



Avery Dennison® Architectural Window Film Warranty Bulletin 1.0

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Avery Dennison® Architectural Window Film Warranty

General Warranty Statement: Avery Dennison® Product Limited Express Warranty*

Avery Dennison warrants the following professionally installed window films against crazing, cracking, demetallizing, delaminating, changing colour or adhesive failure. Refer to Film to Glass Application Chart for application to specific glass types.

For Residential film, If the Avery Dennison film is installed on interior glass, a lifetime warranty is granted to the original consumer as long as they own and live in the home. This warranty is not transferable if there is a change of ownership of the home in which film has been installed.

The limited warranty coverage begins at the time of completion of installation. Avery Dennison requires that the customer retain this original agreement and the invoice relating to the film installation. Proof of purchase is required to obtain warranty coverage.

In the event of film failure, Avery Dennison will replace the defective product.

Please always check the film to glass application chart available here.

Installation on glazing systems with light transmission below 45% requires special approval both in terms of film to glass compatibility and warranty determination.

The Architectural Window Film Warranty Form can be found here: <http://graphicsap.averydennison.com/warranty>



Avery Dennison® Architectural Window Film Warranty Bulletin 1.0.1 Interior Film

Avery Dennison Window Films	Warranted period in years - Residential	Warranted period in years - Commercial
Interior Films		
SF Clear 4 / 7 / 8 / 12 / 15 mil i	Lifetime*	12
SF Clear 4 / 7 / 12 mil Mod ***		
NT Natura 05i / 15i / 30i		
DR OptiShade 15i / 25i / 35i		
DR OptiTune 05i / 15i / 20i / 30i / 40i		
NT PerLite Ceramic 20i / 35i / 50i / 70i		
R Silver 20i / 35i / 20 4 mil		
DS Matte / SF Matte	12	12
SP e-Lite 45i / 70i **	10	10
R Silver 20i Low E		
AG Clear 4 / 6 mil ix	10	10
DS Black / DS White	5	5

**Edge Sealing required within a distance of 10 miles/16km from the sea. Use Dow Corning 795, 1199 (clear) or equivalent approved neutral cure silicone seal agent.

***Warranty periods are granted according to the solar control solution chosen as an add-on to this film.



Avery Dennison® Architectural Window Film Warranty Bulletin 1.0.2 Exterior Film

Avery Dennison Window Films	Warranted period in years - Zone 1		Warranted period in years - Zone 2	
	Vertical	Non-Vertical	Vertical	Non-Vertical
Exterior Films[^]				
R Silver 20X XTRM	15'	4	15'	4
R Silver 35X XTRM	9	4	9	4
DR Grey 10 / 20 / 35 XTRM	7"	3	7"	3
DS Blue 35 XTRM	5"	-	5'	-
R SkyLite 20 XTRM / R SkyLite 20 XTRM Poly	-	7	-	6
R Silver 20X / 35X	7	4	5	3
R Silver 20 4 mil	5	3	5	3
DR Grey 10X / 20X / 35X	4	2.5	3	2
DS Bronze 20X				
SP Blue 75X	5	3	4	2
SP e-Lite 45X / 70X	5	3	4	2
SF Clear 4 mil X	5	3	5	3
DS Blue 35X	3	-	3	-
Clear 4 / 6 Mil Poly X	3	2	3	2
AG Clear 4 mil / 6 mil ix	2	2	2	2

[^]All exterior films require edge sealing; use sealing agent Dow Corning 791, 795 or equivalent approved neutral cure silicone seal agent for external application.

*See General Exclusions 9 (c) for coverage details

**See General Exclusions 9 (d) for coverage details



Avery Dennison® Architectural Window Film Warranty Bulletin 1.0.2 Additional Information

Warranted Period Definitions

The warranted period communicated in this Warranty Bulletin, is the maximum period of time Avery Dennison will warrant the finished products performance in accordance with Window Film Warranty Terms and Conditions 1.0, provided that the film is properly stored, converted and installed and maintained in accordance with Avery Dennison guidelines.

