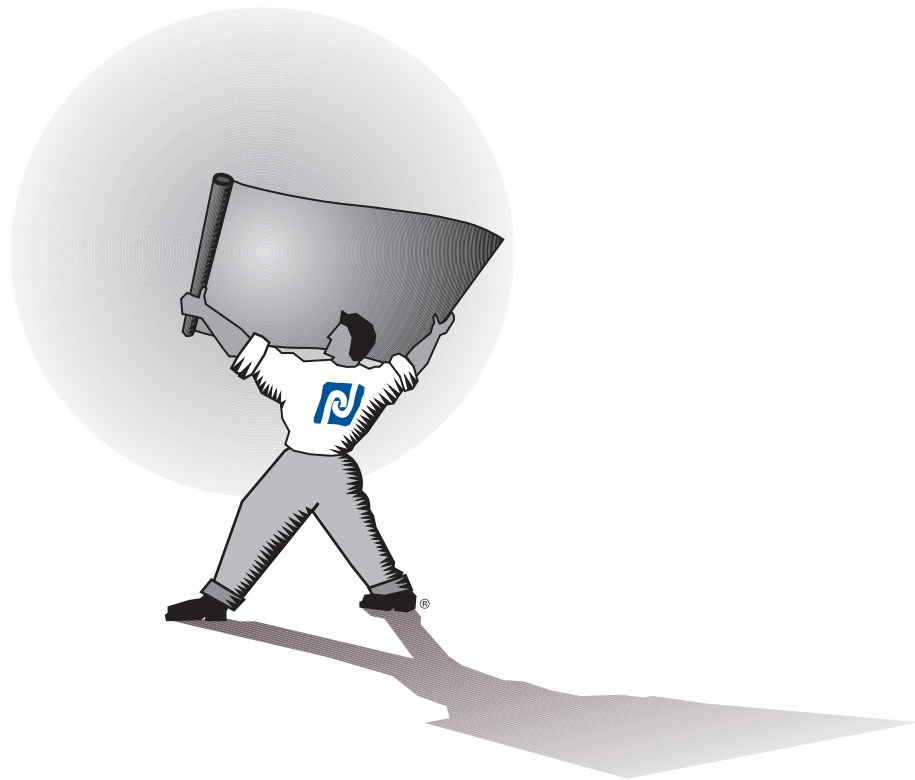


R E S I D E N T I A L • C O M M E R C I A L

# Limited Extended Warranty Application For Glass Breakage and Seal Failure

MATCHING THE GLASS MANUFACTURER WARRANTY UP TO 3 YEARS



Johnson® Window Films

# Limited Extended Warranty Application For Glass Breakage and Seal Failure

***Congratulations*** on your choice of Johnson Window Films (JWF). We have been manufacturing and designing solar control window films for over 35 years. Our experience has taught us that although glass failure is not a result of window film application, enhancements of glass flaws can be highlighted by the application of certain films to some window systems. Because your comfort, satisfaction and peace of mind are our top priority, JWF offers an outstanding warranty program. Thank you for your business and enjoy the benefits of our window film products for years to come.

Submitting the attached *Warranty Application form* does not constitute coverage. It is only an *application* for coverage. Once your application is accepted by Johnson Window Films, you will receive a *Limited Extended Warranty Certificate* validating your Glass Breakage and Seal Failure coverage. This application will be accepted only if the installation meets all guidelines outlined here and on the certificate you receive. Please read these documents carefully.

## TO APPLY FOR YOUR LIMITED EXTENDED WARRANTY COVERAGE:

The attached *Warranty Application form* must be submitted to Johnson Window Films within 90 days of installation for assignment of a tracking number and issuance of a *Limited Extended Warranty Certificate* to the consumer. Exemptions and limitations are noted on the adjacent panel and require purchaser acknowledgement.

