

ALL INFORMATION ON THIS FORM MUST BE COMPLETED FOR WARRANTY VALIDATION \_\_\_\_\_

CONTACT INFORMATION

Customer Details

Purchaser Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Type: \_\_\_\_\_

Installation Address: \_\_\_\_\_

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

☐ Commercial Use

City/Suburb and Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

☐ Residential Use

Country/State: \_\_\_\_\_

Fax: \_\_\_\_\_

Installer/Dealer Details

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

Contact Person: \_\_\_\_\_

Company Address: \_\_\_\_\_

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

City and Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Country/State: \_\_\_\_\_

Fax: \_\_\_\_\_

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

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

PRODUCT INFORMATION

Warranty not valid without roll numbers and signature

Film Type/Description	Roll #	Square Feet of film	No. of Panes
Total Square Feet of Film and Number of Panes:			
Total Cost of Installation: _____			

GLAZING INFORMATION

Warranty not valid without confirmation of glazing structure and signature

Window Type

☐ Single Pane Clear Single  
☐ Pane Tinted Double Pane  
☐ Clear Double Pane  
☐ Tinted Triple Pane  
☐ Other, describe  
☐

Glass Type

☐ Annealed  
☐ Tempered  
☐ Laminated Other,  
☐ describe  
\_\_\_\_\_

Low E or Other Coatings

☐ None  
☐ Surface 2  
☐ Surface 3 Other,  
☐ Describe  
\_\_\_\_\_

Film to Glass Compatibility Chart

The installer hereby confirms that the rolls applied within acceptable quality and installation meets the manufacturer’s published Film-To-Glass Chart dated:  
  
Signature: \_\_\_\_\_

SEE WARRANTY TERMS AND CONDITIONS ON THE BACK SIDE OF THIS CERTIFICATE

Cleaning Your Film

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

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

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. Changes are normal at this time.  
  
Depending on film type and thickness, curing takes from 3 to 140 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. Shaded or covered areas will take longer to cure.  
  
Above all, do not touch the film until curing is complete.  
  
Note - Safety and Security film does not attain its full strength until the adhesive has fully cured.

Final Appraisal

Do not expect a finished product until curing is complete. Then inspect the film from a distance of about 6 feet, trying to look through rather than at the film.  
  
Remember that apparent defects may be in the glass, rather than the film.

White Copy - Customer Pink  
Copy - Installer/Dealer Yellow  
Copy - Supplier

Mail completed Yellow copy to:  
Hanita Window Films Warranty Department  
4010 La Reunion Parkway, Suite 100, Dallas, TX 75212  
Please make sure yellow copy is mailed within 30 days of installation to ensure warranty is valid.

Exhibit A:

Hanita Product Warranty Schedule

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.

\* Lifetime warranty for interior applications is granted to original consumer as long as the own and live in the home. This warranty is not transferrable if there is a change of ownership of the home in which film has been installed.

	Interior		Warranty Duration	
			Residential*	Commercial
SolarZone	Silver	20 / 35 / 50 20 Low-E / 35 Low-E	Lifetime*	15 years
	Solar Bronze	20 / 35	Lifetime*	15 years
	PerLite	20 / 35 / 50 / 70	Lifetime*	15 years
	Natura	07 / 15 / 28	Lifetime*	15 years
	OptiTune	05 / 15 / 22 / 30 / 40	Lifetime*	15 years
	OptiShade	15 / 25 / 35	Lifetime*	15 years
	Matte	2 Mil	Lifetime*	15 years
	e-Lite	45 / 70	Lifetime* <sup>1</sup>	12 years <sup>1</sup>
	Specialty	Black Out / White Out	5 years	5 years
		UV Filter	Lifetime*	15 years
SafetyZone	Clear	4 Mil / 7 Mil / 8 Mil / 11 Mil / 12 Mil / 15 Mil	Lifetime*	12 years
	Anti-Graffiti	Universal, 4 Mil / Universal, 6 Mil	Lifetime*	10 years
SolarZone Safe	Silver	20 (4, 9, 12 Mil)	Lifetime*	15 years
	PerLite	35 (6, 10 Mil) / 50 (6, 10 Mil)	Lifetime*	15 years
	OptiTune	22 (5 Mil) / 30 (10 Mil)	Lifetime*	15 years
	Matte	5 Mil / 12 Mil	Lifetime	15 years
	e-Lite	70 (8 Mil)	Lifetime* <sup>1</sup>	10 years <sup>1</sup>
DecoTek	Dusted Crystal / Frosted Crystal		Lifetime*	10 years

