



Smart Privacy Film Care and Maintenance

Thank you for choosing to purchase a Privacy Film from us!

Care and Maintenance information:

Filmbase Smart Film has an expected lifetime of 10-15 years.
Filmbase offers a warranty period of 5 years for Smart Film.
Additionally, the power supply is covered under a 3-year warranty.

As a reminder regarding the use and maintenance of Privacy Film:

Privacy Film is suitable for indoor use, even in moist areas, as long as the edges are covered with silicon to prevent damage. **It can be cleaned with diluted isopropyl alcohol.** The busbar area is the most delicate part of the film; any damage can disrupt the film's ability to switch from clear to frosted. So, you should pay extra attention to this area and handle it with care.

Like any plastic, the smart film can be susceptible to scratching; if you install privacy film on a window or door that your pets or young children will constantly be in contact with, you will want to place a protective liner over the top of the film to protect it from scratches.

Here are some care and maintenance tips:

- Power off the film before cleaning; please don't power it on until it's completely dry.
- Use **diluted isopropyl alcohol or ammonia-free products and a lint-free microfiber cloth for cleaning.**
- Our film surface is durable, but avoiding harsh paper towels can help prevent light scratches and hazing over time.
- Please do not use a squeegee, as it's unequal pressure and sharp edges may damage the film.
- You can wrap a microfiber cloth around such a mop head to clean high windows.
- Avoid abrasive cleaners, industrial-strength glass cleaners, or any window cleaning tools that could scratch the window film. Remember, while the film's surface is scratch-resistant, it's not entirely scratch-proof.

Thank you for choosing to purchase a Smart Privacy Film from us. Your trust and support mean a lot, and we are committed to ensuring you have a great experience with our products.

If you have any questions, need further assistance, or if there's anything else we can do to enhance your experience, please do not hesitate to reach out.

We are here to assist you every step of the way.

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