

# Worldwide 3M™ MCS™ Warranty

## What 3M Warrants

**Individual Product Limited Warranty.** 3M warrants to the Distributor and Graphics Manufacturer that each individual 3M product will be free of the defects listed below, and will perform according to its written characteristics, be suitable for the defined end uses, and perform for the warranted durability period stated in the applicable 3M Product Bulletins in effect at the time of product purchase.

**Finished Graphic Limited Warranty.** 3M warrants to the End User that graphics made using exclusively 3M graphic products, will be free of the defects listed below, and when used for the defined end uses, and fabricated, installed and maintained according to 3M recommendations, will perform for the warranted durability period stated in the applicable 3M Product Bulletins in effect at the time of product purchase.

The warranties stated in this document are exclusive and are made in place of any and all express or implied warranties or conditions, including any implied warranty of **merchantability** or fitness for a particular purpose, or any industry practice or custom or trade usage.

The warranties and limited remedies stated in this document may not be modified except in writing and modifications must be signed by the U.S. 3M Commercial Graphics warranty manager.

Failure to follow the instructions contained in 3M's Product and Instruction Bulletins will void all warranties and limited remedies.

## What Defects Are Covered

- **Manufacturing defects** including visual defects and defects that prevent making the intended graphics.
- **Printing and cutting defects** when used with 3M-recommended inks or toners, printers and/or cutting equipment.
- **Finished graphic appearance defects** such as excessive fading, discoloration (including that due to mildewing or wicking on flexible substrates), cracking, crazing, peeling, gloss changes, blistering, excessive dimensional change or loss of adhesion or reflectivity that makes the graphic 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.
- **Removal defects** for graphic films sold as "removable" or "changeable" that, within the time period and conditions stated in the applicable 3M Product Bulletin, are not removable with less than 30 percent of the adhesive remaining (for "removable" graphics) or with little or no adhesive remaining (for "changeable" graphics). Coverage for removability defects is expressly conditioned on: (A) use of 3M's recommended removal methods; and (B) notification to 3M no later than five business days after the attempted removal so that 3M may assist in or verify the removal method.

## Warranty Limitations

**Limitations of Defined End Uses.** This warranty only applies to graphic products that are used by trained and qualified graphics manufacturers and installers for the end uses and in the combinations described in 3M's Product and Instruction Bulletins. For any other use, the user is responsible for determining the suitability of the product and for any and all risk or liability associated with that use or application.

**Limitation of Product Misuse.** This warranty does not cover graphic products or finished graphics that are modified or damaged through misuse, abuse, accident, vandalism, neglect or mishandling of processed or unprocessed materials by Purchaser or any other person

**Limitation of Glass Breakage.** This warranty does not cover glass breakage.

**Limitation of Adhesion to Application Surfaces.** This warranty does not cover the graphic or damage to the substrate because the layers of the substrate separate due to a lower bond between those layers than the bond between the graphic and the top layer of the substrate.

**Limitation of Graphic Removal.** This warranty does not warrant against –damage to the following substrates resulting from graphic removal even when using a removable or changeable graphic film:

- Any interior painted architectural surface.
- Any surface that has an unstable paint or surface finish.

**Limitation of Weathering Effects.** Some degradation of materials and graphics over time is considered normal wear. 3M warrants that at the end of the warranty period, the graphics will be in commercially acceptable service condition from normal viewing distances and the 3M graphic products will retain their stated properties

## Remedies and Limitation of Liability

**Materials.** For any 3M graphic product that does not meet the above warranty terms, upon timely notification, 3M's sole responsibility, and the Distributor and Graphics Manufacturer and End User's exclusive remedy shall be, at 3M's option, that 3M will (A) credit the full purchase price of all 3M materials used to produce the graphic, or (B) replace all 3M materials consumed in the manufacture of the graphics.

**Labor.** For a limited number of products and applications as stated in specific individual Product Bulletins, 3M may provide labor coverage to remove, remake and reapply failed graphics.

**Removal.** If a film identified as removable or changeable cannot be successfully removed or an excessive amount of adhesive remains on the surface, 3M will reimburse the purchaser for reasonable, documented additional removal labor costs.

**No Extension of Warranty.** In the case of an approved warranty claim, the replacement graphic or materials carry only the remaining term of the original graphic or material's warranty period.

**Limitation of Remedies and 3M Liability.** EXCEPT AS SPECIFICALLY STATED IN THIS DOCUMENT, 3M SHALL NOT BE LIABLE FOR ANY OTHER COST, LOSS OR LIABILITY IN ANY WAY RELATED TO THE PERFORMANCE, USE OR INABILITY TO USE ANY OF THE PRODUCTS. 3M also shall not, except as specifically stated in this document, be liable for any direct, indirect, special or consequential damages of any kind, including loss of profits, customers, revenue or business resulting from or in any way related to the 3M Commercial Graphics Division products. This limitation applies regardless of the legal theory upon which damages are sought.

