Warranty Overview

3M and its 3M Authorized Window Film Dealers ("Seller") provide several warranties to Purchasers of 3M™ Window Films and 3M™ Impact Protection Attachment (IPA) Sealant. These warranties apply to flat glass applications only. Key highlights include:

- **3M Basic Product Warranty** – 3M warrants that the window films and IPA conform to 3M Specifications on the date of manufacture.
- **Glass Thermal Shock Failure (Breakage) Warranty** – Seller covers certain glass breakage costs for up to five (5) years from installation.
- **Seal Failure Warranty** – Seller matches the OEM glass manufacturer's seal failure warranty for a defined warranty period.
- **3M Performance Warranty** – Covers film adhesion, clarity, and optical performance for defined warranty periods.
- **Removal and Residue Warranty** – Films are removable, but adhesive residue is expected and not covered.

STANDARD WARRANTY MATRIX 3M Window Films for Flat Glass	Potential Applications[2]	Basic Warranty	Residential Warranty Period			Commercial Warranty Period		
			Glass Breakage	Seal Failure	Performance Warranty	Glass Breakage	Seal Failure	Performance Warranty
3M™Scotchshield™ Safety & Security[1]								
Ultra S800	•Spontaneous Glass Breakage •Break and Entry •Seismic Events •Explosions[3] •Windstorm •Safety Glazing •UV Fading	√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	12 Yrs
Ultra Prestige S70		√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	15 Yrs
Ultra Prestige S50		√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	15 Yrs
Ultra Night Vision S25		√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	12 Yrs
3M™Scotchshield™ Security[1]								
S2400	See applications above	√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	10 Yrs
3M™ Safety & Security[1, 3]								
Safety S40	•Spontaneous Glass Breakage •Break and Entry •Seismic Events •Safety Glazing •UV Fading	√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	10 Yrs
Safety S70		√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	10 Yrs
Safety S80		√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	10 Yrs
Safety S140		√	5 Yrs.	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	10 Yrs
Safety S40 Exterior (S40X)	•Spontaneous Glass Breakage •Seismic Events •Safety Glazing •UV Fading	√	5 Yrs	10 Yrs	7 Years (5 sloped). 1 Yr Labor	5 Yrs	3 Yrs	7 Yrs (5 sloped) 1 Yr Labor
Safety S70 Exterior (S70X)		√	5 Yrs	10 Yrs	7 Years (5 sloped) 1 Yr Labor	5 Yrs	3 Yrs	7 Yrs (5 sloped) 1 Yr Labor
3M™ Anti-Graffiti								
Anti-Graffiti 4 (AG-4)	Glass Protection	√	N/A	N/A	1 Year	N/A	N/A	1 Yr
Anti-Graffiti 6 (AG-6)		√	N/A	N/A	1 Year	N/A	N/A	1 Yr
Attachment Sealant								
3M™Impact Protection Attachment (IPA) Sealant	Window Film Installation	√	N/A	N/A	= film warranty	N/A	N/A	= film warranty
3M™ Sun Control Window Films								
Prestige Series	•Comfort •Glare Reduction •Heat Reduction	√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	15 Yrs
Prestige Infrared Plus Series		√	5 Yrs	10 Yrs	Lifetime	5 Yrs	3 Yrs	15 Yrs
Prestige Exterior Series		√	5 Yrs	10 Yrs	10 Yrs (7 sloped) 1 Yr labor	5 Yrs	3 Yrs	10 Yrs (7 sloped) 1 Yr labor
Night Vision Series		√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	12 Yrs
Ceramic Architectural Series		√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	12 Yrs
Traditional Series (Affinity, Neutral and Silver)		√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	10 Yrs
All Season Series		√	5 Yrs	10 Yrs	Lifetime[4]	5 Yrs	3 Yrs	12 Yrs
Exterior Series		√	5 Yrs	2 Yrs	2 Yrs	5 Yrs	3 Yrs	2 Yrs

[1] For warranty coverage, 3M™Scotchshield™ Safety & Security Window Films and 3M™ Scotchshield™ Security Window Film S2400 must be installed with 3M IPA on all four (4) sides of a glass window or door for the following applications: all windstorm, break & entry, and explosion mitigation applications and for all spontaneous glass breakage applications on single pane tempered glass. For all 3M Window Films, 3M IPA is recommended for certain other spontaneous glass breakage, safety glazing, and seismic applications. Always consult with your 3M Authorized Window Film Dealer and refer to 3M Technical Data Sheets and Specifications for appropriate sealant guidance.

