

Customer Care Advice Guide

Penjerex thermal insulation window film

Thank you for your confidence in our Penjerex thermal insulation window film and the difference it can make in reducing space heating and cooling energy costs and making your living and work spaces comfortable all year round.

After Installation

Edges

It is necessary to leave a small gap between the edges of the film and the frame of the window. This allows the mounting solution that is used during the application to be squeegeed out during the squeegeeing process. This also insures the film will not be in contact with the frame which could cause the film to lift.

Drying time

During the film installation, your Installer will remove as much of the installation fluid as possible, but a small amount will still remain. This may result in small water bubbles appearing. This is normal and should be expected. Do not pierce the water bubbles during this drying period. This damage to the window film will not be covered by the warranty. The water bubbles will disappear over time.

Film type and climate conditions will determine the drying time you experience. Warm weather and direct sunlight will shorten the drying time, while cooler climates and cloudy conditions may prolong it. Drying may vary from around 30 days to 3 months. The trapped moisture will dry out completely.

Cleaning

- Do not clean the Penjerex window film for 30 days after it is installed. This helps the installation fluid to dry which secures the special mounting adhesive to the glass.
- The best cleaning method is to use 1 teaspoon (5ml) of neutral liquid detergent mixed with 1 litre of pure clean water.

Do not use degreasing agents or detergents containing alcohol, chlorine, acid or ammonia.

- Always use clean, soft materials to clean and dry the coated surfaces. A soft cloth, microfiber cloth or sponge is recommended for washing the window, followed by another soft cloth to dry the film.

To avoid scratching the film, do not use bristle brushes, paper products or abrasive sponges. These materials can cause fine scratches on the surface of the Penjerex window film and cause the polished layer of the film to deteriorate over time.

If you have any questions, do not hesitate to contact your Penjerex Agent.