

**Thank you for choosing Madico architectural window film!**

To ensure proper curing of your window film, do not clean your windows for at least 30 days. Safety films can take several months to fully cure. Do not attempt to pierce a water bubble during the curing period as this will cause damage to your film that is not covered by the warranty. Contact your dealer with any concerns.

*Please see care instructions below.*

**PRODUCT SELECTION**

Commercial  Residential

*Roll serial number MUST be filled in for EACH product installed*

**Product(s) Installed****Total Square Feet****Roll Serial No.**


**WARRANTY IS INVALID IF ANY INFORMATION IS LEFT INCOMPLETE.**  
**- PLEASE KEEP THIS WARRANTY WITH YOUR ORIGINAL RECEIPT -**

**CUSTOMER INFORMATION**

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

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

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**DEALER / INSTALLER**

Company Name: \_\_\_\_\_ Installation Date: \_\_\_\_\_

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

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Contact name (optional): \_\_\_\_\_

**WINDOW FILM CARE**

A scratch-resistant coating on the surface of the film helps protect it from damage, however, care should be taken to keep your film in good condition.

- Clean the film using any normal, household, glass-cleaning solution or plain, soapy water.
- Use soft, clean, lint-free towels or sponges to clean and dry the windows.
- Do not use any cleaning solution containing abrasive materials.
- Be careful when using any tools or sharp instruments on or around the windows that could cut, gouge, or scratch the film. Your Madico warranty does not cover mechanical damage.

## WARRANTY COVERAGE AND TERMS

Series	Film	Commercial	Residential	Glass Breakage	Seal Failure**
Neutral	Nova®, Solar Grey, Solar Bronze	10 Years	Lifetime	5 Years	3 Years
Dual Reflective	Optivision®, Optivision Reflective				
Reflective	Reflective Silver				
Non-Reflective	Charcool	7 Years	7 Years	None	None
Exterior†	Clear 7 Mil, Solar Grey, Solar Bronze, Reflective Silver, CH 8 Exterior, SL 8 Exterior	3 Years♦	3 Years	None	None
Decorative	White Out, Frost Matte 200	5 Years	5 Years	2 Years	None
	Black Out	5 Years	5 Years	None	None
	Decolite® Misty Dew	5 Years††	5 Years††	None	None
Decorative Safety	12 Mil Frost Matte	10 Years	10 Years	2 Years	None
Clear Safety	Clear 4 Mil, Clear 7 Mil, Clear 8 Mil, Clear 14 Mil	10 Years	Lifetime	5 Years	3 Years
Solar Safety	Reflective Silver 4 Mil, Reflective Silver 8 Mil, Neutral Grey 8 Mil	10 Years	Lifetime	5 Years	3 Years

Films are warranted for installation on interior, vertical flat glass surfaces only. Do not use on exterior surface of window unless film is specifically designated for that purpose.

†Films specifically designed for use on exterior glass surfaces (outside applications). Exterior films MUST be edge-sealed along with any seams with DowSil™ 790, 794, 795, or 796 structural silicone or GE® Momentive Silpruf SCS 1200 or SCS 2000 building sealant. No substitutions are permitted without prior approval. Warranty will not be honored unless film has been properly sealed.

†† Decolite: Warranty coverage is limited to a period of 2 years for sloped applications. Manufacturer pre-approval is required for partial film applications applied to indoor glass with direct exposure to sunlight.

\*\*Seal failure coverage is limited to the duration of the window manufacturer's seal failure warranty coverage or the time period noted in the above warranty schedule, whichever is shorter and subject to noted exclusions.

♦1 Year Warranty when applied to Spandrel Glass

## MADICO WINDOW FILM WARRANTY DETAILS

**What is Covered** - Madico, Inc. warrants professionally sold and installed Madico® brand commercial and residential architectural window films (the "Products") against peeling, bubbling, rippling, cracking, adhesive failure, delamination, and demetallization when installed on the interior, vertical glass surfaces of your commercial or residential building. Warranty time periods vary and are stated on the schedule above. PLEASE NOTE IMPORTANT RESTRICTIONS, EXCLUSIONS AND PRE-APPROVAL REQUIREMENTS SPECIFIED ON THE NEXT PAGE OF THIS DOCUMENT.