**Hanita Product Limited Warranty - Terms and Conditions** Hanita Coatings R.C.A. Ltd. or any of its affiliates and subsidiaries (“**Hanita**”) provides this limited warranty solely to the original and direct purchaser of certain Products of Hanita, as specified below, whether such purchaser is: (i) a final customer at whom the Installer (as defined below) may install the Products; or (ii) an individual or entity (e.g., installer or installing dealer) that has been authorized by Hanita to install the Products at final customers and that has ordered the Products from Hanita or from Hanita’s authorized distributors or resellers (the “**Installer**”), by executing applicable confirmed purchase order (the “**Purchaser**”). Hanita provides no such warranty to any other third parties, including without limitation, any customers of the Purchaser. No distributor, agent, representative, employee, installer, dealer or any other person is authorized to make, modify or change this limited warranty provided by Hanita and/or make any other warranty and/or representation on behalf of Hanita with respect to the warranted Products.

1. **Product Warranty**

Hanita warrants that all SolarZone, SafetyZone and PolyZone brand architectural window films for installation to the interior side of glass, delivered by Hanita to Purchaser (collectively, the “**Product(s)**”), shall be free from obvious proven manufacturer hidden defects in design, materials and manufacturing (including any crazing, cracking, demetallizing, delaminating, changing color, adhesive failure, thermal breakage or sealing insulation failure) during the Warranty Period (as defined below) (the “**Warranty**”). Warranty duration period, which begin from the actual installation of Products, varies with schedules listed on **Exhibit A** attached hereto (the “**Warranty Period**”). This warranty shall only apply provided that (i) all storage, installation, processing, cleaning, maintenance or any other action related to the Products were done according to Hanita’s written instructions and manuals supplied with the Products (the “**Manual Guide**”); (ii) prior to its installation the Products were stored under normal conditions and environment, (iii) the Products were utilized solely for their intended purpose and were maintained and used strictly in accordance with the Manual Guide; (iv) the Products are installed in a glazing system were such glazing system’s conditions and composition cannot damage the Products; and (v) the defective Products have been returned to Hanita within the Warranty Period (or the Purchaser has provided Hanita within such period with sufficient evidence, as required by Hanita, of the defective Products).

2. **Restriction**

Without detracting from the above, this limited warranty: (a) shall be ***null and void*** unless the Product has been paid for in full to Hanita; (b) ***does not cover*** the quality of the installation and/ or any improper or poor installation, and ***expressly excludes*** any liability for any damage or defects caused to the Products by the Installer or by any other third-party installer or installing dealer or the final customer or by means of any other work performed on the Products, including by the use of unauthorized materials or by not following the instructions for installation, use, maintenance or any other works performed on the Products, as outlined in the Manual Guide.; (c) ***covers only*** window films approved by the manufacturer for flat glass application to specific glass types, according to the most recent Film to Glass Application Chart, at the time of installation; (d) ***covers only proven manufacturing defects*** and does not apply to: Product subjected to damage due to improper storage, abuse, improper care, misuse or physical or chemical abuse or exposure, direct or sustained heat or cold or sudden change in temperature or thermal shock, exposure to chemicals, mishandling, abnormal use, force, pressure or loading by any person or object or if the Products have been subjected to neglect or abuse, willful damage, negligence, abnormal working conditions or misuse or alteration or repair of the Products without Hanita’s written approval; (e) recommendations by the manufacturer, verbal are ***not to be considered*** confirmation of coverage by this Warranty.

3. **Limited Liability**

3.1. The liability of Hanita, as defined above, shall be limited solely to either of the following, at Hanita’s sole discretion: (i) the replacement of the defective Products or (ii) the issuing of credit to Purchaser for Products found to be defective by Hanita, provided that Hanita reserves the right to inspect the damaged Products before replacement. Hanita will bear all labor costs incurred with respect to the removal and the replacement of the defective Products, to be performed by the Installer and/or any other third party who may remove and/or replace the defective Products (including labor required to inspect the Products on customers’ premises and to ship defective Products to Hanita’s facilities).

