



ADVANCED GRAPHIX INC. WARRANTY

What is Covered

Advanced Graphix Inc. warrants against the following: Excessive fading, discoloration, peeling should they occur to a degree exceeding what constitutes normal aging of graphics.

What is not Covered

- Normal aging of graphics. This includes, but is not limited to, Natural weathering, reduction in gloss, slight color changes, some lifting of graphics at the edges, lifting from the contours.
- Damage as a result of improper car washing, or damage caused by contact with foreign objects, such as road debris, car keys, etc.
- Failure of graphics due to Improper installation (Applied by outside vendor).
- Labor to replace damaged graphics unless installed by Advanced Graphix Inc.

Duration of Warranty

- Cut vinyl graphics (unprinted) - 5 years
- Thermal printed vinyl graphics (edged) - 3 years (2years in high sun states*)
- Scotchprint full color vehicle graphics -5 years (3years in high sun states*)
- Sign Gold 22kt gold leaf products - 5 years (3 years in high sun states*)

* AZ, NM, Desert CA, NV, UT, TX, FL

What you can expect from us

If your warranty claim is valid, Advanced Graphix Inc. will replace the faulty item. If Advanced Graphix Inc. installed the item and your claim is valid, we will remove and install the faulty item. If Advanced Graphix Inc. did not install the graphics, no provision or remedy to cover labor for removal or reinstallation will be made. In no case will Advanced Graphix Inc. be liable for any direct, indirect or consequential damages resulting from product use.

What are your obligations

In order for your Advanced Graphix Inc. warranty to apply, you must:

- Properly clean the surface: Vehicle surfaces require both general cleaning and solvent cleaning. For more information see *3M Instruction Bulletin 5.1 - (Substrate Selection and Preparation)*. Fax on demand # 800-364-0768 (7001)
- Applicators: graphics must be applied by trained, professional applicators. Other applicators assume all risk and responsibility.
- Product misuse: Advanced Graphix Inc. offers no warranty for graphics which are not installed, used or cared for in compliance with 3M Bulletins.
- Inspection of product: graphics must be inspected upon receipt and returned to Advanced Graphix Inc. if suspect. Users who proceed to apply a graphic suspected of having a manufacturing defect void any claim of warranty.
- Car Washing (after application):
 - ~ DO NOT wash for 3 days to allow time for the adhesive to cure.
 - ~ DO NOT machine or spray wash the car for 7 days after application.
 - ~ DO NOT wax the surface of the graphics.

~ Use a cleaner which is non-abrasive, neither strongly acidic or alkaline, and is free of alcohol or solvents.

2. Flush the graphic's surface with clean water to remove loose dirt particles.

3. Wash the marking with a rag or sponge using a detergent which complies with Step 1. Avoid abrading the surface by unnecessary scrubbing. Once suds have been applied, rinse with a steady stream of water.

4. If using a pressure washer, the nozzle must be at least 12" away from and perpendicular to the marking. Pressure must not exceed 1500 psi and water temperature must not exceed 180 degrees F. Do Not direct the water stream at the edge of the marking or edge-lifting will occur.

5. Use of automatic car washes with rotating brushes is not advised unless the brushes are cloth. NYLON BRUSHES WILL DAMAGE THE GRAPHICS.

6. If tar, oil, diesel smut or bituminous material remains, wipe with a rag dampened with kerosene, mineral spirits, heptane or VM&P Naptha. Do not other solvents. Wash again with detergent and water. Rinse with clean water.

How Complaints will be evaluated

visual assessment of the problem is required. Advanced Graphix Inc. reserves the right to choose from one of the following means of evaluating complaints.

- Return of the unapplied graphics
 - Photos of applied graphics
- (verbal descriptions of a faulty product are not sufficient.)*

Steps to take if you encounter a problem

Uninstalled Graphics:

1. Stop. Do not apply suspect graphics. call us immediately.
2. Suspect graphics must be returned before any assessment can be made.
3. Upon Inspection of the graphics, Advanced Graphix Inc. will make the appropriate remedy.

Installed Graphics:

1. Document the problem. Compile the following information before calling:
 - Vehicle make, model, year, unit number (if applicable)
 - Detailed description of problem
 - Extent of problem: how many vehicles? Which parts of vehicles?
 - Photographs: photo verification of problem is required. Digital photos will expedite processing of your claim.
2. Call Advanced Graphix Inc. to initiate your complaint.
3. Advanced Graphix Inc. will assess your claim. A third party (3M Service Tech) may be called to inspect.
4. Advanced Graphix Inc. will make appropriate remedy.

REQUIRED BULLETINS

Preparation, installation, care and use of graphics in strict compliance with the following documents are required under terms of this warranty. These bulletins can be faxed to you via 3M's Fax-On-Demand system. Phone 800-364-0768. They are also available online at www.mmm.com.

3M Instruction Bulletin 5.1: Application (Substrate Selection, Preparation and Substrate-specific Application Techniques). Fax on demand number 7001.

3M Instruction Bulletin 5.36: Application (Special Considerations for Auto Graphics). Fax on demand number 7036.

3M Instruction Bulletin 5.5: Application (General Procedures for Interior and Exterior Dry Applications). Fax on demand number 7005.