

## Limited warranty — terms & conditions.

This Limited Warranty sets out the terms under which **Clearshift Smart Film Co. Pty Ltd** ("Clearshift") covers its switchable smart glass and film products. It's written to be transparent and fair to our customers, while protecting the quality standards of what we supply. This warranty is in addition to any rights you have under the Australian Consumer Law.

### COVER & PERIOD

5 years

SMART FILM

2 years

CONTROLLER & TRANSFORMER

- 1 Warranty cover begins on receipt of full and final payment for the product and any associated services. Clearshift may suspend or void cover where payment is incomplete or overdue.
- 2 The warranty period runs from the date of delivery or installation, whichever comes first: 5 years on the smart film and 2 years on the controller and transformer.
- 3 This warranty covers genuine manufacturing defects and operational failure under normal use, within the conditions set out below.

### NORMAL CHARACTERISTICS — NOT DEFECTS

Switchable film is a multi-layer liquid-crystal product. The following are inherent to the technology and are not faults:

- 1 Slight haze. The liquid-crystal layer diffuses light, so the clear state carries a small amount of haze that increases at wider viewing angles. See our Clarity & Haze guide. This is normal and not grounds for rejection or refund.
- 2 Minor surface marks on the PET. The film's PET surfaces may show very minor surface scratching from manufacturing, and the liquid-crystal coating may vary very slightly in thickness across the panel — both within our manufacturing tolerances.
- 3 Clear edge strip. Every panel has a transparent non-LC edge strip (approx. 5 mm  $\pm$ 3 mm, and approx. 10 mm  $\pm$ 2 mm at the busbars) that protects the film from moisture and oxidation. This area, and any minor distortion, small bubbles or inclusions near edges, holes or cut-outs, must be concealed within the framing and is not a defect.
- 4 Tiny inclusions. Minor bubbles, particles or distortions from lamination are acceptable where each is  $\leq$ 5 mm and there are no more than 10 per square metre.

### YOUR OPERATING & INSTALLATION RESPONSIBILITIES

- 1 Rest cycle. Switch the panel off (to its frosted state) for at least 4 hours in every 24-hour cycle. This keeps the crystals responsive; neglecting it can cause visual issues or panel failure and will void the warranty.
- 2 Mains connection must be performed by a licensed electrician under AS/NZS 3000, with all electrodes, wires and components insulated, sealed, and clear of the framing.
- 3 Connect only to the supplied Clearshift RCM-marked controller/transformer, within the specified voltage and frequency. Damage from incorrect wiring, voltage fluctuation or non-approved power supplies is excluded.
- 4 Smart glass and film are electrical devices — protect them from moisture, condensation and water at all times. Poor sealing or humid exposure can cause electrical failure or delamination and voids the warranty.
- 5 Handle, clean and maintain the product per our Cleaning & Aftercare guide. Spraying liquid directly onto film or busbars, or using abrasive cloths, voids the warranty.
- 6 Inspect all deliveries on receipt and note any visible or physical defect on the delivery docket. Claims for damage not noted at delivery cannot be accepted.

## HOW A PANEL IS ASSESSED

- 1 Inspection is carried out from the interior side at no less than 2 metres from the surface (3 metres for large laminated units), viewing at 90° in natural daylight — excluding direct sunlight, reflections or surface moisture. The edge band (approx. 50 mm) is excluded.
- 2 Any visual defect must be reported to Clearshift in writing within 7 days of installation (or delivery, if pre-installed), with clear photos or video showing the fault under the conditions above.
- 3 Clearshift may inspect the installation, test the product and determine whether a fault is covered. Where an on-site inspection is needed, we'll issue a reference number and arrange access.
- 4 Where a fault qualifies, Clearshift will, at its discretion, repair or replace the component, or refund the item. We do not cover removal, re-installation, labour or third-party costs.

## WHAT'S EXCLUDED

This warranty covers manufacturing defects only. It does not cover defects, breakage or failure caused by:

- Improper or negligent use, physical damage, scratches, cracks, impact, bending or kinking;
- Alteration or modification not carried out by Clearshift;
- Faulty installation where the product was not installed by Clearshift, or by an installer following our guidelines;
- Improper sealants, chemicals, or unapproved materials and coatings;
- Electrical damage from power surges, incorrect wiring, or inadequate/unapproved electrical work;
- Moisture, condensation or water exposure;
- Acts of God, vandalism, third-party interference or force majeure;
- Normal wear and tear, or cosmetic changes not affecting function;
- Unauthorised repairs, modifications or tampering.

Clearshift is not liable for any indirect, incidental or consequential loss, including loss of profit, downtime or property damage. This warranty is non-transferable and applies only to the original purchaser named on the invoice. Clearshift may update these terms from time to time.

## MAKING A CLAIM

- 1 Notify Clearshift in writing within 7 days of discovering a potential issue, including: a description of the issue, supporting photos or video, your invoice / proof of purchase, and access to the site for inspection if required.
- 2 On receiving a return authorisation, ship the goods to the address provided for analysis (unless we agree otherwise). No claim is accepted if the film has been cut, bent, kinked, dented, scratched or had its protective backing removed.
- 3 If covered, Clearshift will repair, replace (with equal or higher quality), or refund the item at no product cost. We cover repair/replacement of supplied product only — not transport, access, removal, re-installation or consequential loss.

**Custom-made order note:** Smart film and glass are cut to your specification. Confirmed orders cannot be cancelled, returned or refunded once in production, except where required by the Australian Consumer Law.

Questions about cover or a claim? Email [admin@clearshift.com.au](mailto:admin@clearshift.com.au) or call 0455 377 439 (Mon–Fri, 7am–5pm AEST). We're here to make it right.