



Warranty Information

3/8/10 – this document supercedes all previous warranty information

O'Sea Limited Warranty

O'Sullivan Films provides a limited warranty on its press polished products as follows:

1. O'Sullivan Films will replace, at no charge, any sheet found to be defective upon inspection or during fabrication, provided that any sheet requested to be replaced is returned, whether cut or not. Defective sheets are those that do not meet the quality criteria defined on the O'Sullivan Films web site.
2. Products found to be out of compliance according to the criteria established by O'Sullivan will be replaced, upon inspection and agreement that performance and/or appearance of the sheets is not consistent with the quality specification established by O'Sullivan and accepted by the user. Cases will be considered on an individual basis. It will be at the discretion of O'Sullivan Films as to whether the sheet in question is warrantable.
3. The Warranty period is eighteen months from the date of manufacture. To make a warranty claim the user of the press polished sheet must provide substantiation in the form of skid and drum number of the sheet submitted for a warranty claim.
4. This limited warranty does not apply to any press polished sheet products from which:
 - Adequate identification, proof of purchase or date of manufacture is not available
 - Is defective as a result of accident, misuse or abuse;
 - Conforms to O'Sullivan Films specifications
 - Is used or fabricated in a way inconsistent with the intended use of press polished sheets
 - Is used or fabricated in a way inconsistent with the Care and Handling provided by O'Sullivan and maintained on the O'Sullivan website. This includes but is not limited to handling and stacking of sheets, exposure to certain liquids and chemicals, and use of cleansers not approved by O'Sullivan Films.
 - Becomes defective as a result of failure(s) of related equipment, parts or products for which O'Sullivan Films is not responsible
 - As a result of use in an environment for which the product was not designed.
5. Under no circumstances, at any time, will O'Sullivan Films be held liable for labor or additional costs other than the vinyl itself.

RELATED CARE AND HANDLING OF O'SEA™ PLASTIC WINDOWS

O'Sullivan manufactures press polished sheets by laminating two sheets of coated vinyl plastic with high heat and pressure. In this process the vinyl melts and flows slightly as it welds the two sheets together into one permanent glass clear unit. The edges are not trimmed to allow maximum cutting; because of expansion and contraction the sizes are approximate and dimensions vary plus or minus one inch.

Though the scratch resistant coating does provide protection, the flexible plastic windows are sensitive and can be scratched and marred if they are mishandled during unpacking, handling or cleaning.

Containers should be unpacked by carefully laying all the sheets onto a smooth flat surface where they will relax and/or acclimatize. At no time, should more than 10 sheets be stacked on top of one another. Stacking greater numbers could induce paper mark off. Sheets should never be maintained in a horizontal stack more than one hour before being processed or repackaged. Never pull individual sheets from a drum as this may cause scratches across the narrow width of the sheet.

When handling the sheets do not wear rings or jewelry which might mark the window.

Throughout the manufacturing process, do not throw away interleaf paper as it should remain with window to protect the surface and prevent blocking.

Do not roll and stow when dirty – this may damage the plastic window. Do not stow the enclosure panels when wet – mildew may form.

Plastic windows should be cleaned regularly. Be sure to hose or blow off loose dirt particles from surface and then use either plain water or a mild soap and water solution. Apply with a soft cloth or tissue to gently clean window. Never use harsh brushes or abrasives when cleaning plastic windows.

The effect of sunlight combined with environmental pollution may alter the chemical structure of your plastic window, resulting in permanent discoloration and brittleness.

To maintain the clarity and extend the life of your plastic window, it is recommended that you regularly wash dirt and salt off sheet surfaces, and clean regularly.

Do not use harsh detergents when washing your plastic window, O'Sullivan recommends using mild detergent in water applied with a soft cloth or micro-fiber towel.

Do not use cleaning products containing silicones or alcohol on press polished plastic windows. Some commercial vinyl care products and glass cleansers may contain these harmful ingredients.

O'Sullivan does not endorse a specific cleaner. We have successfully evaluated numerous cleaners. IMAR and Novus Cleaner 1 have been evaluated and found to have no short-term detrimental effects.

Do not rub the plastic window when dry – this may scratch the window. Always flood the window with water before gently wiping it with a damp, soft cotton cloth.