



WARRANTIES

Terms &
Conditions

HÜPER OPTIK®
Nanotechnology Window Films



NO RISK warranty

Terms of Coverage

TO MAKE A WARRANTY CLAIM

Hüper Optik USA reserves the right to verify customer eligibility for this limited warranty coverage.

1. All warranty claims must be reported to Hüper Optik USA, and approved for payment by Hüper Optik USA prior to commencement of any warranty related service.
2. Contact your original installing dealer to initiate a warranty service claim. If your original installing dealer is not accessible, you may contact the Hüper Optik USA warranty department at 1-888-296-3456.

WARRANTY DISCLAIMER

This limited warranty applies only to HÜPER OPTIK window films installed on the interior surface of glass doors and windows by an authorized HÜPER OPTIK dealer following all installation practices and guidelines as specified by Hüper Optik USA. There are no warranties, which extend beyond the description set forth on this limited warranty. This coverage period is effective from the original film installation completion date as indicated on this limited warranty. There are no warranties of fitness for a particular purpose or merchantability applicable to HÜPER OPTIK window film. Hüper Optik USA's warranty does not cover improper installation. In no event shall Hüper Optik USA be liable or responsible for any loss 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 window film has been subject to abuse or improper care. This limited warranty gives you specific legal rights and you also may have rights, which vary from state to state.

The terms and conditions of this coverage are as follows:

1. This optional limited warranty is limited to the original purchaser of HÜPER OPTIK window film and must be purchased on or before the installation completion date.
2. In order to qualify for glass failure and/or seal failure coverage the owner must provide written proof that a glass failure and/or seal failure warranty exists and is currently in force at the time of claim, from the manufacturer of the glass unit. This limited warranty for glass failure and/or seal failure shall not extend the glass manufacturer's limited warranty. The glass manufacturer's warranty must be effective at the time of application of HÜPER OPTIK window film. Customer must provide proof of effective glass manufacturer's warranty at time of claim, with specific mention to the address of the claimant.
3. The warranty shall be invalid if any of the information or representation in this form is inaccurate.
4. Preexisting conditions of either the glass failure and/or seal failure of the filmed lite voids this warranty. Seller reserves the right to inspect any job prior to final issuance of payment by seller. Fraud by the installing dealer or customers voids the warranty.
5. This warranty shall not apply, and shall be unenforceable, when: **(A)** the film installed is not HÜPER OPTIK; **(B)** the dealer's installation practices do not conform to Hüper Optik USA's published installation policies and procedures; **(C)** two (2) or more films are applied to the same lite; **(D)** the filmed windows are of triple pane construction, laminated glass, textured or wire glass; **(E)** film is applied to any glass on which there is paint, lettering, signs, stickers, or other permanent or temporary ornamentation; **(F)** the filmed glass has prior visible damage, is chipped, cracked, has holes in it, or if light is visible between frame and glass; **(G)** the film is applied to plastics, acrylics, polycarbonates or non-glass substrates; **(H)** the glass is found to have been cracked (either pane) or exhibit evidence of seal failure at the time of the window film installation; **(I)** frames or sealants are not resilient, such as solid metal or solid wood frames, or any hard material without resilient expansion seals; **(J)** the glass is a pane with a single edge more than 10 feet in length or any architecturally odd shaped windows (circular, round, bent, etc.) more than 25 square feet; or **(K)** the breakage was due in whole or in part to force not involving thermal stress; **(L)** the glass has prior history of glass failure and/or seal failure; **(M)** the glass has metal frames that do not have seals or gaskets. (A partial list of other causes and forces regarding which this limited warranty does not apply includes stress from impact, poor installation, cratching, scraping, wind, earthquakes, acts of God, fire, water, invasion, military or civilian hostilities, rebellion, explosion, implosion, storms, wear and wear, internal defects, glazer's chips, preexisting breakage or failure.) or **(N)** when 25% or less of a glass lite is shaded and the shaded area includes more than 25% of the lites perimeter. See below for a portion of the examples of harmful shading.
6. The same pane of glass is limited to (2) two warranty claims for glass breakage and/or seal failure.
7. This warranty application must be mailed or electronically executed through the Hüper Optik website within (30) days of the completed film installation date.
8. A deductible equal to the greater of \$25 or 5% of the repair or replacement cost per window will apply to each warranty claim and must be paid by Customer upon request by Hüper Optik USA as a condition to Hüper Optik USA's performance hereunder.
9. All warranty claims will be limited to 50 square feet for dual pane windows or 100 square feet for single pane windows.
10. Limited warranty coverage begins from the date the HÜPER OPTIK window film was originally installed (installation completion date), is only valid in the United States, Puerto Rico, Mexico and Canada and applies to vertical glass applications only.
11. Minimum application fee No Risk Limited Warranty is \$75.00.

