



# LIMITED WARRANTY

## 5 YEAR THERMAL SHOCK FRACTURE • 3 YEAR INSULATED GLASS UNIT SEAL FAILURE



Global PET Films, Inc. (hereinafter GPF, marketing subsidiary for the manufacturer) and your installing independent window film dealer (Seller) are proud to provide the customer (Buyer) who purchased Global window films (GWF) the following limited Thermal Shock Fracture & Insulated Glass Unit seal failure warranty if either occurs as a direct result of an approved film-to-glass installation of a Global window film product.

### 5 YEAR LIMITED THERMAL SHOCK FRACTURE (TSF) WARRANTY

If TSF occurs as a direct result of an approved film-to-glass installation, GPF will replace the broken glass and the window film per the limits expressly stated within this warranty.

### 3 YEAR LIMITED INSULATED GLASS UNIT (IGU) SEAL FAILURE WARRANTY

If IGU seal failure occurs as a direct result of an approved film-to-glass installation, GPF will replace the IGU and the window film per the limits expressly stated within this warranty.

This TSF IGU limited warranty starts from the date the Global window film was installed and applies to thermal shock fracture and/or IGU seal failure resulting directly from an approved film-to-glass installation. Select film-to-glass installations are pre-approved for this warranty coverage at no additional cost. Coverage for film-to-glass installations that are not pre-approved MAY be obtained by submitting a TSF IGU warranty application form (GWF catalog #4060). A fee will be required for TSF IGU warranty coverage on film-to-glass installations that are not pre-approved. The film-to-glass installation guidance chart (GWF catalog #4050) may be viewed in the "Warranties" section of the GlobalWindowFilms.com web site. Printed copies are available from your independent GWF dealer (Seller).

### TERMS & CONDITIONS

This TSF IGU warranty IS NOT VALID if the window manufacturer's TSF and/or IGU seal failure warranty expires prior to GWF installation. Furthermore, this warranty shall not create new, or extend coverage beyond the window manufacturer's original TSF IGU seal failure warranty term limits. To validate this TSF IGU coverage, Buyer must produce documentation proving their window manufacturer's TSF IGU seal failure warranty coverage is valid and in force. If the Buyer fails to produce in-force window manufacturer documentation this limited warranty becomes void.

TSF IGU warranty coverage begins on the date of GWF installation, is not transferable and only applicable on vertical glass installations in the USA and Canada. Claims against this TSF IGU warranty shall not extend or renew its duration or extend or renew the duration of the window manufacturer's TSF IGU seal failure warranty.

GPF expressly limits its liability under this warranty to repair and/or replacement of the broken glass, the failed IGU, and the Global window film product. GPF assumes no responsibility for any other loss or damage, such as compensatory, direct, incidental, consequential, punitive or any other damage arising out of the use of, or inability to use the window film. GPF assumes no responsibility for any loss arising out of, or resulting from the Sellers failure to follow industry accepted installation standards or failure to adhere to GPF film-to-glass installation guidance. By this warranty GPF does not assume any liability for any warranty, loss or damage other than what is expressly stated within this warranty, which can only be modified by a written agreement signed by an officer of GPF.

### CLAIM LIMITATIONS

TSF and/or IGU warranty claims must be approved by GPF prior to commencement of any warranty service. TSF and/or IGU seal failure warranty claims are subject to a total claim payout limit of \$500 per window, including costs for replacement glass, film and related labor charges. There is a \$50 deductible per window. In the event that glass or an IGU requires replacement under the terms and conditions of this TSF IGU warranty, GPF will attempt to provide an identical replacement. However, periodically an identical replacement may not be available where GPF will at its sole discretion provide the closest match available.