[2] Always refer to the 3M Technical Data Sheet and 3M Specifications for complete details on the scope of use for these listed applications. Products sold for explosion applications (intentional or accidental blasts) are intended only for applications to commercial and non-educational government facilities.

[3] 3M™ Safety & Security Window Films (as listed) are not intended for explosions or windstorm applications.

[4] "Lifetime" is time that the original Purchaser owns and occupies a residence. Warranty does not transfer to new owners or cover rental properties.

IMPORTANT: This Overview and Matrix are provided as a customer courtesy and must be read in conjunction with the 3M terms and conditions in this Warranty Bulletin. Please refer to the remainder of this bulletin for detailed information on warranty coverage.

3M™ Basic Product Warranty - Film and 3M IPA Attachment

3M warrants that 3M Window Films and 3M IPA conform to the applicable 3M manufacturing specifications ("**3M Specifications**") on the date of manufacture ("**Basic Product Warranty**").

Glass Thermal Shock Failure (Breakage) Warranty

Coverage. Seller will reimburse up to $1,500 (Residential)/$2,000 (Commercial) per Glass Window for replacement of the original glass with the same make and model (or similar glass if no longer available) and labor to replace the glass provided:

- The failure is a direct result of the film application.
- The film is applied only to recommended glass types.
- Failures are reported within the coverage period.
- A 3M Glass Breakage Questionnaire (and Glass Checklist if required) was completed and submitted during warranty registration.

IMPORTANT: Certain costs that may be directly or indirectly associated with repair or replacement warranty work by a 3M Authorized Window Film Dealer are excluded from this coverage. Purchaser is solely responsible for all direct and indirect costs incurred by the Purchaser to enable the 3M Authorized Window Film Dealer to perform warranty work including, but not limited to, costs associated with the removal, reattachment, restoration (e.g., painting), moving, or replacement of personal or real property. Examples of such costs include but are not limited to the following: painting in the affected area; the removal, restoration, movement, or replacement of window treatments, window and door mullions, and trim work; and the removal, restoration, movement, or replacement of lighting fixtures, furniture, or other personal or real property.

Warranty Period: Coverage of up to five (5) years from the Installation Date.

Additional Requirements.

- Purchaser must provide written quotes for the replacement of the affected original Glass Window(s) and the labor associated with installing the Glass Windows. All costs above $1,500 (Residential)/$2,000 (Commercial) per Glass Window are the Purchaser's responsibility.
- 3M Authorized Window Film Dealers will arrange film replacement at no additional cost. If the original film is discontinued, 3M may substitute a similar film at its discretion.

3M™ Seal Failure Warranty

Coverage: Seller will match the OEM glass manufacturer's seal failure warranty if the application of window film voids the OEM warranty. Reimbursement is capped at $1,500 (Residential)/$2,000 (Commercial) per Glass Window, including labor. Purchaser must first pursue OEM warranty coverage if still valid. If the OEM is no longer in business, this warranty is void.

Warranty Period. Coverage applies until the earliest of:

- Three (3) years for commercial installations
- Ten (10) years for residential installations
- When Purchaser no longer owns and/or occupies the residence or building
- Expiration of the OEM warranty
- Expiration of the 3M Window Film Warranty period

3M™ Performance Warranty

Coverage. Seller warrants that the installed film will i) adhere to the glass surface without blistering, cracking, peeling, bubbling, lifting, curling, or delaminating; ii) maintain optical clarity and color without discoloration, excessive fading, or loss of reflectivity (if applicable) that renders the installation visually unsuitable for its intended purpose when viewed from the inside at up to a 45-degree angle perpendicular to the vertical glass surface and from at least six (6) feet, accounting for normal wear and tear; and iii) if applied, the 3M IPA will maintain is adhesive properties without cracking, peeling, or delaminating from the glass.

