



# COMMERCIAL / RESIDENTIAL LIMITED WARRANTY

(United States and Canada Only)

## Thank you for choosing Madico Sunscape® 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.



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## WARRANTY COVERAGE AND TERMS

Coverage	Commercial	Residential	Glass Breakage	Seal Failure*
Sunscape (all films)	15 Years	Lifetime	5 Years	5 Years

Films are warranted for installation on interior glass surfaces only. Do not use on exterior surface of window.

\*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

**Product Warranty Coverage** - Sunscape® film comes with a fifteen-year commercial or limited lifetime residential product warranty when installed by an authorized Sunscape dealer in the US or Canada. In the unlikely event a product should experience adhesive failure, bubbling, cracking, crazing, delamination, demetallization or exceptional change of color, Madico will provide replacement film and reimburse the reasonable and customary labor costs, to an authorized Sunscape independent window film dealer to remove the defective film and install the replacement film. Any independent window film dealer can be authorized by the Madico warranty service department to remove and replace the defective 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 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.

**Lifetime Residential Limited Product Warranty** - Subject to the terms, conditions and limitations provided herein, Madico warrants Sunscape® window films to be free from defect when properly applied to the interior glass surface of residential buildings. This residential lifetime limited warranty coverage is extended to the owner of the residence at the time of film purchase and is effective as long as the owner maintains ownership of the property. This warranty is non-transferable. The residential warranty applies to individual apartment and condominium units but not to entire commercial properties with multiple dwellings, these types of properties are covered under the Sunscape commercial warranty (see above). If purchased by renter or condominium owner, the residential warranty applies. If purchased by the building owner or developer the commercial warranty applies.

**15-Year Commercial Limited Product Warranty** - Subject to the terms, conditions and limitations provided herein, Madico warrants Sunscape® window films to be free from defect when properly applied to the interior glass surface of commercial buildings for a period of fifteen years from the date of installation. This commercial limited warranty coverage is non-transferable.

**5-Year Limited Glass Breakage Warranty** - All Sunscape® 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 five years from the original film installation completion date. Madico will, upon verification of coverage, pay for replacing the glass and the window film. There is a repair and replacement limit of \$750 per window.

**5-Year Limited Insulated Glass Unit Seal Failure Warranty** - Five-year coverage for insulated glass (IG) unit seal failure is also included with the limited glass breakage warranty. The coverage period is five years from the original film installation date. To qualify for seal failure coverage, the customer must present documentation that the manufacturer’s seal failure warranty coverage is in force at time of seal failure. This five-year IG unit seal failure coverage will not exceed the term limits of the seal failure warranty coverage period provided by the manufacturer of the IG unit. This five year limited IG seal failure warranty coverage is applicable only to the original purchaser of the Sunscape® window film and is non-transferable. Madico will, upon verification of coverage, pay for replacing the IG unit and the window film. There is a repair and replacement limit of \$750 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.

**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.



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

Most applications of Madico, Inc. films are automatically covered for glass breakage in accordance with 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:

Sunscapes Film	Tinted Annealed Monolithic		Dual Pane Low E #2 Surface	Dual Pane Low E #3 Surface	Dual Pane Inboard Lite Tinted
	Up To 3/8" 1 - 40 sq ft	Up To 3/8" 40 - 100 sq ft	Up To 3/8" 1 - 40 sq ft	Up To 3/8" 1 - 40 sq ft	Up To 3/8" 1 - 40 sq ft
Designer Grey 35	✓	⚠	✓	⚠	⚠
Duralite 10	⚠	⊘	✓	⚠	⚠
Duralite 20, 30	✓	⚠	✓	⚠	⚠
Softlite 25, 35	✓	⚠	✓	⚠	⚠
Starlite 8, 18	⚠	⚠	✓	⚠	⚠
Starlite 28	✓	⚠	✓	⚠	⚠
Advanced Ceramic 3000	⚠	⊘	✓	⚠	⚠
Advanced Ceramic 4000	✓	⚠	✓	⚠	⚠
Purelite 40, 60	✓	⚠	✓	⚠	⚠
Designer Grey 35 8 Mil	✓	⚠	✓	⚠	⚠
Designer Grey 45 8 Mil	✓	✓	✓	⚠	✓

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

Please refer to the Sunscapes Film Installation Guide for additional film and glass combinations - document part# S955010.

**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
- Window with damaged frame
- Architecturally-odd shaped windows - those not square or rectangle
- Glass thicker than 3/8"
- Any job over 5,000 square feet (464.6 square meters)
- 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
- Laminated glass in single or double pane

### 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
- 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.**