



▶ CUT GRAPHICS WARRANTY

Arlon Graphics LLC (“Arlon”) hereby provides warranty to Purchasers on Arlon’s Cut Graphic films (the “Products”). This Warranty is a Product-Specific Limited Warranty as defined in Arlon’s Standard Terms and Conditions (referred to herein as “Arlon T&C’s” and available at <http://www.arlon.com/terms-and-conditions>, or in hardcopy by request). Arlon T&C’s are specifically incorporated into, and made a part of, this Warranty. In case of any conflict between Arlon T&C’s and this Warranty, the terms hereof shall control. Capitalized terms are defined when first used or as set forth below in the “Definitions” section and are critical to understanding the scope and limitations of this Warranty. The products enumerated in the table below shall be subject to and covered by the terms of this Warranty.

PRODUCT	DESCRIPTION	WARRANTY ZONE 1
Series 2100	2-MIL HIGH-PERFORMANCE CAST VINYL	Up to 12 YEARS*
Series 2100SL	2-MIL HIGH-GLOSS CAST VINYL	Up to 12 YEARS*
Series 2400	5.3-MIL CAST REFLECTIVE VINYL	7 YEARS
Series 2500	2-MIL TRANSLUCENT CAST VINYL	7 YEARS
Series 5500	2-MIL DIFFUSER CAST VINYL	7 YEARS
Series 5570	4-MIL BLOCKOUT CAST VINYL	7 YEARS
Series 5590	4-MIL DUAL COLOR CAST VINYL	Up to 7 YEARS*
Series 4100	3-MIL CALENDERED TRANSLUCENT VINYL	3 YEARS
Series 4500	3-MIL SATIN CALENDERED VINYL	3 YEARS
Series 5000	2.8-MIL GLOSS CALENDERED VINYL	3 YEARS
Series 5800X	3.2-MIL HIGH GLOSS CALENDERED VINYL	Up to 7 YEARS*

* See PIB for durability rating by color

WARRANTY SCOPE & PERIOD

Products used in Recommended Usage and Applications with perform and provide **Outdoor Durability** (this warranty excludes application over stainless steel and latex paint). The warranty period is listed in the applicable Arlon PIB for Vertical applications in Zone 1. The corresponding warranty period for Non-Vertical and Horizontal applications in Zone 1 as well as Vertical, Non-Vertical and Horizontal applications in Zones 2 & 3, is as listed in the Outdoor Durability Guideline below and which corresponds to the Vertical Zone 1 category as indicated in the applicable Arlon PIB (the “Warranty Period”). The Warranty Period will start on the date of the End User’s completed installation and continue until the end of the Warranty Period, subject to the conditions below.

WARRANTY CONDITIONS

This Warranty is conditioned upon and subject to Products and finished Graphics being:

- properly stored and installed within one year of Arlon’s invoice to Purchaser for non-cast Products and within two years of Arlon’s invoice to Purchaser for cast Products;

USA

a 200 Boysenberry Lane
Placentia, CA 92870
p 800 232 7161 / +1 714 985 6300
f +1 714 985 6305

EUROPE

a 6110 Rittiman Road
San Antonio, TX 78218
p 800 549 9860 / +1 210 798 1900
f +1 210 798 1939
a Koninginnegracht 10 2514 AA
Den Haag, The Netherlands
p +31 70 354 4311
f +31 70 355 7721

AUSTRALIA

a 18 Axis Crescent
Dandenong South, VIC 3175
p +61 3 8751 7999

CHINA

a No. 1989 Xinchang Road
Weifang, Shandong, 262400
p +86 0536 6226568

- cared for, and used within its end user application, in accordance with the applicable Arlon PIB (available at <http://arlon.com/> under Products - Select Specific Product - Product Support) or advice provided by regional Arlon technical resources; and
- used and applied by knowledgeable and skilled manufacturers and installers of vinyl films for the end uses and as is described in the applicable Arlon PIB.

The Warranty is subject to the exclusions and warranty claim notice/requirements sections set forth below, and the other terms and conditions contained herein or incorporated by reference. Arlon shall have no liability to the extent damage or loss is the result of any such conditions.

