

# DISPENSER SHIELD®

## Limited Product Warranty

**Thank you for choosing Dispenser Shield, Inc. for your vandalism and UV protection needs.**  
Because your satisfaction and peace of mind are our top priority, Dispenser Shield, Inc. offers a comprehensive warranty program designed to help you enjoy the benefits of our products for years to come.

### Dispenser Shield® Product Warranty

Dispenser Shield, Inc. (DSI) warrants the Dispenser Shield® product line (“Product” or “Product(s)”) against defect of material or manufacture, and provided that the Products were properly applied on a flat, non-porous glass/plastic surface and maintained in accordance with the Dispenser Shield® Care Instructions, that the Product(s) will:

- Maintain Solar Reflective Properties without discoloration, cracking, crazing, or peeling
- Maintain Adhesion Properties without blistering, bubbling, or delaminating from the glass/plastic application surface

The warranty scope is limited to Product Defect, Solar Reflective Properties, and Adhesion Properties because Product is generally engaged as a sacrificial shield to protect glass/plastic surfaces in environments subject to direct sunlight and/or frequent vandalism, and is not designed as a permanent retrofit technology.

### Warranty Coverage

This warranty coverage begins on the date the Product was installed and extends for a period of two (2) years. In the event that a Product does not conform to this warranty, the sole and exclusive remedy is:

- Replacement of the Quantity of Product proved to be defective; and
- Removal and Reapplication Labor of like quality Product(s) free of charge

### Covered Persons/Companies

This warranty is provided and applies only to (1) Independent Dealer who purchased the Product from DSI or from a DSI Authorized Distributor; and (2) Consumer who originally purchased the Product from DSI, a DSI Authorized Distributor, or an Independent Dealer.

### Warranty Limitations

**This warranty is not transferable. This warranty is the sole and exclusive warranty provided by DSI for the Product(s) purchased.** This warranty is given in lieu of, and supersedes and replaces, all other express or implied warranties and/or agreements, such as any implied warranty of merchantability and any warranty of fitness for a particular purpose. No person, agent, distributor, dealer or company is authorized to change, modify or extend the terms of this warranty or to create or assume for DSI any other obligation or liability. This warranty can only be modified by a written agreement signed by an officer of DSI.

**Fit for Use Limitation:** DSI does not warranty the Product for any particular use. Since only the user is aware of the specific conditions in which the Product will be used, it is the user’s responsibility to determine whether the Product is suitable for that intended application.

**Installation Limitation:** Dispenser Shield, Inc. does not warranty installation performed by unauthorized distributors or third party installers. Responsibility for defects or failures resulting from improper installation is transferred to the unauthorized distributor or third party installer. This warranty only applies to Product(s) installed in the United States.

**Product Misuse Limitation:** This warranty does not cover Product(s) that have been damaged through improper storage, transportation, vandalism, abuse, neglect, or mishandling of finished or unfinished Product(s) by any person.

### Liability Limitation

**Dispenser Shield, Inc.’s total liability for the Dispenser Shield® Product Warranty is replacement or credit for the defective Product for the warranted durability period.**

Warranty repair liability shall in no case exceed the percentage of the amount of the original invoice, equal to the percentage of Product replaced, nor shall warranty repair remedies be extended to anyone other than the Covered Persons/Companies that originally purchased the Product(s). For the purposes of this warranty, the original invoice amount includes the price of the Product and installation labor paid at the time of the initial installation.

In no event shall DSI be liable or responsible for any other costs, attorney’s fees, expenses, losses or damages (regardless of whether they are deemed to be direct, special, consequential or incidental) that are in any way related to the product or the failure of the product to perform as represented or expected and whether arising in contract, warranty, negligence, strict products liability, tort, or otherwise. DSI does not assume liability for any warranty, loss or damage other than as expressly stated in this limited warranty. DSI is not liable for any losses or damages related to or involving glass/plastic breakage.