3.2. THE FOREGOING IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, GUARANTEES, PROMISES, OR REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHER WARRANTY OF QUALITY, WHETHER EXPRESSED OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL DUTIES, LIABILITIES (INCLUDING IN NEGLIGENCE), CONDITIONS AND WARRANTIES ON THE PART OF HANITA ARE HEREBY EXCLUDED, EXCEPT TO THE EXTENT THAT THESE ARE EXPRESSLY SET OUT IN THIS LIMITED WARRANTY OR ARISE UNDER STATUTE AND CANNOT BE EXCLUDED. ANY IMPLIED WARRANTY WHICH IS NOT EXCLUDED HEREBY, DUE TO OPERATION OF LAW, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY PROVIDED FOR THE PRODUCT WARRANTED. EXCEPT TO THE EXTENT EXPRESSLY REQUIRED BY APPLICABLE LAW, HANITA WILL NOT BE LIABLE TOWARDS THE PURCHASER OR ANY THIRD PARTY UNDER ANY LEGAL THEORY (INCLUDING, WITHOUT LIMITATION, TORT OR CONTRACT) FOR ANY DIRECT, INCIDENTAL, CONSEQUENTIAL, INDIRECT OR PUNITIVE OR EXEMPLARY DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOST PROFITS AND/OR ANY EXPENSES, LOSS OR DAMAGES INCURRED OR CAUSED TO THE PURCHASER OR ANY OTHER PARTY IN RESPECT OF ANY WARRANTY CLAIM, REGARDLESS OF THE CAUSE OF SUCH DAMAGE, EVEN IF HANITA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. HANITA IS NOT RESPONSIBLE FOR DAMAGE CAUSED IN WHOLE OR IN PART BY ACTS OF GOD OR BY ACCIDENTS, THIRD PARTY’S ACTS OR OMISSION AND/OR BY SITE CONDITIONS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT BE APPLICABLE.

3.3. Hanita assumes no responsibility or obligation with respect to the selection of its Products for the installation or the engineering and construction of the installation site. Hanita shall not be liable for default of or any damages caused by its vicarious agents or auxiliary persons or any other third parties (e.g. suppliers, installers, dealers etc.)

4. **Warranty Claims**

All warranty claims must be received by Hanita at 4010 La Reunion Parkway, Suite 100, Dallas, TX 75212 within sixty (60) days after the Purchaser learns of the facts upon which the claim is based and within the Warranty Period set forth above. Otherwise, such warranty claim shall be deemed waived. Purchaser shall cooperate with Hanita’s or its authorized agents in the inspection of the Product that were claimed to be defective, and will assist Hanita in efforts to perform its obligations under this warranty. Hanita reserves the right to inspect any film, window and/or job prior to acceptance of the warranty claim. Fraud by the Installer or by any other third-party installer or installing dealer or customer shall void this Warranty.

5. **Inspection Rights**

It is the responsibility of the Purchaser to thoroughly inspect the Products upon its receipt and to notify Hanita in writing of evident defect promptly upon its discovery, by defining the defect in detail and declaring which claims are asserted. Hanita’s authorized agents must be permitted sufficient time and opportunity to inspect and examine the Products that were claimed to be defective in order to evaluate and respond to any warranty claim. All decisions regarding the existence of manufacturing defects which are covered by this limited warranty shall be made by Hanita and shall be final and binding.

6. **General**

6.1. This warranty gives Purchaser specific legal rights which may vary depending on the applicable local laws. No term or condition other than those stated herein and no agreement or understanding, whether oral or written, in any way purporting to modify or change this limited warranty shall be binding upon Hanita, unless made in writing and signed by and official signatory of Hanita.

6.2. This Warranty is not transferrable if there is a change of ownership of the property in which film has been installed, and terminates automatically upon any sale, conveyance or change in tenancy of any commercial property.

6.3. Hanita requires that the Customer retain this original Warranty Certificate and the invoice relating to the film installation. Proof of purchase is required to obtain warranty coverage.

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

1. **The Anti-Graffiti films' warranty covers blistering, bubbling or delaminating from glass when applied to exterior glass properly**
2. **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 11' and/or the surface of double pane glass has more than 40' surface area.
  - j) Altitude is above sea level >7,000ft: 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 3/8" inch, or tinted annealed glass is thicker than 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 oddshaped larger than 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).

**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 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 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 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.
- 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:**

- 5.) Hanita Coatings will pay for repair or replacement of up to but not in excess of \$ 500.00 per glazing unit, including materials, labor and film.
- 6.) Coverage is limited to the original owner of the property at the time of installation.
- 7.) 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 from State to State.
- 8.) Pre-existing conditions, which may affect glass breakage or seal failure of the filmed glass, will void this Limited warranty. Hanita Coatings 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.
- 9.) Certain film to glass combinations in excess of 2,500 square feet on commercial buildings requires written preapproval by Hanita Coatings in order to qualify for the glass breakage and seal failure warranty. Please consult the Film to Glass Chart for further details (obtain latest FTG from HanitaTek).
- 10.) 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, wire film glass, or an IG unit inclusive of a suspended film
  - 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. 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. surface area.
  - l) Clear annealed glass thicker than 3/8 inch.
  - m) Tinted annealed glass thicker than 1/4 inch.
  - 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.
  - 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.

**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 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.

**HanitaTek Window Films**

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