



LIMITED PRODUCT WARRANTY – Residential and Commercial

Subject to the terms, conditions and limitations provided herein, CoolVu Transitional Window Films are to be free from defect when properly applied to the interior surface of residential and commercial building glass.

- Residential coverage is for lifetime from date of installation
- Commercial coverage is for ten (10) years from date of installation
- Photochromic reactions are warranted for a minimum of five (5) years from date of installation
- Warranty is non-transferable

PRODUCT WARRANTY COVERAGE

In the unlikely event that **CoolVu Window Film** with product warranty coverage should experience adhesive failure, bubbling, cracking, crazing, discoloration, or delamination the film manufacturer will provide replacement window film to the warranty holder.

Film warranty repair liability shall in no case exceed a value greater than the original invoice amount, nor shall warranty repair service be extended to anyone other than the original purchaser of the film. Warranty replacement film will not renew or extend the original warranty coverage.

No other warranties, expressed or implied, are provided with this product and implied warranties of merchantability and/or fitness for a particular purpose are expressly disclaimed. In addition, all other liabilities that might arise with respect to the sale of this product or other service either in contract or tort, including without limitation strict liability based upon statute or common law, and liability based upon negligence of **CoolVu LLC** or its agents, are expressly disclaimed and negated.

The remedy provided herein shall be the sole and exclusive remedy for any loss arising out of the sale, application and/or use of this product; except as provided herein, **CoolVu LLC** shall not under any circumstances be responsible for or liable to any party for any economic loss or physical harm or any incidental, consequential or special damages.

Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitations of incidental or consequential damages, so the above may not apply to you.

CoolVu LLC shall not be liable for any loss, damage, expense or cost caused in whole or in part by improper film installation, improper care or maintenance of the product, non-conforming applications or uses, furnishing fading or any other events not directly caused by the quality of the product, or the quality of the workmanship of the window glass or IG unit. This warranty may not be modified.

5 YEAR LIMITED GLASS BREAKAGE WARRANTY

All **CoolVu Window Films** include limited coverage against thermal stress and thermal expansion glass breakage caused as a direct result of an approved installation on single and double paned glass only. The coverage period is five years from the original film installation completion date. This 60 month limited glass breakage warranty coverage is applicable only to the original purchaser and is non-transferable. Glass breakage warranty covers \$1,000 per windowpane and includes film reinstallation at no additional charge.

5 YEAR IG UNIT SEAL FAILURE WARRANTY

Sixty-month coverage for insulated glass (IG) seal failure is also included with the limited glass breakage warranty, although it is only applicable on IG units with approved film – to - glass applications. An existing window manufacturer's seal failure warranty must be in force at the time of installation of **CoolVu** film for this coverage to be valid. CoolVu seal failure warranty will in no way extend the original glass manufacturer's seal failure warranty. The coverage period is for 60 months from the original film installation date.

This warranty is subject to the terms, conditions and limitations provided herein.

This sixty-month limited IG seal failure warranty coverage is applicable only to the original purchaser. Warranty covers \$1,000 per windowpane and includes film reinstallation at no additional charge.



Supplemental Warranty Coverage – Extended Glass and Transitional Warranty

In consideration of additional premium paid (minimum \$85), the **CoolVu Supplemental Warranty Coverage** will extend the benefit of the glass replacement due to seal failure / thermal shock to a total of **\$2,500** per windowpane and for a term of **8 years** from date of film installation or will match the existing in-force window warranty for its entire term, whichever is greater.

Included in this supplemental warranty is extended coverage of the photochromic transition to **8 years** from the date of original installation of CoolVu film. Supplemental Warranty Coverage must be purchased within 30 days of the original film installation. Entire project (all window and door glass) must be covered for the supplemental warranty coverage to be valid. Cost is 70 cents per square foot of glass treated with CoolVu and is to be collected or accounted for by the licensed CoolVu dealer.

Limits of Warranty

As a condition of coverage, the supplemental warranty must be registered within 30 days by the certified CoolVu dealer. CoolVu LLC will collect all premiums for supplemental warranty directly from the certified dealer. Registration is done by visiting the dealer portal at www.CoolVu.com and registering the project. Customers will receive an emailed copy of the warranty registration when an email address is provided directly from CoolVu. Otherwise, a written copy of the warranty is available upon request by calling or emailing CoolVu.

All warranties are valid only when installation of CoolVu was completed by a licensed CoolVu dealer.

Film / Glass Application Guidelines

Glass breakage and IG unit seal failure coverage is NOT AVAILABLE for any **CoolVu Window Film** installed on:
*Circular, round (excluding palladium), bent, laminated, textured, wired glass or skylights exceeding 10 square feet.

*Partially shaded glass panes (exterior shading 20% or more of an individual glass light)

*Triple or quadruple pane IG units *Glass with paint, lettering, vinyl lettering

*Glass with any single edge dimension greater than 10 feet

Any single glass pane greater than 100 sf total IG unit greater than 35 sq ft need pre-approval for coverage

*Glass 3/8th inch or thicker *Damaged, chipped, cracked or scratched glass *Glass with concrete framing

*Glass with metal framing that has no gaskets or seals *Any building that has a history of glass breakage and seal failure problems *Broken glass or IG units with seal failure prior to installation of the film

The Glass Breakage and IG unit seal failure warranty coverage BECOMES VOID if any of the following conditions exist:

*Any tinted IG unit improperly installed. Example: outside tinted surface reversed and installed on inside.

*Damage caused by acts of nature, accidents, fire, riots and/or explosions.

*False or misrepresented information on the warranty coverage registration documents. *Dealer or customer fraud.

How to Make a Claim

Claims can be initiated by contacting the installing CoolVu dealer or by contacting the CoolVu warranty service department phone number **(1-844-4-COOLVU)** Monday through Friday, 8am to 5pm EST. To initiate a claim for product failure, glass breakage or IG unit seal failure, the purchaser must be prepared to present a copy of the proof of purchase invoice and a valid CoolVu warranty certificate. Proof of existing glass manufacturer's seal failure warranty may be required. The installing dealer need not be present to file a warranty claim.

The product warranty coverage applies only to the quality of the film product and does not ensure the quality of the installation performed by the dealer. Each CoolVu dealer is an independent.

There is no warranty expressed or implied for labor from **CoolVu, LLC.**

Window Film Care

Do not clean for 30 days after installation. This will help secure proper curing of the adhesive system to the glass. Do not use bristle brushes, abrasive scrubbing sponges or any other cleaning materials that could scratch the film. Always use fresh clean soft materials to wash and dry your window film surfaces. Common household glass cleaners may be safely used to clean your windows, including Windex and other ammonia based cleaner.

The mounting solution used during the installation of your CoolVu Window Film will require a period of time to dry out. Cold and/or cloudy weather conditions can lengthen the dry out time of these films, while warm weather and direct sun light exposure will shorten the dry out time. Small water beads and a slightly cloudy look may appear during the dry out period. If slow drying does occur, do not become alarmed, it is a part of the natural curing