For all applications and substrates, it is the end user’s sole responsibility to test and confirm the requirements and approve the use of Arlon Products. Arlon is not liable for any risk or performance-related issues if used on non-recommended applications and substrates. During the stated warranty period, Arlon Cut Graphic vinyl should reveal no appreciable deterioration such as cracking, blistering, delamination, peeling or excessive color loss when observing the graphic at its intended viewing distance. Purchaser acknowledges that customary industry standards recognize some degradation, in appearance and stated properties of the Products, will occur over time, and is considered normal wear and tear.

WARRANTY CLAIM NOTICE & REQUIREMENTS

In the event Purchaser believes the Products purchased did not meet the Warranty, Purchaser shall immediately, and in no event later than fourteen (14) days of discovery of such condition (so long as the alleged condition was discovered within the Warranty Period), give Arlon written notice of Purchaser’s claim with the following information: (1) specifying the alleged deficiency and identifying the name and batch numbers for the Products; (2) provide photographs of the applied vinyl installation evidencing the visual state of the claimed defect and allow for inspection and examination thereof as Arlon may request; (3) providing all available reports of processing conditions, installation date and location, and shop contact information; and (4) establish traceability from receipt of Products to the finished installation and return any other relevant documentation, available Product, and photographs evidencing the condition of each application prior to installation. Purchaser shall (if requested by Arlon) return such Products to Arlon’s place of business, or to such other location as Arlon may request, for examination by Arlon or such other persons designated by Arlon. The End User shall contact the distributor or Graphics manufacturer from which they purchased their film to file a claim on the End User’s behalf. Arlon shall determine at its sole discretion whether the claim is covered under this Warranty (“Accepted Claims”) and the Purchaser shall be required to cooperate and provide further information and documentation as Arlon may reasonably request.

PRODUCT WARRANTY REMEDY

For Accepted Claims, Arlon shall, in its sole discretion, either: (i) repair or replace such Products (or the defective part thereof); or (ii) credit or refund the Arlon purchase price of such Products to the Purchaser as calculated using the following formula:

$$\text{REIMBURSEMENT FORMULA} = \frac{(\text{Warranty Period in months} - \text{Number of months since application date}) \times \text{Arlon Product purchase price}}{\text{Warranty Period in months}}$$

LIMITATION OF WARRANTY

The Warranty Period for any replacement or repaired Products shall not extend beyond the end date of the original Warranty Period applicable to the Products that were sold to Purchaser. Arlon's liability on any claim of any kind shall in no case exceed the amount expressly provided for in this warranty. This limitation applies regardless of whether damages are sought based on breach of warranty, breach of contract, negligence, strict liability in tort or any other legal theory.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. EXCEPT FOR THE WARRANTIES SET FORTH HEREIN, ARLON MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE PRODUCTS, INCLUDING ANY: (i) EXPRESS WARRANTY; OR (ii) IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, INCLUDING WARRANTIES IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE.

The remedies set forth herein shall be the Purchaser's sole and exclusive remedies. Arlon shall not be responsible, obligated or liable for any injury or damage resulting from an application or use of its PRODUCTS, either singly or in combination with other products. **ARLON'S SOLE LIABILITY FOR BREACH OF WARRANTY OR ANY OTHER CLAIM SHALL BE LIMITED TO THAT SET FORTH HEREIN. ARLON SHALL NOT BE LIABLE FOR DAMAGES, INCLUDING BUT NOT LIMITED TO, CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES, ARISING OUT OF OR IN CONNECTION WITH: (i) THE USE OR PERFORMANCE OF THE PRODUCTS; (ii) ANY ORDER; OR (iii) ANY CONTRACT.**

DEFINITIONS

"Accepted Claims" is defined at the end of the paragraph in the section titled Warranty Claim Notice and Requirements.

"Arlon PIB" is defined as the Product Information Bulletin for the applicable Product.

"End User" is defined as the person or entity that uses the finished vinyl. For example, the individual or entity that purchase finished Graphics from a graphics manufacturer.

"Graphic(s)" is defined as a finished graphic, which may include Non-Arlon Products such as ink and protection layer.

"Horizontal Exposure" is defined as between 45°- 90° from vertical (90°).

"Non-Arlon Products" is defined as products such as printer/ink/clear coat that is not manufactured by Arlon.

"Non-Vertical Exposure" is defined as between 10°- 45° from vertical (90°).

