

# 3M Warranty Sample

## Safety & Security Window Film

### Residential Limited Lifetime Quality Promise

3M and the 3M Authorized Building Safety Solutions Department dealer (collectively referred to as "Seller") warrant that for as long as the original consumer of the 3M Safety & Security Window Films owns and lives in the home, **3M Window Films** will:

- Maintain **Solar Reflective Properties** without cracking, crazing, or peeling
- Maintain **Adhesion Properties** without blistering, bubbling, or delaminating from the glass
- Maintain **Appearance** without discoloration
- Maintain **Strength, Tear, and Penetration Resistant Properties**

If the window film was installed using the Ultraflex System, the following additional warranties apply:

Silicone structural adhesive will maintain its integrity, and will not change color for a period of ten (10) years from date of installation. This shall not cover failure due to disintegration of the underlying substrate, movement of the structure exceeding specification for elongation and/or compression, or changes in appearance of the adhesive appearance due to dirt or other contaminate.

In the event the product is found to be defective under this warranty, Seller will:

- Replace the **Quantity of Film** proved to be defective
- Provide **Removal and Reapplication Labor Free of Charge**

**This warranty is provided only to the original purchaser and is not transferable.**

Seller also warrants against **glass failure** due to thermal shock fracture or seal failure, (maximum value of \$500 per window) caused only as a direct result of the application of 3M Safety & Security Film provided the film is applied to recommended types of glass and the glass failure is reported to the Seller within the specified time (listed below) from the start of the installation.

- Sixty (60) months coverage against thermal shock fracture
- Forty (40) months coverage against seal failure if covered by original manufacturer

***There is a consumer deductible of \$25.00 (or 5% of the replacement cost, whichever is greater) per claim.***

**Any glass failure covered by this warranty must be reviewed by Seller prior to repair, and only covers film and glass replacement.**

To obtain warranty service for either defective film or glass failure, please contact your 3M Authorized Security Window Film Dealer / Applicator at: Sunray Window Films, LLC. [www.sunrayfilms.com](http://www.sunrayfilms.com) 216.738.7070

This warranty is void if the product has been subjected to abuse or improper care. Seller should not be liable in either tort or contract for any loss or damage, direct, indirect, special, consequential, or incidental, arising out of the use or inability to use this product. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. **THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.**

This warranty covers continental U.S. and Canadian installations only.

### **Important Notice: Window Care**

3M Safety & Security Window Films may be washed with common washing solutions, including ammonia-based products, thirty (30) days after installation. Abrasive type cleaning agents and bristle brushes which would scratch the film must not be used. Synthetic sponges, squeegees, or soft cloths are recommended to be used with the cleaning solution. To maintain your warranty, do not use tape or other adhesive products on the film.

After installation, there may be a hazy appearance on your windows. This condition is temporary and is caused by the moisture that is present when applying the film. This hazy appearance will disappear after the film dries; however, it may take up to thirty (30) days for the film to completely dry. Cold weather conditions may require additional time.