

General Warranty

ORACAL USA warrants its pressure-sensitive adhesive films to be free of defects in materials and manufacture, and to perform as stated in published product technical information bulletins if properly stored, processed and applied. ORACAL USA will, at its discretion for ORACAL®, ORAJET®, ORAGUARD® or ORALITE® materials that do not meet specified effective performance life, issue credit for the purchase price of the material through the authorized distributor from where the material was purchased.

The customer assumes responsibility in determining product suitability for intended use. ORACAL USA shall not be liable for any direct, indirect, or consequential damages, arising from the use or inability to use the product. This warranty is declared in lieu of any other claim, whether expressed or implied, and is not subject to interpretation.

In no event will ORACAL USA be responsible for labor, consequential or incidental damages of any kind. An ORACAL USA-approved laboratory will verify all claims against the warranty. Substrate failures are not covered under this warranty. Replacements will be authorized on a case-by-case basis only, and an individual failure shall not be construed as an indication of failure for the entire vinyl graphic package.

Outdoor Durability Warranty Specifications

Published outdoor durability specifications for Oracal films represent the expected performance of our films in vertical exposure applications (+/- 10° from vertical orientation) located in standard U.S. & Canadian climate conditions (Climate Zone 1). Prorated warranty information for other application angles and climate zones is shown below:

		EXAMPLE	
Application Type	Prorated Warranty Coverage	DURABILITY	PRORATED DURABILITY
Vertical Applications (+/- 10° of vertical)			
Climate Zone 1	100%	1 x 8 years =	8 years
Climate Zone 2	75%	0.75 x 8 years =	6 years
Non-Vertical (11° - 45° of vertical)			
Climate Zone 1	50%	0.5 x 8 years =	4 years
Climate Zone 2	35%	0.35 x 8 years =	2.8 years
Horizontal (46° - 90° from vertical)			
All Climate Zones	0%	0 x 8 years =	0 years

CLIMATE ZONE 1

Canada, U.S.A. (see map for U.S.A. Zone 2)

CLIMATE ZONE 2

Central & South Florida; Central & South Texas; New Mexico; Arizona; Southern Utah; Central & Southern Nevada; Central & Southern desert areas of California; Mexico; Caribbean; Central & South America

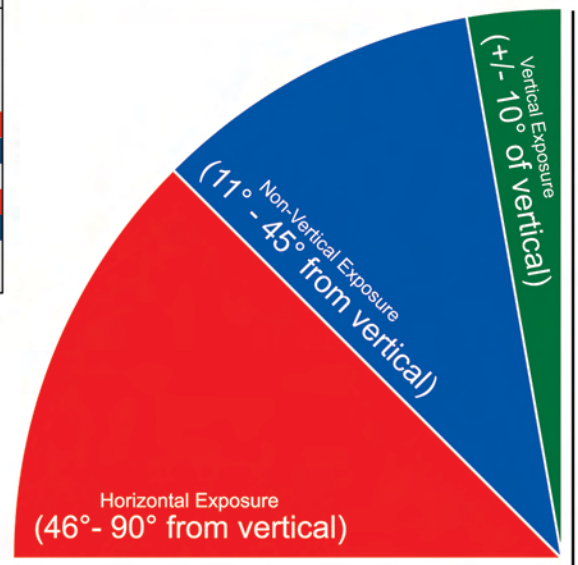
Note: No warranty applies to graphics installed on horizontal surfaces (>45° from vertical) such as vehicle hoods, trunks & roof-tops.

Due to certain environmental and mechanical damage occurring to vehicle graphics, (i.e. carwash, poor cleaning methods) minor reduction in gloss, chipping or peeling around graphic edges or over irregular surfaces that do not materially detract from the intended purpose of the graphic application, will not constitute a breach of warranty. For more information and helpful advice, please see the "Care and Maintenance of Vinyl Vehicle Graphics" technical bulletin located in the Support section of our website.

Industrial Pollutants

Applications in some urban, valley or industrialized areas may experience reduced durability and/or cosmetic damage caused by atmospheric conditions such as acid rain, smog or other harsh pollutants. Damage from these pollutants is not covered by our product warranty. For more information and helpful advice, please see the "Dealing With Fallout" technical bulletin located in the Support section of our website.

EXPOSURE DIAGRAM



- = Horizontal (46° - 90° from vertical)
- = Non-Vertical (11° - 45° from vertical)
- = Vertical (+/- 10° of vertical)

Glass Application

Oracal USA assumes no liability for glass breakage associated with application of our films on glass surfaces. Glass and other surface cleaners may leave a residue that could cause poor adhesion between the graphic and the surface. Only clean glass with a mild detergent and water solution prior to vinyl application. If additional cleaning is needed, use only Isopropyl Alcohol. To reduce risk of glass breakage or poor adhesion properties, please contact Oracal Product Support for suggested application guidelines.

