

# PRIVASEE® Smart Glass · Warranty & After Care

Standard EVA Laminated PDLC Smart Glass (TEC-02 · SG-01 / LG-01)

EU/UK edition · Governing law: England and Wales

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

This document is the canonical PRIVASEE® instructions reference for the Smart Glass 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 tempered glass outer surface (EVA + PDLC laminated inside), 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 Glass only. The cleaning rules, surface care, and edge protection in this document are specific to the tempered glass outer surface (EVA + PDLC laminated inside). 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 Glass, 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](mailto: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**

<b>NAME</b>	
<b>PHONE</b>	
<b>EMAIL</b>	
<b>ADDRESS</b>	

**PROJECT & PRODUCT INFORMATION**

<b>PROJECT NAME</b>	
<b>PROJECT ADDRESS</b>	
<b>PRODUCT SERIES</b>	Standard EVA Laminated PDLC Smart Glass (TEC-02 · SG-01 / LG-01)
<b>TOTAL AREA (SQM)</b>	
<b>PANELS / QTY</b>	

**WARRANTY PERIOD**

<b>WARRANTY START DATE</b>	
<b>WARRANTY END DATE</b>	(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.

<b>BUYER NAME</b>	
<b>BUYER SIGNATURE</b>	
<b>BUYER COMPANY STAMP</b>	
<b>DATE</b>	

### 3 · WARRANTY TERM · COVERAGE · EXTENSION

#### PRODUCTS COVERED

- PRIVASEE® SG-01 / LG-01 — Standard EVA Laminated PDLC Smart Glass (14.0 mm nominal · 13.82 mm factory measured)
- Glass thickness combinations: 4+4, 5+5, 6+6 (default), 8+6 (asymmetric), 8+8, 10+10, 12+12 mm
- PRIVASEE® step-down power drives (PJ-D · DZD families) supplied with the install
- PRIVASEE® approved silicone TOSSEAL 381

#### STANDARD WARRANTY TERM

COMPONENT	STANDARD TERM
<b>Smart Glass</b>	2 (two) years from date of installation
<b>Power drive (PJ-D / DZD families)</b>	2 (two) years from date of installation
<b>Approved silicone TOSSEAL 381</b>	2 (two) years from date of application
<b>Remote controls + accessories (hardware)</b>	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 — TEMPERED GLASS OUTER SURFACE (EVA + PDLC LAMINATED INSIDE)**

**SURFACE TYPE** The outer surface of PRIVASEE® Smart Glass is tempered Low Iron glass — robust to standard glass-grade cleaning. The EVA + PDLC layers are sandwiched INSIDE the glass and are protected from direct cleaning contact. However, the cut edges expose the EVA / PDLC stack, so edge moisture protection is critical to long-term performance.

**PHOTO** ✓

CLEAN\_GLASS\_microfibre\_glass\_cleaner.jpg  
1:1 · 90×60 mm

Lint-free cloth with mild non-ammonia cleaner — **RECOMMENDED**

**PHOTO** ✓

CLEAN\_GLASS\_dry\_wipe\_finish.jpg  
1:1 · 90×60 mm

Dry lint-free cloth for finishing — keeps edges dry

**APPROVED CLEANING PRACTICES FOR SMART GLASS**

- Power the smart glass OFF before cleaning is recommended (not mandatory) for routine surface care
- Use a clean, 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 glass surface
- The cloth should be lightly damp / soft / delicate — not wet
- Wipe in straight strokes, **WITHOUT** pressure — IPA 70% evaporates clean, no separate drying step needed
- Pay particular attention to the **EDGE** silicone seals — keep the edge bead intact and dry
- For heavy dust contamination during construction, use low-pressure compressed air or a soft brush first
- Inspect the silicone bead at every cleaning cycle for cracking, lifting, or water ingress
- Cover all electrical parts (wall switches, wires, drive enclosure) before any cleaning activity

**REMEMBER** PRIVASEE® Smart Glass 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 — TEMPERED GLASS OUTER SURFACE (EVA + PDLC LAMINATED INSIDE)**