EXAMPLES OF HARMFUL SHADING



STANDARD warranty

Terms of Coverage

LIMITED FILM WARRANTY

Subject to all terms and conditions below, Hüper Optik USA warrants that HÜPER OPTIK window films covered hereby will maintain their properties without blistering, bubbling, cracking, crazing, delaminating, fading, demetalizing, discoloring, or peeling when properly installed on the interior surface of glass doors and windows for a limited period after the installation completion date, as described below:

RESIDENTIAL APPLICATIONS: Limited lifetime extended to the original purchaser of HÜPER OPTIK window film for as long as they own and live in the home in which the film was installed. This limited lifetime warranty is not transferable.

COMMERCIAL APPLICATIONS: Fifteen (15) years from the installation completion date. This limited warranty is not transferable.

FILM WARRANTY COVERAGE

In the event the window film is defective under the stipulations of this warranty, as the Customer's sole and exclusive remedy Hüper Optik USA will replace the defective HÜPER OPTIK window film. Hüper Optik USA's liability is limited to the replacement of HÜPER OPTIK window film and labor for reinstallation of only such quantity of film judged to be defective by Hüper Optik USA in its sole discretion.

This limited warranty applies only to HÜPER OPTIK window films installed on the interior surface of glass doors and windows by an authorized Hüper Optik dealer following all installation practices and guidelines as specified by Hüper Optik USA. **THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION SET FORTH ON THIS CERTIFICATE. HÜPER OPTIK USA DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY, WITH RESPECT TO HÜPER OPTIK WINDOW FILM, EXCEPT AS EXPRESSLY SET FORTH HEREIN. CUSTOMER ACCEPTS THE WINDOW FILM ON AN "AS IS" AND "WITH ALL FAULTS" BASIS. Hüper Optik USA's warranty does not cover improper installation. IN NO EVENT SHALL HÜPER OPTIK USA BE LIABLE OR RESPONSIBLE FOR ANY LOSS OR DAMAGE, DIRECT, INCIDENTAL OR CONSEQUENTIAL, EXCEPT AS EXPRESSLY SET FORTH HEREIN. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.** This limited warranty is made in lieu of all other warranties, expressed or implied, and is void if the window film has been subjected to abuse or improper care. This limited warranty gives you specific legal rights and you also may have other rights, which vary from state to state.

This limited warranty is valid only if this Standard Warranty form is completed and signed by the Customer or Customer's duly authorized signatory and by an authorized representative of the Hüper Optik USA dealer and is received by Hüper Optik USA within (30) days from the installation completion date. Hüper Optik USA recommends that the Customer retain its copy of this Standard Warranty along with a copy of the invoice from the authorized Hüper Optik USA dealer for the installation of HÜPER OPTIK window film. Any owner desiring warranty service on any HÜPER OPTIK window film covered by this limited warranty must provide the information contained on this Standard Warranty form to the original installing authorized HÜPER OPTIK dealer. Proof of purchase is required in order to obtain warranty coverage.

This limited warranty covers installation in continental United States, Puerto Rico, Mexico and Canada only. For installation in other countries, contact Hüper Optik USA.

RESIDENTIAL & COMMERCIAL FIVE-YEAR LIMITED GLASS FAILURE AND THREE-YEAR LIMITED SEAL FAILURE WARRANTY

Subject to all terms hereof, Hüper Optik USA, warrants that HÜPER OPTIK window films when properly installed will not cause (i) glass failure due to thermal stress for a period of five (5) years after the installation completion date, or (ii) seal failure* (subject to para. 5 under terms and conditions below) for a period of three (3) years after the completed installation date. In the event the HÜPER OPTIK window film is found to have been the sole and direct cause of glass failure or seal failure under the Stipulation and Restrictions listed below, as your sole and exclusive remedy, Hüper Optik USA, will repair or replace the glass panel and the HÜPER OPTIK applied film.

This limited warranty applies only to HÜPER OPTIK window films installed on the interior surface of glass doors and windows by an authorized Hüper Optik dealer following all installation practices and guidelines as specified by Hüper Optik USA. **THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION SET FORTH ON THIS CERTIFICATE. HÜPER OPTIK USA DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY, WITH RESPECT TO HÜPER OPTIK WINDOW FILM, EXCEPT AS EXPRESSLY SET FORTH HEREIN. CUSTOMER ACCEPTS THE WINDOW FILM ON AN "AS IS" AND "WITH ALL FAULTS" BASIS. Hüper Optik USA's warranty does not cover improper installation. IN NO EVENT SHALL HÜPER OPTIK USA BE LIABLE OR RESPONSIBLE FOR ANY LOSS OR DAMAGE, DIRECT, INCIDENTAL OR CONSEQUENTIAL, EXCEPT AS EXPRESSLY SET FORTH HEREIN. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.** This limited warranty is made in lieu of all other warranties, expressed or implied, and is void if the window film has been subjected to abuse or improper care. This limited warranty gives you specific legal rights and you also may have other rights, which vary from state to state.

