

# Panorama<sup>®</sup> Limited 12-Year Commercial Warranty

Bekaert Specialty Films, LLC (hereinafter Bekaert) provides the following limited warranty coverage for the film/s you purchased when applied to commercial applications:

FILM TYPE PURCHASED:  Panorama Films  Panorama Safety Series

## LIMITED TWELVE (12) YEAR PRODUCT WARRANTY

In the unlikely event that the Panorama window film you have purchased should experience adhesive failure, bubbling, cracking, crazing, delamination, demetalization, peeling, excessive or unusual change of color or any other defect, Bekaert will replace the defective product. In no event shall Bekaert be liable for Panorama film installation costs, other than providing a limited labor fee for the term of the warranty through an authorized Panorama dealer. The limited twelve (12) year commercial product warranty coverage begins at installation completion date.

## ADDITIONAL COVERAGE

In addition to the limited twelve (12) year commercial product warranty coverage, all Panorama program window films provide additional limited coverage for glass breakage and/or insulated glass (IG) unit seal failure caused by thermal stress and/or thermal expansion, resulting from the installation of an approved film-to-glass application.

## LIMITED FIVE (5) YEAR GLASS BREAKAGE WARRANTY

If glass breakage occurs within the warranty period, as a result of an approved film-to-glass application, Bekaert will, upon verification of warranty coverage, replace the broken glass and the window film. This coverage is for five (5) years starting from the Panorama window film installation completion date.

## LIMITED THREE (3) YEAR IG UNIT SEAL FAILURE WARRANTY

If insulated glass (IG) unit seal failure occurs within the warranty period, as a result of an approved film-to-glass application, Bekaert will, upon verification of warranty coverage, replace the insulated glass (IG) unit/s and the window film. For qualified individuals or entities, the limited insulated glass (IG) unit seal failure coverage is for three (3) years starting from the Panorama window film installation completion date or on the date that the original window manufacturer's seal failure coverage is originally set to expire, whichever comes first. In no case shall this limited three (3) year insulated glass (IG) unit seal failure warranty coverage exceed the term limits of the window manufacturer's insulated glass (IG) unit seal failure warranty.

To qualify for the limited three (3) year insulated glass (IG) unit seal failure warranty: when making a warranty claim, the customer must provide Bekaert with a copy of the window manufacturer's insulated glass (IG) unit seal failure warranty showing that coverage is in force at the time of film installation. If the customer fails to provide Bekaert with proof that the window manufacturer's insulated glass (IG) unit seal failure warranty is in force, the customer will not qualify for coverage under this provision and the three (3) year limited insulated glass (IG) unit seal failure warranty coverage is not valid or in effect.

**Payments under the limited five (5) year glass breakage warranty and the limited three (3) year insulated glass (IG) unit seal failure warranty are subject to a combined warranty claim limit of \$500 applied on a per-window basis, including a \$25 deductible.**

## CUSTOMER INFORMATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Day Phone Number: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

## DEALER INFORMATION

Dealer Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

Day Phone Number: \_\_\_\_\_

Dealer Signature: \_\_\_\_\_

Installation Completion Date: \_\_\_\_\_

Sq. Ft. Amount \_\_\_\_\_ Roll # \_\_\_\_\_

Sub Total \_\_\_\_\_ Sales Tax \_\_\_\_\_ Total \_\_\_\_\_

## SCOPE OF COVERAGE

This limited residential warranty is provided and applies to any individual or entity that originally purchased the film from Bekaert or an authorized Panorama dealer.

Bekaert is not responsible for safety performance claims made by dealers or installers regarding Panorama film products. Proper installation for your particular requirements is the responsibility of the installing dealer who can assist you in selecting the proper film for your needs. You must therefore inform your dealer of your specific needs so that the proper film type can be recommended. Bekaert does not warrant Panorama film against any glass-related injuries.

This limited twelve (12) year commercial warranty coverage begins from the date that the Panorama window film was originally installed by an authorized dealer, is not transferable from the original purchaser of the film, is only valid in the United States and Canada, and applies to vertical glass applications only. For installations of Panorama Hilite, the use of Bekaert's approved edge sealant is required for all architectural applications as described in the installation advisory-edge sealant application (Catalog #0256A).