Warranty Period. For residential applications, the installed film carries a 'lifetime' warranty. For commercial applications, the Warranty Period varies by product. Refer to the Warranty Matrix for details on applicable Warranty Periods, and requirements for warranty coverage based on the use of 3M IPA and the application of 3M IPA to 2 or 4 sides of a glass frame.

IMPORTANT NOTICE FOR RESIDENTIAL APPLICATIONS. For residential applications, the Warranty Period for replacement of 3M Window Films is the lifetime of the original Purchaser who owns and occupies a residence. The warranty does NOT transfer to new owners or apply to rental properties.

Window Film/3M IPA Removal and Residue Warranty

Films are removable but will leave adhesive residue; this is not covered under warranty.

- 3M IPA is not warranted as easily removable and may require grinding.
- Professional removal by a 3M Authorized Dealer is recommended.

Remedies for Non-Conforming 3M Products

Seller may, at its discretion, a) refund the purchase price, or b) replace the non-conforming film/IPA (including 3M approved labor). Only labor performed by 3M-selected Authorized Dealers is covered. Purchasers are responsible for all indirect costs, such as removal or reinstallation of window treatments, furniture, trim, or painting.

Exclusions and Limitations

- The labor portion of this warranty only covers labor costs incurred by a 3M Authorized Window Film Dealer selected by 3M, at its sole discretion. Work performed by any other party is not eligible for warranty coverage.

- Certain costs that may be directly or indirectly associated with repair or replacement warranty work by a 3M Authorized Window Film Dealer are excluded from these remedies. Purchaser is solely responsible for all direct and indirect costs incurred by the Purchaser to enable the 3M Authorized Window Film Dealer to perform warranty work including, but not limited to, costs associated with the removal, reattachment, restoration (e.g., painting), moving, or replacement of personal or real property. Examples of such costs include but are not limited to the following: painting in the affected area; the removal, restoration, movement, or replacement of window treatments, window and door mullions, and trim work; and the removal, restoration, movement, or replacement of lighting fixtures, furniture, or other personal or real property.

Dealer Obligations – Warranty Registration Process

To obtain coverage, Dealers must:

1. Complete the Glass Questionnaire (and Checklist if required) before installation.
2. Register the warranty within thirty (30) days after installation using the 3M eWarranty system. IMPORTANT: **Failure to register within 30 days voids coverage.**
3. Submit within the 3M eWarranty system the following information and documents:
   - Glass Questionnaire and Checklist
   - Proof of purchase
   - Contact information for Purchaser and Dealer
   - OEM window warranty documentation
   - Any additional documents requested by 3M

General Warranty Terms and Conditions

The following terms and conditions apply to the purchase and installation of all 3M Window Films and 3M IPA and the warranties set forth in this Warranty Bulletin. In the event of a conflict between these terms and conditions and any 3M Window Film and/or 3M IPA bulletins, technical data sheets, instruction bulletins, or other 3M published documents (collectively referred to as "3M Product and Instruction Bulletins"), the following terms and conditions shall govern.

A. Scope of Warranty

- This Warranty Bulletin supersedes and replaces all prior Warranty Bulletins or 3M Product and Instruction Bulletins with respect to the warranties set forth in this Warranty Bulletin.
- This Warranty Bulletin applies to 3M Window Films and 3M IPA sold globally unless different terms and conditions are published in writing by a local 3M entity outside the United States.
- The warranties and remedies described in this Warranty Bulletin are made only to Purchaser and do not obligate 3M to any other person or entity. These warranties do not transfer to subsequent owners or tenants of residential or commercial buildings to which the 3M Window Film and/or 3M IPA were applied.

