

Solar Gard® Security Film on Double Pane Windows

Parran Security Film, LLC

To Whom it May Concern:

Parran Security Film Division (PSF) of Parran Group Construction, LLC, installs Solar Gard™ Saint-Gobain (SGSG) security window film with the SGSG warranty for the film and for the window seal with the installation made by Solar Gard®. The warranty from SGSG states:

..Five Year glass breakage and the Limited 3 Three Year Insulated Glass (IG) Unit Seal Failure warranty (as set forth in Section 7) is subject to a combined warranty claim limit to \$500.00 on a per window basis;"

This is the highest protection warranty in the window security film business. It cannot be any broader simply because Saint-Gobain generally cannot know the quality of the windows selected by the builder or the previous owner. Insofar as compromising new window warranties, we at PSF can only say the following regarding our history and experience of other vendors of SGSG:

- We do not violate the SGSG guidelines for tint depth (heat rejection) on double pane windows. Our engineering sales representatives strictly adhere to the manufacturer's tint selection guidelines. This demonstrates knowledge and understanding of film technology, of the product and its physical properties, as well as a commitment to the satisfaction of every client.
- PSF compliance with SGSG tint standards has resulted in no known failures of any clients windows. This is consistent with the experience of other SGSG vendors. Several clients have, however, experienced attempted break-ins, and had windows broken by lawn mower rocks, etc. which require repair of the double pane window unit.
- The experienced engineering sales team at PSF has observed broken seals in windows prior to our security film installation. In one case, the homeowner said that Hurricane IKE weakened his seals, which broke a year or two after IKE had caused the panes to flex from pressure. He replaced the windows and had our tint security film installed on the new double pane windows. He has experienced no further seal failure issues. Another homeowner was required to replace a master bedroom window prior to SGSG installation because the seal failed after window installation ("dry-in complete"), but prior to the completion of the home. While the crack was small, green mold was making a Petri dish out of the window.
- PSF never installed Solar Gard® on windows that have broken seals or appear to have seal issues. The homeowner is alerted and they alone make the decision to install our security film on that window or seek further assistance from the window manufacturer. Two clients had

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"unable to be seen" seal failures where broken seals could not be detected until the glare was removed by the Solar Gard®. Both clients were given warranty coverage by the window manufacturer without issue. Then they had SGSG installed. There have been no issues to date.

- Most clients are more concerned about solar heat, a break-in, or avoiding plywood installation before a hurricane rather than seal failure. The most likely cause of seal failure is curiously enough, is plywood installation, break-in attempts, and lastly solar heating. This data comes from the SGSG distributor and from experience of many vendors of SGSG.

While it is confusing for clients to navigate the legal language of window installer and manufacturers warranties, especially when dealing with potential failure scenarios, we at PSF have a commitment to "do no harm" to the client's home or warranty on any part of their home. It is impractical for PSF or SGSG to issue "blanket" warranties other than this documented commitment by Saint Gobain, the film manufacturer and PSF as installers. The range of windows on the market and the inability of a client to document the history of the weather induced stress, or damage or even unknown sources such as building shifting or installation issues makes this impossible. The collective distributor and installer experience is a valuable asset in a client make a cost effective decision regarding their windows. We give you our assurance; we will not be the cause of seal failure on multi-pane windows.

Window vendors generally do not tell homeowners this: eventually most double pane window seals will experience some degree of failure over time. The window vendors do not attribute seal failures to the factors discussed here; manufacturer construction quality, builder installation technique, Houston severe weather events over time, accidental and largely undocumented abuse, and possible criminal activity. If a window seal does fail, client history and warranty records do not show this is due to properly installed SGSG window film, or induced heat loads from film.

Please remember: this data and the discussion thereof applies only to SGSG 8 mil security film of an appropriate tint that we install. We have no data on other manufacturers, their installers, or their installation techniques.

Thank you for your consideration.

Very truly yours,

Bill Parenti

Bill Parenti, President

Parran Group Construction, LLC

Parran Security Film Division

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534 Baywood, Seabrook 77586

Email: bill@parrangroup.com

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