

### WARRANTY INFORMATION

#### Basic Film Warranty

Madico, Inc. warrants professionally sold and installed MADICO® brand commercial and residential window films (the "Products") against peeling, bubbling, rippling, cracking, adhesive failure, delamination, and demetalization. Warranty time periods vary and are stated on the schedule on the back of this warranty. **PLEASE NOTE IMPORTANT EXCLUSIONS AND PRE-APPROVAL REQUIREMENTS SPECIFIED ON THE REVERSE SIDE 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 reverse side, 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. 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. 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.

#### To Make A Warranty Claim

This warranty is limited and is the Product owner's sole and exclusive remedy. If any Product specified above fails to conform to the warranty during the warranty period, Purchaser may obtain replacement and installation of the Product by contacting the installing dealer, or by contacting the Warranty Service Department at Madico, Inc., **PURCHASER MUST SUPPLY A COPY OF THE ORIGINAL RECEIPT ALONG WITH THIS COMPLETED MADICO WARRANTY. PRODUCT ROLL NUMBERS ARE REQUIRED FOR WARRANTY PROCESSING. FAILURE TO PROVIDE VERIFYING DOCUMENTATION WILL RESULT IN CLAIM DENIAL.** If you need to file a claim: Contact Madico, Inc., Warranty Department, 9251 Belcher Road North, Pinellas Park, FL 33782. Email: warranty@madico.com.

**WARRANTY IS INVALID IF ANY INFORMATION SET FORTH ON THIS FORM IS NOT ACCURATE.  
- PLEASE KEEP THIS WARRANTY WITH YOUR ORIGINAL RECEIPT -**

Commercial

Residential

Installation Date: \_\_\_\_\_

Please Print Clearly

#### DEALER

Company Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Signature \_\_\_\_\_

#### CUSTOMER

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Signature \_\_\_\_\_

#### PRODUCT SELECTION

Film Description

Total Square Feet

Serial No.

Film Description	Total Square Feet	Serial No.

Series	Film	Commercial	Residential	Glass Breakage	Seal Failure**
Neutral	Nova®, Solar Grey, Solar Bronze	10 Years	Lifetime	5 Years	3 Years
Dual Reflective	Optivision®, Optivision Reflective				
Reflective	Silver				
Non-Reflective	Charcoal	7 Years	7 Years	None	None
Exterior†	Clear 7 Mil, Solar Grey, Solar Bronze, Reflective Silver	3 Years♦	3 Years	None	None
Decorative	White Out, Frost Matte 2 Mil	5 Years	5 Years	2 Years	None
	Black Out	5 Years	5 Years	None	None
Clear Safety	Clear 4 Mil, Clear 7 Mil, Clear 8 Mil, Clear 14 Mil	10 Years	Lifetime	5 Years	3 Years
Solar Safety	Reflective Silver 4 Mil, Reflective Silver 8 Mil, Neutral Grey 8 Mil	10 Years	Lifetime	5 Years	3 Years

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

†Films specifically designed for use on exterior glass surfaces (outside applications). Exterior films MUST be edge-sealed along with any seams with Dow Corning® 790, 794, 795, or 796 structural silicone or GE® Momentive Silpruf SCS1200 or SCS 2000 building sealant. No substitutions are permitted without prior approval. Warranty will not be honored unless film has been properly sealed.

\*\*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.

♦1 Year Warranty when applied to Spandrel Glass

### 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 above schedule. 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 excluded, as set forth below:

Film Type	Single Pane Tinted	Clear Dual-Pane	Tinted Or Low-E Dual-Pane
Silver 20 (Including 4 & 8 Mil), 30	Pre-approval Required	Approved	Pre-approval Required
Solar Grey 20, 35	Approved	Approved*	Pre-approval Required
Neutral Grey 35 8Mil	Pre-approval Required	Approved	Pre-approval Required
Neutral Grey 45 8Mil	Approved	Approved	Pre-approval Required
Solar Bronze 20	Approved	Approved*	Pre-approval Required
Solar Bronze 35	Approved	Approved	Pre-approval Required
Optivision Reflective 5	Pre-approval Required	Approved	Pre-approval Required
Optivision Reflective 15, 25, 35	Approved	Approved	Pre-approval Required
Black Out	Restricted	Restricted	Restricted

\* Pre-approval required on any dual pane glass over 30 square feet.

**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 (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" (6 millimeters)
- 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 glass or double-pane glass with suspended films
- 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