



# SPECIAL PURPOSE FILMS LIMITED WARRANTY

(United States and Canada Only)

## Thank you for choosing Madico window film!

To ensure proper curing of your window film, do not clean your windows for at least 30 days. Thicker 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**

Film	Commercial	Residential	Exterior
UV-Gard	5 Years	5 Years	Not Applicable
Amber 81	5 Years	5 Years	Not Applicable
Graffiti Free®	5 Years	5 Years	1 Year
Blister-Free*	5 Years	5 Years	Not Applicable
Printable DP 200 PS SR	1 Year	1 Year	Not Applicable
View Control	1 Year	1 Year	Not Applicable

Films are warranted for installation on interior glass surfaces only with the exception of Blister Free which is only to be installed on uncoated acrylics and polycarbonates. Do not install films on exterior glass surface of window unless film is specifically designated for that purpose (Graffiti Free).

5 year warranties are reduced to a period of 2 years for sloped applications and requires pre-approval from Madico.

**\*Special Restrictions - Blister Free**

Blister-Free is ONLY for use on uncoated polycarbonates such as Lexan®, uncoated acrylics such as Plexiglass® and other uncoated thermoplastic surfaces. Blister-Free 6 Mil cannot be combined with another film on the same pane. If installing a secondary layer of film, ONLY Blister-Free 2 Mil can be applied. Additionally, Blister-Free 2 Mil can ONLY be installed under a Madico pressure-sensitive, adhesive based, solar control film. Blister Free 2 mil must be allowed to dry for at least 7 days before a second film can be applied over it.

**MADICO WINDOW FILM WARRANTY DETAILS**

**Basic Film Warranty** - Madico, Inc. warrants professionally sold and installed MADICO® Special Purpose films (the "Products") against peeling, bubbling, rippling, cracking, adhesive failure, delamination, and demetallization. Installation restrictions, pre-approval requirements and product-specific warranty time periods are detailed on this warranty.

**Exclusions; Madico's Option to Remove Film** - In the event of multiple failures on one or more filmed surfaces, Madico, Inc. reserves the right to remove all of Madico, Inc.'s Special Purpose film and reimburse the customer for the amount of the original film installation invoice.

**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 and 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 of only such quantity of film product determined to be defective by Madico, Inc. A warranty claim does not extend the original warranty time period.

**Warranty Disclaimer** - THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, NOR ARE THERE 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, EVEN IF MADICO IS ADVISED OF THE POTENTIAL FOR SUCH DAMAGES. THIS LIMITED WARRANTY IS MADE IN LIEU OF ALL WARRANTIES, EXPRESSED OR IMPLIED, AND 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.

**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 pane windows
- Glass with suspended films
- Vacuum insulated glass
- Windows with pre-existing seal failure
- Application of two or more films to the same piece of glass (exception: Blister-Free, 2 Mil version only)
- When glass surface temperature is below 40°F/4°C
- Installations on curved or rounded substrates
- Locations with high humidity levels over 70% for extended periods of time
- Locations where condensation is present on the substrate surface for extended periods of time
- Blister-Free under films that use a de-tackified adhesive

**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 the Madico Warranty Department at [warranty@madico.com](mailto:warranty@madico.com), to initiate a claim. 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 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.**