



ARLON

PRODUCT WARRANTY

Revised October 2022

► Print Media Total System Warranty

Arlon warrants that Arlon brand films and media will perform and provide “outdoor durability” or “indoor durability” (1) for the period stated in the corresponding Technical Bulletin from the date of application under normal vertical exposure (2) conditions provided that the film is properly stored and is applied within one year of the original shipment date from Arlon. This warranty is contingent on material being processed using OEM recommended inks, premask and associated processing materials in accordance with recommended written processing instructions and being applied to properly prepared surfaces; cleaned and maintained in accordance with recommended application procedures.

Outdoor durability and indoor durability for the purpose of this warranty are defined as no appreciable deterioration in the product when seen from its intended viewing distance. Premature failure due to cracking, crazing, blistering or loss of adhesion shall constitute a breach of warranty if it occurs during the warranty period. Excessive color fading, chalking, edge lifting, tenting around rivets, gloss reduction or reflectivity shall also constitute a breach of warranty if it occurs during the warranty period. Replacement graphics will be warranted for the period corresponding to the remaining warranty period of the original failed graphics.

Exclusions: Graphics adhered to non-vertical areas of the vehicle (such as the hood, trunk or roof top) are excluded from Arlon's Print Media Total System Warranty. Film failure caused by ink over-saturation are not covered. Ink contamination and/or failures recognized by the respective OEM ink manufacturers will not be covered by this warranty.

PRODUCT COMPATIBILITY PROGRAMS

The durability for each warranted product compatibility program is found in the below chart.

Note: If the stated durability of an approved allied component (ink, toner, overlamine) differs from that of the Arlon material, the finished graphics will be warranted for a period equal to the stated durability of the least durable component.

PREMIUM 10-YEAR OUTDOOR DURABILITY RATING		
QUALIFYING MEDIA:	SLX+ / SLX™ Cast Wrap / DPF 6100XLP / DPF 6000XRP / DPF 6000RP WHITE	Premium White Cast Film with Repositionable Adhesive
QUALIFYING OVERLAMINATE:	SERIES 3310	Polyurethane Overlamine
PREMIUM 7-YEAR OUTDOOR DURABILITY RATING		
QUALIFYING MEDIA:	SLX+ / SLX™ Cast Wrap / DPF 6100XLP / DPF 6000XRP / DPF 6000RP WHITE / DPF 6000RP CLEAR	Premium Clear Cast Film with Repositionable Adhesive
QUALIFYING OVERLAMINATE:	SERIES 3220 / SERIES 3210 / SERIES 3270 SERIES 3200	Cast Overlamine
QUALIFYING MEDIA:	DPF 6500	Premium White Translucent Cast Film with Permanent Adhesive
QUALIFYING OVERLAMINATE:	SERIES 3220 / SERIES 3210 SERIES 3200 / SERIES 3350 / SERIES 3310	Cast or Anti-Graffiti Overlamine
QUALIFYING MEDIA:	DPF 6700 (See PIB for warranty exclusions)	Premium White Cast Film with Permanent Adhesive
QUALIFYING OVERLAMINATE:	SERIES 3220 / SERIES 3210 / SERIES 3200 SERIES 3310	Cast Overlamine

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PREMIUM 7-YEAR OUTDOOR DURABILITY RATING (CONTINUED)