## Claim Procedure

**End Users.** Contact the manufacturer of your graphics who may submit a claim on your behalf.

**Distributors and Graphics Manufacturers Who Purchase Direct from 3M.** The required method for initiating a claim is to use the on-line product quality complaint form, which provides complete details, at [www.scotchprint.com/qualitydirect](http://www.scotchprint.com/qualitydirect). If you do not have internet access, call toll-free: 1-800-511-3705 in the U.S. To be eligible for adjustment, 3M must receive notice within sixty (60) days after the reason for the claim was discovered.

## Additional Provisions for Fleet Applications

Fleet vehicles are defined as commercial straight trucks and trailers, but not automobiles, RV's, vans or buses. For reflective films, refer to the specific Product Bulletin for special provisions.

**Labor Coverage Remedy.** For a limited number of products and applications as stated in specific individual Product Bulletins, 3M will reimburse a reasonable portion of the direct labor costs to remove, remake and reapply fleet graphics for 3M-approved claims.

**Exceptions to Labor Coverage.** This additional remedy does not include compensation for machine burden, overhead, travel, supervision, lost profits or other consequential damages.

## Additional Provisions for Automobile, Van and Bus Applications

**Limitation of Graphic Removal.** This warranty does not cover any paint damage to automobiles, vans or buses resulting from the removal of 3M graphic films if the user fails to properly complete and sign the *Pre-Installation Inspection and Record* found in Instruction Bulletin 5.36 prior to film application.

**Remedy.** For graphics made using exclusively the 3M-recommended materials and procedures for these graphics, 3M will pay a portion of the reasonable costs of refurbishing painted surfaces when the vehicle surface is damaged during film removal. 3M's coverage will not exceed two times (2X) the cost of materials used to mark an individual vehicle and will be limited to an annual disbursement of no more than 2% of the graphics manufacturer's total materials purchased during the calendar year for the production of vehicle graphics. This limitation applies to each manufacturer's total purchases for all locations. This amount does not accumulate and cannot be carried over to future years

## Additional Provisions for 3M™ Panaflex™ Awning and Sign Face Materials

### Additional Defect Coverage

- **Seam or splice failure.** When using a reliable, professional hardware system that is specifically designed for mounting flexible sign materials that meets local, state and national codes, is properly designed and the awning or sign is installed by a professional sign installer, 3M warrants that awning or sign face seams or splices made by 3M or its approved fabricators will not separate, the facing will not delaminate, applied 3M graphics will not have excessive cracking or peeling, and awnings and sign faces will not excessively stretch, wrinkle or sag.
- **Blowout.** An internally illuminated sign face up to 625 square feet (*56.25 square meter*) will not be damaged by winds up to the velocities that the sign cabinet is designed to withstand. Blowout is defined as the failure of a seam or splice, tearing of the facing, or separation of a sign face from its cabinet due to wind pressure that does not affect the display cabinet or structure when 3M recommended installation procedures are followed.
- **Mildewing.** These materials will not promote mildew growth, and any such growth will be non-invasive and cleanable by following the 3M-recommended cleaning instructions.
- **Wicking.** These materials will resist wicking, which is the absorption of dirt and contaminants by the internal reinforcing fabric.

### Warranty Limitations

These materials are not warranted for:

- Damage due to *force majeure*, such as abnormally high winds or objects being blown against the sign face.;
- Damage to an awning or sign face due to improper frame or sign cabinet construction, installation or tensioning;
- The reapplication of new graphics to an existing awning or sign face;
- Cleaning with a pressure washer;
- Wicking when the material is not discolored;
- Vandalism.



#### Commercial Graphics Division

3M Center, Building 220-6W-06  
PO Box 33220  
St. Paul, MN 55144-1000  
General Info. 1-800-374-6772  
Technical Info. 1-800-328-3908  
Fax 1-651-736-4233

#### 3M Canada

P.O. Box 5757  
London, Ontario  
Canada N6A 4T1  
1-800-265-1840  
Fax 519-452-6245

#### 3M México, S.A. de C.V.

Av. Santa Fe No. 55  
Col. Santa Fe, Del. Alvaro Obregón  
México, D.F. 01210  
52-5-270-0400  
Fax 52-5-270-2299

#### 3M Puerto Rico, Inc.

Puerto Rico Industrial Park  
P.O. Box 100  
Carolina, PR 00986-0100  
787-620-3000  
Fax 787-750-3035

Fax-on-Demand 1-800-364-0768 US/Canada or 1-651-732-6506 International  
Fax-on-Demand Document Number 9503  
www.scotchprint.com

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