

Thank you for choosing Maxpro Window Films!

To ensure proper curing of your window film, do not clean your windows for at least 30 Days. Safety films can take several months to fully cure. Do not attempt to pierce a water bubble during the curing period as this will cause damage to your film that is not covered by the warranty. Contact your dealer with any concerns. Please read the following care instructions carefully, neglecting to follow these instructions could void the manufacturer's warranty. Please see care instructions in next section.

WINDOW FILM CARE

A scratch-resistant coating on the surface of the film helps protect it from damage, however, care should be taken to keep your film in good condition.

- Clean the film using any normal, household, glass-cleaning solution or plain, soapy water.
- Use soft, clean, lint-free towels or sponges to clean and dry windows
- Do not use any cleaning solution containing abrasive materials.
- Be careful when using any tools or sharp instruments on or around the window that could cut, gouge, or scratch film. Your Maxpro warranty does not cover mechanical damage.

WARRANTY COVERAGE AND TERMS

Series	Films	Commercial	Residential	Glass Breakage	Seal Failure**
Neutral	Elite Max, Max Neutral, Solar Bronze, Max Night Vista	10 Years	Lifetime	5 Years	3 Years
Dual Reflective	Max Dual Reflective	10 Years	Lifetime	5 Years	3 years
Reflective	Max Silver	10 Years	Lifetime	5 Years	3 Years
Decorative	White Max, White Frost Matte, Black Max*	5 Years	5 Years	2 Years*	None
Exterior †	Clear 7 Mil, Max Silver, Solar Grey, Max Soft Bronze	2 Years	2 Years	None	None
Clear Safety	4Mil, 7Mil, 8Mil, 12Mil	10 Years	Lifetime	5 Years	3 Years
Solar Safety	Max Grey 8Mil 35%, Max Grey 8Mil 45%, Max Silver 4Mil 20%, Max Silver 4Mil 40%, Max Silver 8Mil 20%, Max Silver 8Mil 40%	10 Years	Lifetime	5 Years	3 Years

Film	Commercial	Residential	Exterior
Anti-Graffiti	2 Years	2 years	1 Year
Blister-Free***	5 Years	5 Years	Not Applicable

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 DowSil 790, 794, 795, or 796 structural silicone or GE Momentive Silpruf SCS1200 or SCS building sealant. No substitutions are permitted without prior approval. Warranty will not be honored unless film has been properly sealed.

*Black Max is not covered from Glass Breakage

**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.

***Special Restrictions - Blister-Free is ONLY for use on uncoated polycarbonates such as Lexan®, uncoated acrylics such as Plexiglass® and other uncoated thermoplastic surfaces. Additionally, Blister-Free can ONLY be installed under a Maxpro pressure-sensitive, adhesive based, solar control film. Blister Free must be allowed to dry for at least 7 days before a second film can be applied over it. Prohibited Use - No film Installation in these Instances: installations on curved or rounded substrates, locations with high humidity levels over 70% for extended periods of time, locations where condensation is present on the substrate surface for extended periods of time, and under films that use a de-tackified adhesive.

MAXPRO WINDOW FILM WARRANTY DETAILS

Basic Film Warranty - Maxpro Manufacturing, LLC. warrants professionally sold and installed Maxpro brand commercial and residential window films (the "Products") against peeling, bubbling, rippling, cracking, adhesive failure, delamination, and demetallization. Warranty time periods vary and are stated on the schedule above. **PLEASE NOTE IMPORTANT RESTRICTIONS, EXCLUSIONS AND PRE-APPROVAL REQUIREMENT SPECIFIED IN THE FOLLOWING SECTION AND CONTINUED ON THE NEXT PAGE OF THIS DOCUMENT.**

Glass Breakage Warranty - All Maxpro window films include limited coverage against thermal stress and thermal expansion glass breakage caused as a direct result of an approved residential or commercial installation on vertical glass only. The coverage period is up to five years from the original film installation completion date (see table above for a specific film). Maxpro Manufacturing, LLC. will, upon verification of coverage, pay for replacing the glass and the window film. There is a repair and replacement limit 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 Maxpro Manufacturing, LLC. a window manufacturer's warranty against seal failure that has not expired. For approved films and applications, Maxpro Manufacturing, LLC. only warrants against seal failure for the remaining period of the window manufacturer's warranty, or the time period noted on the table above, whichever is shorter. Upon approval, Maxpro Manufacturing, LLC. will pay for replacing the insulated glass unit up to a maximum of \$500 per window

Exclusions; Maxpro'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, Maxpro Manufacturing, LLC. reserves the right to remove all of Maxpro's window film.

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. Maxpro Manufacturing, LLC. warranty liability is limited to the replacement and re-installation labor of only such quantity of film product determined to be defective by Maxpro Manufacturing, LLC. 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 ARE NOT LIMITED TO, SQUEEGEEING, TRIMMING, AND MEASURING. EXCEPT AS EXPRESSLY SET FORTH HEREIN, IN NO EVENT SHALL THE MANUFACTURER BE LIABLE OR RESPONSIBLE FOR ANY LOSS OR DAMAGE INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES, EVEN IF MAXPRO MANUFACTURING, LLC, IS ADVISED OF THE POTENTIAL FOR SUCH DAMAGES. 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.

Special Restrictions on Glass Breakage and Seal Failure Warranty:

Most applications of Maxpro Manufacturing, LLC. films are automatically covered for glass breakage in accordance with the schedule on page 1 of this warranty. 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, Maxpro Manufacturing, LLC. Some film and glass combinations require pre-approval, or are prohibited, as set forth on page 2 of this warranty.

Film Type	Single Pane Tinted	Clear Dual Panel	Tinted or Low-E Dual Pane
Max Silver 20, 30	Pre-approval required	Approved	Pre-approval Required
Max Neutral 20, 35	Approved	Approved*	Pre-approval Required
Max Night Vista 20, 35	Approved	Approved*	Pre-approval Required
Max Solar Bronze 20	Approved	Approved*	Pre-approval Required
Max Solar Bronze 35	Approved	Approved	Pre-approval Required
Max Dual Reflective 5	Pre-approval Required	Approved	Pre-approval Required
Max Dual Reflective 15, 25, 35	Approved	Approved	Pre-approval Required
Solar Safety Max Silver 20,40 (4Mil & 8Mil)	Pre-approval Required	Approved	Pre-approval Required
Solar Safety Max Grey 35 (8Mil)	Pre-approval Required	Approved	Pre-approval Required
Solar Safety Max Grey 45 (8Mil)	Approved	Approved	Pre-approval Required
Black Max	Prohibited	Prohibited	Prohibited

* 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.

WINDOW FILM WARRANTY DETAILS CONTINUE ON NEXT PAGE.

Manufacturer's Pre-approval Required:

- Windows which are not vertical (sloped or otherwise 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" (6mm)
- 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 windows
- Glass with suspended films
- Vacuum insulated glass
- 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

CONSUMER WARRANTY CLAIM PROCEDURE

This warranty is limited and is the eligible Maxpro film owner's sole and exclusive remedy. Should the Product fail to meet the terms of this warranty, contact the Maxpro Warranty Department at warranty@maxprofilms.com, to initiate a claim. Maxpro will review a warranty claim within 45 days of receiving ALL proper documentation. Maxpro will authorize completion of warranted work if a claim is deemed valid. Once a claim is approved, the original purchaser may obtain replacement and installation of the Product at any participating Maxpro dealer in the United States or Canada.