Applications that are incomplete, illegible or without roll numbers cannot be registered and coverage will NOT be activated. Coverage will only be extended to customers whose information is correct and submitted within 90 days of installation. **NO EXCEPTIONS WILL BE MADE.**

## SUBMIT ALL NECESSARY INFORMATION

- All windows with JWF approved installation must be reported on the *Warranty Application form*, or attachment at the time of completion.
- All windows with JWF that DO NOT qualify must also be noted on the adjacent part of this form, or on an attachment.
- A copy of the customer's existing glass warranty (if applying for seal failure coverage), the *Warranty Application form* indicating the location of all windows covered by the existing glass warranty, and a copy of the JWF standard Residential or Commercial warranty must be attached to this application.

## GLASS BREAKAGE – 3 YEARS

JWF solar control window films are warranted to the original purchaser against thermal stress or expansion glass breakage, caused as a direct result of properly installed window film on an approved glass surface (see the *Film to Glass Application Chart* on the next page). This glass breakage warranty is extended to the original purchaser for a period of three years from the date of installation and is non-transferable.

## SEAL FAILURE – UP TO 3 YEARS

JWF solar control window films are warranted to the original purchaser against Insulated Glass (IG) seal failure, caused as a direct result of properly installed window film on an approved glass surface (see the *Film to Glass Application Chart*). This warranty only applies to windows that are still covered by the original window manufacturer's seal failure warranty. It is intended to replace, when necessary, the warranty of the IG unit seal manufacturer, not to exceed three years, or the original IG unit warranty (Limited to terms and conditions of the existing/active manufacturer's seal failure warranty on the windows at the location indicated to the named purchaser of JWF window film.) The extended warranty applies only to glass or IG systems on which Johnson window film has been installed by a dealer in accordance with factory recommended installation instructions.

- **To qualify for seal failure coverage, a copy of the IG unit manufacturer's seal failure warranty must be submitted with the application form.**
- **To qualify for warranty reimbursement, a letter of "warranty coverage denial" from the window manufacturer must be submitted along with your warranty claim.**



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**Johnson Window Films retains the privilege of product application inspection prior to issue of coverage.**

*Retain this part of the form for your records. Johnson Window Films will return to you a **Limited Extended Warranty Certificate** with the described coverage within 25 working days after receipt of your application.*

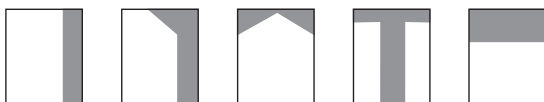
# LIMITATIONS AND RESTRICTIONS

In the event that glass breakage or seal failure occurs as a direct result of properly installed JWF film, Johnson Window Films will arrange to replace the broken glass or IG unit. **There is a limitation in coverage of five hundred dollars (\$500.00 USD) per window with a twenty five dollar (\$25.00 USD) deductible per window. Coverage limits include the cost of window film re-installation.**

**This warranty is NOT valid for glass breakage if any of the following conditions apply:**

- ⊘ Up to 25% of the glass is shaded including more than 25% of the glass perimeter.
- ⊘ Glass with an edge dimension exceeding 10 feet.
- ⊘ History of broken glass or seal failure.
- ⊘ Laminated glass (except clear safety films).
- ⊘ More than one film applied to surface.
- ⊘ Round, circular, textured, painted lettering or ornamentation, wired glass or skylights.
- ⊘ Framing sealant or gaskets that are no longer resilient.
- ⊘ Non pre-manufactured or frameless arched windows.
- ⊘ Concrete framing or framing that has no gasket or seals.
- ⊘ Triple or quadruple pane IG units.
- ⊘ IG Window in excess of 40 square feet in total.
- ⊘ Glass that is thicker than 1/4".
- ⊘ Any window in excess of 60 square feet in total.
- ⊘ Dual pane windows with 1/4" or thicker tinted glass.

Some harmful shading examples are illustrated below:



With respect to this warranty coverage, JWF expressly limits liability from installation of Johnson films to repair and/or replace broken glass, IG units and the film itself to a limit of \$500 per window. The warranty

is valid within the United States and its Territories, and the Provinces of Canada. Some states do not allow limitations of incidental or consequential damages, in which case the above may not apply.

