



▶ DPF 390 ACRYLIC COATED FLEXIBLE SUBSTRATE WARRANTY

Arlon Graphics LLC (“Arlon”) hereby provides warranty to Purchasers on Arlon’s DPF 390 flexible substrate (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 product described as DPF 390 shall be subject to and covered by the terms of this Warranty.

WARRANTY SCOPE & PERIOD

Products used in Recommended Applications with Acceptable Surface Conditions and Proper Maintenance will perform and provide Outdoor Durability. The Warranty Period is listed in the Outdoor Durability Guideline below and 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.

Recommended Graphics Applications:

- (1) Laminating Pressure Sensitive film Over Graphics
- (2) Digital Printing

The DPF 390 Warranty for Graphic Applications #1 and #2, as listed above, is extended to our certified fabricators.

Warranty also includes blowout, mildew, wicking, delamination, and seam separation according to conditions and exclusions stated below. Only applies to stationary sign & awning display that are tensioned in a separate structure which is not connected to any other structure that will bring direct water or dirt runoff onto the flexible substrate.

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;
- Cared for, and used within its end user application, in accordance with the applicable Arlon Graphics TDS (available at [https://www.arlon.com/na_en/Products – DPF 390 - Product Support](https://www.arlon.com/na_en/Products-DPF-390-Product-Support)) or advice provided by regional Arlon technical resources; and used and applied by knowledgeable and skilled manufacturers and installers of wide-width flexible substrate and pressure sensitive graphic films and overlaminates for the end uses and, in the combinations, described in the applicable Arlon Graphics TDS. 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.

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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. Purchasers acknowledge 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 finished Graphic 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 installer contact information; and (4) establish traceability from receipt of Products to the finished installed Graphic and return any other relevant documentation, available Product, finished Graphic retained samples, 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 as may be designated by Arlon. The End Users shall contact the distributor or Graphics manufacturer from which they purchased their Graphics 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:

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

ARLON GRAPHICS' METHOD OF REPLACEMENT

In the event of a failure due to any of the causes mentioned in the warranty, Arlon's liability is limited to the replacement of the decorated face or materials, whichever was supplied originally at the current price, prorated for the number of months remaining under warranty.

The defective Flexible Substrate, under warranty must be returned to Arlon Graphics for final inspection. The mode of transportation will be determined and paid by Arlon Graphics for replacement material and also for the return of the defective material. There will be no replacement after the warranted period, or if Arlon Graphics is not notified of the problem within 30 days of defect discovery.

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.

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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 TDS" is defined as the Technical Data Sheet for the applicable Product

"Blowout" is defined as separation and destruction of the flexible substrate from the light box, typically as a result of wind velocity

"Delamination" is defined as the separation of the PVC vinyl layers from the scrim within the flexible substrate

"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 OEM ink

"Mildew" is defined as mold or fungus growth that occurs when dirt and moisture settle and remain on the flexible substrate for prolonged periods of time without proper and regular cleaning procedure. Refer to Warranty Chart and Cleaning Guidelines for cleaning recommendation to prevent mildew.

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


"Outdoor Durability" is defined as no excessive fading, discoloration, cracking, crazing, peeling, blistering, excessive dimensional change, gloss reduction, chalking, edge lifting, or loss of adhesion 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 graphic manufacturing guidelines.


"Seaming" is defined as joining two flexible substrates using an approved seaming tape and process


"Scrim" is defined as the polyester mesh embedded between two PVC vinyl layers


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


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

“Recommended Applications” refers to applications listed in each Arlon Technical Data Sheet

“Vertical Exposure” is defined as less than or equal to 10° from vertical (90°). Sign face must be tensioned in a separate structure which is not connected to any other structure that will bring direct water or dirt runoff onto the flexible substrate

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

“Wicking” is defined as the absorption of moisture containing dirt or pollutants into the edges of the flexible substrate and scrim). This absorption will not be more than 1/2 inch (12mm) or to the extent that the display is ineffective when seen from a normal viewing distance. Arlon warrants that wicking will not affect the display for its intended purpose at a normal viewing distance. The sign display must conform with the requirements listed under section titled “Warranty Scope and Period”

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:

FLEXIBLE SUBSTRATE	DURABILITY ZONE (VERTICAL ONLY)	SERIES 3220, 3270, 3210	SERIES V3370 GLOSS / SATIN	TRANSLUCENT SERIES 2500	CLEANING CYCLE RECOMMENDATION
ARLON ACRYLIC COATED DPF 390 (UNPRINTED) WITH LAMINATION	Zone 1	5	7	7	Every 6 Months
	Zone 2	3	5	5	Every 4 Months
	Zone 3	2	3	3	Every 3 Months

Note: Arlon Graphics Series 2500 must be applied or installed in temperatures above 50°F (10°C) to meet warranty guidelines. See application manual for details.