**Who is Covered** - This coverage is extended only to the original purchaser and is not transferable and terminates automatically upon any sale, conveyance or change in tenancy of any property.

**The Period of Coverage** - The warranty coverage begins at time of installation completion. The warranty period is stated in the table above for each Product. Madico, Inc.'s warranty liability is limited to the replacement and re-installation labor of only such quantity of film product determined to be defective by Madico, Inc.. 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 individual/company that originally purchased the film. Installing warranty replacement film will not renew or extend the original warranty coverage time periods as stated in this contract.

**Glass Breakage Warranty** - All Madico window films include limited coverage against thermal stress and thermal expansion glass breakage caused as a direct result of an approved residential or commercial installation on vertical glass only. The coverage period is up to five years from the original film installation completion date (see table above for a specific film). Madico will, upon verification of coverage, pay for replacing the glass and the window film. There is a repair and replacement limit of \$500 per window.

**Seal Failure on Dual-Pane Units** - This warranty extends to seal failure on dual pane units, if and only if the customer has and provides to Madico a window manufacturer's warranty against seal failure that has not expired. For approved films and applications, Madico, Inc. only warrants against seal failure for the remaining period of the window manufacturer's warranty, or the time period noted on the table above, whichever is shorter. Upon approval, Madico, Inc. will pay for replacing the insulated glass unit up to a maximum of \$500 per window.

**Specific Coverage Exclusions; Madico's Option to Remove Film** - Buildings with a prior history of seal failure or thermal glass breakage are not eligible for glass breakage or seal failure coverage. Further, in the event of multiple failures on one or more filmed windows, Madico, Inc. reserves the right to remove all of Madico, Inc.'s window film and reimburse the customer for the amount of the original film installation invoice.

**What is Not Covered** - Applications falling under prohibited uses as identified herein. Madico shall not be liable and hereby disclaims all liability for any loss, damage, expense or cost caused or partially caused due to improper or illegal film installation, improper film application, improper film care/cleaning or abuse; alterations of original manufactured product, failure due to structural defects in the window glass or surface to which the product is applied, any other acts, occurrences, defects, faults or damages not specifically caused by the actions or inactions of Madico.

**General Provisions** - The warranty coverage begins at time of installation completion. Rental units are considered commercial properties. This coverage is extended only to the original purchaser. This coverage is not transferable and terminates automatically upon any sale, conveyance or change in tenancy of any property. Madico, Inc.'s warranty liability is limited to the replacement and re-installation labor of only such quantity of film product determined to be defective by Madico, Inc.. Replacement of film or glass does not extend the original warranty time period. This warranty and its terms are governed by and construed according to the laws of Florida. If any action, suit, or proceeding is instituted resulting from any matter or claim arising from this warranty, venue for such action lies in Hillsborough County, Florida.

**Warranty Disclaimer** - THE FOREGOING IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION OF THE WARRANTY COVERAGE SPECIFIED ON THE FACE HEREOF, NOR ARE THERE EXPRESS OR IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY APPLICABLE TO THE PRODUCTS. THIS MANUFACTURER'S WARRANTY DOES NOT COVER CUSTOM PRODUCTS, IMPROPER OR POOR INSTALLATION OF THE PRODUCTS WHICH INCLUDE BUT IS NOT LIMITED TO, SQUEEGEEING, TRIMMING AND MEASURING. EXCEPT AS EXPRESSLY SET FORTH HEREIN, IN NO EVENT SHALL THE MANUFACTURER BE LIABLE OR RESPONSIBLE FOR ANY LOSS OR DAMAGE INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES, EXCEPT AS EXPRESSLY SET FORTH HEREIN, EVEN IF MADICO IS ADVISED OF THE POTENTIAL FOR SUCH DAMAGES. THIS LIMITED WARRANTY IS VOID IF THE PRODUCT HAS BEEN SUBJECT TO ABUSE, IMPROPER INSTALLATION AND/OR CARE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY BY STATE OR PROVINCE.