STIPULATIONS & RESTRICTIONS

Subject to all terms hereof, tempered, heat strengthened or annealed lites (glass), on either single or double pane glass, including the inner (room side) pane of double pane or insulated glass, coated with HÜPER OPTIK window films are warranted against (i) glass failure due to thermal stress for a period of five (5) years after the installation completion date, or (ii) seal failure* (subject to para. 5 under terms and conditions below) for a period of three (3) years after the installation completion date of the HÜPER OPTIK window film. In the event glass failure and or seal failure due to thermal stress is caused only as a direct result of the application of the HÜPER OPTIK window film, Hüper Optik USA will:

1. Repair or 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 HÜPER OPTIK film judged to be necessary by Hüper Optik USA in its sole discretion.
4. Board up or cover openings caused by glass failure when replacement of glass is subject to unreasonable delay.
5. Repair or replace the seal, if damaged due to the break.

STANDARD warranty Continuation.

The terms and conditions of this coverage are as follows:

1. Hüper Optik USA will pay for repair or replacement of up to but not in excess of \$500.00 per glazing unit.
2. In no event shall Hüper Optik, USA be liable or responsible for any loss 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 window film has been subject to abuse or improper care. This limited warranty gives you specific legal rights and you may also have other rights, which vary from state to state.
3. Preexisting conditions of either glass failure or seal failure of the filmed lite voids this warranty. Seller reserves the right to inspect any job prior to final issuance of payment by Seller. Fraud by the installing dealer or Customer shall void the limited warranty.
4. This limited warranty shall not apply, and shall be unenforceable, when: **(A)** the film installed is not HÜPER OPTIK; **(B)** the dealer's installation practices do not conform to Hüper Optik USA's published installation policies and procedures; **(C)** two (2) or more films are applied to the same lite; **(D)** the filmed windows are of triple pane construction, laminated glass, textured or wire glass; **(E)** film is applied to any glass on which there is paint, lettering, signs, stickers, or other permanent or temporary ornamentation; **(F)** the filmed glass has prior visible damage, is chipped, cracked, has holes in it, or if light is visible between frame and glass; **(G)** the film is applied to plastics, acrylics, polycarbonates or non-glass substrates; **(H)** the glass is found to have been cracked (either pane) or exhibit evidence of seal failure at the time of the window film installation; **(I)** frames or sealants are not resilient, such as solid metal or solid wood frames, or any hard material without resilient expansion seals; **(J)** the glass is a pane with a single edge more than 10 feet in length or any architecturally odd shaped windows (circular, round, bent, etc.) more than 25 square feet; or **(K)** the breakage was due in whole or in part to force not involving thermal stress; **(L)** the glass has prior history of glass failure and/or seal failure; **(M)** the glass has metal frames that do not have seals or gaskets. (A partial list of other causes and forces regarding which this limited warranty does not apply includes stress from impact, poor installation, scratching, scraping, wind, earthquakes, acts of God, fire, water, invasion, military or civilian hostilities, rebellion, explosion, implosion, storms, wear and tear, internal defects, glazer's chips, preexisting breakage or failure.)
5. In order to qualify for seal failure coverage the owner must provide written proof that a seal failure warranty exists and is currently in force at time of claim, from the manufacturer of the sealed glass unit. This limited warranty for seal failure shall not extend the sealed unit manufacturer's limited warranty. The glass manufacturer's warranty must be effective at the time of application of HÜPER OPTIK window film.
6. Customer must provide Hüper Optik USA proof of effective glass manufacturer's warranty at time of claim, with specific mention to the address of the claimant.
7. The same pane of glass is limited to two (2) warranty claims for glass breakage and/or seal failure.
8. A deductible equal to the greater of \$25 or 5% of the repair or replacement cost per window will apply to each warranty claim and must be paid in advance by Customer upon request by Hüper Optik USA as a condition to Hüper Optik USA's performance hereunder.
9. All warranty claims will be limited to a maximum of 50 square feet for dual pane windows or 100 square feet for single pane windows.
10. Limited warranty coverage begins from the date the HÜPER OPTIK window film was originally installed (installation completion date), is only valid in the continental United States, Puerto Rico, Mexico and Canada and applies to vertical glass applications only.
11. Certain film to glass combinations in excess of 2,000 square feet on commercial buildings require written pre-approval authorization from Hüper Optik USA in order to qualify for the glass failure and seal failure warranty. Please consult the Film to Glass Chart for further details.

HÜPER OPTIK WINDOW FILM DRYING TIME, CARE AND MAINTENANCE

- During the window film drying process, you may notice changes in the optical clarity. A cloudy appearance may occur, if this does occur it is normal and will go away. After the moisture dries, the hazy appearance will disappear as the film bonds to the glass. It is important to note that drying times are dramatically affected by climate.
- When cleaning, use a soft towel or cloth, or clean synthetic sponge.
- Use common cleaning solutions such as warm water and mild detergent.
- Do **NOT** use solutions that contain abrasive materials or ammonia.
- **DO NOT WASH WINDOWS UNTIL THIRTY (30) DAYS AFTER INSTALLATION OF HÜPER OPTIK WINDOW FILM.**

For more warranty information, or to make a claim, contact your Authorized Hüper Optik Dealer or Hüper Optik USA at 888.296.3456, warranty@hüperoptikusa.com