### SEE REVERSE SIDE FOR WARRANTY CLAIM PROCEDURES

### FILM INSTALLATION INFORMATION

Installation  Residential  Commercial Film Installed \_\_\_\_\_ Square Foot Total \_\_\_\_\_ Number Of Windows Installed \_\_\_\_\_ Date Installed \_\_\_\_\_

Glass Type  Clear Single Pane - # Of Windows Installed \_\_\_\_\_  Clear Dual Pane IGU - # Of Windows Installed \_\_\_\_\_  Tinted Single Pane - # Of Windows Installed \_\_\_\_\_  
 Tinted Dual Pane IGU - # Of Windows Installed \_\_\_\_\_  Low-E Glass - # Of Windows Installed \_\_\_\_\_ Other \_\_\_\_\_

- 1. Was this film-to-glass installation pre-approved for TSF IGU warranty coverage?  Yes  No
- 2. If NO, was a TSF IGU warranty application form (GWF Catalog #4060) submitted?  Yes  No
- 3. If YES, was written approval from GPF received prior to installation?  Yes  No

### DEALER (Seller)

Name \_\_\_\_\_  
Business \_\_\_\_\_  
Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
Phone \_\_\_\_\_  
Signature X \_\_\_\_\_

### CUSTOMER (Buyer)

Name \_\_\_\_\_  
Business \_\_\_\_\_  
Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
Phone \_\_\_\_\_  
Signature X \_\_\_\_\_

THIS TSF IGU WARRANTY, YOUR GWF PRODUCT WARRANTY AND THE SELLERS ORIGINAL INSTALLATION INVOICE ARE REQUIRED TO FILE A WARRANTY SERVICE CLAIM – STORE THEM IN A SAFE PLACE



# FILM-TO-GLASS INSTALLATION CAUTIONS



## TSF IGU warranty coverage is NOT AVAILABLE if any of the following conditions exist:

1. Any building with a history of glass breakage and/or IGU seal failure;
2. Any chipped, cracked, scratched or otherwise damaged glass prior to installation;
3. Any IGU with seal failure prior to installation;
4. Any IGU greater than 40 square feet;
5. Any triple or quadruple pane IGU;
6. Any single glass pane totaling more than 60 square feet;
7. Any single glass pane with glass edge dimension greater than 10 feet;
8. Any single clear glass 3/8 inch or thicker;
9. Any single tinted glass 1/4 inch or thicker;
10. Any glass where the film is not installed edge to edge;
11. Any glass with more than one window film installed on top of each other;
12. \*Any glass experiencing up to 25% outside shading, including more than 25% of the glass parameter — see harmful shading examples below.
13. Any plastic, polycarbonate or non-glass surface;
14. Arched glass is approved, although any laminated, textured, round, bent, patterned, wired or skylight glass is not;
15. Any glass with paint, lettering and/or vinyl graphics;
16. Any framing system of concrete or solid aluminum or solid steel;
17. Any framing sealants, glazing compound, and/or gaskets that are no longer resilient;
18. Any film-to-glass installation chart rating #2 unless written approval has been obtained. (See GWF Catalog #4060 - TSF IGU Warranty Application Form)
19. Any film-to-glass installation chart rating #3.

\*Harmful Shading Examples Specific To Item #12 Above



## WARRANTY CLAIM PROCEDURES

If TSF and/or IGU seal failure occurs, GPF will provide warranty service performance per the limits expressly stated within this warranty. Please follow these steps to initiate a TSF IGU warranty service claim:

1. Buyer must contact the Seller to initiate a TSF IGU warranty service claim. If Seller is not available, Buyer can initiate a warranty service claim by contacting the regional Global window films distributor Toll Free at **866.664.5622** or write to:  
**Global PET Films, Inc. - Warranty Service Department**  
**9050 Pines Blvd. Suite 362**  
**Pembroke Pines, Florida 33024**  
**Phone: 954.499.7990**
2. Copies of the following papers are required to process a TSF IGU warranty service claim:
  - Buyer's valid/in-force window manufacturer's TSF IGU glass warranty
  - Buyers GWF product warranty certificate
  - Buyers GWF TSF IGU warranty certificate
  - Buyer's purchase invoice from the installing dealer (Seller)
  - Work sheet displaying:
    - i) All windows with GWF installed
    - ii) Indicating window/s damaged by TSF IGU
  - Photos of damaged windows
  - 2 competitive repair estimates with detailed descriptions for:
    - i) Glass replacement
    - ii) Window film replacement
3. GPF reserves the right to select and approve local vendors who will perform the warranty service repair.
4. All TSF IGU warranty service must be authorized by a GPF representative prior to warranty service commencement.