Stainless Steel Application

Due to the wide variety of stainless steel types and gauges, prior to application contact Oracal Product Support for proper cleaning and application instructions.

Latex Painted Wall Application

Wall graphics must be applied to a clean, smooth, dry and non-porous interior surface. Freshly applied paint should be allowed to cure for three full weeks prior to wall graphic application. Prior to application test substrates by cleaning the surface with a dry lint free rag and apply a small test strip for 24 hours. If bubbles or edge peeling appear, outgassing is still occurring. At this time it is best to let the paint continue to outgas and repeat the test in a few days. *Due to the wide variety of paint systems, wall types, and finishes, graphic removal is not warranted when using films with permanent adhesive.* For more information and helpful advice, please see the "Wall Graphic Application Tips" technical bulletin located in the *Support* section of our website.

Flexible Substrate Application

For the general warranty to apply with selected ORACAL® plotter films the following procedures must be followed. Prior to application, the selected flexible substrate should be thoroughly cleaned with a clean saturated rag containing a mild detergent and water solution and then dried. Finally, the surface should be wiped down with Isopropyl Alcohol using a clean rag to remove any surface contamination such as dust, grease, or other debris.

After the initial application, graphics should then be burnished down by using a rivet brush. Multiple cycles of applying heat and pressure will help ensure a solid bond between the adhesive and the pattern of the flexible substrate. *(Always apply vinyl graphics to the smooth side of translucent flexible substrates.)*

Acrylic and Polycarbonate Application

When using materials that tend to outgas, such as polycarbonate or acrylic products, it is recommended to remove the protective liner on these substrates to allow proper outgas time prior to installation. Be sure to properly test these substrates by cleaning the surface and applying a small test strip for 24 hours. If bubbles or edge peeling appear, outgassing is still occurring. Either treat the substrate with a heat source or store it for 24-36 hours at room temperature conditions in order to cure the substrate prior to application of the vinyl.

Wet Application

Wet applications are typically recommended for large surface applications. Wet applications should only be done in ambient temperature environments of at least 60° F. For wet application, Oracal USA recommends using a medium-tack application tape. After the application fluid has had ample time to dry remove the application tape carefully at a 180° angle. Newly applied graphics should remain in the application environment for at least 24 hours to promote uniform adhesion characteristics and allow any residual moisture to evaporate. *(Recommended ingredients for wet application fluid: two tsp. of traditional Joy® or Dawn® dish detergent to one quart of water. Detergent should not contain moisturizers, lotions, or bleaching agents.) Wet applications are not recommended or warranted when applying material with water-based adhesive systems, ORACAL® Metallic films, ORALITE® series, CommandForm™ or Rapid Air® technology. Windex® or other glass and surface cleaners should never be used as an application fluid.*

Application Temperatures

ORACAL® films should never be applied at temperatures below 46° F. However, for best application results, surface and ambient temperatures should be between 65°-75° F. Colder temperatures will result in the material feeling more rigid. Warmer temperatures will result in the material feeling more aggressive and pliable. Newly applied graphics should remain in the application environment for at least 24 hours to promote uniform adhesion characteristics. A significant change in temperature should be avoided during the first 24 hours after adhesion. For application temperatures below 46° F please contact ORACAL USA for low temperature product choices.

Unwarranted Metal Surfaces

ORACAL®, ORAJET®, ORAGUARD® or ORALITE® applications to, Copper, Tin, Brass, Lead, Alloys, and Magnesium will not be warranted. Please contact Oracal Technical Support for assistance if you are unsure if the application is suitable or not for a questionable substrate.

Adhesive Promoters

ORACAL USA does not recommend using adhesive promoters with its products. If used, no warranty coverage will apply.

Product Compatibility and Performance

Please contact Oracal Product Support to ensure proper product combinations, and substrate compatibility for your specific job. No warranty will apply when combining ORACAL®, ORAJET®, ORAGUARD® or ORALITE® graphic marking films with other manufacturers of pressure sensitive adhesive graphic marking films.

Other Substrates

Contact Oracal Product Support with questions regarding unfamiliar product to substrate combinations.



Outdoor Durability Warranty by Climate Zone

Areas indicated in (Zone 2) in the accompanying map carry reduced warranted durabilities as specified on the Oracal general warranty.



Zone 1 (areas shown in red)
Canada
United States
(with noted exceptions in Zone 2)



Zone 2 (areas shown in blue)
Central & South Florida
Central & South Texas
Southern Utah
Central & Southern Nevada
Central & Southern Desert Areas of California
Entire State of New Mexico
Entire State of Arizona
Mexico
Caribbean
Central & South America



ENGINEERED to *PERFORM BETTER.*

For further information visit www.oracal.com or contact us at **1-888-ORACAL-1**