



BEFORE INSTALLATION

Preparing For Window Film Installation

Congratulations on your decision to install quality Global window film. To make sure the installation goes smoothly with minimal disruption, please read the commonly asked questions below and follow the suggestions in the answers. If you have other questions, please discuss them with your dealer.



Should The Dealer Inspect My Windows Before Installation?

Have a walk-through with your dealer to inspect all windows prior to installation to check for things that could affect installation including:

- *Stickers*
- *Loose panes*
- *Broken glass*
- *Imperfections in glass*
- *Alarm system components*



What About Prior Glass Breakage Or IGU Seal Problems?

Tell your dealer if your home or building has a history of glass breakage or Insulated Glass Unit (IGU) seal failure, so your dealer can select the appropriate Global film for your windows. Failure to share this information could lead to a film selection error or even void your warranty coverage.



Should I Remove Window Treatments And Knick-Knacks?

- *Remove all items from window sills including plants and other knick-knacks*
- *If possible remove curtains and blinds*
- *If it is not possible to remove window treatments, position them to allow easy access to the glass surface*
- *If your installer is going to remove window treatments, it should be discussed prior to installation and noted on your Installation Proposal form*



Should I Move The Furniture?

Move any furniture you can that could block access to windows. If pieces are too heavy for you to move, your Global dealer may do this for you. This should be discussed prior to installation and noted on your Installation Proposal form.



What Do I Do About Dust, Other Airborne Contaminants And My Pets?

The cleaner the air in your home the better the installation will be. To minimize airborne contamination:

- *Close all air conditioning and heating vents near windows*
- *Clean the floors and vacuum the carpeting the day before installation*
- *If possible, remove your pets from the area during the installation, or confine them in an area away from the windows*

DEALER



AFTER INSTALLATION

Living With Your New Window Film

To ensure the beauty and performance of your new Global window film, please follow all post-installation instructions provided by your dealer. Below are some frequently asked questions that may help you protect your newly installed window film so that it will look great and continue to perform for years to come.



What If I See Bubbles Or Cloudiness In The Film?

Your dealer will remove as much of the mounting solution as possible during installation but a small amount always remains. This moisture can cause small water bubbles or a slightly cloudy look.

- *DO NOT attempt to pierce water bubbles*
- *Allow the film to dry out on its own and they will eventually disappear*
- *Piercing these bubbles will actually damage your film and void your warranty*



How Long Will It Take For The Films Mounting Solution To Dry Completely?

The time it takes for your film to dry thoroughly depends in part on the climate.

- *Cold, non-sunny weather can lengthen dry-out time while warm weather and direct sunlight will shorten it*
- *Thicker films usually take longer to dry*
- *Drying times can range from a few days to as long as six months*
- *Global Defender™ safety & security films always take longer to dry because of their added thickness*



When Can I Clean My Windows After Film Installation?

Do not clean windows with newly installed film for at least 30 days after installation. This waiting period is necessary to ensure that the special mounting adhesive cures and adheres to the glass properly.



What Type Of Window Cleaner Should I Use?

After the 30-day waiting period, you can use any quality glass cleaner. An affordable, safe and effective solution for cleaning window film is a mixture of 1/2 ounce of liquid dish soap added to 1 quart of water.



What Kind Of Cleaning Cloths Can I Use?

- *Soft, clean cloths or clean synthetic sponges are best*
- *After washing, dry the surface with a fresh clean cloth or use a soft rubber squeegee to remove excess moisture*
- *To avoid scratching, never use bristle brushes, abrasive pads, scrubbers or cloths that may be contaminated with grit or dirt particles*
- *Some brands of paper towels are coarse enough to make fine scratches in the film surface that can damage the polished look of the film over time, so use them cautiously*

IMPORTANT: *If you use a window cleaning service, make sure they are aware that window film is on the glass so they can adjust their cleaning process accordingly.*