**Repair Limitation:** DSI reserves the right to approve the warranty repair service provider who will perform the warranty claim service. All warranty claim payments will be made to the warranty repair service provider who has been authorized by DSI to perform the warranty service pursuant to the terms of



this warranty. Installing warranty replacement Product will not renew or extend the original warranted durability time period. DSI is not liable for any loss, damage, expense or cost, resulting from safety performance claims made by dealers or installers regarding the Product. Proper installation for the consumer's particular requirements is the responsibility of the installing dealer (whether or not such Installer is "Certified" by DSI). DSI does not warrant the Product against any glass related injury.

#### **Legal Disclaimers**

This Product is to be used in compliance with all applicable laws, statutes, rules, regulations and ordinances ("Laws") of the applicable country, state, province or local jurisdiction. It is the responsibility of the consumer to ensure compliance with all applicable laws. Failure to comply with any such laws voids the warranty.

#### **Not Covered by Warranty**

This warranty is voided by, and DSI does not cover and hereby disclaims all liability for any loss, damage, expense or cost, resulting from any one or more of the following:

- Improper installation of the Product(s) whether or not performed by a dealer or DSI "Certified" Installer; or
- Damage to the Product from the hanging or suspension of weight on it e.g., a suction cup; or
- Improper Product care or cleaning including failure to follow care instructions; or
- Product abuse; or
- Normal wear of the Product; or
- Failure or movement of the foundation/structure in or in or on which the Product is installed; or
- Falling objects, scraping or causing damage to any part of the Product; or
- Contact with or exposure to chemicals or foreign substances of a corrosive nature; or
- Earthquakes, tornadoes, hurricanes or other acts of God, explosions, fires, riots or similar disturbances, or theft or break in; or
- Non-conforming/non-complying application or use; or
- Safety claims made by dealers or installers; or
- Any other acts, occurrences, defects, faults or damages not caused by DSI, such as, but not limited to, the quality of workmanship of the glass/plastic; or
- Application of the Product on glass/plastic that has been painted and/or coated with ceramic frit, film, or other opaque materials applied to the surface.

#### **Dispenser Shield® Care Instructions**

**Do not clean the Product for at least five (5) days after installation to allow proper curing of the adhesive system to the glass or plastic surface.** Do not use industrial strength cleaners with harsh chemicals including but not limited to

acetone, turpentine, and ammonia, or abrasive/sharp tools to clean the Product as these may scratch the Product surface, or cause delamination of the Product adhesive.

**Recommended Maintenance:** For cleaning, a soapy water solution (2-3 drops of JOHNSON'S® Baby Shampoo mixed with water in a 32 oz. spray bottle) is recommended to clean the Product surface. Gentle glass cleaners (such as ammonia-free Windex®) may be used as well. When cleaning and drying Product surface, always use a soft non-abrasive cloth, or a squeegee wrapped in a paper towel or soft cloth. Improper installation, care, and/or maintenance will void the warranty.

#### **Curing Period**

After installation, small water pockets and a slightly hazy appearance may appear as the Product adheres to the glass/plastic surface. This temporary appearance is normal during the curing period and will disappear as the Product dries. Complete dry out should occur within fifteen (15) to thirty (30) days, depending on the application surface area, the amount of remaining application solution, sunlight, humidity and direct heat upon the Product surface. Cold weather conditions, interior installations, or overuse of application solution can lengthen the drying period. Do not install Product(s) if the temperature is below 32°F.

#### **Claims Process**

**The Warranty Application Form must be completed and submitted to DSI within 90 days of installation. After this period of eligibility, coverage is no longer available. DSI reserves the right to verify eligibility for this warranty coverage, and to inspect the affected surface before approving a claim.**

**For Consumers:** In the event of any Product failure, contact your dealer immediately to replace defective material. You will be required to provide copies of:

- Proof of Purchase (Invoice) from Installing Dealer
- Warranty Certificate

In the event that your dealer cannot be reached, contact our DSI office directly or visit [www.DispenserShield.com](http://www.DispenserShield.com) to locate your closest DSI dealer. DSI contact information is below.

