



# Limited TSF-IGU Warranty

5-Year (TSF) Thermal Shock Fracture • 3-Year (IGU) Insulated Glass Unit Seal Failure

Installation Date

OVER 2500 Sq. Ft.  
Authorization Code

Authorization Date

## Installing Dealer

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

## Original Buyer

Name \_\_\_\_\_  
Company \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

## Limited TSF-IGU Warranty

Express Window Films, LLC warrants professionally sold and installed Express brand window films against (TSF) Thermal Shock Fracture and dual-pane (IGU) Insulated Glass Unit seal failure per the limits expressly stated within this warranty. Warranty applies only to TSF and/or IGU seal failure resulting directly from an approved film-to-glass installation<sup>2</sup>. Coverage starts from the date the Express window film was installed, extends to the Original Buyer, is not transferable and is only applicable on interior vertical glass installations in the USA and Canada. This limited TSF-IGU warranty coverage is VALID ONLY if the window manufacturer's original TSF-IGU seal failure warranty is in force. This limited TSF-IGU warranty is VOID on buildings with a pre-existing condition of glass breakage and/or insulated glass unit seal failure. Installations over 2500 square feet must be pre-approved in writing with authorization code provided by the Express Window Films warranty service department prior to installation for this TSF-IGU warranty to be valid. For more information see the window film & glass compatibility booklet<sup>1</sup> and the film-to-glass installation guide chart<sup>2</sup>.

## 5-Year Limited Warranty - (TSF) Thermal Shock Fracture

If (TSF) Thermal Shock Fracture occurs as a direct result of an approved film-to-glass installation<sup>2</sup>, Express Window Films will replace the broken glass and the window film per the limits expressly stated within this limited TSF-IGU warranty.

## 3-Year Limited Warranty - (IGU) Insulated Glass Unit Seal Failure

If (IGU) Insulated Glass Unit seal failure occurs as a direct result of an approved film-to-glass installation<sup>2</sup>, Express Window Films will replace the failed IGU and window film per the limits expressly stated within this TSF-IGU warranty.

## Disclaimers

To validate this limited TSF-IGU warranty, original buyer must produce documentation proving their window manufacturer's original TSF-IGU seal failure warranty is valid and in force. This limited TSF-IGU warranty shall not create new, or extend coverage beyond the window manufacturer's original TSF-IGU seal failure warranty term limits. Claims against this warranty shall not extend or renew its duration or extend or renew the duration of the window manufacturer's original TSF-IGU seal failure warranty. Express Window Films expressly limits its liability under this warranty to repair and/or replacement of the broken glass, the failed IGU and the Express window film product. Express Window Films assumes no responsibility for any loss arising out of, or resulting from the installing dealer's failure to follow industry accepted installation standards or failure to adhere to film-to-glass installation guide chart<sup>2</sup>. Express Window Films assumes no responsibility for any other loss or damage, such as compensatory, direct, incidental, consequential, punitive or any other damage arising out of the use of, or inability to use the window film. By this warranty Express Window Films does not assume any liability for any warranty, loss or damage other than what is expressly stated within this warranty, which can only be modified by a written agreement signed by an officer of Express Window Films, LLC. This warranty may give you specific legal rights which can vary from state to state.

## TSF-IGU Warranty Coverage Availability

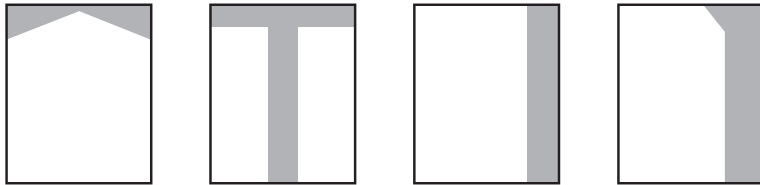
The film-to-glass installation guide chart<sup>2</sup> displays window film and glass combinations that are approved for TSF-IGU warranty coverage under normal conditions. Regardless of the installation rating displayed on the film-to-glass installation guide chart<sup>2</sup>, there are INSTALLATION CAUTIONS specific to condition of the glass and framing and/or the installation environment that will void TSF-IGU warranty coverage. These film-to-glass installation cautions are displayed on the film-to-glass installation guide chart<sup>2</sup> and on the back of this TSF-IGU warranty certificate.

## Film-To-Glass Installation Cautions

Regardless of the installation rating displayed on the film-to-glass installation guide chart<sup>2</sup>, TSF-IGU warranty coverage is NOT AVAILABLE if any of the following conditions exist:

1. Any installation over 2,500 square feet, unless written approval has been obtained.
2. Any single glass pane totaling more than 100 square feet.
3. Any IGU greater than 40 square feet.
4. Any glass pane with glass edge dimension greater than 10 feet.
5. Any triple or quadruple pane IGU.
6. Any single clear glass 3/8 inch or thicker.
7. Any single tinted glass 1/4 inch or thicker.
8. Any IGU with seal failure prior to installation.
9. Any building with a history of glass breakage (TSF) and/or IGU seal failure.
10. Any chipped, cracked, scratched or otherwise damaged glass prior to installation.
11. Any glass where the film is not installed edge to edge.
12. Any glass with more than one window film installed on top of another.
13. Any plastic, polycarbonate or non-glass surface.
14. Any laminated, round, textured, bent, patterned or wired glass.
15. Any glass with paint, lettering and/or vinyl graphics.
16. Any framing system of concrete.
17. Any framing sealant, glazing compound and/or gasket material that is no longer resilient.
18. Any automotive film used for architectural applications will not have warranty coverage unless written approval has been obtained.
19. Any glass experiencing up to 25% outside shading, including more than 25% of the glass perimeter. (See harmful shading examples below)

### Harmful Shading Examples



## Warranty Claims

TSF and/or IGU warranty claims must be approved by Express Window Films prior to commencement of any warranty service. TSF and/or IGU seal failure warranty claims are subject to a total claim payout limit of \$500 per window, including costs for replacement glass, film and related labor charges. There is a \$50 deductible per window. In the event that glass or an IGU requires replacement under the terms and conditions of this TSF-IGU warranty, Express Window Films will attempt to provide an identical replacement. However, periodically an identical replacement may not be available where Express Window Films will at its sole discretion provide the closest match available.

To make a claim under the terms of this limited TSF-IGU warranty, original buyer must contact the installing dealer to initiate a warranty claim. If the installing dealer is not available, the original buyer can contact Express Window Films | Warranty Service Department | 22 Shelter Rock Lane #106 | Danbury Connecticut 06810 | 203.798.2211 | [warranty@buytint.com](mailto:warranty@buytint.com). Upon claim verification Express Window Films will arrange for warranty service as called for in this limited TSF-IGU warranty. Warranty service repair does not renew or extend the original term of this warranty. No warranty claim can be processed without copies of the following documents:

1. Original buyer's bill-of-sale from the installing dealer for the installation of the Express Window Films.
2. Limited product warranty displaying window film manufacturer's product roll number/s and all installation details.
3. Installation proposal form<sup>3</sup> displaying details about the installation.
4. Photos of all applicable windows and frames.
5. Window manufacturer's original TSF-IGU seal failure warranty.

<sup>1</sup>EWf catalog #7410 – Window Film & Glass Compatibility Booklet | <sup>2</sup>EWf catalog #7420 – Film-To-Glass Installation Guide Chart | <sup>3</sup>EWf catalog #7430 – Installation Proposal Form