



## Rayno Window Film Architectural Window Film Warranty

Thank you for choosing Rayno for your architectural window film needs

### Architectural Window Film Warranty Information

Rayno is proud to provide warranty coverage on our safety and sun-related architectural films when installed to the interior surface of appropriate glazing by an authorized professional installer for the warranty period set forth below against adhesive failure, peeling, cracking, bubbling, blistering, and delaminating.

This warranty coverage does not apply to improper maintenance and cleaning abuse which are the responsibility of the buyer, as well as installation defects, which are the responsibility of the professional installer. If the film exhibits any of the above defects, Rayno will authorize warranty work. Warranty service does not renew or extend original term of the warranty.

All warranty service must be approved by an authorized Rayno representative through an authorized professional installer before commencing. Warranty coverage is applicable to property owner at time of installation and is non-transferable to subsequent property owners. Warranty coverage does not apply to dual pane windows. Films are not intended for exterior applications, and warranty coverage is only applicable when film is installed on the interior side of glazing units. The following products are covered under warranty accordingly:

| Series   | Residential Application | Commercial Application                      |
|----------|-------------------------|---|
| Platinum | Limited Lifetime        | Twelve (12) years from date of installation |
| Rescue   | Limited Lifetime        | Twelve (12) years from date of installation |
| Trinity  | Limited Lifetime        | Twelve (12) years from date of installation |

### Glass Breakage and Seal Failure Warranty Information

Rayno provides warranty coverage against glass breakage due to thermal shock fracture (TSF) for a period of five (5) years from the date of installation and against seal failure of insulated glass units (IGU) for a period of three (3) years from the date of installation if the unit is covered for seal failure by the manufacturer, and if in direct result of installation conducted within film-to-glass approval. The following terms and conditions apply to the TSF and IGU seal failure warranties:

- Rayno will pay for repairs, labor or replacement up to \$500 (U.S.) per glazing unit.
- Rayno will reimburse a total claim not to exceed \$1,500.00 (one thousand and five hundred dollars)
- For residential installations, there is a deductible of \$25.00 (U.S.) or 5 percent of the replacement cost, whichever is greater, per glazing unit. For non-residential installations, a deductible of \$100.00 (U.S.) or 5 percent of replacement cost, whichever is greater, per glazing unit.
- Express written permission must be given by Rayno Window Film for projects larger than 2,500 square feet before installation for warranty coverage to be applicable.
- Pre-existing conditions of glass breakage, thermal shock fracture or IGU seal failure of the filmed glazing unit voids this warranty coverage. Rayno reserves the right to inspect any job prior to film installation and warranty coverage work.
- Rayno expressly limits its liability under this warranty to repair and/or replacement of broken glass and the film.

In order to qualify for seal failure coverage, the customer must present documentation from the window manufacturer that a seal failure warranty is currently in force before any work is performed on the glazing system. This warranty for seal failure will not extend beyond the term of the window manufacturer's limited warranty.

- "Seal failure" means a visible break or opening of the window's air seal, resulting in an ineffective sealing of the window, allowing moisture and/or air to penetrate, and causing an internal fogging of the glass.
- "Thermal shock fracture" means a cracking or fracture of the glass caused by heat or change in temperature resulting from the application of film to glass, and identified by the following characteristics: (a) break lines make a right angle with the edge of glass at or near the origin, and (b) break lines separate into two (2) or more lines within two (2) inches of the edge and the origin. The extra heat stress from the installation of the film must be the primary reason for the break or failure.

## **Window Care**

Do not clean your window film for 30 days after installation. The soapy mounting solution the professional installer used during installation will take time to dry. The drying time is determined by local weather conditions. During the drying time, it is normal for a slight moisture haze to appear although it will disappear.

To clean, use a mild soapy water solution with a soft cloth. Typical glass cleansers are not necessary. When cleaning and drying the film surface, always use a soft non-abrasive cloth.

## **Rayno Architectural Window Film Warranty Terms and Conditions**

### ***Legal Disclaimers***

With the exception to the extent provided by law, any implied warranties, including the implied warranty of merchantability, exist between Rayno and your professional installer. No warranty exists if the product was not installed by a professional installer, or in a manner deemed by Rayno not to have been professionally installed. Some states or provinces provide for implied warranties, and with exception this warranty is hereby limited. Professional Installer and Rayno liability is limited to the warranty provided herein. No person is authorized to make any changes or exclusions to this warranty without prior written consent of Rayno by an authorized representative.

For these warranties to be effective, Rayno must receive a copy of this warranty (with Customer, Professional Installer and Product Information completely filled in) and the installation invoice within thirty (30) days after the film's installation to [warranty@raynofilm.com](mailto:warranty@raynofilm.com) or by mail to 427 Lively Blvd., Elk Grove Village, IL 60007. The customer must retain this original warranty and the original invoice for the film installation. Warranty is not valid if any information is incomplete or inaccurate as outlined. These warranties shall be void in the event of fraud or misrepresentation by the film installer or owner. Warranty claim and service is only valid in USA and Canada.