## FILM TO GLASS APPLICATION CHART

### Glass Breakage and IG Unit Seal Failure Warranty Coverage

Please consult the chart below to determine suitability of varying film to glass combinations. Those combinations covered will have a “Y” for Yes, while those not approved for warranty coverage are designated with a “N” for No.

FILM TYPE	CLEAR SINGLE PANE	CLEAR DUAL PANE	TINTED SINGLE PANE	TEMPERED TINTED SINGLE PANE	TINTED DUAL PANE
<b>DaylightNatural™</b>					
DN 60	Y	Y	Y	Y	Y
DN 50	Y	Y	Y	Y	Y
DN 35	Y	Y	Y	Y	Y
DN 20	Y	Y	N	Y	N
DN 15	N	N	N	Y	N
<b>Sunset Bronze™</b>					
SB 50	Y	Y	Y	Y	Y
SB 30	Y	Y	Y	Y	Y
SB 20	Y	Y	Y	Y	Y
<b>Solar Silver™</b>					
SS 35	Y	Y	Y	Y	Y
SS 20	Y	Y	Y	Y	Y
<b>ScenicView™</b>					
SV 40	Y	Y	Y	Y	Y
SV 30	Y	Y	Y	Y	Y
SV 10	Y	Y	Y	Y	Y
<b>NightScape™</b>					
NS 35	Y	Y	Y	Y	Y
NS 25	Y	Y	N	Y	N
NS 15	Y	N	N	Y	N
NS 05	Y	N	N	Y	N

FILM TYPE	CLEAR SINGLE PANE	CLEAR DUAL PANE	TINTED SINGLE PANE	TEMPERED TINTED SINGLE PANE	TINTED DUAL PANE
<b>Palisade™</b>					
PD 55	Y	Y	Y	Y	Y
PD 45	Y	Y	Y	Y	Y
PD 35	Y	Y	N	Y	N
<b>Architectural™</b>					
MBL 35	Y	Y	Y	Y	Y
MBL 20	Y	Y	Y	Y	Y
MGN 35	Y	Y	N	Y	N
MGN 20	Y	Y	N	Y	N
MGD 35	Y	Y	Y	Y	Y
MGD 20	Y	Y	Y	Y	Y
<b>Specialty Series</b>					
UV CLEAR	Y	Y	Y	Y	Y
WHITE FROST	Y	Y	Y	Y	Y
BLACKOUT	N	N	N	N	N

<b>Exterior Films</b>					
DN 35EXT	Y	Y	Y	Y	Y
DN 20EXT	Y	Y	Y	Y	Y
SS 35EXT	Y	Y	Y	Y	Y
SS 20EXT	Y	Y	Y	Y	Y

#### Trident™ and Defendor™

All clear Trident & Defendor films are suitable for all glass types. Solar control Trident films (S4DN35, S4DN20, S4SS35 and S4SS20) have the same coverage as their corresponding standard solar control film (i.e. S4SS35 = S535).

**Note:** Any building with 2,000 sq. ft. or more of window film to be installed will also require pre-approval, regardless of film or glass type to be eligible for glass breakage or seal failure warranty coverage.

## Why Glass Breaks

Window film rarely, if ever, breaks glass by itself. However, window film can exacerbate flaws that may cause the window pane to crack, which happens in less than 1/2 percent of installations. Our primary concern is the building or home owner's complete satisfaction, so we offer this extended warranty program and "film to glass" recommendations to safeguard their investment. However, we feel that everyone should understand the common causes of glass breakage.

Window film reduces solar heat gain into a building by both reflecting and absorbing the solar energy. It is the "absorption" portion that can increase the risk of glass breakage. Absorption causes the glass to heat up and therefore expand more than it would without the film. This expansion, combined with a "flaw" condition, increases the risk of breakage. The flaws are often in the glass, but poor window installation or locations are also common culprits. These flaws are often on the edge of the glass, which cannot be seen when examining a window.