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

**PHOTO X**

DAMAGE\_GLASS\_drench\_at\_edge.jpg

16:10 · 90×55 mm

*Liquid pooling at edge — wicks into EVA · IRREPARABLE***PHOTO X**

DAMAGE\_GLASS\_abrasive\_scrub.jpg

16:10 · 90×55 mm

*Abrasive sponge / scrubbing pad — DAMAGES SILICONE SEAL***PHOTO X**

DAMAGE\_GLASS\_ammonia\_cleaner.jpg

16:10 · 90×55 mm

*Ammonia-based cleaner — ATTACKS EDGE SILICONE***PHOTO X**

DAMAGE\_GLASS\_razor\_scraper.jpg

16:10 · 90×55 mm

*Razor blade / scraper — SCRATCHES TEMPERED GLASS***PRACTICES THAT CAUSE DAMAGE AND VOID WARRANTY**

- Drenching the glass surface or cut edges with water, cleaner, or any liquid
- Cleaning with abrasive sponges, scrubbing pads, scouring brushes, or wire wool
- Using ammonia-based, acidic, alkaline, or strong solvent-based cleaners (these attack the silicone seal)
- Allowing cleaning fluids to pool at the glass edge — wicks into EVA / PDLC stack
- Using razor blades, scrapers, or hard tools to remove deposits
- High-pressure jet washing or steam cleaning
- Cleaning while wall switch or remote is being operated
- Applying any third-party film, sticker, signage, or coating over the smart glass

## 7 · DETAILED CLEANING INSTRUCTIONS

### ROUTINE CLEANING PROCEDURE FOR SMART GLASS

- 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
<b>Standard interior partition / door</b>	Every 3-6 months · routine glass-clean
<b>High-traffic area (lobby, retail, hospitality)</b>	Monthly · careful edge attention
<b>Bathroom / wet area</b>	Quarterly · edge inspection + careful drying
<b>Façade / exterior</b>	Per glazing-system maintenance schedule · always inspect silicone
<b>Healthcare / clean room</b>	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)**

- TOSSEAL 381 silicone bead at every glass edge MUST be intact for the warranty to remain valid
- Inspect silicone bead at six-month intervals — note any cracking, lifting, discolouration, or water ingress
- In wet areas (bathrooms, pool walls, façades exposed to rain), additional waterproofing per project spec
- Never allow liquid cleaner to pool at the glass edge — even mild cleaners can compromise the silicone over time
- Re-sealing of failed silicone joints must be done by PRIVASEE® or a PRIVASEE-approved contractor using TOSSEAL 381 only

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

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

**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."

<b>SIGNATURE</b>	
<b>COMPANY STAMP</b>	
<b>DATE</b>	

**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
<b>Email (primary)</b>	warranty@privaseegroup.com
<b>Phone</b>	[NEEDS INPUT — UK +44 phone number]
<b>Issuing entity</b>	SORS GT UK LTD
<b>Address</b>	[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 ( $\pm 0.5$  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 Glass Warranty & After Care · EU/UK edition. Initial issue separating tempered glass outer surface (EVA + PDLC laminated inside)-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
<b>TEC-01a</b>	Smart Film Adhesive Datasheet (FM-T91 / FM-T85SL series)
<b>TEC-02</b>	Smart Glass Datasheet (SG-01) — full product spec, build-up, optical, switching, acoustic
<b>Power Drive Manual</b>	PJ-D + DZD families · remote control · BMS integration · commissioning
<b>TEC-06 / TEC-07</b>	Installation Manuals — pending founder input on busbar + lamination process
<b>TEC-11</b>	Maintenance Guide — full cleaning rules · pending founder input
<b>OPS-03</b>	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
<b>Issuing entity</b>	SORS GT UK LTD
<b>Address</b>	[NEEDS INPUT — Manchester registered office address]
<b>Phone</b>	[NEEDS INPUT — UK +44 phone number]
<b>Warranty claims (email)</b>	warranty@privaseegroup.com
<b>General enquiries (email)</b>	info@privaseegroup.com
<b>Web</b>	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.**