QUALIFYING MEDIA:	DPF 5200	Printable Cast Etched Glass Film
QUALIFYING MEDIA:	DPF 8000™ Ultra Tack / DPF 8200 High Tack DPF 8200X High Tack ² (See PIB for warranty exclusions)	White Premium Grade Calendered Film with Permanent Adhesive (Ultra Tack / High Tack)
QUALIFYING OVERLAMINATE:	SERIES 3420 / SERIES 3450 ⁴ / SERIES 3220 SERIES 3960 / SERIES 3210 / SERIES 3310	Cast or Calendered Overlamine
QUALIFYING MEDIA:	DPF 4400 ²	High Performance Changeable Calendered Film, Clean Removing ⁵
QUALIFYING OVERLAMINATE:	SERIES 3200 / SERIES 3220 / SERIES 3210 SERIES 3270 / SERIES 3170 / SERIES 3420	Cast or Calendered Overlamine
QUALIFYING MEDIA:	DPF 9000 ²	White Industrial Grade Calendered Film with Permanent Adhesive (Solvent Resistant)
QUALIFYING OVERLAMINATE:	SERIES 3220 / SERIES 3420 / SERIES 3310	Cast or Calendered Overlamine
QUALIFYING MEDIA:	DPF 4000 ²	White Industrial Grade Calendered Film with Permanent Adhesive
QUALIFYING OVERLAMINATE:	SERIES 3220 / SERIES 3420	Cast or Calendered Overlamine
QUALIFYING MEDIA:	IllumiNITE Wrap™ / DPF 2400XLP/ DPF 2400	Printable White Reflective Film with Permanent Adhesive
QUALIFYING OVERLAMINATE:	SERIES 3220/ SERIES 3210/ SERIES 3200	Cast Overlamine
QUALIFYING MEDIA:	Fusion Wrap / CalWrap / DPF 4600GLX/MLX / DPF 4600GX ² (See PIBs for warranty exclusions)	High Performance Calendered Film, Clean Removing Repositionable
QUALIFYING OVERLAMINATE:	SERIES 3170 / SERIES 3210 / SERIES 3220 SERIES 3310 / SERIES 3420 ¹	Cast or Calendered Overlamine

INTERMEDIATE 5-YEAR OUTDOOR DURABILITY RATING

QUALIFYING MEDIA:	DPF 4500G WHITE / DPF 4500G Clear DPF 4500GLX / DPF 4500MLX / DPF 4500GX DPF 4500GT / DPF 4500MT DPF 4550G WHITE ⁴ DPF 4550GTX / DPF 4550MTX ⁴ DPF 4550GT / DPF 4550MT ⁴	Intermediate White Calendered Film with Permanent Adhesive
QUALIFYING OVERLAMINATE:	SERIES 3420 / SERIES 3450 ⁴ / SERIES 3170 SERIES 3220 / SERIES 3200	Cast or Calendered Overlamine

SPECIALTY 4-YEAR OUTDOOR DURABILITY RATING

QUALIFYING MEDIA:	DPF 4300	Intermediate White Calendered Multi-Purpose Film with Removable Adhesive
QUALIFYING OVERLAMINATE:	SERIES 3220	Cast Overlamine

¹ Use on flat and simple curves only

² 7 year warranty applies when paired with an Arlon cast overlamine

³ Available in EMEA Only

⁴ Available in EMEA & ANZ Only

⁵ Up to 1 year

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PROMOTIONAL 3-YEAR OUTDOOR DURABILITY RATING		
QUALIFYING MEDIA:	DPF 510G / DPF 510M DPF 510GT / DPF 510MT DPF 510GTR / DPF 510MTR DPF 510G-HT / DPF 510M-HT DPF 510GT-HT / DPF 510MT-HT DPF 510G-UT / DPF 510M-UT ³ DPF 510GT-UT / DPF 510MT-UT ³ DPF 510GTX / MTX	Promotional Digital Film
QUALIFYING OVERLAMINATE:	SERIES 3510	Calendered Overlamine
PROMOTIONAL 1-YEAR OUTDOOR DURABILITY RATING		
QUALIFYING MEDIA:	DPF 45WF	One-Way Vision Window Film 60/40 Perforated Film
QUALIFYING MEDIA:	DPF 47WF	One-Way Vision Window Film 70/30 Perforated Film
7-YEAR INDOOR DURABILITY RATING		
QUALIFYING MEDIA:	DPF 4200 MATTE/CANVAS	Interior Matte/Canvas Wall Decoration Film with Permanent Adhesive
1-YEAR INDOOR DURABILITY RATING		
QUALIFYING MEDIA:	DPF 206	Interior Woven Wall Decoration Film with Removable Adhesive
7-YEAR INDOOR / 5-YEAR OUTDOOR DURABILITY RATING		
QUALIFYING MEDIA:	Ever Etched Cal	Printable Calendered Etched Glass Film with Repositionable Adhesive
5-YEAR INDOOR / 3-YEAR OUTDOOR DURABILITY RATING		
QUALIFYING MEDIA:	DPF 5450X ³	Printable Calendered Etched Glass Film with Repositionable Adhesive

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In the event a breach of warranty occurs as defined above, Arlon's sole liability is outlined below:

I. GENERAL STATEMENT

DEFINITIONS

Outdoor durability for the extremely severe areas reduced warranty is provided. Refer to the Zone map for locations and corresponding durability ratings. Clean Removability is defined as removable with the assistance of heat or chemicals using Arlon recommended removal procedures. Clean removable products are guaranteed to leave no more than 25% adhesive residue during removal. Removal of graphics must occur within the warranty period listed above.