Signs installed in an indoor controlled environment that are not exposed to the outdoor conditions will be treated as Zone 1 in the Zone Map. Signs used in covered areas, which are still exposed to outdoor conditions, will be given no special consideration, and the regular warranty will apply.

PROTECTIVE COATINGS OR LAMINATES

Protective coatings are applied over the entire surface of the flexible substrate after the graphics or color has been applied. These various coatings can be applied by either Cold Transfer (see Pressure-Sensitive Films), Striping, Screen Printing, or Laminating. Arlon Graphics recommends that all decorated flexible substrate have a protective coating. These coatings keep the display cleaner and colors more vibrant.

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INSTALLATION & MAINTENANCE REQUIREMENT:

- Proper ventilation of the sign light box is required, a minimum of a 3-inch vent (76mm in diameter) every 3 feet (900mm) at the bottom and sides of the sign light box.
- Weep holes, 1/4 inch (6mm) holes every 3 feet (900mm) close to the front of the sign/awning to allow for drainage of water near the flexible substrate, are required at the bottom of the sign cabinets in areas where water may collect. Larger holes may be needed in high humidity areas. Weep holes need to remain unblocked. The use of an approved tensioning system is important to avoid blowouts or delamination. Arlon Graphics reserves the right to inspect the engineering of the sign/awning to confirm that the above conditions have been met.
- Blowout is covered when an approved tensioning system is employed in a “90° vertical” application. Flex clamps are not an approved tensioning system for Arlon Graphics’ warranty against blowouts of products. Approval for all other tensioning systems may be obtained in writing through contact with the Arlon Graphics Customer Service Department.

REPAIRS

Arlon Graphics must be contacted if repair is conducted on the application by end users to determine if the warranty is still valid (photos of the repair may be required).

CLEANING

- All DPF 390 signs must be cleaned on a regular basis as per the warranty chart to prevent:
 - Stain and Discoloring. Arlon Graphics products are warranted against excessive staining when seen at a min of 12 feet from the sign.
 - Growth of mildew from dirt and pollutants residue left on the surface for a prolonged period of time.
 - Cleaning cycle requirement on the warranty chart is subject to changes dependent on the climate zone indicated in the zone chart above.
- If weep holes at the bottom of sign are blocked, then cleaning and unblocking of weep holes is required behind flexible substrate for mildew warranty to be valid. Sign faces in industrialized areas will need more frequent cleaning than the required cleaning mentioned in the warranty chart.
- Arlon recommends standard cleaning solution for Flexface applications.
- **Warning:** Do not use abrasive cleaners as they will damage the material and void the warranty. Do not rub into the cut edge of any pressure-sensitive film as this will void the warranty. Warranty conditions preclude any attachments to sign material where any part of this attachment would be touching the sign material, i.e. a banner strung over sign would void warranty.

PACKAGING, SHIPPING, HANDLING & INSTALLATION

All printed material must be rolled on a minimum 3 inch inner core/tube. Decorated material must be rolled with graphics facing out. Arlon Graphics will not warrant any material that has been folded, creased, wrinkled, or bunched up (i.e. for seaming or sewing) as this causes irreparable damage. To achieve proper tensioning, installation of signs is recommended at temperatures above 50°F or 10°C.

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STORAGE

All roll goods or substrates must be stored in a cool (maximum 75°F or 24°C), dry environment. Rolls are to be stored in their original packages or suspended.

SHELF LIFE

The shelf life of 1 year applies to all unprinted roll goods or substrates from date of invoice, unless otherwise specified in product specifications.

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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
- Misuse, abuse, accident, neglect or mishandling

II. No spray paint and clear coat

III. No liquid clear coat (need to confirm if have any recommendation)

IV. Non Vertical and Horizontal applications

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

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

EXCLUDED SURFACE CONDITIONS:

- Uncured liquid clear coat that has poor bond to the substrate
- Improper installation, materials, workmanship, bending, twisting or vandalism of the sign structure

ENVIRONMENT CONDITIONS:

- Abrasions and exposure from day-to-day operation, including but not limited to: sand, dirt, bird droppings, insects, etc
- Acid rain and acid-dew common in high-pollution regions
- Mold and mildew growth common in high humidity or temperature regions
- Wind velocities exceeding those for which the sign structures were designed

NON-ARLON PRODUCTS:

- Products printed with non-OEM inks
- Ink contamination and/or failures caused by OEM ink manufacturers
- Improper printing parameters including color calibration, saturation, and profiling
- Ink or Liquid Clear Coat not properly cured to ink manufacturer's specifications and guidelines
- Improper outgassing
- Non-Arlon products (including but not limited to printer, ink, liquid clear coats)

