



# Architectural Film Warranty

April 2016

## Product Warranty Statement

Hanita Coatings warrants all SolarZone and SafetyZone brand window films sold and professionally installed to the interior or exterior side of glass against cracking, changing color, crazing, delaminating, demetalizing and adhesive failure as per the table below. Recommendations by the manufacturer, verbal or in writing are not to be considered confirmation of coverage by this warranty certificate. In the event of film failure, Hanita Coatings will replace the film, (or issue credit for the film) and re-installation labor of only such quantity of film product determined to be defective by the manufacturer.

The Limited Warranty coverage begins at the time of installation completion. This Limited Warranty covers only window films approved by the manufacturer for flat glass application, according to the most recent Film to Glass Application Chart at the time of installation.

## Glass Breakage and Seal Failure Limited Warranty Statement

Hanita Coatings offers Limited Warranty protection against glass breakage due to thermal stress shock fracture, and insulated glass (IG) seal failure. (\*see terms and conditions overleaf).

	Interior	Warranty Duration		
		Commercial	Residential	
SolarZone	Silver	20 • 35 • 50	15 years	Lifetime <sup>2</sup>
		20 Low-E • 35 Low-E	10 years	Lifetime <sup>2</sup>
	Solar Bronze	20 • 35	15 years	Lifetime <sup>2</sup>
	PerLite previously Cold Steel	20 • 35 • 50 • 70	15 years	Lifetime <sup>2</sup>
	Natura	07 • 15 • 28	15 years	Lifetime <sup>2</sup>
	OptiTune	05 • 15 • 22 • 30 • 40	15 years	Lifetime <sup>2</sup>
	OptiShade	15 • 25 • 35	15 years	Lifetime <sup>2</sup>
	Matte	2 mil	15 years	Lifetime <sup>2</sup>
	e-Lite	45 • 70	10 Years <sup>1</sup>	Lifetime <sup>1+2</sup>
		Black Out • White Out	5 years	5 years
SafetyZone	Clear	4 Mil • 7 Mil • 8 Mil 11 Mil • 12 Mil • 15 Mil	15 years	Lifetime <sup>2</sup>
		Silver	20 (4, 9, 12 mil)	15 years
	PerLite previously Cold Steel	35 (6, 10 mil) 50 (6, 10 mil)	15 years	Lifetime <sup>2</sup>
		OptiTune	22 (5 mil) • 30 (10 mil)	15 years
	Matte	5 Mil • 12 Mil	12 years	12 Years
	e-Lite	70 (8 mil)	10 years <sup>1</sup>	10 years <sup>1</sup>

- 1. Edge Sealing required within a distance of 10 miles/16km from the sea.** Use Dow Corning 795 or 1199 (clear) No edge sealing required on such location in case of fixed/stationary/immovable windows that are not exposed to environment.
- 2. For SolarZone films** applied to the interior side of glass, a limited lifetime warranty is offered for residential installations to the original consumer as long as they own and live in the home. This limited warranty is extended to the original purchaser and is non-transferable if there is a change of ownership of the home in which film has been installed

	Exterior	Warranty Duration		
		Vertical	Horizontal/ Sloped	
SolarZone XTRM	XTRM Silver	20X	Up to 15 years*	5 years
		35X	10 years*	5 years*
	XTRM SkyLite	S20X	-	Up to 10 years*
		PolyZone SkyLite	-	10 years
XTRM Titan	07 • 20 • 35	8 years (Up to 10*)	4 years	
SolarZone Xtra	Silver	20 Xtra • 35 Xtra	7 years	4 years
		50 Xtra	4 years	3 years
		Matte Xtra	5 years	3 years
		PolyZone 20 Xtra	4 years	3 years
	Titan	07 Xtra	5 years	3 years
		20 Xtra • 35 Xtra	5 years**	3 years
		50 Xtra	4 years	2 years
	Solar Bronze	20 Xtra • 35 Xtra	4 years	3 years
	OptiLite	75 Xtra	5 years	3 years
	e-Lite	45 Xtra • 70 Xtra	7 years	3 years
SafetyZone Xtra	Clear	4 Mil Xtra • 7 Mil Xtra	5 years	3 years
	Anti-Graffiti	4 Mil Universal	3 years (10 years interior)	2 years
		6 Mil Universal		
		PolyZone Xtra (4, 6 Mil)	3 years	2 years
Silver	20 Xtra (5 Mil)	5 years	3 years	

**All exterior films require edge sealing; use sealing agent Dow Corning 795 or 791, Max 5000 by GE or equivalent neutral approved silicone seal agent for external application.**