B. Warranty Exclusions and Limitations

IMPORTANT: Purchaser and the 3M Authorized Window Film Dealer must keep a copy of the Warranty Certificate issued by Seller along with a copy of the proof of purchase of the 3M Window Film, proof of purchase of the OEM Glass Windows, and a valid and complete copy of the OEM warranty for the installed Glass Windows including, but not limited to, the seal failure warranty. FAILURE TO MAINTAIN COPIES OF THESE DOCUMENTS MAY VOID THE WARRANTY.

The following exclusions and limitations are in addition to those specific warranty exclusions referenced in this Warranty Bulletin or any individual 3M Window Film and/or 3M IPA Product or Instruction Bulletin.

- **Warranty Certificate**. Seller's warranty obligations are in all instances limited to the warranties issued in the Warranty Certificate issued by Seller to Purchasers and to Glass Windows located at the address named in the warranty certificate issued by Seller to Purchaser. In the event of a conflict between the Warranty Certificate and this Warranty Bulletin, this bulletin shall govern.

- **Misuse**. 3M has no warranty obligations with respect to any 3M Window Film or 3M IPA that has been modified, damaged, or otherwise affected by misuse, abuse, accident, neglect, acts of God, vandalism, or mishandling by anyone other than 3M or the 3M Authorized Window Film Dealer.

- **Failure to Follow Product Care and Maintenance Guidelines**. All warranty coverage is contingent upon the installed 3M Window Film and/or 3M IPA being maintained in accordance with all Seller guidelines and instructions for care and maintenance including, but not limited to, the 3M "Guidelines for 3M™ Window Film Inspections, Cleaning and Maintenance." Failure to follow such guidelines and instructions will void all 3M Window Film and 3M IPA warranties, if applicable.

- **Required 3M IPA Combinations**. For warranty coverage, 3M™Scotchshield Safety & Security Window Films and 3M™ Scotchshield™ Security Window Film S2400 must be installed with the 3M™ Impact Protection Attachment (IPA) Sealant for the following applications: all windstorm, break & entry, and blast mitigation applications and for all spontaneous glass breakage applications on single pane tempered glass. The sealant is recommended for certain other spontaneous glass breakage, safety glazing, and seismic applications. Always consult with your 3M Authorized Window Film Dealer for appropriate sealant guidance.

- **Applications to Non-Flat Glass Surfaces.** 3M Window Films are designed only for flat glass. Applications to other surfaces such as three-dimensional or curved glass surfaces voids warranty coverage. The use of sloped, flat glass shortens the warranty period. Please refer to the Warranty Matrix.

- **Spliced Film.** Purchasers may have certain flat glass applications in which the framing structure of the Glass Window may require the 3M Authorized Window Film Dealer to splice the 3M Window Film prior to application. Spliced 3M Window Film may not meet 3M Specifications and 3M does not warrant the performance of any 3M Window Films on flat glass applications with splices.

- **Use of Non-3M Products.** Substituting non-3M products voids coverage unless specifically authorized in writing by 3M.

- **Performance Failures Due to Acts of God.** Warranty coverage will be voided if the 3M Window Film is exposed to certain Acts of God including, but not limited to, movement of the building structure that impacts glazing, floods or exposure to high moisture environments not typical for a building structure, fire, windstorms that impact glazing, or similar occurrences which alter the physical properties of the 3M Window Film.

- **Removal of Film/IPA.** Warranty is void if film or IPA are removed, unless removed for warranty replacement by an Authorized Dealer.

- **Abrasion Damage**. 3M does not warrant against damage to the surface of the installed 3M Window Film and/or 3M IPA caused by natural, manual, or mechanical forces including, but not limited to, pressure washing, the use of brushes, brushing from tree branches, and sandstorms.

- **Acid Rain/Acid Dew Related Failures**. 3M does not warrant against defects, failures, or losses caused by, arising from, or related to acid rain or acid dew on Installed 3M Fim and 3M IPA.

- **Pre-Installation Inspections**. In certain instances, 3M and/or 3M Authorized Dealers may conduct certain pre-installation inspections to document glazing conditions and other installation parameters. Completion of pre-installation inspection records including the Glass Questionnaire and Checklist, however, do not constitute a warranty or guarantee warranty coverage.

