

Architectural Warranty

Congratulations!

You have made an ideal choice in having your windows tinted with UltraGard. Your window film has been designed, constructed and installed to the highest industry standards. UltraGard will provide optimum performance and protection for many years. To ensure your continued satisfaction we suggest you read and follow the Care & Maintenance section of this warranty.

Dealer Information

Dealer Name
Dealer Address
.....State P/Code
Tel Email

Workmanship Warranty

In addition to this UltraGard product warranty, your professional UltraGard Window Film Dealer will provide a Year Workmanship Warranty that covers the professional installation procedure, ensuring your UltraGard Window Film has been applied to the highest industry standard.

Customer Information

Customer Name
Customer Address
.....State P/Code
Tel Email

Installation Information

Date of Installation / /
Invoice # Invoice Total \$ (GST Inc)
Dealer Signature
Customer Signature

Product Type (Please tick ✓)

☐ Residential ☐ Commercial

Film Code	Total sq FT/M	UltraGard Roll Number

NOTE: All fields must be completed and roll number must be genuine UltraGard to validate this warranty.

harmony
DAY & NIGHT NATURAL

matrix
NANO CARBON CERAMIC

natureVUE
HIGH REFLECTIVE CERAMIC

SYNERGY
EQUAL REFLECTIVE

Vortex
SPECTRALLY SELECTIVE

RADIANCE
ENERGY EFFICIENT SILVER

Sentinel
POLYESTER GLASS COATINGS

Product Warranty Statement

UltraGard warrants their products covered by this original agreement against cracking, crazing, peeling, bubbling, delaminating, demetallising, adhesive failure, film fade, colour change and loss of performance in any measurable way under normal use on interior glass surfaces only for a limited period after installation and applicable only to the following list of products:

- ☐ **Lifetime Residential** - when installed on interior glass surfaces to the original purchaser for as long as they own or live in their home.
- ☐ **12 Year Commercial** - when installed on interior glass surfaces of a commercial building for twelve years while occupied by the purchaser.

If the film fails to comply with the above warranty coverage, UltraGard will provide replacement film and labour at no cost to the original purchaser. UltraGard assumes no liability for damage to film from abuse, improper care, treatment or negligence, incorrect film installation, incorrect film selection or application, glass breakage, glass cracking or dual pane seal failure.

Proof of purchase is required to obtain warranty coverage. UltraGard requires the original purchaser to provide this agreement and the original invoice in the event of making a warranty claim. **This warranty is not transferable.**

Warranty Disclaimer

UltraGard hereby disclaims liability for any incidental, special, consequential or punitive damages arising from any defect in the product covered by this warranty. Except during the applicable limited warranty period above, UltraGard hereby excludes and disclaims any and all other express or implied warranties, including the warranties of merchantability and fitness for a particular purpose. No contractor, including the UltraGard distributor or dealer, has any authority or power to modify or extend the limited warranty contained in this original agreement.

This warranty may give you specific legal rights and you may also have other rights that vary from state to state. Some states do not allow this exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts so that the above limitations and exclusions may not apply to you. This original agreement or any part of it is void where prohibited by law.

This limited warranty shall **not** apply when **a:** not an authorised UltraGard window film is used or **b:** the dealer's installation does not conform to industry standards, or **c:** more than one film is applied to any window, **d:** partial application of film to glass, **e:** to windows that are of triple pane construction, dual pane with suspended films, textured, patterned, wired or composite glass, **f:** applied to any glass that is painted, sign written or contains stickers and other ornamentation, **g:** applied to glass that is damaged, chipped, cracked or contains holes and gaps between the glass and frame, **h:** applied to non-glass substrates, plastics, acrylics, perspex or polycarbonates.

Claim Procedure

In the unlikely event that you need to make a claim under this warranty for film failure, first contact the installing dealer from which the film was originally purchased and arrange an inspection. Your dealer will verify the problem and then obtain approval from UltraGard Window Films to do the rework at no cost to you.

The installing dealer will then submit the claim and receive appropriate film and labour credit according to the current UltraGard Dealer Guide policies.

If your original installing dealer can not be reached, contact UltraGard Window Films and we will assist you in making arrangements for qualified warranty replacement. You will be required to provide a copy of your invoice from the original installing dealer and this fully completed warranty form.

Installation Notes

Window film installation requires the use of water and a detergent solution to float the film onto the glass. The film is trimmed to size and then the excess water is squeegeed out. Invariably there is residual water that will develop visual haze and water pockets as this remaining moisture begins to evaporate. Do not be concerned, these apparent visual imperfections will slowly disappear as the film cures and should not be regarded as defects. Visual and adhesive cure times are directly related to the thickness of the film and the various metallic construction coatings of the film.

The complete dry out time should occur within 30-60 days, however optical clarity will begin to improve several days after installation depending on the amount of sunlight, humidity and heat directed upon the window. Thicker, multi-layer or metallic protective films may take 30-60 days longer.

*Do not clean the surface of the film during this drying period.

Film Care & Maintenance

After curing, a few small particles or points may remain. They are normally visible from the outside and are inherent to film adhesives. These points or light reflections do not affect the performance, durability or longevity of the film in any way.

- ▶ To clean your window film, simply spray the surface with mild soapy water and wipe off gently with a soft cloth, chamois or soft rubber squeegee.
- ▶ Do not use abrasive style cloths, brushes, sponges or powders to clean your film.
- ▶ Do not use ammonia based glass cleaners or other strong chemicals.
- ▶ Your UltraGard dealer can also recommend commercially available window film cleaners or polishes that are safe and easy to use.
- ▶ Do not stick heavy or gummed signs, tape or attachments to the surface of the film.

The barely visible light gap border around the edges ensures that the film is properly sealed and bonded to the glass. Do not pick at the edges of the film.

Thank you for choosing...

UltraGard
window films
www.UltraGard.com.au
info@UltraGard.com.au

Dealer Contact Details: