

## Customer Pre Installation Advice

Penjerex thermal insulation window film

Thank you for your confidence in our Nitto 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.

### Scheduling your Penjerex Installation

#### Appointments

Your installer will schedule an installation appointment and then send a reminder the day prior to installation to ensure everything is on track.

#### What your Penjerex installers will do

Our installer will schedule an appointment with you to manage the installation of Penjerex at your premises. Our Installers are trained to manage all facets of installation and may be required to manage the following tasks

- Remove and reattach window handles and other fixtures such as screens and locks
- Complete window frame maintenance as necessary to ensure quality installation of Penjerex.
- Clean windows using solution to ensure high surface quality prior to installation.

For the installation to proceed as smoothly as possible, you may find it helpful to carry out the preparatory tasks listed below.

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### Things to do before Installation

#### Window sills and window treatments

Clear the window sills of any items, including pictures, plants and miscellaneous objects. Remove curtains or blinds, or hang them in a way that leaves the window unobstructed.

#### Furniture

Move any furniture that may impede access to the windows. If the Installer needs to move heavy furniture, this should be discussed and noted on the quotation agreement.

### Air conditioning and heating

To limit the amount of dust and particles in the air, please turn off the air conditioning and heating or close the ventilation system around the windows scheduled for installation.

### Floors and carpets

We recommend cleaning the floors and vacuuming the carpets the day before the installation to limit the chance of dust and particles adhering to the window film during installation.

### Pets

Pets should be kept outside during installation.

### Site and Windows Access

Please ensure that your Thermafilm installer has clear access to site to minimise the distance to transport ladders and other equipment required to install Thermafilm products. Please also ensure there is sufficient access space to the windows for installation. Portable tables will be used to unroll and prepare pre-cut window film and interior scaffolding and ladders may be used during some installations depending on window size and scale.

### Inspection

Before installation, inspect the windows with the Installer. Pay attention for broken glass, windows or window frames that have come loose or areas that are uneven or in dis-repair. This will allow the Installer to take adequate measures and ensure that the window film is applied in the most optimal manner.

### Installation Appearance

Immediately following the installation, the windows may have a hazy appearance due to the application solution used for applying the film to the window. This appearance, along with small bubbles, will disappear over time. It can take up to 3 months depending on 2weather conditions for small liquid bubbles to evaporate.

On applications where the film is applied to large windows requiring either an overlap or a butt joint, a visible fine line will be seen which will not affect the performance of the film.

Following film application, fine particles may be present under the film on close inspection. This phenomenon is extremely difficult to avoid and will not affect the performance of the film. If present, these will only be apparent on close inspection and will not be noticeable on a day to day basis.

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

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