



# V-KOOL®

# WARRANTY



13805 West Rd. Ste 400, Houston, Texas 77041 • Phone: 713-856-8333 • Fax: 713-856-8998  
Toll Free: 1-800-SUN-2-HOT • E-mail: sales@v-kool-usa.com • Website: www.v-kool-usa.com

**A**

## RESIDENTIAL LIMITED LIFETIME PRODUCT WARRANTY / COMMERCIAL TEN-YEAR PRODUCT WARRANTY

V-KOOL, Inc. warrants that V-KOOL® clear solar control window film will maintain its properties without blistering, cracking, crazing, delaminating, demetalizing, discoloring, or peeling when properly installed on the interior surface of properly prepared glass doors and windows.

For residential applications, this warranty is extended to the original purchaser for as long as they own and live in the home in which the film was installed. This limited lifetime warranty is extended only to the original purchaser, and is not transferable.

For commercial applications, this warranty is limited to a period of ten (10) years from the completed installation date.

In the event the product is defective under the stipulations of this warranty, as your sole and exclusive remedy V-KOOL, Inc. will replace the defective product and provide, to the authorized dealer, a standard fee for removal and re-application labor. V-KOOL, Inc.'s liability is limited to the replacement, and re-installation labor of only such quantity of film judged to be defective by the manufacturer.

This limited warranty applies only to V-KOOL installed on the interior surface of properly prepared glass doors and windows by an authorized V-KOOL dealer following all installation practices and guidelines as specified by V-KOOL, Inc.'s training manual and any updates thereof. There are no warranties which extend beyond the description on the face hereof. There are no warranties of fitness for a particular purpose of merchantability applicable to V-KOOL. Manufacturer's warranty does not cover improper installation. The manufacturer assumes no liability for scratching or damaging of the film by improper treatment. In no event shall V-KOOL, Inc. be liable or responsible for any loss or damage, direct, incidental or consequential, except as expressly set forth herein. This limited warranty is made in lieu of all warranties, expressed or implied, and is void if the product has been subject to abuse or improper care (i.e. Do not apply adhesive tape of any kind to any window film because if removed it could damage the film and is not covered by your warranty). This warranty gives you specific legal rights and you may have other rights which vary from state to state.

In the event the product is installed within 100 miles of a saltwater source such as an ocean, gulf, or sea, PRO-EDGE® must be correctly applied extending from the surface of the film to the glass, covering the slit edge of the film.

This warranty is valid only if warranty registration form is received by V-KOOL, Inc. within **thirty (30) days** from completion of installation and is signed by the customer or their duly authorized signatory.

Any owner desiring warranty service on any product covered by this limited warranty must provide the information contained on this warranty form to the Dealer or V-KOOL, Inc. Proof of purchase is also required in order to obtain warranty coverage. It is recommended that the purchaser keep the completed warranty form/installation record and sales receipt together in a safe location.

This warranty covers installations in continental U.S. and Canada only. For installations in other countries, contact the V-KOOL Sales and Marketing Department.

Limited Lifetime Warranty for Residential applications is extended to the original consumer for as long as they own and live in the home where the V-KOOL Solar Control Window Film was installed and is not transferable for VK70, VK75, VK65, VK40, VK35 and VK70-8MIL.

## RESIDENTIAL FIVE-YEAR LIMITED GLASS BREAKAGE AND THREE YEAR SEAL FAILURE WARRANTY

V-KOOL, Inc. warrants that V-KOOL when properly installed will not cause glass failure due to thermal shock for a period of five years or seal failure for a period of three years, if covered by the original sealed unit manufacturer's warranty, after the completed installation date. In the event V-KOOL is found to have been the sole and direct cause of glass breakage under the "Stipulations and Restrictions for Glass Breakage Warranty" on the reverse side of this warranty form, as your sole and exclusive remedy V-KOOL, Inc. will replace the glass panel and the V-KOOL applied film (with the exception that VK40 and VK35 only includes a 2 year glass and 2 year seal failure warranty).

