

PRIVASEE® Smart Film · Warranty & After Care

Adhesive Retrofit (TEC-01a · FM-T91 / FM-T85SL · Self-Adhesive)

EU/UK edition · Governing law: England and Wales

DOCUMENT	PVS-SGS-WAR-FILM-EU	ISSUED	2026-05-01
REVISION	Rev 1.1 · A4 portrait	OWNER	PRIVASEE® Smart Glass Systems
ENTITY	SORS GT UK LTD	JURISDICTION	England and Wales

This document is the canonical PRIVASEE® instructions reference for the Smart Film Warranty & After Care in the EU/UK market. It contains the warranty terms, the installation record (to be completed and returned by the buyer), the cleaning rules specific to the polyvinyl / PET film outer surface, the after-care requirements, and the procedure for reporting a warranty claim. This is the document referenced by 'PRIVASEE® instructions' across all PRIVASEE® product specifications and quotations.

SURFACE-SPECIFIC DOCUMENT This document covers PRIVASEE® Smart Film only. The cleaning rules, surface care, and edge protection in this document are specific to the polyvinyl / PET film outer surface. Other PRIVASEE® products (Smart Film if you have Smart Glass, or Smart Glass if you have Smart Film) have a separate Warranty & After Care document with different cleaning rules.

COMPANION DOCUMENTS TEC-02 Smart Glass Datasheet · TEC-01a Smart Film Datasheet · PRIVASEE® Power Drive Manual · Installation Manuals (TEC-06 Smart Film, TEC-07 Smart Glass) · Maintenance Guide (TEC-11) when issued.

1 · WELCOME · WHAT THIS DOCUMENT IS

Thank you for choosing PRIVASEE®

Thank you for choosing PRIVASEE® — supplied in the EU/UK market by SORS GT UK LTD — for your project. This document is the canonical PRIVASEE® instructions reference: it contains everything you need to know about your warranty, your installation record, how to clean and care for your Smart Film, and how to claim under the warranty if anything goes wrong.

WHAT IS IN THIS DOCUMENT

- Page 3 — Installation Record (form to complete and return to PRIVASEE®)
- Page 4 — Warranty term, coverage, and extension via separate agreement
- Page 5 — What is NOT covered + voiding conditions
- Pages 6-8 — Cleaning DO'S and DON'TS specific to your product surface
- Pages 9-10 — After-care: edges, annual checks, operational recommendations
- Page 10 — Approved silicone TOSSEAL 381 specification
- Pages 11-12 — Reporting a warranty claim · resolution · contacts
- Pages 13-14 — Standards, regulatory framework, governing law, variations
- Pages 15-16 — Pending data, change log, contact details

ACTION REQUIRED Page 3 (Installation Record) MUST be completed by the buyer, signed and stamped, and returned to PRIVASEE® via warranty@privaseegroup.com. Without a signed Installation Record on file, warranty claims cannot be processed.

2 · INSTALLATION RECORD — TO BE COMPLETED BY BUYER**BUYER INFORMATION**

NAME	
PHONE	
EMAIL	
ADDRESS	

PROJECT & PRODUCT INFORMATION

PROJECT NAME	
PROJECT ADDRESS	
PRODUCT SERIES	Adhesive Retrofit (TEC-01a · FM-T91 / FM-T85SL · Self-Adhesive)
TOTAL AREA (SQM)	
PANELS / QTY	

WARRANTY PERIOD

WARRANTY START DATE	
WARRANTY END DATE	(start date + 2 years standard, or per separate agreement)

IMPORTANT Warranty is not applicable in case of payment delay or non-settlement against agreed terms.

ACKNOWLEDGEMENT AND SIGNATURE

By signing below, both the buyer and PRIVASEE® confirm that all information above is accurate, that the buyer has received and understood this Warranty & After Care document, and that installation has been completed in accordance with PRIVASEE® specifications.