A. WARRANTY REMEDY

The exclusive remedy under Arlon's Print Media Total System Warranty shall be at Arlon's option the replacement or credit for the defective warranted products only. For failures during the second half of the graphics warranted life, Arlon material purchase price reimbursement will be calculated using the following formula:

$$\text{REIMBURSEMENT FORMULA} = \frac{\text{Arlon material purchase price X (warranty in months - number of months since application)}}{(\text{warranty in months})}$$

B. LIMITATION OF WARRANTY

NOTIFICATION OF CLAIM

This warranty requires that Arlon be notified in writing of any claims within fourteen days of material failure. Claim notifications must include name and batch numbers for films and processing components, report of processing conditions and in-process test results, finished decal retain samples, installation date and location, name of installer and any other pertinent information requested. Arlon reserves the right to inspect all reported claims. Failure to comply constitutes a waiver of all rights under this warranty. This warranty applies to Arlon specified graphics programs only. Contact your Sales Representative for further details.

APPLICATION TO GLASS

Arlon accepts no liability for glass breakage. Glass may break under the stresses caused by temperature changes across the surface, which could be amplified by the application of vinyl film.

MISUSE AND FORCE

Arlon has no obligations under this warranty with respect to products that have been modified or damaged through misuse, abuse, accident, neglect or mishandling by purchaser or purchaser's customer. For example, unless specifically claimed in a Technical Bulletin, graphics are not warranted against premature failure caused by 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 fuel spills, engine exhaust, steam, organic solvents or other spilled chemicals. Graphics applied to unsound surfaces or surfaces that subsequently crack, peel, outgas or become damaged beneath the graphic are not warranted for performance. Damage from fire, structural failure, lightening and other such events are not covered.

UNINTENDED USE OF PRODUCTS

Arlon products covered by this warranty are intended only for use by professional users and only for the intended uses as described in the corresponding Arlon Technical Bulletin. Before using for any other application, user shall determine the suitability of the product for its intended use and user assumes all risk and liability in connection therewith. To determine the best product for application Arlon always recommends testing prior to using the above products on the actual surface, especially for wall and floor application as product performance can vary greatly depending on the substrate, elemental exposure and surface preparation. In no event shall Arlon be liable for any incidental or consequential damages including, but not limited to, loss of profit, loss of use or production or loss of capital.

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UNINTENDED USE OF PRODUCTS CONTINUED

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 the damages are sought based on breach of warranty, breach of contract, negligence, strict liability in tort or any other legal theory.

- (1) Outdoor durability for the extremely severe areas will be two years or 50% less than the durability published in the appropriate technical bulletin: Southern Florida, AZ, NV, NM, UT, TX, Southern California, Mexico or other similar latitudes (please reference Zone Map below).
- (2) Vertical exposure is defined as +/-10° from vertical. Applications greater than 10° from vertical and greater than 5° from the horizontal will be warranted at 50% the durability published in the appropriate technical bulletin. Horizontal applications are not warranted. Non-vertical applications occurring in extreme environments would be calculated at warranty limitations of (1) + (2).
- (3) This warranty is not extended to stainless steel surfaces unless otherwise specified on the Product Information Bulletin (PIB).
- (4) This warranty is not extended to marine applications.
- (5) Specified films may be used for floor graphic applications but this warranty is not extended for the performance or clean removability of floor graphics materials.
- (6) If the stated durability of an approved allied component (ink, toner, clear coat) differs from that of the Arlon material the finished graphics will be warranted for a period equal to the stated durability of the least durable component.