**For Dealers:** Upon completion of the authorized warranty repair service, please have the consumer sign the Warranty Repair Claim Form, available for download on our website: [www.DispenserShield.com/warranty](http://www.DispenserShield.com/warranty). This form is required to receive appropriate credit. Prior written approval from DSI is required for warranty claims greater than \$1,500.00.

**All warranty repair service claims must be submitted to DSI by the authorized warranty repair service provider within forty-five (45) days of completion of the warranty work.**

## **DISPENSER SHIELD, INC.**

1030 N. Mountain Avenue, Suite 427, Ontario, California 91762  
P (800) 833 – 1566 • F (888) 509-9195 • E [warranty@dispensershield.com](mailto:warranty@dispensershield.com)  
[www.DispenserShield.com](http://www.DispenserShield.com)



# DISPENSER SHIELD®

## Warranty Application

**THIS WARRANTY APPLICATION FORM MUST BE SUBMITTED WITHIN 90 DAYS OF INSTALLATION.**

**AFTER THIS PERIOD OF ELIGIBILITY, COVERAGE IS NO LONGER AVAILABLE.**

Please write legibly and fill out completely in order to validate warranty. Once your application is accepted, a tracking number will be assigned, and Dispenser Shield, Inc. will issue you a Limited Warranty Certificate validating your coverage. This application will be accepted only if the installation meets all guidelines outlined herein. Dispenser Shield, Inc. retains the privilege of product application inspection prior to issue of coverage. Please read these documents carefully.

A CUSTOMER INFORMATION					
	Name/Company Name		Site Address		
	Title				
	Phone Number		Email Address		
B DEALER AND INSTALLER INFORMATION					
	Name/Company Name		Billing Address		
	Phone Number				
	Name of Installer		Installer ID (optional)		
C PRODUCT INSTALLATION INFORMATION					
	Product Name / ID				
	Pump Model No.	GILBARCO	<input type="checkbox"/> Advantage <input type="checkbox"/> Encore 300/500 <input type="checkbox"/> Encore 500S <input type="checkbox"/> Encore 700S	WAYNE	<input type="checkbox"/> Ovation <input type="checkbox"/> Ovation LX <input type="checkbox"/> 3/Vista <input type="checkbox"/> 4/Vista
					<input type="checkbox"/> OTHER:
D INSTALLATION SUMMARY					
	Invoice No.		Date of Installation		
	Product Amount		Installation Charge		

I hereby acknowledge that I have read the attached terms of the Warranty Application provided on the two previous pages, and understand the exclusions, coverage and warranty. Violation of these conditions voids coverage. I agree to the terms and conditions of this warranty and I acknowledge that this warranty is not valid unless signed below.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### FOR DISPENSER SHIELD, INC. USE ONLY

TRACKING NO.		DATE RECORDED		BY (INITIALS)	
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**PEEL AWAY VANDALISM & SAVE THOUSANDS.  
NO SERVICE CALLS. NO GLASS REPAIR.**

**DISPENSERSHIELD® PROTECTIVE OVERLAYS PREVENT DAMAGES CAUSED BY:**

- SCRATCHES
- ACID-ETCHING
- GRAFFITI
- UV FADING FROM SUN

**KEY BENEFITS INCLUDE: Reduced Costs • Increased Pump Sales • Enhanced Forecourt Marketing**

(FOLD HERE FIRST)

**FROM:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Place  
postage  
here

**Dispenser Shield, Inc.**  
Attn: Warranty Service Department  
1030 N. Mountain Ave.  
Suite 427  
Ontario, CA 91762



**QUESTIONS?**  
We're here for you.

**P (800) 833 – 1566 • F (888) 509 – 9195 • E [warranty@dispensershield.com](mailto:warranty@dispensershield.com) • W [www.DispenserShield.com/warranty](http://www.DispenserShield.com/warranty)**

**TO MAIL:**

*Fold back top panel with application, then fold back bottom panel.  
Tape closed so that the above address panel is visible.  
Add return address and postage before mailing.*

PLACE  
TAPE  
HERE