

Valox* Constant Clear High Performance Freezer Door Film (HPNGFF) Limited Warranty Terms and Conditions

Limited Warranty

If Valox* HPNGFF film (i) breaks, (ii) incurs coating failure, (iii) exhibits adhesive failure between the door and film in each case, or (iv) exhibits excessive yellowing or loss of light transmission within six (6) years from the date of sale due to manufacturing defect and subject to the definitions and conditions set forth herein, then the purchaser will receive a free replacement film, provided the failed film, original sales receipt and this warranty are returned to the original distributor. If a replacement film cannot be provided within fourteen (14) days, SABIC Innovative Plastics may opt to refund the original film purchase price.

This limited written warranty is subject to the following conditions:

This warranty applies only when Valox HPNGFF film is applied on the flat vertical glass on the inside or outside panel of a reach in refrigerated display case door and only to film fabricated, cleaned and installed by a certified installer according to SABIC Innovative Plastics recommendations (see reverse). This warranty does not cover (re)installation expenses or any other direct or indirect loss(es) which may result from the film failure. SABIC Innovative Plastics reserves the right to investigate independently the cause of any failure.

Breakage

The warranty against breakage applies only to film fabricated, installed, and cleaned according to SABIC Innovative Plastics recommendations. Valox HPNGFF film resists impact, abuse and chemical attack from many common cleaners; however, no material can be described as unbreakable, for it is impossible to account for all types of usage.

Coating Failure

The warranty against coating failure applies when the fog-resistant surface treatment exhibits flaking of the surface treatment or loss of adhesion between the surface treatment and the substrate film, either of which is visibly detectable without the aid of instruments or when the fog-resistant surface treatment fails to perform better at reducing fog compared to the untreated piece of glass to which it is bonded. This warranty does not cover coating failure or scratches due to abuse or abrasion from external forces.

Adhesive failure

The warranty against loss of adhesion between the mounted film and the inside uncoated glass pane of the reach in refrigerated display case door applies only to Valox HPNGFF film with fog-resistant surface treatment backed with adhesive coating applied according to the recommendations of SABIC Innovative Plastics. The warranty against adhesion failure applies when the Valox HPNGFF film exhibits delamination from the surface of the inside uncoated glass pane of the reach in refrigerated display case door which is visibly detectable without the aid of instruments and not caused by surface debris or other contamination that was present between the glass and film during the installation of the product.

Yellowing and Light Transmission

The warranty against loss of light transmission applies only to Clear Transparent (112) Valox HPNGFF film with the fog-resistant surface treatment. The Yellowness Index (YI) of Valox HPNGFF film (CLEAR ONLY) cleaned according to the recommendations of SABIC Innovative Plastics shall be less than 5.0 during a six-year period from the date of sale as determined according to ASTM D1925 (1977) modified by SABIC Innovative Plastics as measured with a Gardner Colorimeter. The light transmission characteristics of Valox HPNGFF film, cleaned according to the recommendations of SABIC Innovative Plastics, shall not decrease (from its initial manufactured value) by more than 5% during a six-year period from the date of sale when tested by the procedure specified in ASTM D1003 modified by SABIC Innovative Plastics.

This warranty is limited to excessive yellowing and light transmission losses due to the degradation of Valox HPNGFF film and does not cover yellowing or light transmission losses due to dirt, atmospheric deposits, abrasion, or changes in the physical structure of the Valox HPNGFF film such as printing on the surface of the film. You should be aware that all glazing materials are subject to irreversible depositions of atmospheric elements and can be expected to show signs of hazing eventually. Regular proper cleaning will significantly reduce, but not eliminate, that process (see reverse side for cleaning and maintenance instructions). This warranty does not cover yellowing or light transmission changes caused by outdoor weathering or hazing caused by physical abuse including failure to clean according to the instructions on the reverse side.

This limited warranty has been issued on _____ and is restricted to material sold after such date with Lot # _____. This limited warranty shall be governed by the laws of New York, USA.

The warranties stated in this publication are the only warranties made by SABIC Innovative Plastics with respect to Valox HPNGFF film and are in lieu of all warranties, written or oral, statutory, expressed or implied, including any warranty of merchantability or fitness for purpose. SABIC Innovative Plastics shall not be liable for any special, consequential, or incidental damages arising out of the use or application of Valox HPNGFF film whether a claim for damages is based upon warranty, contract, tort or any other legal theory. Under no circumstance shall SABIC Innovative Plastics be liable for any amount greater than the original price purchaser paid for the Valox HPNGFF film. The remedies provided herein are purchaser's sole and exclusive remedies.

Cleaning and maintenance instructions

The proprietary fog-resistant surface coating on Valox HPNGFF film significantly reduces condensation on the inside of reach in refrigerated display case doors. Periodic cleaning using proper procedures and compatible cleaners is recommended to prolong service life.