### Exterior Shading

Exterior shading is the #1 cause of glass breakage. The shading condition is obvious before film is installed, and therefore not covered by this extended warranty program. The concept is simple regarding exterior shading...the sun hits part of the window, causing it to heat up and expand, while the shaded portion does not change because it is still cool. The resulting stress of the two parts fighting each other (one part expanding and one part not) causes glass breakage. **If there is exterior shading as described in the "Limitations and Restrictions" section of this warranty application, DO NOT tint it with an absorbing solar control film.** Clear safety film does not cause this phenomenon because it has very low absorption.

### Nicked Edges

Other common causes of glass breakage cannot be seen before film installation. This is the purpose of this extended warranty. The edge of the glass is hidden in the "bite" of the window and is the "home" of the surprise break. Panes of glass are supposed to be ground smooth before installation in a window. This grinding provides a smooth, strong surface that greatly increases the edge strength of the glass. Unfortunately, sometimes when making a window, the manufacturer allows chipped edge glass to be used. It is cheaper than cutting a new piece of glass and they assume you will never know. Any chip or nick in this smooth edge greatly lowers the overall strength of the glass pane. Cracks will often originate from this point as the pane expands.

### Edge Stress

Another major cause of glass breakage stems from edge stress from the frame. Glass is supposed to be installed with a little "expansion" space on all sides. If the glass is a little too large and mounted resting on the frame with no spaces, or up against a mounting screw, the edge stress can become too great when sun hits the newly tinted window, causing it to expand. If the glass breaks due to solar thermal stress, the crack usually starts at one of these "edge stress" points.

### You're Covered!

The odds are very high that you will never experience glass breakage if you follow the recommendations outlined in this application. However, if you adhere to these recommendations and still experience breakage due to thermal stress, you will have the comfort of knowing that you are covered. Please complete the attached application, and send it in to Johnson Window Films within 90 days of the installation. We will confirm that you have followed our guidelines, and issue a "Warranty Certificate."

Examples of harmful shading patterns on a window, as well as other limitations and restrictions, are detailed within this extended warranty application.



**Johnson® Window Films**

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# WARRANTY APPLICATION

**IMPORTANT:** This application form must be submitted within 90 days of installation to Johnson Window Films to be eligible for coverage.

## INSTALLATION INFORMATION (To be completed by your installer)

Please write legibly and fill out **completely** to validate warranty. **Roll numbers are mandatory!** Follow the example below.

Orientation SW **Frame Type:**  wood  rubber  metal  concrete  vinyl/plastic **Glass Type:**  single  double thickness 1/8 tinted? No tempered? No  
 Window Size 48" x 54" # Windows 3 Film Type DN 50 Roll # 9801234-062-01

**Frame Type:**  wood  rubber  metal  concrete  vinyl/plastic **Glass Type:**  single  double thickness \_\_\_ tinted? \_\_\_ tempered? \_\_\_  
 Window Size \_\_\_\_\_ # Windows \_\_\_\_\_ Film Type \_\_\_\_\_ Roll # \_\_\_\_\_

**Frame Type:**  wood  rubber  metal  concrete  vinyl/plastic **Glass Type:**  single  double thickness \_\_\_ tinted? \_\_\_ tempered? \_\_\_  
 Window Size \_\_\_\_\_ # Windows \_\_\_\_\_ Film Type \_\_\_\_\_ Roll # \_\_\_\_\_

**Frame Type:**  wood  rubber  metal  concrete  vinyl/plastic **Glass Type:**  single  double thickness \_\_\_ tinted? \_\_\_ tempered? \_\_\_  
 Window Size \_\_\_\_\_ # Windows \_\_\_\_\_ Film Type \_\_\_\_\_ Roll # \_\_\_\_\_

**Frame Type:**  wood  rubber  metal  concrete  vinyl/plastic **Glass Type:**  single  double thickness \_\_\_ tinted? \_\_\_ tempered? \_\_\_  
 Window Size \_\_\_\_\_ # Windows \_\_\_\_\_ Film Type \_\_\_\_\_ Roll # \_\_\_\_\_