### Special Restrictions on Glass Breakage and Seal Failure Warranty:

Most applications of Madico, Inc. films are automatically covered for glass breakage in accordance with the schedule on page 2 of this warranty. However, certain darker films and certain types of glass do not qualify for coverage unless written approval has been obtained in advance of installation from the manufacturer, Madico, Inc. Some film and glass combinations require pre-approval, or are prohibited, as set forth below:

Film Type	Single Pane Tinted	Clear Dual-Pane	Tinted Or Low-E Dual-Pane
Reflective Silver 20 (Including 4 & 8 Mil), Reflective Silver 30	⚠	✓	⚠
Solar Grey 20, 35	✓	✓*	⚠
Neutral Grey 35 8 Mil	⚠	✓	⚠
Neutral Grey 45 8 Mil	✓	✓	⚠
Solar Bronze 20	✓	✓*	⚠
Solar Bronze 35	✓	✓	⚠
Optivision Reflective 5	⚠	✓	⚠
Optivision Reflective 15, 25, 35	✓	✓	⚠
Black Out	🚫	🚫	🚫

**Key:**    ✓ Approved for application    ⚠ Pre-approval required    🚫 Prohibited application

Please refer to the Madico Film Installation Guide for additional film and glass combinations - document part# M956145.

\* Pre-approval required on any dual pane glass over 30 square feet.

**NOTE: IF GLASS IS REPLACED BY THE CUSTOMER PRIOR TO MAKING A WARRANTY CLAIM FOR GLASS BREAKAGE OR SEAL FAILURE, THE WARRANTY IS VOIDED, UNLESS A DANGEROUS SITUATION EXISTS WHICH REQUIRES IMMEDIATE REPLACEMENT, IN WHICH CASE, THE CUSTOMER MUST TAKE A PHOTOGRAPH(S) THAT CLEARLY DEPICTS THE GLASS BREAKAGE OR SEAL FAILURE PRIOR TO REPLACING THE WINDOW. THE CUSTOMER MUST SUBMIT THE PHOTOGRAPH(S) WITH ANY WARRANTY CLAIM.**

### Manufacturer's Pre-approval Required:

- Windows which are not vertical (sloped or otherwise angled glass)
- Skylights
- Reflective glass
- Automotive film on flat glass
- Window with damaged frame
- Architecturally-odd shaped windows - those not square or rectangle
- Glass thicker than 1/4" (6mm)
- Any job over 2,500 square feet (232.3 square meters)
- Laminated glass in single-pane or double-pane window
- Buildings with previous glass breakage or seal failure history
- Double-pane windows over 40 square feet (3.7 square meters)
- Windows where the glazing compound or sealant has hardened
- Single-pane windows larger than 100 square feet (9.3 square meters)
- Architectural shading from exterior overhangs, extensions, columns, etc
- Rigid window framing systems - for example, concrete

### Prohibited Use - No Film Installation in These Instances

- Wired, textured or patterned glass
- Pane of glass with partial film application
- Exterior applications of films designed for interior use only
- Glass that is visibly chipped, cracked or otherwise damaged
- Triple or quad pane windows
- Thin glass IGU's
- Glass with suspended films
- Vacuum insulated glass
- Application of two or more films to the same piece of glass
- When glass surface temperature is below 40°F/4°C
- Windows with pre-existing seal failure
- Marine vessels
- Aircraft
- Heavy machinery and/or construction equipment

### CONSUMER WARRANTY CLAIM PROCEDURE

This warranty is limited and is the eligible Madico film owner's sole and exclusive remedy. Should the Product fail to meet the terms of this warranty, contact your original Madico film installing dealer to initiate a warranty claim. If the original dealer is unavailable, contact the Madico Warranty Department at [warranty@madico.com](mailto:warranty@madico.com). Madico will review a warranty claim within 45 days of receiving ALL proper documentation. Madico will authorize completion of warranted work if a claim is deemed valid. Once a claim is approved, the original purchaser may obtain replacement and installation of the Product at any participating Madico dealer in the United States or Canada.

**PURCHASER MUST SUPPLY THE ORIGINAL RECEIPT OF INSTALLATION ALONG WITH THIS COMPLETED MADICO WARRANTY. A PRODUCT ROLL SERIAL NUMBER IS REQUIRED FOR WARRANTY PROCESSING. FAILURE TO PROVIDE VERIFYING DOCUMENTATION WILL RESULT IN CLAIM DENIAL.**