



LIMITED PRODUCT WARRANTY – Residential and Commercial

Subject to the terms, conditions and limitations provided herein, **CoolVu Transitional Window Films** are to be free from defect when properly applied to the interior surface of residential and commercial building glass.

The residential limited warranty coverage is for lifetime from date of installation.

Commercial coverage is for 10 years from date of installation. Warranty is non-transferable.

PRODUCT WARRANTY COVERAGE

In the unlikely event that **CoolVu Window Film** with product warranty coverage should experience adhesive failure, bubbling, cracking, crazing, or delamination the film manufacturer will provide replacement window film to the warranty holder. Photochromic reactions are warranted for a minimum of 5 years from date of original installation.

Film 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 original purchaser of the film. Installing warranty replacement film will not renew or extend the original warranty coverage time periods as stated on this contract.

No other warranties, expressed or implied, are provided with this product, and implied warranties of merchantability and/or fitness for a particular purpose are expressly disclaimed. In addition, all other liabilities that might arise with respect to the sale of this product or other service either in contract or tort, including without limitation strict liability based upon statute or common law, and liability based upon negligence of **CoolVu LLC** or its agents, are expressly disclaimed and negated.

The remedy provided herein shall be the sole and exclusive remedy for any loss arising out of the sale, application and/or use of this product; except as provided herein, **CoolVu LLC** shall not under any circumstances be responsible for or liable to any party for any economic loss or physical harm or any incidental, consequential or special damages.

Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitations of incidental or consequential damages, so the above may not apply to you.

CoolVu LLC shall not be liable for any loss, damage, expense or cost caused in whole or in part by improper film installation, improper care or maintenance of the product, non-conforming applications or uses, furnishing fading or any other events not directly caused by the quality of the product, or the quality of the workmanship of the window glass or IG unit. This warranty may not be modified.

60 MONTH LIMITED GLASS BREAKAGE WARRANTY

All **CoolVu Window Films** include limited coverage against thermal stress and thermal expansion glass breakage caused as a direct result of an approved installation on single and double paned glass only. The coverage period is five years from the original film installation completion date. This 60 month limited glass breakage warranty coverage is applicable only to the original purchaser and is non-transferable. Warranty covers \$500 per window pane and includes film reinstallation.

40 MONTH IG UNIT SEAL FAILURE WARRANTY

Forty-month (40) coverage for insulated glass (IG) seal failure is also included with the limited glass breakage warranty, although it is only applicable on IG units with approved film – to - glass applications. An existing window manufacturer's seal failure warranty must be in force at the time of installation of **CoolVu** film for this coverage to be valid. **CoolVu** seal failure warranty will in no way extend the original glass manufacturer's seal failure warranty. The coverage period is for 40 months from the original film installation date. This warranty is subject to the terms, conditions and limitations provided herein. This forty-month limited IG seal failure warranty coverage is applicable only to the original purchaser. Warranty covers \$500 per window pane.



Supplemental Warranty Coverage

In consideration of additional premium paid (minimum \$85), the **CoolVu** warranty will extend the benefit of the glass replacement due to seal failure / thermal shock to a total of \$2,500 per window pane. Included in this supplemental warranty is extended coverage of the photochromic transition from 5 to 8 years from the date of original installation of **CoolVu** film. This insurance must be purchased within 30 days of the original film installation and is **REQUIRED** when there is a single window pane that is at least 20 square feet or greater. Entire project (all window and door glass) must be covered for the supplemental warranty coverage to be valid.

Cost is 70 cents per square foot of glass treated with CoolVu and the entire project must be covered.

LIMITS OF WARRANTY

As a condition of coverage, this glass breakage and seal failure coverage must be registered within 30 days of installation by visiting www.CoolVu.com. Coverage is non-transferable from the original purchaser of the film and is only valid on approved film-to-glass applications in the United States and Canada. This warranty is valid only when installed by an authorized CoolVu dealer.

Film – To - Glass Application Guidelines

Glass breakage and IG unit seal failure coverage is NOT AVAILABLE for any **CoolVu Window Film** installed on:

- *Circular, round (excluding palladium), bent, laminated, textured, wired glass or skylights exceeding 10 square feet.
- *Partially shaded glass panes (exterior shading 20% or more of an individual glass light)
 - *Triple or quadruple pane IG units
 - *Glass with paint, lettering, vinyl lettering
 - *Glass with any single edge dimension greater than 10 feet
 - *Any single glass pane greater than 100 square feet total
 - *IG unit greater than 35 sq ft need pre-approval for coverage
 - *Glass 3/8th inch or thicker
 - *Damaged, chipped, cracked or scratched glass
 - *Glass with concrete framing
 - *Glass with metal framing that has no gaskets or seals
- *Any building that has a history of glass breakage and seal failure problems
- *Broken glass or IG units with seal failure prior to installation of the film

The Glass Breakage and IG unit seal failure warranty coverage BECOMES VOID if any of the following conditions exist:

- *Any tinted IG unit improperly installed. Example: outside tinted surface reversed and installed on inside.
- *Damage caused by acts of nature, accidents, fire, riots and/or explosions.
- *False or misrepresented information on the warranty coverage registration documents.
 - *Dealer or customer fraud.

HOW TO MAKE A CLAIM

Claims can be initiated by contacting the installing CoolVu, LLC dealer or by contacting the CoolVu warranty service department phone number **(1-844-4-COOLVU)** Monday through Friday, 8am to 5pm EST. To initiate a claim for product failure, glass breakage or IG unit seal failure, the purchaser must be prepared to present a copy of the installing dealer's proof of purchase invoice, a valid and properly completed warranty certificate printed from the CoolVu web site after warranty registration (**www.CoolVu.com**). Proof of existing glass manufacturer's seal failure warranty may be required. The installing dealer need not be present to file a warranty claim. The product warranty coverage applies only to the quality of the film product and does not insure the quality of the installation performed by the dealer. Each CoolVu, LLC dealer is an independent.

There is no warranty expressed or implied for labor from **CoolVu, LLC**

WINDOW FILM CARE & MAINTENANCE

Do not clean for 30 days after installation. This will help secure proper curing of the adhesive system to the glass. Do not use bristle brushes, abrasive scrubbing sponges or any other cleaning materials that could scratch the film. Always use fresh clean soft materials to wash and dry your window film surfaces. Common household glass cleaners may be safely used to clean your windows, including Windex and other ammonia based cleaner.

The mounting solution used during the installation of your CoolVu Window Film will require a period of time to dry out. Cold and/or cloudy weather conditions can lengthen the dry out time of these films, 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 period. If slow drying does occur, do not become alarmed, it is a part of the natural curing