**Frame Type:**  wood  rubber  metal  concrete  vinyl/plastic **Glass Type:**  single  double thickness \_\_\_ tinted? \_\_\_ tempered? \_\_\_  
 Window Size \_\_\_\_\_ # Windows \_\_\_\_\_ Film Type \_\_\_\_\_ Roll # \_\_\_\_\_

**Frame Type:**  wood  rubber  metal  concrete  vinyl/plastic **Glass Type:**  single  double thickness \_\_\_ tinted? \_\_\_ tempered? \_\_\_  
 Window Size \_\_\_\_\_ # Windows \_\_\_\_\_ Film Type \_\_\_\_\_ Roll # \_\_\_\_\_

### WINDOWS EXCLUDED FROM WARRANTY (NON-COMPLIANT WINDOWS)

Location \_\_\_\_\_ Description \_\_\_\_\_ Reason \_\_\_\_\_ Customer Initial \_\_\_\_\_

Location \_\_\_\_\_ Description \_\_\_\_\_ Reason \_\_\_\_\_ Customer Initial \_\_\_\_\_

List any additional windows on a separate sheet.

#### CUSTOMER INFORMATION

Name \_\_\_\_\_  
 Street \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone ( ) \_\_\_\_\_ - \_\_\_\_\_

#### DEALER INFORMATION

Independent Dealer \_\_\_\_\_  
 Street \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Dealer's Phone ( ) \_\_\_\_\_ - \_\_\_\_\_

#### INSTALLATION SUMMARY

Dealer Invoice # \_\_\_\_\_ Installation Charge \$ \_\_\_\_\_

**THIS WARRANTY APPLICATION FORM IS ONLY VALID WITHIN 90 DAYS OF INSTALLATION.**

**AFTER THIS PERIOD OF ELIGIBILITY, COVERAGE IS NO LONGER AVAILABLE.**

Once your application is accepted, a tracking number will be assigned, and Johnson Window Films will issue you a Limited Extended Warranty Certificate validating your Glass Breakage and Seal Failure coverage. This application will be accepted only if the installation meets all guidelines outlined here, and on the certificate you receive. Please read these documents carefully.

To qualify for seal failure coverage, a copy of the manufacturer's seal failure warranty must be submitted with this application form.

I have read the attached terms and conditions of the Warranty Application provided on the two previous pages, and understand the exclusions, coverage and warranty. Violation of these conditions voids coverage.

**Customer Signature** X \_\_\_\_\_ **Date** \_\_\_\_\_

#### FOR JOHNSON WINDOW FILMS USE ONLY

Assigned Tracking Number: \_\_\_\_\_ Date recorded: \_\_\_\_\_ By (Initials): \_\_\_\_\_

Please return this part of the form to Johnson Window Films within 90 days of installation. The described coverage will be returned to you within twenty-five (25) working days after receipt of application.

# Johnson Window Films... A Name You Can Trust



For over 35 years, Johnson Window Films has been a trusted name in the window film business. We offer a comprehensive line of high quality automotive, commercial, residential and security films. Because we work so closely with our independent dealers, we've been able to acquire unique insights that have led to better design of window film products to address heat load, glare, fading and security concerns. This enables Johnson Window Films to constantly provide the highest level of film quality to dealers.

JWF films are scratch resistant, easy to care for, and will provide years of satisfaction. JWF films also feature an outstanding warranty program, which includes tips on how to clean and care for your glass after film is applied. Finally, Johnson Window Films are available only through professional independent installers. These specialists will be happy to consult with you, and recommend the right film to fit your needs.

*fold here first*

from: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Place  
postage  
here

**Johnson Window Films, Inc.**  
**Attn: Warranty Department**  
20925 Bonita Street  
Carson, CA 90746



**To mail:** *Fold back top panel with survey, then fold back this bottom panel and tape closed so that the above address panel is visible.*  
**Remember to add return address and postage before mailing.**

*place a piece of tape here  
to close after folding*