For general cleaning, it is recommended that the following instructions and cleaning agents or any other cleaners recommended by Sabic -IP be used.

Cleaning Procedures

- 1 Allow refrigerated door to reach a temperature above freezing by leaving the door open until frost does not appear on the door when a solution of mild soap and lukewarm water is applied to door.
- 2 Using a soft lint free cloth, gently clean the surface of the door. In areas where there is significant cleaning needed, wash the film to loosen dirt and grime and rinse well with clean water.
- 3 To prevent water spotting, thoroughly dry with chamois or second dry lint free clothe.
- 4 Avoid the use of abrasive cleaners, squeegees and/or other cleaning implements that may mar or gouge the coating.

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Other Important Cleaning Instructions:

- Never use abrasive or highly alkaline cleaner on Valox HPNGFF film.
- Never use aromatic or halogenated solvents like toluene, benzene, gasoline, acetone or carbon tetrachloride on Valox HPNGFF film.
- Use of incompatible cleaning materials with Valox HPNGFF film can cause surface damage.
- Contact with harsh solvents such as methyl ethyl ketone (MEK) or hydrochloric acid can result in surface degradation and possible crazing of Valox HPNGFF film.
- Never scrub with brushes, steel wool or other abrasive materials.
- Never use squeegees, razorblades or other sharp instruments to remove deposits or spots.
- Do not clean Valox HPNGFF film in direct sunlight or at high temperatures as this can lead to staining.
- For all mentioned chemicals consult the manufacturer's material safety datasheet (MSDS) for proper safety precautions.

Important:

If a material is found to be incompatible in a short-term test, it will usually be found to be incompatible in the field. The converse, however, is not always true. Favorable performance is no guarantee that actual end-use conditions have been duplicated. Therefore, these results should be used as a guide only and it is recommended that the products be tested under actual end-use conditions by the user.

Installation procedures

1. Clean glass with installation solution and razor squeegee.
2. Wet the glass with the install solution.
3. Remove protective mask from adhesive side of film and wet adhesive side of film with installation solution.
4. Apply film to glass, position, and remove any particulate.
5. Wet film with install solution.
6. Squeegee solution out with a long handled, stiff rubber squeegee. Use one light pass to remove bubbles and a heavy overlapping pass to push out the install solution.
7. Squeegee edges with a squeegee wrapped with a paper towel to wick out additional installation solution
8. Remove protective mask from fog resistant coating of film

Installation Solutions

1. One 8 oz bottle of AFS Film Catalyst (USP Kosher) mixed with 24 oz distilled water may be used for heated or unheated doors and for doors where heat will be disconnected at a later date.



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Material Handling/Fabrication

HPPDF is manufactured by winding the film onto 10 inch cores with the adhesive side out. It is necessary to slit off the outer edges of the product to ensure that both the coating and the adhesive fully cover the converted sheets. During conversion the material should be sheeted and left flat or rewound onto 10 inch cores with the adhesive facing out. Failure to comply with these instructions can result in tunneling of the masking on the adhesive and will void this warranty.

THE MATERIALS, PRODUCTS AND SERVICES OF SABIC INNOVATIVE PLASTICS HOLDING BV, ITS SUBSIDIARIES AND AFFILIATES ("SELLER"), ARE SOLD SUBJECT TO SELLER'S STANDARD CONDITIONS OF SALE, WHICH CAN BE FOUND AT <http://www.sabic-ip.com> AND ARE AVAILABLE UPON REQUEST. ALTHOUGH ANY INFORMATION OR RECOMMENDATION CONTAINED HEREIN IS GIVEN IN GOOD FAITH, SELLER MAKES NO WARRANTY OR GUARANTEE, EXPRESS OR IMPLIED, (i) THAT THE RESULTS DESCRIBED HEREIN WILL BE OBTAINED UNDER END-USE CONDITIONS, OR (ii) AS TO THE EFFECTIVENESS OR SAFETY OF ANY DESIGN INCORPORATING SELLER'S PRODUCTS, SERVICES OR RECOMMENDATIONS. EXCEPT AS PROVIDED IN SELLER'S STANDARD CONDITIONS OF SALE, SELLER SHALL NOT BE RESPONSIBLE FOR ANY LOSS RESULTING FROM ANY USE OF ITS PRODUCTS OR SERVICES DESCRIBED HEREIN. Each user is responsible for making its own determination as to the suitability of Seller's products, services or recommendations for the user's particular use through appropriate end-use testing and analysis. Nothing in any document or oral statement shall be deemed to alter or waive any provision of Seller's Standard Conditions of Sale or this Disclaimer, unless it is specifically agreed to in a writing signed by Seller. No statement by Seller concerning a possible use of any product, service or design is intended, or should be construed, to grant any license under any patent or other intellectual property right of Seller or as a recommendation for the use of such product, service or design in a manner that infringes any patent or other intellectual property right.