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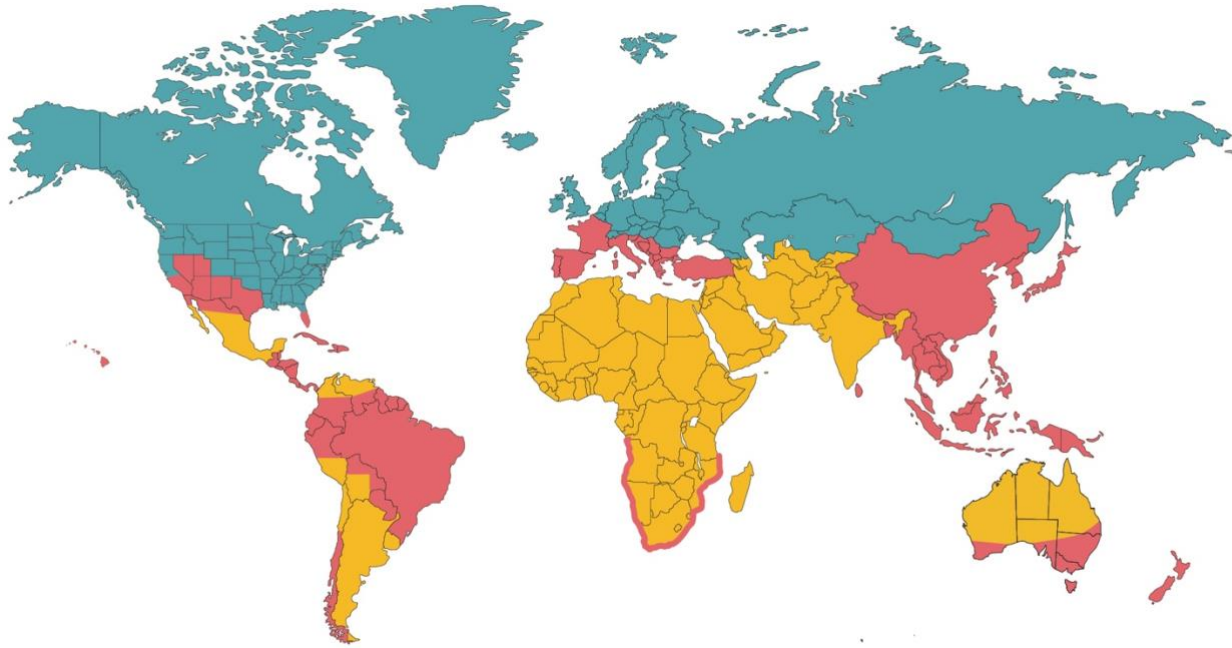
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ZONE MAP



ZONE 1	ZONE 2	ZONE 3
<ul style="list-style-type: none"> AUSTRIA BELARUS BELGIUM CANADA CZECH REPUBLIC DENMARK ESTONIA FINLAND GERMANY GREENLAND HUNGARY ICELAND IRELAND LATVIA LIECHTENSTEIN LITHUANIA LUXEMBOURG MOLDOVA NORTHERN ASIAN COUNTRIES NORWAY POLAND ROMANIA RUSSIA SCANDINAVIA SWEDEN SWITZERLAND UKRAINE UNITED KINGDOM UNITED STATES** THE NETHERLANDS 	<ul style="list-style-type: none"> AUSTRALIA* ALBANIA BOLIVIA* BOSNIA & HERZEGOVINA BRAZIL BULGARIA CARIBBEAN ISLES CENTRAL AMERICA CHILE* CHINA COLOMBIA* CROATIA CYPRUS FRANCE GREECE HAWAII ITALY JAPAN KOREA MACEDONIA MALTA MEDITERRANEAN ISLANDS MEXICO* MONTENEGRO NEW ZEALAND PARAGUAY PERU* PORTUGAL PUERTO RICO SOUTH AFRICAN COAST SOUTHERN ASIAN COUNTRIES SERBIA SLOVENIA SPAIN TURKEY UNITED STATES (AZ, NM, NV, SOUTH CA, SOUTH FL, UT DESERT REGIONS) VENEZUELA* VIRGIN ISLANDS 	<ul style="list-style-type: none"> ARABIAN GULF REGION ARGENTINA AUSTRALIA (ALL AREAS 100KM NORTH OF THE LINE BETWEEN BRISBANE & PERTH) INDIA MIDDLE EAST NORTH AFRICA – INCLUDING SAHARA NORTH CHILE NORTH COLUMBIA NORTH VENEZUELA SOUTH & CENTRAL AMERICA SOUTH PERU SOUTHERN MEXICO SOUTHWEST BOLIVIA URUGUAY ELEVATIONS ABOVE ALTITUDES OF 1500M (5000FT)

*Except for areas listed in ZONE 3
 **Except for areas listed in ZONE 2 and ZONE 3

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)

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