



# RESIDENTIAL GOLD LIMITED WARRANTY

Limited Lifetime Warranty for Residential applications is extended to the original consumer and is transferable (one time) for all products beginning with V, VE, VS and LLumar Products LS65GNSRCDF, LS75SRCDF, DR15SRCDF, DR25SRCDF, DR35SRCDF, DR45SRCDF. **NOTE:** VS60SRCDF, VS65SRCDF and VS70SRCDF require the use of Spectra Seal application to be valid.

VISTA® Solar Control Window Film is warranted against crazing, peeling, demetallizing, bubbling, delaminating or discoloring when properly installed on suitable **interior** surfaces of **glass** windows by a duly authorized dealer. This warranty is extended to the original consumer for as long as they own and live in the home where the VISTA® Solar Control Window Film was installed and is transferable (one time) using Warranty Transfer for Vista Residential Applications form L1610. If the film fails to comply with this warranty, the manufacturer will replace the non-conforming or defective film (labor and materials) at no cost to the consumer. **To activate warranty the pink and white copies of this warranty must be mailed to the address listed below.**

**Standard Coverage:** The manufacturer also warrants against failure of the glass described herein due to (1) **Seal Failure** for a period of thirty-six (36) months **if covered by the original sealed unit manufacturer.** Due to the wide variety of compounds used, no warranty coverage is provided for window "backbedding sealants". Consumer must provide proof of an existing in force manufacturer's glass warranty (2) **Thermal Shock Fracture** for a period of sixty (60) months from the original completion date of the film installation to the glass. The replacement cost is limited to a value up to \$500 (US) per window of said glass caused solely as a direct result of the application of the VISTA® Solar Control Window Film. **There is a deductible of \$25.00 (US) or 5% of the replacement cost, whichever is greater.**

**Gold Coverage:** The manufacturer agrees to match the terms and conditions of the existing in force manufacturer's glass warranty. This Gold Coverage applies to the glass on which VISTA® Solar Control Window Film has been installed in accordance with factory recommended installation instructions by an authorized dealer. **Consumer must provide proof of an existing in force manufacturer's glass warranty.** Certain types of windows require pre-approval from the manufacturer, please see back of form for specifics. **CHARGE FOR GOLD COVERAGE IS \$0.35 PER SQUARE FOOT, THIS WARRANTY WILL NOT BE VALIDATED UNLESS PAYMENT IS RECEIVED WITH WARRANTY BY CPFILMS. Within 30 days of installation.**

Any owner desiring warranty service on any product covered by this limited warranty should provide the information contained in the installation record or bill of sale furnished at the time of purchase, together with a description of the specific defect, proof that it is VISTA® film and send it to the authorized dealer from which the film was originally purchased or to CPFilms Inc., Warranty Services, P.O. Box 5068, Martinsville, VA 24115. Proof of purchase is also required in order to obtain warranty coverage. It is therefore recommended that the purchaser retain the completed installation record and sales receipt.

CPFilms Inc., 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 SET FORTH ABOVE. CPFilms Inc., HEREBY EXCLUDES ANY AND ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Manufacturer's/CPFilms' sole obligation to the owner/purchaser, whether claim is based in contract, negligence, tort or otherwise, shall be solely as provided hereunder and damages and remedies shall be as provided hereunder.

Some States/Provinces do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from State/Province to State/Province.

This warranty is void if the film is subject to abuse or improper care. The manufacturer assumes no liability for scratching or damaging of the film by improper treatment. This limited warranty or any part of it is void only where expressly prohibited by law. VISTA® Solar Control Window Film is not warranted in any way, except as expressly stated in this limited warranty and operation of law.

**Installation Record (Press Hard)**

Contact Name				Date
Customer Name (Print)	Phone #	Customer Signature		
Customer Address	City	State/Province	Zip	
Authorized Vista Dealer Name	Installer Signature			
Product No.	Lot or Run No.	Sq. Ft.		
Product No.	Lot or Run No.	Sq. Ft.		

**Indicate the type of window below by circling the appropriate values.**

*(If more than one type of window, indicate the values for the majority of windows)*

Window Type:	Single-pane	Double-pane	Triple-pane			
Individual Pane Thickness:	1/8"	3/16"	1/4"	3/8"	1/2"	
Glass Color:	Clear	Gray	Bronze	Green	Blue	
Reflective Glass:	Yes	No	Low-E Window:	Yes	No	
Laminated Glass:	Yes	No	(If Yes, and double-pane unit, which pane)	Interior	Exterior	Both
Window Manufacturer:	_____			Age of Windows:	_____	



**THIS WARRANTY IS NOT VALID WITHOUT A CPFILMS INC. VALIDATION STAMP IN THIS BOX. VALIDATED COPY WILL BE RETURNED WITHIN 90 DAYS.**

CPFilms Inc. is not responsible for any furnishings or interior items which may fade or change color. The nature of certain delicate fabrics and dyes will lead to premature fading regardless of the application of any window film protective treatment.

