

Epic™ · 3M™ Window Film

Warranty Terms

The Warranty Is 3M's. Keeping It Valid Is Ours.

What the 3M window film warranty covers, how long it runs on each film, what voids it, and what Epic does on every job so it holds.

Four warranties, one 3M document.

3M publishes one Warranty Bulletin for every flat-glass window film it makes. Every film Epic installs is a genuine 3M product covered by it; Epic's 100% Customer Satisfaction Guarantee sits on top.

- **Performance.** The installed film adheres without blistering, cracking, peeling, bubbling, lifting, curling or delaminating, and holds its clarity and color. The attachment sealant keeps its bond. Runs for the period in the table.
- **Glass thermal shock.** If a pane breaks from thermal stress as a direct result of the film, 3M reimburses glass and labor up to **\$1,500 per window residential / \$2,000 commercial** for five years — provided the glass questionnaire was completed at registration.
- **Seal failure.** If the glass manufacturer voids its seal warranty because film was applied, 3M matches it, same caps, for 10 years residential or 3 years commercial.
- **Basic product.** Film and sealant conform to 3M specifications on the day they were made.

Residential "lifetime" means the lifetime of the original purchaser while they own and occupy the home; it does not transfer and does not cover rentals. Replacement film carries the remaining term of the original warranty.

What Epic does on every job

- **Before: glass questionnaire** *Glass type, construction, orientation and thermal-stress compatibility recorded at the free survey — 3M will not honor a breakage claim without it*
- **During: the complete system** *Genuine 3M film, 3M structural silicone attachment on all four sides where the application calls for it, one-piece precision-cut panels, Epic-employed Certified Installation Specialists — no substitutions, ever*
- **After: registered in 30 days** *Every installation is registered in 3M's eWarranty system inside the 30-day window, with the questionnaire, proof of purchase and your glass warranty attached*
- **Closeout: certificate in hand** *You receive the 3M warranty certificate and an opening-by-opening install record; Epic keeps a copy too*

Claims

Call Epic first

866.EPIC.117

Email a photo and the

sales@epiccos.com

Epic™ is the Commercial
Window Film Partner
that Delivers

- Installations Done Right...
Every Time
- 100% In-House Certified
Installers
- Integrity You can Count On

- 3M Platinum Elite National
Dealer, Founding Member
- Multi-Year 3M Dealer of the Year
- Fair, Honest Pricing
- Dedicated Customer Service



Platinum Elite
National Dealer



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Terms by film, and what voids them.

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3M PRODUCT	COMMERCIAL PERFORMANCE	RESIDENTIAL PERFORMANCE
SECURITY FILMS		
3M™ Scotchshield™ Ultra S800	12 years	Lifetime
3M™ Scotchshield™ Ultra Prestige S70 / S50	15 years	Lifetime
3M™ Scotchshield™ Ultra Night Vision S25	12 years	Lifetime
3M™ Scotchshield™ Security S2400	10 years	Lifetime
3M™ Safety S140 (and S40, S70, S80)	10 years	Lifetime
3M™ Safety S40X / S70X exterior	7 yrs (5 sloped) + 1 yr labor	7 yrs (5 sloped)
SUN CONTROL FILMS		
3M™ Prestige Series	15 years	Lifetime
3M™ Night Vision · Ceramic · All Season	12 years	Lifetime
3M™ Traditional (Affinity, Neutral, Silver)	10 years	Lifetime
3M™ Prestige Exterior Series	10 yrs (7 sloped) + 1 yr labor	10 yrs (7 sloped)
3M™ Exterior Series	2 years	2 years
ATTACHMENT AND FINISHES		
3M™ structural silicone attachment sealant	Same as the film	Same as the film
3M™ DI-NOC™ Architectural Finishes, interior vertical	12 years	12 years
3M™ Fasara™ Glass Finishes, interior	5 yrs · 3 yrs perimeter glass	—

Glass thermal-shock coverage is 5 years and seal-failure coverage 3 years commercial / 10 years residential on every film above. Security films require 3M's attachment sealant on all four sides for windstorm, break-and-entry, blast and single-pane tempered applications; the Epic Method installs it that way as standard. DI-NOC EX series and Fasara new designs, black designs and exterior frosts carry shorter terms stated on the Epic proposal; Fasara is vertical-only. Summary for convenience; the 3M documents govern: 3M™ Window Films Flat Glass Applications Warranty Bulletin (15 Aug 2026), DI-NOC™ TDS Rev. T / Product Warranty (2024), Fasara™ TDS Rev. P (2022). 3M, Scotchshield, Prestige, Fasara and DI-NOC are trademarks of 3M Company. Epic is an independent 3M Platinum Elite National Dealer. epiccos.com/warranty

What voids it

Not following 3M's care guidance (no washing for 30 days; then glass cleaner, soft cloth, squeegee). Adhesives of any kind on the film — tape, stickers, decals, suction cups, hooks, Command™ strips. Pressure washing, brushes or scrapers. Non-3M parts anywhere in the system. Spliced film or curved glass. Removal or re-work by anyone other than a 3M authorized dealer. Acts of God, vandalism, misuse.

What it does not pay for

Moving window treatments, trim, mullions, lighting or furniture, and repainting. Labor by anyone other than a 3M-selected dealer. The warranty stays with the original purchaser at the installed address. Keep three documents: the 3M certificate Epic delivers at closeout, the Epic invoice, and your glass manufacturer's warranty — 3M requires all three for a claim.

Making a claim

Call Epic first: **866.EPIC.117 (866.374.2117)**, sales@epiccos.com, or epiccos.com/service-request. Epic files and manages the claim with 3M; if you ever cannot reach us, 3M is at 3Mwindowfilm@mmm.com or 1-866-499-8857. Haze and small water pockets are normal while film cures (30 days or more) and 3M asks for 90 days before an appearance claim — a lifted edge, a broken pane or a growing bubble does not wait.

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Platinum Elite
National DealerSecurity & Architectural
Window Films and Graphics866.EPIC.117 (866.374.2117)
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