"Outdoor Durability" is defined as no excessive fading, discoloration, cracking, crazing, peeling, blistering, excessive dimensional change, gloss reduction, chalking, edge lifting, excessive tenting around rivets or loss of adhesion or reflectivity that makes the Graphic on the end user's application visually unsuitable for its intended purpose when viewed with the intended lighting, angle and distance for such a Graphic, as determined by customary industry standards. Outdoor Durability is contingent upon and subject to complying with the following graphic manufacturing guidelines:

"Warranty" is defined as the terms and conditions contained or otherwise incorporated by reference herein.

"Purchaser" is defined as the person or entity that submitted a purchase order to Arlon whether oral or written, to purchase Products directly from Arlon. For example, Arlon's distributor or a direct customer.

USA

 200 Boysenberry Lane
Placentia, CA 92870

 800 232 7161 / +1 714 985 6300

 +1 714 985 6305

 6110 Rittiman Road
San Antonio, TX 78218

 800 549 9860 / +1 210 798 1900

 +1 210 798 1939

EUROPE

 Koninginnegracht 10 2514 AA
Den Haag, The Netherlands

 +31 70 354 4311

 +31 70 355 7721

AUSTRALIA

 18 Axis Crescent
Dandenong South, VIC 3175

 +61 3 8751 7999

CHINA

 No. 1989 Xinchang Road
Weifang, Shandong, 262400

 +86 0536 6226568

“Recommended Applications” refers to applications listed in each Arlon PIB.

“Vertical Exposure” is defined as less than or equal to 10° from vertical (90°).

“Warranty Period” is defined in the first paragraph under section titled “Warranty and Warranty Period”.

A. CONDITIONS AND USAGE FOR FLEET APPLICATIONS

Series 2100 and Series 2400

- Installation techniques conform to instructions provided in the Arlon Installation Handbook and the Arlon Technical Installation Publications (TIP’s). Most particularly, there must be no excessive stretching over non-uniform surfaces and vinyl should be properly heated and pressed into place with a rivet brush when installing on distorted surfaces. It is imperative to make proper surface contact and remove film memory stress.
- Areas of incidental chemical and fuel contact are protected with clear coatings along the top sections of graphics.
- Installation is on new, painted aluminum or fiberglass trailers with all rivets and panel seams degreased, clean and thoroughly dry. All paint or gel coats must be thoroughly cured prior to graphics installation. Arlon does not recommend application over stainless steel.
- Power washing must be done with care. Nozzle pressure should not exceed 1300 PSI and water temperature should be maintained below 140°F (60°C). It is recommended that the angle of spray be no shallower than 60 degrees from perpendicular. Detergents without harsh chemicals should be blended at proper ratios followed by a fresh water rinse to remove all residues.
- The finished graphic may be shipped flat or rolled. In roll form, the finished graphic should face out and should be wrapped around a core of at least five inches (13 cm) in diameter.

B. CONDITIONS AND USAGE FOR FLEXIBLE SUBSTRATE APPLICATIONS

Series 2500

- This warranty pertains to Arlon Cut Graphic vinyl applied to an Arlon approved flexible substrate. Other substrates require written approval from Arlon’s Technical Service or Marketing Department.
- Prior to installation, all substrates must be cleaned with a cloth saturated with a 1:1 solution of alcohol and water to ensure that dust and other contamination is removed.
- When completed signage is transported or stored, graphics are to be rolled to the outside of the wrap. Should the signage be “two sided”, the rougher side of the fabric is to be rolled to the outside of the wrap.

C. APPLICATIONS TO ACRYLIC AND POLYCARBONATE SHEETING (FLAT OR FORMED)

Series 2500

- To avoid outgassing induced defects, such as bubbles in the vinyl, protective masking on acrylic and polycarbonate substrates is to be removed and appropriate ventilation or drying prior to installation provided.
- Installation may be on flat sheets prior to forming or on previously formed faces.
- Forming is done only after all installed graphics are completely dry when wet application has been employed.
- Forming temperatures should not exceed 360°F (180°C) or an 8-minute dwell.
- When fabricated as a sign, excessive heat development in the light box is minimized with at least one vented opening at the side or bottom of the box construction.