This limited warranty applies only to V-KOOL installed on the interior surface of glass doors and windows by an authorized V-KOOL dealer following all installation practices and guidelines as specified by V-KOOL, Inc.'s installation video or any updates thereof. There are no warranties which extend beyond the description on the face hereof. There are no warranties of fitness for a particular purpose or merchantability applicable to V-KOOL. Manufacturer's warranty does not cover improper installation.

## WINDOW CARE / HOW TO CLEAN V-KOOL TREATED WINDOWS

- When cleaning, use a soft towel or cloth, or clean synthetic sponge
- Use common cleaning solutions such as warm water and detergent
- Do not use solutions that contain abrasive materials. Common cleaning solutions without ammonia may be used safely for cleaning purposes.
- DO NOT WASH WINDOWS UNTIL THIRTY (30) DAYS AFTER INSTALLATION OF V-KOOL

## DRYING TIME

During the window film drying process, you may notice changes in the optical clarity. A cloudy appearance may occur. If this happens, it is normal and will go away. After the moisture dries, the hazy appearance will disappear as the film bonds to the glass. V-KOOL "cures" at a slower rate than other window films. It is important to note that drying times are dramatically affected by climate.

For more warranty information, or to make a claim, contact your Authorized V-KOOL Dealer or V-KOOL, Inc. at 1-800-SUN-2-HOT

## Installation Record (press hard)

Contact Name \_\_\_\_\_ Date \_\_\_\_\_

Customer Name (print) \_\_\_\_\_ Phone# \_\_\_\_\_ Customer Signature \_\_\_\_\_

Customer Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Authorized Dealer Address \_\_\_\_\_ Installer Signature \_\_\_\_\_

Product # \_\_\_\_\_ Master Lot # \_\_\_\_\_ Roll size \_\_\_\_\_ Sq. Ft. \_\_\_\_\_

Product # \_\_\_\_\_ Master Lot # \_\_\_\_\_ Roll size \_\_\_\_\_ Sq. Ft. \_\_\_\_\_

Product # \_\_\_\_\_ Master Lot # \_\_\_\_\_ Roll size \_\_\_\_\_ Sq. Ft. \_\_\_\_\_

**Indicate the type of window below by circling the appropriate values.**  
(if more than one type of window, indicate the values for the majority of windows)

Window Type:	Single-pane	Double-pane		New	Age of Windows: _____
Individual Pane Thickness:	1/8"	3/16"	1/4"	3/8"	1/2"
Glass Color:	Clear	Gray	Bronze	Green	Blue
Reflective Glass:	Yes	No			
Low-E Window:	Yes	No			
Laminated Glass:	Yes	No	(If Yes, and double-pane unit, which pane)		
			Interior	Exterior	Both

Window Manufacturer: \_\_\_\_\_  
V-KOOL, Inc. 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.

Copies: White: Customer

Yellow: Dealer

Pink: Consumer Mail To: V-KOOL, Inc.  
Westland Tech Center  
13805 West Rd. Ste 400  
Houston, Texas 77041

**NOTE: FOR SPECIFIC WARRANTY COVERAGE SEE REVERSE SIDE OF THIS FORM**

## STIPULATIONS & RESTRICTIONS FOR GLASS BREAKAGE AND SEAL FAILURE WARRANTY

Tempered, heat strengthened or annealed window lites (glass), including the inner (room side) pane of double pane or insulated glass, coated with V-KOOL are warranted against glass breakage due to thermal shock or seal failure, for a period of 5 years for glass breakage and 3 years for seal after the installation of V-KOOL. In the event glass failure due to thermal stress is caused only as a direct result of the application of V-KOOL, V-KOOL, Inc. will:

1. Replace the broken glass.
2. Replace or repair that portion of the window frame in immediate contact with the glass, if damaged due to the break.
3. Replace such quantity of V-KOOL, Inc. film judged to be necessary by V-KOOL, Inc.
4. Board up or cover openings caused by glass failure when replacement of glass is subject to unreasonable delay.

