

WARRANTY LIMITATIONS

The aforementioned warranty does not apply if:

- a) the seller is not an authorised SunTek® dealer for architectural window films; or
- b) the application of the window film by the dealer does not comply with the manufacturer's instructions and processes; or
- c) more than one window film is installed on a window or a window film is only partially installed on the glass; or
- d) the windows are double or triple-glazed and are made of heterogeneous compounds or are structured, laminated, patterned or reflecting or are glazed with wire glass; or
- e) the window film is installed on glass on which there is paint, lettering, stickers or patterns; or
- f) the window film is installed on glass that is obviously damaged, broken or cracked or has drill-holes or other holes enabling light to be seen between the glass and the frame; or
- g) the window film is installed on plastic, acrylic, polycarbonate or substrates not made of glass; or
- h) the window film is installed in very dirty or coastal areas; or
- i) damages occur or are caused by natural forces (accidents, floods, fires, explosions, terrorism); or
- j) one side of the glass is more than 3.5 metres in length and the surface of double-glazed windows is over 4.64 square metres; or
- k) the window is in shadow due to external overhangs, extensions, pillars etc.; or
- l) the window has been individually shaped and is larger than 1.8 square metres; or
- m) is of clear float glass thicker than 9.5 mm or of tinted float glass thicker than 6 mm.



WARRANTY FOR WINDOW FILMS

FILMS FOR RESIDENTIAL AND COMMERCIAL BUILDINGS

In addition to the statutory warranty SunTek Europe GmbH guarantees that if used correctly the architectural window film products (window films) covered by this contract are free of tears, abrasion, demetallisation, blister formation, delamination and adhesive faults for the periods stated in the table below from the date of installation.

EXTERIOR FILMS:

Products	Vertical* glazing, sealed on all four edges**	horizontal/angled* glazing, sealed on all four edges**	Vertical or angled* glazing, not sealed
SXT Series (20 & 35)	7 years	4 years	Not recommended. Not covered in guarantee.
SY Series	7 years	4 years	Not recommended. Not covered in guarantee.
IXT Series & SXT 50	4 years	2.5 years	Not recommended. Not covered in guarantee.
ULV Series (50 & 80)	5 years	2.5 years	Not recommended. Not covered in guarantee.
4M Clear Extern	4 years	3 years	Not recommended. Not covered in guarantee.

* Vertical glazing is defined as up to 15° deviation from the vertical, diagonal glazing is defined as more than 20° deviation from the horizontal.

** Dow Corning 795, 995 or other alternative neutral silicones are recommended as a sealant in order to comply with this guarantee.



FACTORY DIRECT from the USA

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INTERIOR FILMS:

Products	Guarantee for residential installations.	Guarantee for commercial installations
Silver PS/DS Series	30 years	15 years
Infinity PS Series	30 years	15 years
Symphony PS Series	30 years	15 years
Ultravision PS Series	30 years	15 years
Safety & Security Series	15 years	15 years
Anti Graffiti film	2 years	2 years
DRMPS Series	10 years	10 years
White Matte film	5 years	5 years
Black Out film	5 years	5 years

All installations of interior film must comply with the SunTek „film to glass“ guidelines. These guidelines are available on request.

In the event of a warranty claim Suntek Europe GmbH will provide the customer with a replacement film free of charge for every window film covered by this contract. In addition, Suntek Europe GmbH will bear part of the cost of removing and reinstalling the film. More information is available in the „Suntek Europe Reinstallation Policy“.

The warranty is void if the window film is damaged after installation by incorrect or inappropriate care or treatment, faulty installation, use on unsuitable glass, broken glass, faulty double-glazing or lack of cleaning or care.

The warranty does not cover damages arising from the incorrect or unsuitable treatment of the window film. This particularly applies to scratches due to improper handling.

Installations on more than 1,000 square metres are not recommended. This voids the warranty unless Suntek Europe GmbH has confirmed in writing that the installation is approved.

SunTek Europe GmbH recommends keeping this certificate and the original invoice for installing the window film in a safe place, in order to provide evidence of proper delivery and installation in the event of a warranty claim. To make things simpler we recommend completing the form attached to this statement and presenting it in the event of a warranty claim.

Suntek Europe GmbH is not liable for any further warranties given by third parties.

If any of these provisions should be invalid this does not affect the validity of the remaining provisions.

(Please fill out clearly)

Customer information

Date of installation: _____

Name: _____

Street: _____

Postcode: _____ Town: _____

Country: _____

Telephone: _____ Email: _____

Signature of the customer: _____

Dealer information

Name of the dealer: _____

Street: _____

Postcode: _____ Town: _____

Country: _____

Telephone: _____ Email: _____

Signature of the installer: _____

Detached house/Multiple dwelling Commercial building/apartment/other

Location of installation in/on building: _____

Installation information

Warranty period Film type Total size in m² Roll number