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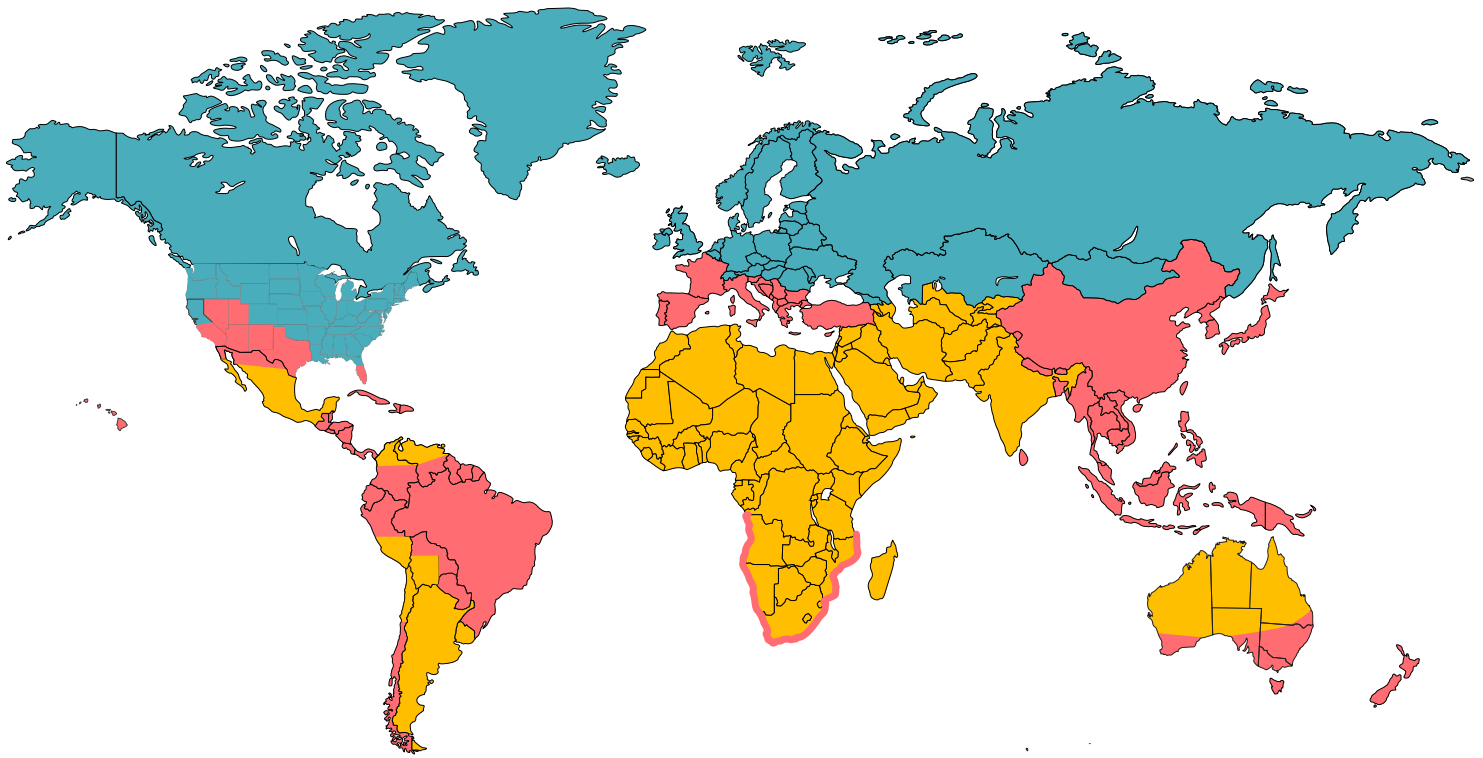
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ZONE MAP



ZONE 1

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

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

ZONE 2

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 Region)
VENEZUELA*
VIRGIN ISLANDS

ZONE 3

ARABIAN GULF REGION
ARGENTINA
AUSTRALIA
(All areas 100km north of the line between Brisbane and Perth)
INDIA
MIDDLE EAST
NORTH AFRICA - INCLUDING SAHARA
NORTH CHILE
NORTH COLUMBIA
NORTH VENEZUELA
SOUTH & CENTRAL AFRICA
SOUTH PERU
SOUTHERN MEXICO
SOUTHWEST BOLIVIA
URUGUAY
ELEVATIONS ABOVE ALTITUDES OF 1500 M (5000 FT)

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