BUYER NAME	
BUYER SIGNATURE	
BUYER COMPANY STAMP	
DATE	

3 · WARRANTY TERM · COVERAGE · EXTENSION

PRODUCTS COVERED

- PRIVASEE® FM-T91-16-A — Premium 16 µm Adhesive (T91 grade)
- PRIVASEE® FM-T91-12-A — Premium 12 µm Adhesive · on request
- PRIVASEE® FM-T85SL-12-A — Large-Panel low-shrinkage 12 µm Adhesive · specialist > 2.5 m
- PRIVASEE® step-down power drives (PJ-D · DZD families) supplied with the install
- PRIVASEE® approved silicone TOSSEAL 381

STANDARD WARRANTY TERM

COMPONENT	STANDARD TERM
Smart Film	2 (two) years from date of installation
Power drive (PJ-D / DZD families)	2 (two) years from date of installation
Approved silicone TOSSEAL 381	2 (two) years from date of application
Remote controls + accessories (hardware)	1 (one) year from date of supply

EXTENSION VIA SEPARATE AGREEMENT

EXTENDABLE WARRANTY The 2-year standard warranty may be extended via a separate written agreement between PRIVASEE® and the buyer, on a project-by-project basis. Available extensions include 5-year and longer cover, subject to commercial terms agreed in writing prior to installation. Extension terms supersede the standard 2-year term where formally agreed.

SERVICE LIFE — LOCKED PHRASE LP-002

LP-002 — LOCKED PHRASE

PRIVASEE® smart film is rated for over 80,000 hours of continuous ON operation — no duty-cycle limitation imposed.

Service life is the engineering rating of the film's continuous-operation lifespan. The 2-year warranty term is the commercial period during which manufacturing defects are remedied at no cost. Both apply independently.

4 · WHAT IS NOT COVERED · VOIDING CONDITIONS

NOT COVERED (EXCLUDED FROM WARRANTY)

- Damage from non-approved silicone (acetoxy or other) — voids warranty in respect of affected panel(s)
- Damage from improper installation, cleaning, or maintenance contrary to PRIVASEE® instructions in this document
- Damage from operation outside specified temperature range (–20 °C to +65 °C standard · +85 °C variant available)
- Damage from prolonged moisture exposure at edges, condensation, or chemical fumes
- Mechanical damage — impact, scratching, intentional abuse, vandalism, accidental breakage
- Subsequent cutting, edge working, processing, or alteration after delivery
- Glass breakage from any cause other than defective material or manufacture
- Force majeure — fire, flood, earthquake, lightning, war, terrorism, civil unrest
- Payment delay or non-settlement of the project invoice per the agreed payment terms

CONDITIONS THAT VOID THIS WARRANTY

- Use of any non-approved silicone (especially acetoxy-cure) — chemically attacks PDLC and EVA layers
- Cleaning contrary to the rules in §5-§7 of this document — see surface-specific DO'S and DON'TS
- Application of any third-party film, coating, sticker, signage, or advertising material over the product surface
- Installation by a third party not approved by PRIVASEE® or contrary to PRIVASEE® install manuals
- Power drive replacement or modification with a non-PRIVASEE® unit
- Operation in installations exceeding 65 °C ambient (or 85 °C if the variant is specified at order)
- Subsequent cutting, edge working, or alteration of the supplied product
- Failure to complete and return the Installation Record (page 3) to PRIVASEE®

5 · CLEANING DO'S — POLYVINYL / PET FILM OUTER SURFACE

SURFACE TYPE The outer surface of PRIVASEE® Smart Film is a polyvinyl / PET polymer — NOT glass. It is scratch-resistant but NOT scratch-proof. Wet cleaning, abrasive cleaners, or any scratching tool will cause irreversible damage and void warranty in respect of the affected panel(s). Follow these cleaning rules exactly.

PHOTO ✓

CLEAN_FILM_dry_microfibre.jpg
1:1 · 90×60 mm

Dry lint-free microfibre cloth — **RECOMMENDED**

PHOTO ✓

CLEAN_FILM_low_pressure_brush.jpg
1:1 · 90×60 mm

Low-pressure brush or compressed air for dust

APPROVED CLEANING PRACTICES FOR SMART FILM

- Power the smart film OFF before cleaning · do not power on until cloth has dried clean
- Use a high-quality LINT-FREE micro-fibre cloth
- APPROVED CLEANER: Isopropyl Rubbing Alcohol 70% Solution Antiseptic-Disinfectant — sole approved cleaner
- Method: spray a SMALL amount of IPA 70% onto the microfibre cloth — NEVER directly onto the smart film surface
- The cloth should be lightly damp / soft / delicate — not wet
- Wipe in straight strokes, WITHOUT pressure — Smart Film is usually easier to clean than glass
- Use compressed air at low pressure or a soft-bristled brush for heavy dust contamination during construction
- Cover all electrical parts (wall switches, wires, connectors, drive enclosure) before any cleaning activity
- Protect the edges of the smart film from all liquids during cleaning

REMEMBER PRIVASEE® Smart Film is engineered to last with proper care. Light pressure, approved cleaning materials, and edge protection preserve the surface and the warranty.