- **Removal of 3M Window Film and/or 3M IPA**. The warranties set forth in this Warranty Bulletin are voided upon removal of the 3M Window Film and/or 3M IPA for any reason other than replacement of product by a 3M Authorized Window Film Dealer for any product found not to conform to the warranties in this Warranty Bulletin.

- **Seller Seal Failure Warranty Coverage –Scope**. The Seller Seal Failure Warranty is only available to the extent that the seal failure warranty of the OEM is voided by the OEM as a result of the application of 3M Window Film and in such cases, the Seller's Seal Failure Warranty only matches the OEM seal failure warranty - it does not provide additional coverage. Prior to making any warranty claim, Purchaser must first use any warranty coverage available under the original seal failure warranty of the OEM, if available.
  a) If the OEM is no longer in business and the Purchaser has no warranties available under the OEM seal failure warranty, then the Seller Seal Failure Warranty is voided.
  b) If the OEM seal failure warranty is voided for any reason including, but not limited to, Acts of God or Purchaser direct or indirect acts or omissions, the Seal Failure Warranty coverage offered by Seller will likewise be voided.

- **Labor Costs**. If applicable, the labor portion of these warranties only covers labor costs incurred by a 3M Authorized Window

Film Dealer selected by 3M, at its sole discretion. Work performed by any other party is not eligible for warranty coverage.

- **Costs Excluded from Coverage**. Certain costs that may be directly or indirectly associated with repair or replacement warranty work by a 3M Authorized Window Film Dealer are excluded from the remedies made available to Purchaser. Purchaser is solely responsible for all direct and indirect costs incurred by the Purchaser to enable the 3M Authorized Window Film Dealer to perform warranty work including, but not limited to, costs associated with the removal, reattachment, restoration (e.g., painting), moving, or replacement of personal or real property. Examples of such costs include but are not limited to the following: painting in the affected area; the removal, restoration, movement, or replacement of window treatments, window and door mullions, and trim work; and the removal, restoration, movement, or replacement of lighting fixtures, furniture, or other personal or real property.

C. Inspection, Cleaning and Maintenance

IMPORTANT: Refer to the current 3M "Guidelines for Inspection, Cleaning, and Maintenance" for complete details. Failure to follow these guidelines will void the warranty.

IMPORTANT: DO NOT WASH newly installed windows for 30 days after installation to allow adhesion to build. The use of the following decal is recommended in conspicuous locations to serve as a reminder to not wash windows for the specified period.



3M recommends that Purchaser inspect the Installed Window Film Application after installation and promptly notify the 3M Authorized Window Film Dealer if any installation concerns are observed. **IMPORTANT**: Installed Window Film Applications typically take thirty (30) days or longer to fully cure, i.e., for the liquid solution used in applying the 3M Window Film to fully evaporate. 3M recommends that Purchaser wait a minimum of ninety (90) days prior to reporting any adhesion or optical appearance issues to allow for a full cure. Curing periods vary depending on environmental conditions such as temperature, humidity, and sunlight exposure.

D. Important Notices

CAUTION: While 3M™ Window Films, when applied in accordance with 3M instructions, may help reduce the impact of flying glass shards under certain conditions and potentially delay intruders, **THESE FILMS DO NOT PREVENT PROPERTY DAMAGE, PERSONAL INJURY, OR DEATH. WINDOW FILMS ARE NOT BULLETPROOF AND NOT DESIGNED TO STOP INTRUDERS.**

CAUTION: Although certain 3M™ Window Films help block a certain percentage of UVA and UVB radiation and may have received The Skin Cancer Foundation Seal of Recommendation, the efficacy of these films in protecting against skin cancer has not been tested by 3M and **3M™ WINDOW FILMS ARE NOT DESIGNED TO PREVENT SKIN CANCER.**