**Copies: White and Pink:** Mail to CPFilms Inc. Warranty Services  
P.O. Box 5068  
Martinsville, VA 24115  
**Blue:** Distributor  
**Canary:** Dealer

NFRC Certified Product Designation Number CPD: CPF - \_\_\_\_\_ - \_\_\_\_\_

To request a copy of the temporary label for an NFRC Certified product please email, fax, or mail a copy of your warranty, along with your request, to the below information.

Note: warranty form must contain a CPFILMS lot number in order to receive a copy of the temporary label.



## CPFilms Inc. LIMITED GLASS AND SEAL FAILURE WARRANTY

The manufacturer warrants against failure of the glass described herein due to

- Seal Failure for a period of thirty-six (36) months if covered by original sealed unit manufacturer. Due to a wide variety of compounds used, no warranty coverage is provided for window "backbedding sealants".

- Thermal Shock Fracture for a period of sixty (60) months

from the original completion date of the film installation to the glass. The replacement cost is limited to a value up to U.S. \$500 per window of said glass caused only as a direct result of the application of the VISTA® Solar Control Window Film.

In the event of glass breakage or seal failure due to thermal shock caused solely as the direct result of the application of an approved CPFilms' film, the manufacturer will:

1. Replace the broken glass and/or repair or replace the sealed insulating unit.
2. Replace and/or repair the portion of the window frame in direct contact with the glass, if it is damaged due to breakage or seal failure (excluding painting or finishing).
3. Replace the window film.

To activate CPFilms Inc. Limited Glass and Seal Failure Warranty, send the completed installation record (including signature of installing dealer and customer to:)

CPFilms Inc.  
Attn: Warranty Service  
P.O. Box 5068  
Martinsville, VA 24115

The following terms and conditions apply:

1. We will pay for repairs or replacement of up to (but not to exceed) \$500 (U.S. \$) per glazing unit.
2. **There is a deductible of \$25.00 (U.S. \$) or 5% of the replacement cost, whichever is greater, for residential installations.**
3. **Pre-approval is required when any of the windows falls into one of the following categories:**
  - Any window too big to be replaced with standard ladders and manpower
  - Windows exceeding 84 inches in any direction
  - Windows with blinds located between the panes of glass (blinds in the air space)
4. CPFilms Inc. as the window film manufacturer will not be liable under any circumstances for any damages occurring as a direct or indirect result of causes not specifically covered or for any indirect, incidental or consequential damages.
5. Pre-existing conditions of either glass breakage or seal failure of the filmed lite voids this warranty coverage. CPFilms Inc. reserves the right to inspect any job prior to final issuance of a certificate of warranty coverage. Fraud by the installing dealer or warrantee shall void the warranty.
6. **In order to qualify for seal failure coverage, the owner must present evidence that a seal failure warranty is currently in force from the manufacturer of the sealed glass unit. This warranty for seal failure will not extend beyond the sealed unit's manufacturer's limited warranty.**
7. The warranty shall be completely invalidated if any information or representation set forth on the front of this form is not accurate.
8. CPFilms Inc. reserves the right to refuse to reapply window film after two (2) occurrences to the same lite and will refund the consumer's money for the original filming of said lite.
9. **CPFilms Inc., 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 SET FORTH ABOVE, CPFilms Inc., HEREBY EXCLUDES AND DISCLAIMS ANY AND ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

Some States/Provinces do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from State/Province to State/Province.
10. "Thermal shock fracture" means a breaking or fracture to glass caused by heat or change in temperature resulting from the application of film to glass, and thermal shock breakage can be 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. Tempered glass is not susceptible to thermal shock generated by solar control film.
11. Seal failure is defined as 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, causing an internal fogging of the glass.
12. This limited warranty shall NOT apply to applications in the following installations: (a) when not in strict compliance with current rules and regulations promulgated by the manufacturer; or (b) of more than one (1) film to any window; or (c) on triple pane windows, wired or textured glass, any glass on which there is affixed or otherwise applied any paint, lettering or ornamentation; or (d) on glass which is visibly damaged, chipped, cracked or pierced or where light can be seen between glass and frame; or (e) on nonglass materials, such as polycarbonates or other plastics; or (f) in locations in which there has been prior glass breakage; or (g) on glass which is framed by concrete, solid metal or sealant which is no longer resilient; or (h) on any glass of 100 square feet or more or having any linear dimension of more than 12 feet; or (i) when damage occurs partly by reason of loss by any cause other than thermal shock fracture, including, but not limited to, impact, stress, scratching, improper application or installation, wind or the elements, earthquakes or other acts of God, fire, war, invasion, hostilities, rebellion, insurrection, wear and tear, inherent vice, pre-existing break, or latent defect; or (j) when 25% or less of a glass lite is shaded and the shaded area includes more than 25% of the lite's perimeter. A portion of the examples of such harmful shading is as follows:
13. Film or window units altered or removed prior to claim or inspection by authorized CPFilms representative invalidates any stated warranty.

### HARMFUL SHADING

(examples of shading)

