from whom the film was purchased. Do not mail to the Manufacturer. Claims must be received within thirty (30) days after the occurrence of the problem, and the Manufacturer must be allowed an opportunity to inspect the claimed defect to confirm all facts related to the claim.

How State Law Applies. This limited warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Exclusions and Miscellaneous Terms and Conditions. The following terms and conditions are incorporated into the warranties listed on the reverse side:

1. Warranty coverage shall not apply when: (a) installation is not completed in strict compliance with the Manufacturer's requirements and according to the Manufacturer's Film Installation Guidelines (a copy of the SunTek® Installation Guidelines can be obtained through the installer or the Manufacturer); (b) more than one film is applied to any window or glass; (c) the windows are double pane (dual) glass with suspended films, or the film is applied to frosted, textured, patterned, reflective, or wired glass; (d) the film is applied to any paint, lettering or ornamentation or on glass which is visibly damaged, chipped, cracked or pierced or where light can be seen between glass and frame; (e) the film is applied to non-glass materials, including polycarbonates or other plastics; (f) the film is applied to glass which is framed by concrete, solid metal or sealant which is no longer resilient; (g) the film is applied to any glass of 100 square feet or more or having any linear dimension of more than 12 feet; (h) damage occurs wholly or partly by reason of impact, stress, scratching, improper application or installation, abuse or improper care, wind or the elements, earthquakes or other acts of God, fire, wear and tear, pre-existing break, or latent defect; (i) 25% or less of a glazing unit is shaded and the shaded area includes more than 25% of the glazing unit's perimeter; (j) the film is installed in heavily polluted areas.

2. Warranty coverage shall be void in the event of fraud or misrepresentation by the film dealer/installer, purchaser or owner, or if any information or representation set forth on the front or back of this form is not accurate.

3. The SunTek® dealer/installer is an independent contractor of the Manufacturer and the Manufacturer is not responsible for improper installation or representations made by the dealer/installer. No contractor, including the SunTek® dealer/installer, has any authority or power to modify or extend this limited warranty. The benefits under this limited warranty shall be the sole and exclusive remedy against the Manufacturer for any loss arising out of the sale, application, and/or use of the film. The Manufacturer is not responsible for any furnishings or interior items which may fade or change color. Certain fabrics and dyes may fade regardless of the application of any window film protective treatment.

4. This warranty coverage is valid only if the product application was performed by a SunTek® dealer/installer in the United States of America or Canada in accordance with the Manufacturer's application procedures and applicable law. If any provision of this limited warranty is unenforceable or ineffective, the rest of this limited warranty shall remain in effect and be construed as if such provision had not been contained in this limited warranty.

5. This limited warranty shall be governed by Virginia law, excluding its laws relating to choice of law. Regardless of what venue would otherwise be permissive or required, the Manufacturer and the customer stipulate that all actions arising under or related to this limited warranty shall be brought in the federal or state courts located in Henry County or the City of Martinsville, Virginia. The Manufacturer and the customer agree that either of such forums are mutually convenient and bears a reasonable relationship to this limited warranty and waive objection to any venue laid therein.

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GMN 50185419

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