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 200 Boysenberry Lane
Placentia, CA 92870

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San Antonio, TX 78218

 800 549 9860 / +1 210 798 1900

 +1 210 798 1939

EUROPE

 Koninginnegracht 10 2514 AA
Den Haag, The Netherlands

 +31 70 354 4311

 +31 70 355 7721

AUSTRALIA

 18 Axis Crescent
Dandenong South, VIC 3175

 +61 3 8751 7999

CHINA

 No. 1989 Xinchang Road
Weifang, Shandong, 262400

 +86 0536 6226568

D. WET APPLICATION TECHNIQUE FOR FLEXIBLE AND RIGID SIGN FACES

Series 2500

- If using a wet application technique use only commercially available wetting solutions such as RapidTac or Splash wetting solution. Arlon must approve any other wetting solution.
- If the sign face is polycarbonate, then it must be adequately dried before vinyl installation. Otherwise, bubbles due to outgassing will form between the sign face and vinyl. Drying should be accomplished by exposing sheeting at 150°F (66°C) for 2 hours.
- After installation is initially accomplished, sufficient time for wetting solution drying must pass before application tape is stripped or de-bonding will take place.
- Once application tape has been removed, all vinyl should be checked for good adhesion and if needed, characters should be re-burnished around the edges with a rivet brush to ensure good adhesion contact.

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CHINA

📍 No. 1989 Xinchang Road
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OUTDOOR DURABILITY GUIDELINE

Table 1 provides an overview of the maximum expected durability in each of the climate zone for vertical, non-vertical and horizontal exposure defined above.

Table 1:

EXPECTED OUTDOOR DURABILITY GUIDELINE					
ZONE 1		ZONE 2		ZONE 3	
VERTICAL (YEARS)	NON-VERTICAL / HORIZONTAL (YEARS)	VERTICAL (YEARS)	NON-VERTICAL / HORIZONTAL (YEARS)	VERTICAL (YEARS)	NON-VERTICAL / HORIZONTAL (YEARS)
12	6	10	5	8	4
10	5	8	4	6	3
9	4.5	7	3.5	5	2.5
8	4	6	3	4	2
7	3.5	5	2.5	3	1.5
6	3	4	2	2	1
5	2.5	3	1.5	1.5	0.75
4	2	2	1	1	0.5
3	1.5	1	0.5	0.5	0.25
2	1	0	0	0	0
1	0.5	0	0	0	0

EXCLUSIONS

I. Arlon shall not be liable for a warranty claim or damage or loss related to:

- Further use of the Product or Graphics after submitting a warranty claim
- Failure to follow Arlon’s or Non-Arlon Product manufacturer’s oral or written instructions as to the storage, installation, application, use or maintenance
- Alterations or repairs made without the prior written consent of Arlon
- Misuse, abuse, accident, neglect or mishandling
- Ease or speed of film removal

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- Chemical or mechanical means such as, but not limited to, vandalism, cleaning solutions, paints, solvents, improperly used high pressure washing equipment, mechanical washing equipment, engine spills, engine exhaust, steam, organic solvent or other spilled chemicals
- Fire, structural failure, lightning, acts of Gods, and other such events

II. Arlon shall not be liable for a warranty claim or damage or loss related to:

EXCLUDED SURFACE CONDITIONS:

- Uncured or un-dried paint and liquid clear coat that has poor bond to the substrate or underlying paint coatings
- Non-OEM paint or clear coat substrates
- Stainless-steel surfaces, except where stated in the Arlon PIB
- Weld lines on tanker trucks
- Substrates with aged paints, oxidation, or chalking
- Substrates exposed to water submersion, such as watercraft
- Low surface energy substrates except when stated in the Product Information Bulletin. Arlon considers low surface energy substrates to be in the range of 38 dynes or less.
- Pre-existing graphic/vinyl film
- Substrate is cracked, peeled and damaged condition

ENVIRONMENT CONDITIONS:

- Abrasions and exposure from day-to-day operation, including but not limited to: rocks, sand, dirt, bird droppings, insects, etc
- Glass breakage under stress caused by temperature changes across the surface, which could be amplified by the application of film
- Gasoline or fuel spillage exposure
- Acid rain and acid-dew common in high-pollution regions
- Mold and mildew growth common in high humidity or temperature regions
- Extreme internal temperatures, such as tanker trucks

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-  Koninginnegracht 10 2514 AA
Den Haag, The Netherlands
-  +31 70 354 4311
-  +31 70 355 7721

