

Smart Film/Glass Warranty Manual



Warranty Provisions

- Contained in Filmbase's agreements with its direct customers, who (if distributors or resellers) then typically pass the benefits of the warranties through to their customers.
- In the event of any inconsistency between the terms of this summary of general warranty policies and contractual warranty provisions, the contractual warranty provisions control.

Service

- Provide corresponding technical support and technical cooperation for the products sold, and guarantee 24-hour technical hotline service.
- Filmbase provides online remote free services.
- For common simple fault problems: Filmbase provides remote technical guidance through instant messaging tools such as telephone, email, and remote software to help solve problems in the use of the equipment. Including but not limited to the connection problems of signal lines and power lines, system software problems of software use and parameter setting, and replacement of modules, power supplies, and system cards.
- If Filmbase provides engineers with on-site guidance for installation, commissioning, and maintenance, customers need to pay for travel, accommodation and other living expenses;

Safety Guidelines



CAUTION: Risk of electric shock.



CAUTION: Be aware of flammable materials.

Duration

- The duration of Filmbase's warranties for its broadband smart film products is generally **five (5) years**, provided that some products have different warranty periods as established by Filmbase from time to time such as:

- **Remote control and Other Accessories: three (3) years**
- **Power supply: three (3) years**

- The warranty period generally starts on the date of delivery by Filmbase to Filmbase's direct customer (typically a distributor) but in some situations for shorter-term warranty products (3 years or less), the warranty may start from the date of delivery by Filmbase's direct customer to the initial purchaser of the products from Filmbase's direct customer.

Repair and replacement

- When the online remote service cannot solve the problem, Filmbase will confirm with the customer whether to return to the factory for repair.
- If you need to return to the factory for repair, the customer can ship the product or parts that need to be repaired to the Filmbase production factory, and the customer bears the return shipping, insurance, customs and customs clearance costs. After the repair is completed, Filmbase will send the product or parts back to the customer, and only bear the return shipping cost.



CAUTION: Read this manual before the installation and keep this manual.



CAUTION: Keep the product dry without touching water.

Disclaimer

- Unless otherwise agreed, this warranty does not apply to consumables, including but not limited to connectors, networks, cables, optical cables, cables, power cables, signal cables, aviation connectors and other wire connection objects.
- All part of defects, malfunctions or damages caused by improper use, improper handling, improper operation, improper installation, disassembly of the display or any other improper behavior of the customer. And defects, malfunctions or damages caused by transportation.
- Unauthorized disassembly and repair without the permission and authorization of Filmbase.
- Failure to operate and maintain the product in accordance with the product manual.
- Man-made damage, physical damage, accident damage and product misuse damage, such as component defect damage, PCB board defect, etc.
- Product damage or malfunction caused by force majeure, including but not limited to force majeure events such as war, terrorist activities, floods, fires, earthquakes, lightning, etc.
- The product should be stored in a dry and ventilated environment. Any product defect, malfunction or damage caused by storage in an external environment that does not comply with the product manual, including but not limited to: extreme weather, humidity, salt spray, pressure, lightning, sealed environment, compressed space storage, etc.
- Use the product under conditions outside the product parameter range, including but not limited to lower or higher voltage conditions, extreme or excessive power surges, and inappropriate power conditions.
- During the installation process, defects, failures or damages caused by non-compliance with technical guidelines, instructions or precautions.
- Natural loss of brightness and color under normal conditions.
- Repair or attempted repair by anyone other than Filmbase.
- Other repairs not caused by product quality, design, and manufacturing.
- Inability to provide a valid warranty card, the product serial number sealing tape is torn off or damaged, the product shell or other external parts are damaged, or other valid certificates cannot be provided.
- Issues after the warranty period.
- For products that are not repairable due to improper operation, accidents, improper maintenance, and non-compliance with product specifications.

Product Care

- **Cleaning:**
 - (1) Always power the film off when cleaning and do not power on until 100% dry. Be careful not to disturb any electrical connections.
 - (2) Smart film should be cleaned with a soft cloth, and a small amount of water or isopropyl alcohol if necessary. Do not use any abrasive cleaners, or industrial strength glass cleaners.
 - (3) After installation of the smart film, please seal the edges with acid free silicone. Please use Toshiba 83 and Toshiba 381 only.
 - (4) Do not allow any metal or hard parts of the cleaning equipment to come into contact with the smart film, which may scratch the smart film. Remember, the surface of the film is scratch resistant not scratch proof.

- **Storage conditions:**

The self-adhesive smart film should be stored in a ventilated and dry environment with a temperature of 25±10 °C and a relative humidity of less than 70%, away from heat sources. liquid, do not get wet or soaked in water.

- **Warranty:**
5 years (indoor use)

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