To activate V-KOOL, Inc. Limited Glass and Seal Failure Warranty, send the completed installation record (including signature of installing dealer and customer to):

V-KOOL, Inc.  
Westland Tech Center  
13805 West Rd. Suite 400  
Houston, TX 77041

The terms and conditions of this coverage are as follows:

1. V-KOOL, Inc. will pay for repair or replacement of up to but not in excess of \$500.00 per glazing unit.
2. Coverage is limited to the original owner of the property at the time of installation.
3. In no event shall V-KOOL, Inc. be liable or responsible for any loss or damage, direct, incidental, or consequential, except as expressly set forth herein. This limited warranty is made in lieu of all warranties, expressed or implied, and is void if the product has been subject to abuse or improper care. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.
4. Pre-existing conditions of either glass breakage or seal failure of the filmed lite voids this warranty. Seller reserves the right to inspect any job prior to final issuance of payment by seller. Fraud by the installing dealer or customer shall void the warranty.
5. In order to qualify for seal failure coverage, the owner must present evidence that a seal failure warranty is currently in force from the manufacturer of the sealed glass unit. This warranty for seal failure will not extend beyond the sealed unit's manufacturer's limited warranty.
6. The warranty shall be completely invalidated if any information or representation set forth on the front of this form is not accurate.
7. V-KOOL, Inc. reserves the right to refuse to reapply window film after two (2) occurrences to the same lite and will refund the consumer money for the original filming of said lite.

V-KOOL, INC. HEREBY DISCLAIMS LIABILITY FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING FROM ANY DEFECT IN THE PRODUCT COVERED BY THE WARRANTY. EXCEPT DURING THE APPLICABLE LIMITED WARRANTY PERIOD SET FORTH ABOVE. V-KOOL INC. HEREBY EXCLUDES AND DISCLAIMS ANY AND ALL OTHER EXPRESSED OR IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

8. "Thermal shock fracture" means a breaking or fracture to glass caused by heat or change in temperature resulting from the application of film to glass, and thermal shock breakage can be identified by the following characteristics. (a) break lines make a right angle with the edge of glass at or near the origin, and (b) break lines separate into two (2) or more lines within two (2) inches of the edge and the origin. Tempered glass is not susceptible to thermal shock generated by solar control film.
9. Seal failure is defined as a visible break or opening of the window's air seal, resulting in an ineffective sealing of the window, allowing moisture and/or air to penetrate, causing an internal fogging of the glass.
10. This warranty shall not apply, and shall be unenforceable, when: (a) the film installed is not V-KOOL; (b) the dealer's installation practices do not conform to V-KOOL, Inc.'s published installation policies and procedures; (c) two (2) or more films are applied to the same lite; (d) the filmed windows are of triple pane construction, textured or wire glass; (e) film is applied to any glass on which there is paint, lettering, signs, stickers, or other permanent or temporary ornamentation; (f) the filmed glass has prior visible damage, is chipped, cracked, has holes in it, or if light is visible between frame and glass; (g) the film is applied to plastics, acrylics, polycarbonates or non-glass substrates; (h) the glass is found to have been cracked (either pane) or exhibit evidence of seal failure at the time of window film installation; (i) frames or sealants are not resilient, such as solid metal or solid wood frames or any hard material without resilient expansion seals; (j) V-KOOL is applied to clear glass with thickness greater than 3/8"; (k) total solar absorption of annealed glass with V-KOOL exceeds 50%; (l) V-KOOL is applied to single pane glass larger than 100 sq. ft.; (m) V-KOOL is applied to double pane glass larger than 40 sq. ft.; (n) the breakage was due in whole or in part to forces not involving thermal stress. A partial list of other forces includes stress from impact, poor installation, scratching, scraping, wind, earthquakes, acts of God, fire, water, invasion, military or civilian hostilities, rebellion, explosion, implosion, storms, wear and tear, internal defects, glazers chips, pre-existing breakage or failure.