6 · CLEANING DON'TS — POLYVINYL / PET FILM OUTER SURFACE

These practices cause damage and void the warranty in respect of the affected panel(s):

PHOTO X

DAMAGE_FILM_spray_alcohol_directly.jpg
16:10 · 90x55 mm

Spray alcohol directly on the film — DAMAGES SMART FILM

PHOTO X

DAMAGE_FILM_squeegee_with_water.jpg
16:10 · 90x55 mm

Squeegee with water/solvent — DAMAGES SMART FILM

PHOTO X

DAMAGE_FILM_abrasive_sponge.jpg
16:10 · 90x55 mm

Abrasive sponge / scrubbing pad — DAMAGES SMART FILM

PHOTO X

DAMAGE_FILM_wet_cloth_drench.jpg
16:10 · 90x55 mm

Wet cloth that drenches surface — IRREPARABLE DAMAGE

PRACTICES THAT CAUSE DAMAGE AND VOID WARRANTY

- Spraying alcohol or any cleaner directly onto the smart film surface
- Cleaning with a wet cloth, sponge, or technique that drenches the surface — IRREPARABLE
- Using abrasive cleaners, scrubbing pads, sponges, or industrial-strength glass cleaners
- Using paper towels, stiff cloths, or any scratching tool
- Using heater-tools, hair dryers, or hot air to dry the surface
- Cleaning while the smart film is powered ON
- Allowing liquid to reach the edges of the film during cleaning
- Using ammonia-based, acidic, alkaline, or solvent-based cleaners
- Applying any third-party film, sticker, signage, or coating over the smart film

7 · DETAILED CLEANING INSTRUCTIONS

ROUTINE CLEANING PROCEDURE FOR SMART FILM

- 1. Switch the smart film/glass OFF before cleaning · cover all electrical components
- 2. Remove loose dust with low-pressure compressed air or a soft-bristled brush
- 3. Use the approved cleaning method per §5 above (surface-specific)
- 4. Wipe in straight strokes — never circular scrubbing motions
- 5. Pay particular attention to the edges — keep them dry and intact
- 6. Check the surface is 100% dry — including edge silicone bead area
- 7. Allow at least 30 minutes for any residual cleaning vapour to dissipate before powering ON
- 8. Power ON and confirm normal switching

INITIAL CLEANING DURING CONSTRUCTION PERIOD

During the construction phase, the product should be protected from dust, paint, plaster, and other trade activities. If contamination occurs, blow with low-pressure compressed air FIRST to remove abrasive particles. Then use the soft-bristled brush technique. Only proceed to wet cleaning (where permitted by the surface rules in §5) after the panel has been confirmed free of abrasive contaminants.

RECOMMENDED FREQUENCY

ENVIRONMENT	RECOMMENDED CLEANING FREQUENCY
Standard interior partition	Every 3-6 months · or as needed for visible marks
High-traffic area (lobby, retail)	Monthly · light dry wipe
Bathroom / wet area	Quarterly · always after panel is fully dry
Healthcare / clean room	Per facility cleaning protocol · approved methods only

[NEEDS INPUT] Founder to confirm the full approved cleaners list (carries from TEC-11 Maintenance Guide) and any PRIVASEE-specific frequency adjustments per project type or substrate.