IMPORTANT PRODUCT AND APPLICATION LIMITATIONS: Many factors can contribute to potential hazards and damages arising from wind, impact, seismic, explosion, or break and entry incidents, including the window film selected, type and thickness of glass, building construction, exterior pressure, proximity of impact occurrence, quality of window or door frames, intruder size and strength, and type of tools used to gain entry. Certain 3M™ Window Films require the use of 3M™ Impact Protection Attachment (IPA) Sealant on glass window and door frames for windstorm, break & entry, and explosion mitigation applications and for spontaneous glass breakage applications on single pane tempered glass. The sealant may also be recommended for certain other spontaneous glass breakage, safety glazing, and seismic applications. Always refer to the 3M Technical Data Sheets and 3M Technical Specifications to determine whether these combinations are required. **Always consult with security professionals and a 3M Authorized Window Film Dealer prior to selecting any window films to determine suitability for the intended application.**

IMPORTANT STATE OF FLORIDA NOTICE: 3M Window Films are not approved in the State of Florida for use as hurricane, windstorm, or impact protection from wind-borne debris from a hurricane or windstorm. In compliance with Florida Statute 553.842, 3M Window Films may not be advertised, sold, offered, provided, distributed, or marketed in the State of Florida as hurricane, windstorm, or impact protection from wind-borne debris from a hurricane or windstorm.

E. Warranty Disclaimer

EXCEPT TO THE EXTENT PROHIBITED BY LAW, EACH WARRANTY IS MADE IN LIEU OF ALL OTHER WARRANTIES, RIGHTS, AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, (A) ANY WARRANTY OR CONDITION OF MERCHANTABILITY, (B) ANY WARRANTY OR CONDITION OF FITNESS FOR A PARTICULAR PURPOSE, AND (C) ANY WARRANTY OR CONDITION ARISING OUT OF A COURSE OF DEALING, CUSTOM, OR USAGE OF TRADE. PURCHASER IS RESPONSIBLE FOR DETERMINING IF A PRODUCT FITS PURCHASER'S PARTICULAR PURPOSE AND IS SUITABLE FOR PURCHASER'S INTENDED APPLICATION. PURCHASER ACKNOWLEDGES THAT IT HAS NOT RELIED UPON ANY REPRESENTATION, CONDITION, OR WARRANTY MADE BY 3M, OR ANY OTHER PERSON ON 3M'S BEHALF, EXCEPT AS SPECIFICALLY PROVIDED HEREIN.

F. Limitation of Liability

Except for the limited remedy stated above, and except to the extent prohibited by law, 3M is NOT liable for any loss or damage arising from or related to the 3M product, whether direct, indirect, special, incidental, or consequential (including, but not limited to, lost profits or business opportunity), regardless of the legal or equitable theory asserted, including, but not limited to, warranty, contract, negligence, or strict liability.

G. 3M Product Related Information

All verbal and written statements, engineering/technical information, and other information or recommendations related to the 3M Window Film and 3M IPA or their use in connection with certain applications ("**Product Related Information**") provided by 3M to Purchaser are for Purchaser's convenience only and the accuracy or completeness thereof is NOT warranted. Such Product Related Information should be considered representative or typical only, should NOT be used by Purchaser for specification purposes, and is NOT part of the 3M Specifications. Purchaser must evaluate the 3M Window Films and/or 3M IPA to determine if it is suitable for Purchaser's intended application.

H. Authority

No 3M employee or any employee of a 3M Authorized Window Film Dealer is authorized to make any representation, warranty, or condition that differs from or is in addition to the representations, warranties, or conditions set forth in this Warranty Bulletin.

3M Authorized Window Film Dealers may offer warranties that differ from the warranty terms, conditions and limitations set forth in this Warranty Bulletin. The 3M Authorized Window Film Dealer is solely responsible for any such warranties and assumes all liability in connection with any such warranty terms, conditions, and limitations. The 3M Authorized Window Film Dealer is not an agent of 3M and is not authorized to bind, transact business, or make any representations on behalf of 3M.

I. No Extension of Warranty

In the case of an approved warranty claim, the replacement 3M Film(s) and/or 3M IPA carries only the remaining term of the original 3M Film and 3M IPA Warranty Period.