Angle and Direction of Exposure

Vertical exposure

The face of the graphic is up to 10° from vertical.

Non-vertical exposure

The face of the graphic is between 10° to 90° from vertical. Non-vertical applications are not warranted and do not have any expectations of durability, unless otherwise stated in this warranty bulletin.

Zone Definitions

Zone 1

All locations below the 30th parallel South and above the 30th parallel North

Zone 2

All locations between the 30th parallel South and 30th parallel North



Avery Dennison® Architectural Window Film Terms and Conditions 1.0

What can you expect after installation?

Like all products that use an adhesive, the adhesive must cure to achieve a proper bond to the glass. You may see some changes in the appearance of the film while it is curing. These changes are normal at this time and do not affect the performance of the film.

Although the film appears perfect at first, you may see it become hazy and milky, develop bubbles or an “orange peel effect”. This is quite normal. After curing, these apparent imperfections will disappear.

Depending on film type and thickness, curing takes from 3 to 90 days under normal conditions. The weather, humidity and the amount of sunlight falling on the glass can affect the curing duration. As you would expect, curing tends to be faster in summer and slower in winter.

A few small particles or “points” may remain. They are usually visible only from the outside and are inherent in film adhesives. Any such points do not affect the performance or life of the film in any way.

Note - Safety and Security film does not attain its full strength until the adhesive has fully cured.

Final Appraisal

Final inspection of the film and finished product should not be conducted until curing is complete. Then inspection should be done from the optimum distance of about 1 metre, when inspecting the film, try to look through rather than at the film.

It is possible that some apparent defects may be in the glass, rather than the film.

Insurance

We recommend that you inform your insurance company that window film has been installed at your premises.

Cleaning Your Film

Your Avery Dennison film is made of polyester, which is tough and scratch-resistant. Although it is tough, the film is not as hard as glass and can be damaged by abrasion or improper care and maintenance. Here are some simple rules which will prolong the life of your film:

- Do not clean the film for at least 4 weeks
- Do not attach anything at all to the film with adhesive or suction cups
- Never clean the film with abrasive or ammonia based products
- Never use a brush to clean the film
- Do use warm water and a mild detergent
- Do use a clean sponge or soft cloth



Avery Dennison[®] Architectural Window Film Terms and Conditions 1.0

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 Avery Dennison 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. Avery Dennison 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:
 - Dealer's installation practices do not conform to Avery Dennison's published installation policies and procedures.
 - Cleaning and maintenance of film is not in accordance with manufacturer's instructions.
 - Two or more films are applied to the same glass surface.
 - Automotive film is applied to flat glass constructions.
 - Filmed windows are triple or more pane construction, textured, wire film glass, or an IG unit inclusive of a suspended film.
 - Film is applied to any glass on which there is paint, lettering, signs, stickers or other permanent or temporary ornamentation.
 - Filmed glass has prior damage, is chipped, cracked, has holes in it, or light is visible between the frame and the glass.
 - Film is applied to non glass substrates (if not specifically permissible).
 - One glass side is more than 3.5 meters (11') and/or the surface of double pane glass has more than 3.7 m² (40') surface area.
 - Altitude is above sea level >2133m (7,000ft) : needs prior written approval from Avery Dennison.
 - Film is applied to interior of skylights: needs prior written approval from Avery Dennison.
 - Clear annealed glass is thicker than 9.5mm (3/8" inch), or tinted annealed glass is thicker than 6mm (1/4").
 - Film is only partially applied to glass.
 - Window is shaded by exterior overhangs, extensions, columns, pillars etc.
 - Windows are architecturally odd shaped larger than 1.8m² (20').
 - Film is applied to any type of laminated glass: needs prior written approval from Avery Dennison.
 - Damage caused by acts of nature (accidents, floods, fire, explosion etc).