Rayno reserves the right to authorize the independent professional installer who performs the warranty service. Rayno also reserves the right to determine, at its own discretion and professional judgment, what constitutes material defect. Any pre-existing conditions of IGU Seal Failure or TSF will void warranty. Rayno disclaims any punitive damages resulting from a warranty claim.

Professional installer and customer understand and agree that only specific film selections are considered applicable and that it is at the sole discretion of Rayno to determine which film selections qualify for Seal Failure, thermal Shock Fracture, and product defect coverage. Product defect warranty is separate and non-binding to Seal Failure and Thermal Shock Fracture warranty and may be represented separately.

This limited and supplemental warranty SHALL NOT apply:

- When not in strict compliance with all information outlined on this form
- When more than one film has been installed on the glass
- When film is not installed edge to edge and only on part, not all, of a glazing unit
- For triple-pane windows; wired, tinted, laminated or textured glass
- For any glass with lettering or paint on the surface
- For glass that is visibly chipped or cracked
- When seals surrounding the glass are not resilient
- For glass framed by metal or concrete where no seal is present
- For anything other than a glass material (i.e., polycarbonate glass, Lexan or Plexiglass)
- For any glass surface that has been replaced due to glass breakage
- For any glass surface larger than 100sqft
- For annealed units in excess 20sqft
- For any glazing system that is scratched, has undue stress from building settling, has arched glass
- For any manmade or natural disaster that may impact the glazing system or building
- For annealed glass thicker than 3/8"
- For tinted or coated annealed glass thicker than 1/4"
- To automotive applications

## **Warranty Service**

To submit a warranty claim, please contact the professional installer to initiate the warranty process with the following items. If the professional installer cannot be reached, please send the following items to Rayno Window Film at 427 Lively Blvd, Elk Grove Village, IL 60007 or [warranty@raynofilm.com](mailto:warranty@raynofilm.com)

- Copy of your filled out warranty form
- Original sales receipt

- Detailed description of defect
- For TSF/IGU Seal Failure claims, please include copy of “in-force” warranty from window manufacturer
- Photos of defected area

Completed warranty registration must be received by Rayno within 30 days after completion of the installation. Warranty claims must be received within 15 days after occurrence.

**KEEP THIS WARRANTY FORM AND ORIGINAL INVOICE IN A SAFE PLACE.**

Rayno may modify these terms and conditions at any time by providing the customer with written notice. Such revised terms and conditions shall be effective thirty days from sending such notice. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. Some states do not allow the limitations of liability set forth herein, so some or all of these limitations may not apply to you. This warranty or any part of it is void where prohibited by law and is valid only in the United States of America and Canada.

**Installation Record**

|                       |                          |                    |                          |                   |                     |
|-----------------------|--------------------------|--------------------|--------------------------|-------------------|---------------------|
| <b>Coverage Type:</b> | <input type="checkbox"/> | <b>Residential</b> | <input type="checkbox"/> | <b>Commercial</b> | <b>Install Date</b> |
|-----------------------|--------------------------|--------------------|--------------------------|-------------------|---------------------|

**Customer Information**

|                |              |               |
|----------------|--------------|---------------|
| <b>Name</b>    | <b>Phone</b> | <b>E-mail</b> |
| <b>Address</b> |              |               |
| <b>City</b>    | <b>State</b> | <b>Zip</b>    |

**Dealer Information**

|                |              |               |
|----------------|--------------|---------------|
| <b>Name</b>    | <b>Phone</b> | <b>E-mail</b> |
| <b>Address</b> |              |               |
| <b>City</b>    | <b>State</b> | <b>Zip</b>    |

**Film Information**

|                            |            |                  |                       |
|----------------------------|------------|------------------|-----------------------|
| <b>Film Series</b>         | <b>VLT</b> | <b>Thickness</b> | <b>Lot ID</b>         |
| <b>Platinum</b>            |            |                  |                       |
| <b>Rescue</b>              |            |                  |                       |
| <b>Trinity</b>             |            |                  |                       |
| <b># of Windows</b>        |            |                  | <b>Total SQFT</b>     |
| <b>Glass Type</b>          |            |                  | <b>Window Type</b>    |
| <b>Glass Thickness</b>     |            |                  | <b>Frame Type</b>     |
| <b>Window Manufacturer</b> |            |                  | <b>Age of Windows</b> |

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## Signature Agreement

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By signing this warranty, both the customer and dealer certify that all information is accurate and correct, and in compliance with Rayno guidelines with approved application list has been received and understood.

|                           |   |
|---------------------------|---|
| <b>Customer Signature</b> | <b>Professional Installer Signature</b> |
| <b>Date</b>               | <b>Date</b>                             |

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