- \* See terms and conditions
- \*\* 5th year prorated to 30% film value

SEE TERMS AND CONDITIONS OVERLEAF



MM-WF-ee-Cor-Fli-War-En-HC-16.3

## Terms and Conditions

### The terms and conditions of this Limited coverage are as follows:

- 1.) Coverage is limited to the original owner of the property at the time of installation. Subject to submission of original warranty document signed by the installer.
- 2.) In no event shall Hanita Coatings be liable or responsible for loss and or damage, direct, incidental, or consequential, 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 or improper care. This Warranty gives the purchaser specific legal rights, and the purchaser may have other rights that vary. Hanita Coatings reserves the right to inspect the damaged film/window before replacement. Fraud by the installing dealer or customer shall void this Limited warranty.
- 3.) The Anti-Graffiti films' warranty covers blistering, bubbling or delaminating from glass when applied to exterior glass properly
- 4.) This Limited Warranty shall not apply, and shall not be enforceable, when:
  - a.) Dealer's installation practices do not conform to Hanita's published installation policies and procedures.
  - b.) Cleaning and maintenance of film is not in accordance with manufacturer's instructions.
  - c.) Two or more films are applied to the same glass surface.
  - d.) Automotive film is applied to flat glass constructions.
  - e.) Filmed windows are triple or more pane construction, textured, wire film glass, or an IG unit inclusive of a suspended film.
  - f.) Film is applied to any glass on which there is paint, lettering, signs, stickers or other permanent or temporary ornamentation.
  - g.) Filmed glass has prior damage, is chipped, cracked, has holes in it, or light is visible between the frame and the glass.
  - h.) Film is applied to non glass substrates (if not specifically permissible).
  - i.) One glass side is more than 3.5 meters (11') and/or the surface of double pane glass has more than 3.7 m<sup>2</sup> (40') surface area.
  - j.) Altitude is above sea level >7,000ft (2133m): needs prior written approval from Hanita.
  - k.) Film is applied to interior of skylights: needs prior written approval from Hanita.
  - l.) Clear annealed glass is thicker than 9.5mm (3/8" inch), or tinted annealed glass is thicker than 6mm (1/4").
  - m.) Film is only partially applied to glass.
  - n.) Window is shaded by exterior overhangs, extensions, columns, pillars etc.
  - o.) Windows are architecturally odd-shaped larger than 1.8m<sup>2</sup> (20 sf).
  - p.) Film is applied to any type of laminated glass: needs prior written approval from Hanita.
  - q.) Damage caused by acts of nature (accidents, floods, fire, explosion etc).

This Limited warranty is valid only if the manufacturer's white original copy is received, validated and registered by the Warranty Department within sixty (60) days from the completion of the installation. This form must be signed by both the customer and duty authorized dealer.

### SolarZoneXTRM films

- SolarZoneXTRM films are to be installed by XTRM-certified installers
- SolarZoneXTRM films are warranted against cracking, crazing, delaminating, demetallizing and adhesive failure when properly installed in accordance with Hanita Coatings's installation guide on suitable exterior surfaces and edge sealed with approved neutral silicone agents on all four edges.
- Warranty given for **SolarZone XTRM Silver 20X** up to 15 years as follows:
  - » Above 40°N Latitude:
    - 12 year full coverage,
    - 13 years - 50% coverage,
    - 14 years - 30% coverage,
    - 15 years - 20% coverage
  - » Between 15°N-40°N Latitude:
    - 11 year full coverage,
    - 12 years - 70% coverage,
    - 13 years - 50% coverage,
    - 14 years - 30% coverage,
    - 15 years - 20% coverage
  - » Below 15°N Latitude:
    - 10 year full coverage,
    - 11 years - 60% coverage,
    - 12 years - 50% coverage,
    - 13 years - 40% coverage,
    - 14 years - 30% coverage,
    - 15 years - 20% coverage
- Warranty given for **SolarZone XTRM Silver 35X** product:
  - » Above 40°N Latitude: 10 years (V) / 5 year (H)
  - » Between 15°N - 40°N Latitude: 9 years (V) / 4 year (H)
  - » Below 15°N Latitude: 8 years (V) / 4 year (H)
- Warranty given for **XTRM SkyLite** product up to 10 years as follows:
  - » Above 40°N Latitude: 10 years
  - » Between 15°N - 40°N Latitude: 8 years
  - » Below 15°N Latitude: 7 years
- Warranty given for **SolarZone XTRM Titan** product:
  - » Above 40°N Latitude: 8 years
  - » Between 15°N - 40°N Latitude: 7 years
  - » Below 15°N Latitude: 6 years
- Up to 10 years per specific project based on written approval from Hanita Coatings.



## Stipulations and Restrictions Covering Glass Breakage and Seal Failure

### Limited Glass Breakage Warranty

Special Note: Not all films are eligible for Glass Breakage And Seal Failure Coverage. Some types of film, when applied to certain types of glass, almost always result in glass breakage due to excessive heat absorption. To prevent unnecessary glass breakage, Hanita Coatings USA, Inc. only approves and offers its Limited Warranties on glass and film combinations as detailed on the Company's **Film To Glass Application Chart**, which may be changed from time to time by the manufacturer.

Tempered, heat strengthened, or annealed glass, including the inner (room side) pane of double pane or insulated glass units, is warranted by Hanita Coatings USA, Inc. against glass breakage due to thermal shock fracture only for a period of five (5) years after window film installation. In the event of glass failure due to thermal stress shock fracture that is caused only by the application of SolarZone or SafetyZone Brand Window Films, Hanita Coatings USA, Inc. will:

- 1.) Replace the broken glass.
- 2.) Replace or repair that portion of the window frame in immediate contact with the glass, if damaged due to the break.
- 3.) Replace such quantity of SolarZone or SafetyZone film judged to be necessary by Hanita Coatings USA, Inc.
- 4.) Board up or cover openings caused by glass failure when replacement of glass is subject to unreasonable delay.

The terms and conditions of this Limited coverage are as follows:

- 1.) Hanita Coatings USA, Inc. will pay for repair or replacement of up to but not in excess of \$ 500.00 per glazing unit, including materials, labor and film.
- 2.) Coverage is limited to the original owner of the property at the time of installation.
- 3.) In no event shall Hanita Coatings USA, Inc. be liable or responsible for loss and or damage, direct, incidental, or consequential, 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 or improper care. This warranty gives the purchaser specific legal rights, and the purchaser may have other rights that vary from State to State.
- 4.) Pre-existing conditions, which may affect glass breakage or seal failure of the filmed glass, will void this Limited warranty. Hanita Coatings USA, Inc. reserves the right to inspect any job prior to final issuance of payment by the Seller. Fraud by the installing dealer or customer shall void this Limited warranty.
- 5.) Certain film to glass combinations in excess of 2,500 square feet on commercial buildings requires written preapproval by Hanita Coatings USA, Inc. in order to qualify for the glass breakage and seal failure warranty. Please consult the Film to Glass Chart for further details.
- 6.) This Limited warranty shall not apply, and shall not be enforceable, when:
  - a.) The dealer's installation practices do not confirm to Hanita's published installation policies and procedures
  - b.) Two or more films are applied to the same glass surface
  - c.) The filmed windows are triple pane construction, textured,

- d.) Film is applied to any glass on which there is paint, lettering, signs, stickers or other permanent or temporary ornamentation.
- e.) The filmed glass has prior damage, is chipped, cracked, has holes in it, or if light is visible between the frame and the glass.
- f.) The film is applied to plastics, acrylics, polycarbonates or other non-glass substrates.
- g.) The glass is found to have been cracked or exhibits evidence of seal failure at the time of window film installation.
- h.) Frames or seals are not resilient, such as solid metal or solid wood frames, or any hard material without resilient expansion seals.
- i.) One glass side is more than 10 feet or the glass has more than 100 sq. ft. (9.3 sq. met.) of surface area.
- j.) The breakage was due in whole or in part to forces not involving thermal stress such as severe winds, earthquakes, civil disturbance, explosions, etc.
- k.) Double pane glass with more than 40 sq. ft. or surface area (3.7 sq. met.)
  - l.) Clear annealed glass thicker than 3/8 inch (9.5 mm).
  - m.) Tinted annealed glass thicker than 1/4 inch ( 6.0 mm)
  - n.) Glass window blocks.
  - o.) Partial applications of film to glass
  - p.) Architectural shading from exterior overhangs, extensions, columns, pillars, etc.
  - q.) Architecturally odd-shaped windows larger than 20 sq. ft. (1.8 sq. met.)
  - r.) Buildings with more than 1% previous glass breakage over the last two (2) years prior to film installation.
  - s.) Latent glass defects such as, but not limited solely to, Nickel Sulfide inclusion.
  - t.) The window film is applied to any type of laminated glass without the prior written consent of Hanita Coatings USA, Inc.

### Seal Failure Warranty

Limited seal failure is defined as a visible break or opening of the window's air seal, resulting in an ineffective sealing of the insulated glass (IG) unit, allowing moisture and/or air to penetrate, causing an internal "fogging" between the two panes of glass. In the event such a seal failure occurs (and provided that the IG units are still covered by the original IG unit manufacturer warranty) (The building owner must provide proof of valid seal failure warranty in effect in order to make a claim) within three (3) years after the application of SolarZone or SafetyZone Brand Window Films. Hanita Coatings USA, Inc. will pay for repair or replacement of up to, but not in excess of, \$500 per defective glass unit. This Limited Seal Failure Warranty is subject to the terms and conditions as outlined above in the company's Limited Glass Breakage Warranty.

solarzone@hanitaenergy.com | www.hanitaenergy.com  
US: www.hanitatek.com | AU: www.hanitapacific.com.au | DE: www.hanita-europa.de

HanitaTek Window Films | 4010 La Reunion Parkway #100 | Dallas, TX 75212 | T: 800-660-5559  
info@hanitatek.com | www.hanitatek.com