8 · AFTER CARE — EDGES · ANNUAL CHECKS · OPERATION

EDGE PROTECTION (CRITICAL FOR WARRANTY VALIDITY)

- Edges of the smart film must NEVER be exposed to prolonged moisture, condensation, or standing water
- In wet areas (bathrooms, pool walls, exteriors), additional waterproofing measures per project specification
- Inspect edge condition at six-month intervals — confirm no water ingress, no edge lifting
- Never apply liquid cleaners near or at the film edge

ANNUAL TECHNICAL INSPECTION (RECOMMENDED)

- Verify all wiring, terminals, and electrical connections are in good condition
- Check framing materials are free of damage, corrosion, or deformation
- Test power drive operation — confirm green LED status, no overheating, correct switching
- Test wall switch and remote control function · replace remote battery (12 V 27A) if depleted
- Inspect surrounding walls, ceilings, and floors for excessive humidity, condensation, or temperature anomalies
- Log inspection findings in the project handover record · notify PRIVASEE® of any anomaly

OPERATIONAL RECOMMENDATION

PRIVASEE® smart film is rated for over 80,000 hours of continuous ON operation (per LP-002). For installations where extended product lifespan is the priority, a duty-cycle reduction during low-traffic periods is a sensible best practice but is not required to maintain warranty validity. The 2-year warranty applies regardless of duty cycle within the rated capability.

[NEEDS INPUT — FOUNDER CONFIRMATION] Earlier draft mentioned 16-hour daily operation recommendation. This conflicts with LP-002 service life claim (no duty-cycle limitation). Currently framed as best-practice (not warranty-binding). Confirm or revise.

9 · APPROVED SILICONE — TOSSEAL 381

PRIVASEE® installations require the use of a single approved silicone — TOSSEAL 381. Use of any other silicone, especially acetoxy-cure types, voids the warranty in respect of the affected panel(s).

SPECIFICATION

ITEM	SPECIFICATION
Product name	TOSSEAL 381
Type	One-component silicone sealant · ketoxime cure (NEUTRAL) · NOT acetoxy
Standard	JIS A 5758 F.G-30SLM
Required primer	TOSPRIME D for glass / metal / ceramic
Default colours	Clear · Gray · Aluminium gray (matching aluminium frames)
Use of any non-approved silicone	VOIDS WARRANTY

WHY ACETOXY-CURE SILICONES ARE FORBIDDEN

Acetoxy-cure silicones release acetic acid during cure. Acetic acid chemically attacks the PDLC liquid-crystal layer and the EVA interlayer of the smart glass build-up, causing irreversible damage — discolouration, switching failure, and eventual delamination. Even small amounts of acetoxy silicone in the vicinity of the product during cure can compromise the panel.

APPLICATION PROTOCOL SUMMARY

- Surface preparation: clean with alcohol, xylene, or methyl ethyl ketone (MEK) — not soap, detergent, or water
- Apply TOSPRIME D primer where specified (glass / metal / ceramic substrates)
- Tool the silicone bead within 5 minutes of application
- Maintain cure environment at 23 °C / 50 % RH for full cure (14 days)
- Backup material must NEVER touch organic rubber (chloroprene, EPT) — staining risk

PPE REQUIRED TOSSEAL 381 is classified Skin Sensitizer Category 1. Cure releases methyl ethyl ketoxime vapours. Use gloves, eye protection, and adequate ventilation per ENG-009 protocol.

9.1 · CLEANING CONTRACTOR ACKNOWLEDGEMENT

Most damage to installed PRIVASEE® products comes from third-party cleaning contractors using inappropriate cleaners or methods. To protect both the buyer and the cleaning contractor, we ask the cleaning contractor to formally acknowledge PRIVASEE® cleaning instructions BEFORE commencing work — and AGAIN on every material team change.

CLEANING CONTRACTOR ACKNOWLEDGEMENT FORM

CLEANING COMPANY NAME	
COMPANY ADDRESS	
PHONE / EMAIL	
SUPERVISOR / RESPONSIBLE PERSON	
TEAM LEAD NAME(S)	
DATE OF INDUCTION	

UNDERTAKING

"I confirm that my team has read PRIVASEE® cleaning instructions in this document, has been instructed to use ONLY Isopropyl Rubbing Alcohol 70% Solution Antiseptic-Disinfectant on a lightly damp lint-free microfibre cloth (sprayed on the cloth, never directly on the surface), and will follow all DO'S and DON'TS herein for the duration of our cleaning contract.

I undertake to re-induct any new team member added to this contract on the PRIVASEE® cleaning rules before they are assigned to clean PRIVASEE® installations."