Bekaert shall not be liable for any loss, damage, expense or cost caused or partially caused through:

- 1) Improper film installation, improper film-to-glass applications, improper film-care or cleaning, or abuse;
- 2) The quality of the installation performed by the independent window film dealer;
- 3) Non-conforming applications and non-complying film uses;
- 4) Installation of Bekaert window films for the sole purpose of preventing fade or color change of furnishings, draperies or interior items. The nature of fabrics and dyes can contribute to premature fading regardless of the installation of any window film product; and
- 5) Any other acts, occurrences, defects, faults or damages not associated with the manufacture of Bekaert window films, or for the quality or workmanship of the glass, or insulated glass (IG) unit/s.

In the event that it is necessary to replace defective film or to replace or repair glass and/or insulated glass (IG) units, any such repair or replacement will not extend the duration of this warranty coverage.

This limited warranty is the sole and exclusive warranty provided by Bekaert for the Bekaert film you purchased and with respect to glass breakage or insulated glass (IG) unit seal failure. It is given in lieu of, and supersedes and replaces, all other express or implied warranties and/or agreements, including all warranties implied by law, such as any implied warranty of merchantability and any warranty of fitness for a particular purpose, except to the extent that applicable law prohibits the limitation, exclusion or disclaimer of any such implied warranties, remedies or agreements.

In the event of any defect in, or failure of, the film, Bekaert's sole and exclusive obligation is to provide replacement film and pay for replacement labor subject to the limitations set forth in this warranty.

In the event of glass breakage or insulated glass (IG) unit seal failure due to the installation of an approved film-to-glass application, Bekaert's sole and exclusive obligation is to pay for replacement of glass and/or insulated glass (IG) units subject to the limitations set forth in this warranty.

In no event shall Bekaert be liable or responsible for any other costs, 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 film, the glass, the insulated glass (IG) unit/s, the quality of the film, the glass or the insulated glass (IG) unit/s, the use of the film, the glass or the insulated glass (IG) unit/s, any defect in the film, the glass or the insulated glass (IG) unit/s, any failure of the film, the glass or the insulated glass (IG) unit/s to perform as represented or expected. By this warranty, bsf does not assume liability for any warranty, loss or damage other than as expressly stated in this limited warranty.

This limited twelve (12) year commercial warranty can only be modified by a written agreement signed by an officer of Bekaert.

## WINDOW TYPE

- Clear Single Pane  Laminated  
 Clear Insulated Glass (IG) Unit  
 Tinted/Reflective Single Pane  
 Tinted/Reflective Insulated Glass (IG) Unit  
 Low-E Insulated Glass (IG) Unit  
 Low-E Coating Location  
 (1= Outside Surface)  
 1  2  3\*  4

\*Low-E Coating Shading Coefficient (Required if on surface #3). Low-E coatings on surface #3 must have a shading coefficient (SC) of less than .70 in order to obtain pre-approved coverage. Low-E coatings on surface #3 that have a shading coefficient of .70 or higher are not automatically pre-approved, although coverage may be attainable using the Film-To-Glass Application Checklist (Catalog #0322).

WHITE: Customer / YELLOW: Bekaert / PINK: Dealer

# Limited 12-Year Commercial Warranty (cont'd)

## FILM-TO-GLASS APPLICATION GUIDANCE

Proper film-to-glass application guidance for the most common glass types can be determined by viewing the full-size film sample pages and/or the glass breakage and insulated glass (IG) unit seal failure disclaimer (Catalog #0330 PAN). These items are available free from your independent Bekaert window film dealer.

## FILM-TO-GLASS APPLICATION DISCLAIMERS

Single pane clear tempered and single pane tinted tempered glass are automatically pre-approved for limited glass breakage warranty coverage.

Arched windows are automatically pre-approved, provided that proper film-to-glass application guidelines are adhered to.

All installations over 2,500 square feet will require a Film-To-Glass Application Checklist (Catalog #0322) and written approval to ensure warranty coverage.

In addition, round, bent or laminated glass may be approved, although a Film-To-Glass Application Checklist (Catalog #0322) must be submitted and written approval received to ensure glass breakage and insulated glass (IG) unit seal failure warranty coverage.