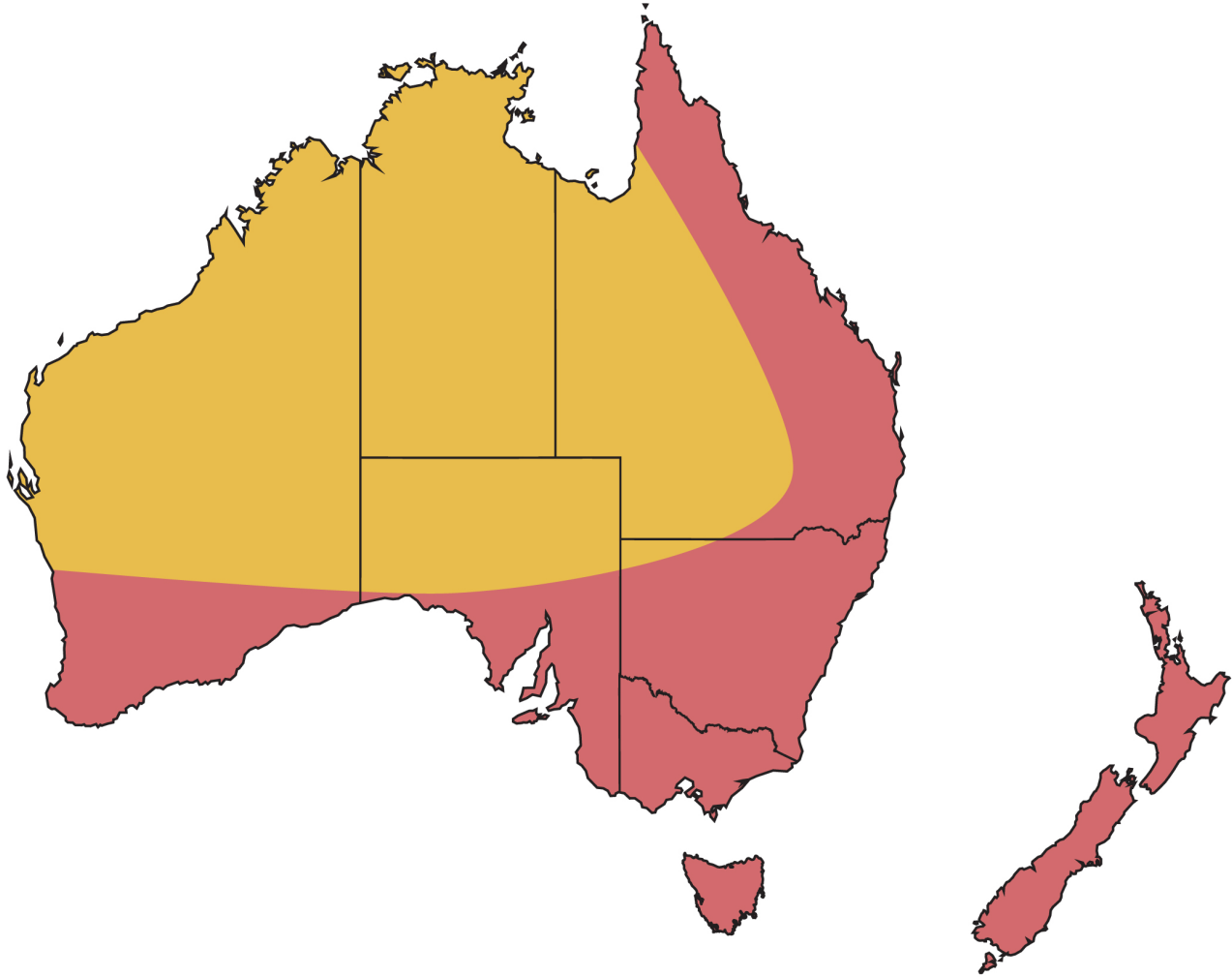
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Dandenong South, VIC 3175
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ZONE MAP



ZONE 2	ZONE 3
HOBART MELBOURNE ADELAIDE CANBERRA SYDNEY BRISBANE PERTH NEW ZEALAND CAIRNS TOWNSVILLE	NORTHERN AND CENTRAL AUSTRALIA DARWIN ALICE SPRINGS BROKEN HILL BROOME

Zone Map consists of 3 climate zones, ranking in environmental conditions from Zone 1 (mild) to Zone 3 (most severe). Zone 3 refers to extremely severe areas depicted in the Zone map, along with areas within Zone 1 and Zone 2 with altitudes greater than 1,500M (5,000FT)