SIGNATURE	
COMPANY STAMP	
DATE	

ON TEAM CHANGE A re-acknowledgement signature is required from the cleaning company supervisor on every material team change (new team lead, new staff rotation). Failure to maintain a current signed acknowledgement on file may be considered when assessing warranty claims.

11 · REPORTING · VERIFICATION OF PRODUCT FAILURE

HOW TO MAKE A WARRANTY CLAIM

- 1. Notify PRIVASEE® IN WRITING within 7 calendar days of discovering the defect — failure to notify within 7 days waives all warranty rights
- 2. Email warranty@privaseegroup.com with: project name, panel reference, defect description, supporting photographs, and date of defect first noticed
- 3. Retain the affected panel / component intact — do not dispose, modify, repair, or replace before PRIVASEE® inspection
- 4. Provide installation date, installer reference, signed Installation Record (page 3), and silicone batch / supplier records
- 5. PRIVASEE® acknowledges receipt within 5 business days · dispatches a technician inspection appointment within 14 business days
- 6. PRIVASEE® inspection report determines warranty acceptance, partial acceptance, or rejection — written response within 14 business days of inspection
- 7. PRIVASEE® may require the product to be examined in situ to determine the cause of failure

RESOLUTION UNDER ACCEPTED WARRANTY CLAIMS

- Repair of the affected panel / component at no cost where repair is technically feasible
- Replacement of the affected panel / component at no cost where repair is not feasible
- Refund of the affected panel / component value where repair and replacement are not feasible (rare, written agreement required)
- Re-installation by the original installation contractor at PRIVASEE® cost where the warranty failure required de-install + re-install

CLAIM CONTACT

CHANNEL	CONTACT
Email (primary)	warranty@privaseegroup.com
Phone	[NEEDS INPUT — UK +44 phone number]
Issuing entity	SORS GT UK LTD
Address	[NEEDS INPUT — Manchester registered office address]

12 · REPLACEMENT WARRANTY · LIMITATION OF LIABILITY

WARRANTY OF REPLACEMENT PRODUCT

Any replacement product supplied under this warranty shall be warranted only until the expiration of the original warranty period. Replacement does not extend the warranty term beyond the original 2 years (or the period agreed under the separate extension agreement, where applicable).

LIMITATION OF LIABILITY

PRIVASEE®'s liability under this warranty is limited to repair, replacement, or refund of the affected product as set out in §10. PRIVASEE® shall not be liable for indirect, consequential, or special losses including (without limitation) loss of profit, loss of business opportunity, project delay costs, or third-party claims arising from the affected installation. The maximum aggregate liability under this warranty shall not exceed the value of the supplied PRIVASEE® product invoiced for the affected project, denominated in GBP or EUR.

EXCLUSIONS SPECIFICALLY CALLED OUT

- Glass breakage from any cause other than defective material or manufacture
- Consequential liabilities following installation
- Loss or damage where the product is acquired for personal, domestic, or household use (B2C overlay applies separately by jurisdiction)
- Damage from third-party films, coatings, signage, advertising materials, or protective overlays applied by anyone other than PRIVASEE®
- Damage from harsh or abrasive cleaners, paints, adhesives, marker pens, or solvents

OTHER WARRANTIES EXCLUDED

Other than as expressly set out in this warranty, PRIVASEE® excludes all other warranties, guarantees, and remedies with regard to the products including all implied warranties and guarantees. Where this exclusion is not permitted by applicable law, the implied warranties are limited to the duration of this written warranty and to the remedies expressly provided herein.

13 · STANDARDS · REGULATORY FRAMEWORK · ENGINEERING CREDIBILITY**REFERENCE STANDARDS**

PRIVASEE® products are designed, manufactured, and tested with reference to the following standards as applicable to the EU/UK market:

- BS EN ISO 12543 · BS EN 14449 · ISO 12543-6 (appearance) · CE / UKCA marking · BS EN 410, 673, 12150

REGULATORY FRAMEWORK

- UK Sale of Goods Act 1979 + Consumer Rights Act 2015 (B2C overlay) · B2B contracts govern by agreement
- EU Directive 1999/44/EC on consumer sales + Construction Products Regulation (EU) 305/2011
- CE / UKCA marking compliance · BS EN harmonised standards as applicable

ENGINEERING CREDIBILITY — DUAL-CITATION THICKNESS

PRIVASEE® publishes both nominal sum and factory-measured cured thicknesses for laminated builds. The standard SG-01 build cures to 13.82 mm in PRIVASEE® autoclave (nominal sum 14.00 mm). Both values are well within ISO 12543-5 tolerance band (± 0.5 mm for total laminated thickness with > 2 mm interlayer). This level of engineering precision sits behind every warranty claim PRIVASEE® will honour.

