

FAQ's about our Smart Films and Glass.

Q: Cost.

The most important question many people want to know but often are reluctant to ask is the price? Although it is in everyone's interest to understand the price before spending time on the detail, each project is priced on various factors. However, if you just want a supply-only price, as a guide it is between £292- £450 exclusive of VAT per metre square depending on waste. To get an exact price, please email all your individual pane sizes, photos if possible, any height access consideration and postcode.

Q: What other cost will I need consider?

Along with the film, other cost includes transformers, film installation, electrical installation, fitting sundries and packing & carriage.

Q: What size does Smart Film come in?

The Glass and Film is manufactured with a maximum width of 1500 mm. You can apply this to larger panes by aligning the film up side by side with a 1-2mm gap. Unlike darker films, this joining of Smart Film is not obvious to the naked eye. However, each piece of Film will need a separate bus bar connection.

Q: How is it powered?

We supply you with a transformer which is connected to the Glass or Film. This has to be then connected to an isolated 13 amp fused spur at your home or office. It is very simple and we provide clear and precise wiring diagrams for your electrician.

Q: How is it controlled?

We offer a remote control for simple operation, but it is worthwhile having a hard switch wired in also.

Q: What are the lead times?

2- 5 weeks for Film depending on production demands. Glass can be a little longer sometimes.

Q: What are your payment terms?

All our switchable products are strictly on a pro forma invoice basis, so once we have given you a quote which you have accepted; we will only start to manufacture the Film when you have paid a 50% deposit and the balance a week before installation. We can submit an invoice to you by email and provide you with our bank details for payment. Please note that if we are making templates, we would accept an initial £500.00 + VAT before a deposit is paid.

Q: Do you install the Film?

Yes, we have over 5 years' experience with installing this Film and our first level **Standard** installation service includes the application of the Film to the glass, leaving two wires coming off each piece of Film, for your electrician to connect.

Q: Can you also manage all the electric connections?

Yes, we have fully qualified electricians familiar with all the requirements required for smart film installations. We can offer this service subject to survey. Equally, we are accustomed to working with your electricians to facilitate this. Broadly our requirements consist of provision of 240v 13 amp fused spur or similar. Our films are usually deployed as part of a larger project so of course you will want to consider this along with your other electrical requirements.

Q: Can I fit the Film myself.

You are welcome to fit the Film yourself and we will give you every help and detailed fitting instructions, but we would urge you to undertake this as a last resort and take full and proper account of the instructions we provide. We have had several customers that have done this only to have to purchase more Film.

Q: Can you fit Film to doors?

It can be used on swing, sliding and folding doors, however each piece of Film or pane of Glass has two wires that will be attached to it. These can be up to 10 metres long and will need to be protected when the door opens and closes so either flexi rubber loops or metal conduit will be needed.

Q: Can the Film or Glass be shaped?

Yes we can shape it for you with slanted edges, holes, round edges etc.

Q: Can I cut/trim the Film if I have ordered the wrong size?

You can only cut the Film with a specialised cutting machine, cutting with blades or scissors can result in the Film layers starting to delaminate.

Q: Can your Film get wet?

NO...Smart Switchable Film is made up of several layers of material, if any moisture gets into these layers, then this can irreversibly damage to the film. All edges must be sealed with a non-acid base sealant. We recommend Dow Corning AS7096N

Q: Can you use Smart Film to reduce glare / bright light?

Yes, our Smart Switchable Film in its off state is translucent not tinted and it does reduce glare by acting as a light diffuser. Solving the age old problem of "I want to reduce glare but I don't always want it to be in the dark" See image below.

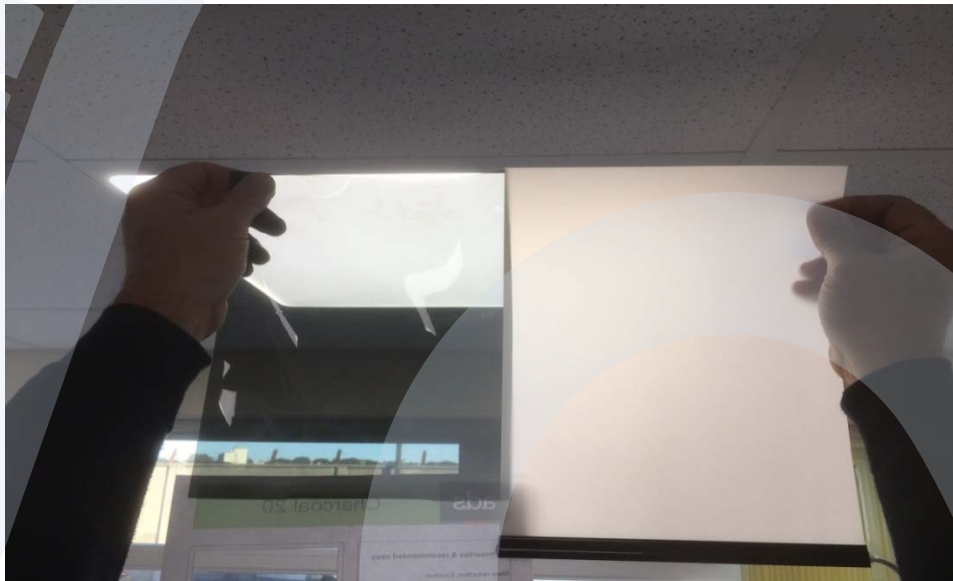


Figure 1. Tinted film left VLT 20% versus Smart Film Right VLT 7%.

Q: Do you have a tinted option?

We do have a tinted option; it changes from tinted see through to tinted non see through (Opaque) it doesn't change from tinted to clear.

Q: How do I clean it?

Simply clean with a soft cloth. We give full cleaning instructions in our manuals which we leave with the client.

Q: Is your Film or Glass dimmable?

Our manufacturers have advised us against this as it can affect the performance of the system.

Q: Does the Film or Glass protect against harmful UV Rays.

The Film and Glass is excellent at doing this and will protect you from 99.6% of harmful UV rays in the Clear & frosted mode which helps your skin and also reduces fading or your soft furnishings. It will even make your glass stronger & won't shatter if there is an accident!

Q: What is the warranty period?

We offer a 1 year warranty with our Film and Glass subject to our terms & conditions.