

**Thank you for choosing Madico SafetyShield 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**
Clear Safety	SafetyShield Clear	12 Years	Lifetime	5 Years	3 Years
Reflective	SafetyShield Reflective Silver	12 Years	Lifetime	5 Years	3 Years
Solar Safety	SafetyShield Designer Grey, Nova	12 Years	Lifetime	5 Years	3 Years
Dual Reflective	SafetyShield Optivision	12 Years	Lifetime	5 Years	3 Years

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

SafetyShield Attachment Systems, when installed with Madico SafetyShield films are warranted for 10 years against manufacturing defects.

\*\*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.

**MADICO WINDOW FILM WARRANTY DETAILS**

**Basic Film Warranty** - Madico, Inc. warrants professionally sold and installed SafetyShield® brand commercial and residential window films (the "Products") against peeling, bubbling, rippling, cracking, adhesive failure, delamination, and demetallization. Warranty time periods vary and are stated on the schedule on the table above. **PLEASE NOTE IMPORTANT EXCLUSIONS AND PRE-APPROVAL REQUIREMENTS SPECIFIED ON THE NEXT PAGE OF THIS DOCUMENT.**

**Glass Breakage Warranty** - The warranty on the Products also covers Glass breakage due to thermal stress. Madico, Inc. reserves the right to have its local representative inspect the affected window(s) before approving a claim. Upon approval, Madico, Inc. will pay for replacing the glass up to a maximum 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.

**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.

**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 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.

**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, EXCEPT AS EXPRESSLY SET FORTH HEREIN, 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.

**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 above. 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
SafetyShield Reflective Silver 20	Pre-approval Required	Approved	Pre-approval Required
SafetyShield Designer Grey 35	Pre-approval Required	Approved	Pre-approval Required
SafetyShield Designer Grey 45	Approved	Approved	Pre-approval Required
SafetyShield Optivision 15, 25	Pre-approval Required	Approved	Pre-approval Required

Unless shown in table above, all other films are approved for use on clear dual-pane, tinted dual-pane or low-E glass.

**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:**

- Solar control safety films installed on wired glass, (clear films are approved)
- 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
- 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

**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 participating Madico SafetyShield 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.**