CLIMATE CONSIDERATION

OPERATING ENVIRONMENT Standard -20 °C to $+65$ °C operating range covers typical EU/UK installation environments. Operation outside the specified temperature range voids warranty in respect of the affected panel(s). The $+85$ °C variant must be specified at order time.

14 · GOVERNING LAW · JURISDICTION · VARIATIONS**GOVERNING LAW**

This Warranty & After Care document, and any non-contractual obligations arising from or in connection with it, shall be governed by and construed in accordance with the laws of England and Wales. The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Warranty or its subject matter or formation.

SEVERABILITY

If any provision of this Warranty is or becomes invalid, illegal, or unenforceable, the remaining provisions shall continue in full force and effect.

WAIVER

No failure or delay by PRIVASEE® to exercise any right or remedy provided under this Warranty or by law shall constitute a waiver of that right or remedy.

VARIATIONS TO THIS POLICY

Any variation to this Warranty in respect of a specific project — including extension of the standard 2-year term — shall be effective only when confirmed in writing by an authorised representative of SORS GT UK LTD. Verbal undertakings, sales-pitch statements, or marketing materials do not vary or supersede this Warranty. Extension agreements must be referenced in the project quotation, signed by both parties, and retained alongside the Installation Record.

READING ORDER This Warranty is to be read in conjunction with and is subject to the PRIVASEE® Terms and Conditions of Sale in force at the time of sale, the project quotation, and any signed extension agreement.

15 · PENDING DATA · CHANGE LOG

PENDING DATA — ITEMS REQUIRING FOUNDER INPUT

#	ITEM	OWNER
1	16-hour daily operation rule — keep, remove, or reframe vs LP-002	Amjad
2	Trade licence / company registration numbers	Amjad / corp records
3	Phone numbers for warranty claim contact	Amjad
4	5-year extension commercial terms — publish or hold project-by-project?	Amjad
5	Approved cleaners list + frequency adjustments (carries from TEC-11)	Amjad
6	Manchester registered office address (EU edition)	Amjad / corp records

CHANGE LOG

2026-05-01 · Rev 1.0 · Smart Film Warranty & After Care · EU/UK edition. Initial issue separating polyvinyl / PET film outer surface-specific cleaning rules from the combined Rev 2.0 draft. The original combined doc is superseded by the two product-specific versions (Smart Film + Smart Glass).

RELATED PRIVASEE® DOCUMENTS

CODE	DOCUMENT
TEC-01a	Smart Film Adhesive Datasheet (FM-T91 / FM-T85SL series)
TEC-02	Smart Glass Datasheet (SG-01) — full product spec, build-up, optical, switching, acoustic
Power Drive Manual	PJ-D + DZD families · remote control · BMS integration · commissioning
TEC-06 / TEC-07	Installation Manuals — pending founder input on busbar + lamination process
TEC-11	Maintenance Guide — full cleaning rules · pending founder input
OPS-03	Risk Assessment (RAMS) — TOSSEAL 381 H&S · pending production

Contact PRIVASEE®

For warranty claims, after-care queries, or any product concern within the EU/UK market:

CHANNEL	CONTACT DETAIL
Issuing entity	SORS GT UK LTD
Address	[NEEDS INPUT — Manchester registered office address]
Phone	[NEEDS INPUT — UK +44 phone number]
Warranty claims (email)	warranty@privaseegroup.com
General enquiries (email)	info@privaseegroup.com
Web	www.privaseegroup.com

DOCUMENT ACKNOWLEDGEMENT

By installing and operating PRIVASEE® products, the buyer acknowledges that this Warranty & After Care document has been read, understood, and accepted, and undertakes to follow all instructions herein for the duration of the warranty period.

We thank you for your trust in PRIVASEE® and look forward to supporting your project for years to come.

PRIVASEE® · Smart Glass Systems · Engineered Privacy.