



How to File a Warranty Claim

Corporate Office
17812 - 118 Ave NW
Edmonton, AB T5S 2W3
1-855-448-6044

While warranty issues are never fun, Bee Cool stands by its products and services. Should a product fail or the installation have issues we are here to correct them. Without our valued customers, we wouldn't exist.

Please review the links and information below to answer any potential questions you may have about warranty and installation standards, along with the procedure required for us to process a warranty claim.

1) Myths about window film - What is seal failure and thermal break?

<https://www.beecool.ca/pdf/BC-Seal-Failure.pdf>

2) Visual inspection standards - 98% perfect is the best we can do.

<https://www.beecool.ca/pdf/Visual-Inspection-Standards-for-Applied-Window-Film.pdf>

3) Detailed warranty form - We completed this for you on install date and filed/submitted if for you.

<https://www.beecool.ca/pdf/Bee-Cool-Extended-warranty.pdf>

Please help us help you. Our goal is to make this process as seamless as possible. There is a bit of information we need from you in order to process warranty claims. It is also important you are educated with facts not myths. This is why we have included the links above.

For glass break or seal failure:

Please email all required documentation, including the questionnaire on pg 2, to: warranty@beecool.ca

- Must read the above links
- Copy of Bee Cool questionnaire filled out with correct answers (See pg 2)
- Copy of your Bee Cool invoice of original installation
- Copy of your original window warranty
- Copy of bill of sale for your windows or bill of sale for original new purchase of house
- Pictures of window from inside and outside
- Quotes from 2 glass installation companies. We recommend the original window manufacturer and crystal glass. However, you are free to use whoever you want.
- **Please note:** The entire window unit is not warrantied. Only the glass inside of the window unit is covered by the warranty program.
- May require site inspection by Bee Cool technician.

For installation or product failure claims:

Please email all required documentation, including the questionnaire on pg 2, to: warranty@beecool.ca

- Must read the above links
- Copy of Bee Cool questionnaire filled out with correct answers (See pg 2)
- Copy of Your Bee Cool invoice of original installation
- Clean your windows inside and outside
- Send pictures of window from inside and outside
- Possible site inspection by Bee Cool technician.



Lets Get Educated on the Facts

Please read all links start to finish

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Bee cool questionnaire:

1) How long is the warranty coverage for glass breakage? See link 3

2) How long is the warranty for seal failure? See link 3

3) Does warranty extend beyond original window manufacturers warranty? See link 3

4) What is an acceptable edge gap? See link 2

5) What is the recommended distance for inspecting window film installation? See link 2

6) What angle should you view the glass and window film at when inspecting it for imperfections? See link 2

7) When splicing film. What is the maximum acceptable gap between the two pieces? See link 2

8) How many sealants do residential insulated sealed unit windows use? See link 1

9) What are the three main reasons for seal failure? See link 1

10) Why did one of the sealed units tested only meet two of the three requirements? See link 1

11) True or false - based on the testing completed by the engineering company. Window film had no observable effect on the performance high-quality insulated sealed units. See link 1

True ☐

False ☐

12) How can window film cause glass to break? See link 1