J. Customer Courtesies

3M may elect to reimburse Purchaser for additional costs or offer remedies outside the scope of the warranty coverage described in this Warranty Bulletin, pursuant to 3M customer accommodations, but 3M is NOT legally obligated to offer such additional reimbursement or remedies. Such additional reimbursement and remedies are at the sole discretion of 3M and any such additional reimbursement and remedies shall in no manner waive or modify the warranty limitations as described in this Warranty Bulletin.

Definitions

- "**3M IPA**" is sold under the trademark "3M™ Impact Protection Attachment (IPA) Sealant" and is an attachment sealant used to help hold the film and glass within the frame system. 3M™ Safety & Security Window Films and 3M™ Scotchshield™ Security Window Film S2400 must be installed with the 3M™ Impact Protection Attachment (IPA) Sealant for all windstorm, break & entry, and explosion mitigation applications and for all spontaneous glass breakage applications on single pane tempered glass.
- **"3M Window Film(s)"** are defined as the portfolio of window films sold by 3M under the "3M" trademark for use in flat glass applications including, but not limited to, 3M Safety & Security Window Films and 3M™ Sun Control Window Films. 3M reserves the right to add or delete products from this portfolio of 3M Window Films at its sole discretion. If 3M discontinues any 3M Window Film, the remedy available to Purchaser for a non-conforming 3M Window Film will be limited to refund of the purchase price for the Installed Window Film Application.
- **"3M Specifications"** is an explicit set of written, 3M quality and manufacturing requirements and standards used in the production of 3M Window Films to document that the 3M Window Films and 3M IPA have been manufactured in accordance with these requirements and standards.
- **"Commercial"** is defined non-residential commercial or industrial buildings.
- **"Glass Window(s)" or "OEM Glass Windows"** are defined as glass windows and glass panels manufactured by a third-party glass window or door manufacturer including glass windows and glass panes inserted into framed doors. Alternatives to glass including plastics (e.g., polycarbonate) are not covered by the warranties described in this Warranty Bulletin.
- "**Installation Date**" is the date of the Installed Window Film Application by a 3M Authorized Window Film Dealer.
- **"Installed Window Film Application"** is defined as the installation of 3M Window Film and 3M IPA (if applicable) to Glass. Windows by a 3M Authorized Window Film Dealer.
- **"Purchaser"** refers to the customer purchasing 3M Window Films and 3M IPA (if applicable) from a 3M Authorized Window Film

Dealer.

- "**Residential" or "Residence**" refers to residential buildings defined as all owner-occupied residential properties including single-family homes, townhomes, and condominiums.
- "**Warranty**" refers to the 3M Window Film warranties described in this Warranty Bulletin.
- "**Warranty Matrix**" refers to the warranty table on the first page of this Bulletin, which provides details regarding coverage availability, applicable Warranty Periods, and requirements for warranty coverage based on the use of 3M IPA and the application of 3M IPA to 2 or 4 sides of a glass frame.
- **"Warranty Period"** is defined as the period of time during which 3M offers warranty coverage. Refer to the Performance Warranty Periods described in the Warranty Matrices for individual 3M Window Films.

Warranty Claims Procedure

For warranty claims:

- First contact the 3M Authorized Window Film Dealer.
- If unreachable, contact 3M at 3Mwindowfilm@mmm.com or 1-866-499-8857.

3M may request samples, images, or property access. Failure to provide requested materials may invalidate the claim. For warranties issued prior to 2002, Purchasers will be required to submit physical copies to 3M of a) proof of the 3M Window Film purchase with the installed address, and b) a valid and complete copy of the full warranty of the OEM existing at the time of installation. Sample warranties will not be accepted.

Additional Resources

Visit 3M.com/windowfilm or contact a 3M Authorized Window Film Dealer.

Approved Dealer /

Info@3mggp.com | www.3mggp.com
+966 11 239 0030 | +966 50 374 2870

Golden Glass
PROTECTION

Commercial Branding and Transportation
3M Center, Building 223-3N-30 St. Paul, MN 55144
3M.com/windowfilm

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