



Avery Dennison® Architectural Window Film Warranty Bulletin 1.0

ANZ Revision number: 0 Date: 11-2018

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, demetalizing, 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.

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



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 addon 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

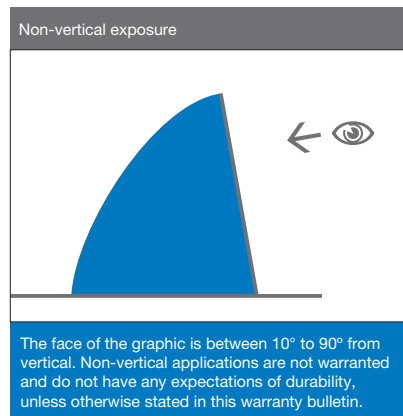
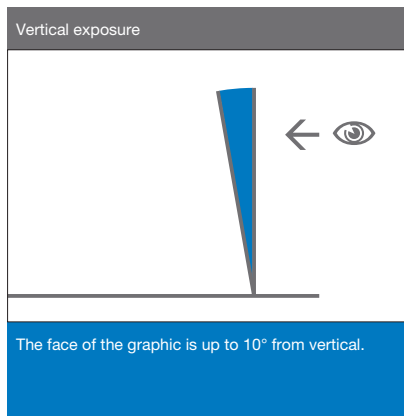


Avery Dennison® Architectural Window Film Warranty Bulletin 1.0.2 Additional Information

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



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

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).



Avery Dennison® Architectural Window Film Terms and Conditions 1.0

XTRM Fillms

1. Additional Disclaimers for XTRM films:

- a. XTRM films must be installed by XTRM-certified installers
- b. XTRM films are warranted against cracking, crazing, delaminating, demetallizing and adhesive failure when properly installed in accordance with Avery Dennison installation guide on suitable exterior surfaces and edge sealed with approved neutral silicone agents on all four edges.

c. Warranty given for R Silver 20X XTRM:

Zone 1, up to 15 years:

10 years full coverage, 11th year - 60% coverage,
12th year - 50% coverage, 13th year - 40% coverage,
14th year - 30% coverage, 15th year - 20% coverage

Zone 2, up to 9 years:

9 years full coverage, 11th year - 60% coverage,
12th year - 50% coverage, 13th year - 40% coverage,
14th year - 30% coverage, 15th year - 20% coverage

- d. Up to 9 years warranty may be given for DR Grey XTRM and up to 7 years warranty for DS Blue XTRM on specific projects where the Avery Dennison technical team is involved.

Warranty Registration

1. This warranty is expressly conditioned on the installer ensuring that each individual site where the Avery Dennison Window Film is being installed, is recorded using the provided Warranty Registration Form. Information, including company name, installer name, installation date, location, lot/ref numbers of Avery Dennison Product used are required in order to validate the warranty.

The Architectural Window Film Warranty Form can be found here:

<https://graphicsap.averydennison.com/en/home/contact/register-architectural-warranty.html>

Making A Claim

1. Please contact the company who installed the Avery Dennison Architectural Window Film.
2. Once all supporting documentation has been received, the Avery Dennison Warranty Department at its discretion will have its product representative or agent examine the film to verify the claim.
3. Once the Avery Dennison product representative or agent has examined the film, Avery Dennison will advise the installation company the outcome of the claim.
4. If the claim is accepted, Avery Dennison will authorise the installation company to replace the affected film. An Avery Dennison authorised agent will remove and replace the affected film with new film. Avery Dennison is only responsible for the costs of the replacement film and the labour costs of installing the replacement film.
5. If the claim is rejected, Avery Dennison will inform the customer in writing.

Subject to applicable Law, the Avery Dennison film replaced under this warranty is covered by the Avery Dennison Architectural Window Film Warranty for the remaining period from the installation date of the original film which is being replaced.