However, this limited glass breakage and/or insulated glass (IG) unit seal failure warranty is NOT AVAILABLE when film-to-glass applications include any of the following:

1. Textured, wired or skylight glass;
2. Any glass with more than one window film applied;
3. Any window where light can be seen between the glass and the framing system;
4. Any plastic or polycarbonates;
5. Triple or quadruple pane insulated glass (IG) units;
6. Glass with paint, lettering, vinyl graphics or other ornamentation;
7. Glass with any single edge dimension greater than 10 feet;
8. Any single glass pane greater than 100 square feet total;
9. Any single insulated glass (IG) unit greater than 40 square feet total;
10. For Panorama Hilitte film only, any insulated glass (IG) unit greater than 50 square feet total.
11. Any single pane with partial film installation. Film must be installed edge to edge;
12. Glass 3/8 inch or thicker;
13. Damaged, chipped, cracked or scratched glass;
14. Glass with concrete framing;
15. Glass with metal framing that has no gaskets or seals;
16. Glass with framing sealant or gaskets that are no longer resilient;
17. Broken glass or insulated glass (IG) unit/s with seal failure prior to installation of the film;
18. Any building that has a history of glass breakage and/or seal failure problems; or
19. When 25 percent or less of the glass is shaded and when that shading equals 25 percent of the perimeter of the glass.
20. Outside application or installation.

## LOW-E CAUTION (LEC)

Although Panorama window films are approved for installation on most types of glass, some glass with a Low-E coating may not be automatically approved for glass breakage and insulated glass (IG) unit seal failure coverage. For detailed information about LEC films, see the film-to-glass application details located on the full-size film sample page and/or Catalog #0330 PAN. Whenever in doubt, concerning an approved film-to-glass application, Panorama dealers may submit a completed film-to-glass application checklist (Catalog #0322) to obtain written approval to ensure warranty coverage.

## HOW TO MAKE A WARRANTY CLAIM

Bekaert reserves the right to verify customer eligibility for this limited warranty coverage.

1. All warranty claims must be reported to, and approved for payment by, Bekaert prior to commencement of any warranty-related service.
2. Contact your original installing dealer to initiate a warranty service claim. If the dealer is no longer accessible, visit [bekaertfilms.com](http://bekaertfilms.com) to locate your closest Bekaert office.
3. In order to process a warranty claim, Bekaert needs the following warranty claim support materials:
  - a) A copy of this limited warranty certificate or the detailed information contained in it.
  - b) A copy of the window manufacturer's insulated glass (IG) unit seal failure warranty (insulated glass (IG) unit seal failure claims only).
  - c) A copy of the work sheet indicating the number and location of:
    - i) All windows covered by the manufacturer's insulated glass (IG) unit seal failure warranty (insulated glass (IG) unit seal failure claims only).
    - ii) All windows that have Panorama program window film installed (insulated glass (IG) unit seal failure claims only).
  - d) Proof of purchase from the installing dealer. THIS INFORMATION IS BEST PROVIDED BY KEEPING A COPY OF YOUR PROOF OF PURCHASE INVOICE ATTACHED TO YOUR WARRANTY CERTIFICATE.
4. Upon completion of the warranty repair service, the customer will be required to sign a warranty repair claim form (Catalog #0329 PAN). This form will enable the dealer to be reimbursed for the warranty repair service.
5. Bekaert reserves the right to approve the warranty repair service provider who will perform the warranty claim service.
6. All warranty claim payments will be made to the warranty repair service provider who has been authorized by Bekaert to perform the warranty service pursuant to the terms of this document.

## FILM DRY-OUT TIME

The mounting solution used during the installation of your Panorama program window film may require a dry-out time. Cold or non-sunny weather conditions can lengthen the dry-out time, while warm weather and direct sun light 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.

## DO NOT CLEAN THE FILM FOR 30 DAYS AFTER INSTALLATION

### CLEANING INSTRUCTIONS

- Always use clean, soft materials to wash and dry your window film surfaces.
- Most glass cleaners will work well, although a good cleaning solution for window film is 1/2 ounce of liquid dish soap added to 1 quart of fresh water.
- A soft cloth or a clean synthetic sponge is recommended for washing the window film followed by another clean soft cloth or soft rubber squeegee for drying.
- 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 even coarse enough to put fine scratches in the film. While these scratches may be too thin to be seen at the beginning, they can damage the polished look of the film over time.