

3M Science.
Applied to Life.™

3M Graphics Warranties

Once we've got you covered, you're covered.

- ▶ 3M Basic Product Warranty
- ▶ 3M Performance Guarantee
- ▶ 3M™ MCS™ Warranty



3M Basic Product Warranty

The 3M Basic Product Warranty guarantees all 3M Graphics Products to be free from physical damage, visual defects and adhesive defects detrimental to the functionality of the adhesive-backed graphic film.

3M™ MCS™ Warranty

The most comprehensive finished graphic warranty in the industry.

For finished graphics made using all 3M Graphics Products and components, the 3M™ MCS™ Warranty is the best in the business.

- ▶ Non-prorated warranty coverage
- ▶ Dedicated complaint resolution team
- ▶ Easy to access, visible, warranty period matrices
- ▶ Warranty protection for virtually any application
- ▶ Weathering tests that set the standard for evaluating the performance and life of a finished graphic



All warranty coverage is contingent upon using the 3M Graphics Products as described in the applicable 3M Graphics Product and Instruction Bulletins found at www.3Mgraphics.com/TechInfo.

Opaque Colored Films

From large fleet markings to small cut letters on signs or store fronts.

- ▶ Your color will stay your color for the life of the warranty.
- ▶ Lifetime Warranty* for tractors and trailers
- ▶ Extended Warranty for legibility (white or black films)



Colored/Textured Wrap Films

Solid color vehicle detailing for personal and commercial purposes.

- ▶ Exceptional Horizontal Warranty*
- ▶ Same warranty for all types of films makes it easy to understand and explain to customers
- ▶ Ready to go, out of the box. No need for graphic protection or printing



*See 3M Product Bulletins and warranty matrices at 3MGraphics.com for details.

Illuminated Sign Films & Substrates

The most comprehensive warranty for channel letters, monument signs, pylon signs, and wall signs.

- ▶ Includes both cut vinyl and digitally printed sign faces
- ▶ Up to 9 year 3M™ MCS™ Warranty for eligible finished graphics
- ▶ Non-prorated warranty coverage
- ▶ Non-vertical applications including awnings, canopies, and fascia for digitally printed finished graphics
- ▶ Finished graphics that require seaming



Printed Finished Graphics

When you use components together such as ink, films, graphic protection, and application tapes, you can create more complex finished graphics approved for a variety of applications that are eligible for the 3M™ MCS™ Warranty.

- ▶ UV, Solvent, and Latex inks
- ▶ Screen Print Films
- ▶ Digital Print Films
- ▶ Graphic Protection options
- ▶ Application Tapes



Screen Print Films and Inks

Want more creative flexibility when it comes to screen printing? Our 3M™ MCS™ Warranty for screen printed finished graphics allows you more options than just printing on white films.

- ▶ 3M manufactures Screen Printing inks that can print on both white and colored films:
 - 3M™ Screen Printing Ink series 1900
 - 3M™ Scotchlite™ Transparent Screen Printing Ink series 2900
 - 3M™ Screen Printing UV Ink series 9800
- ▶ 3M has an array of warranted options to help protect your finished graphic:
 - 3M liquid clear coats help protect your screen printed finished graphic
 - 3M premasking application tapes help prevent stretching and damage during installation



3M Graphics Warranties for Non-Digitally Printed Finished Graphics

Finished Graphic Life Cycle Chart

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
Remove Material From Box	Choose Ink Options <small>(optional)</small>	Finished Graphic Production	Installation	Life of Finished Graphic	Removal
What's Covered 3M Basic Product Warranty ✓ Film ✓ Overlaminate	Available Options <ul style="list-style-type: none"> • 3M™ Screen Print Ink • Other Screen Print Ink 	What's Covered 3M™ MCS™ Warranty (If All 3M Components Are Used) ✓ Film ✓ Ink ✓ Overlaminate Other Screen Print Ink ✗ Film ✗ Ink ✗ Overlaminate	What's Covered 3M™ MCS™ Warranty (If All 3M Components Are Used) ✓ Film ✓ Ink ✓ Overlaminate Other Screen Print Ink ✗ Film ✗ Ink ✗ Overlaminate	What's Covered 3M™ MCS™ Warranty (If All 3M Components Are Used) ✓ Film ✓ Ink ✓ Overlaminate Other Screen Print Ink ✗ Film ✗ Ink ✗ Overlaminate	What's Covered 3M™ MCS™ Warranty (If All 3M Components Are Used) ✓ Film ✓ Ink ✓ Overlaminate Other Screen Print Ink ✗ Film ✗ Ink ✗ Overlaminate
Specifics <ul style="list-style-type: none"> • Obvious Damage • Adhesive Defects • Visual Defects 		Specifics <ul style="list-style-type: none"> • Image Defects • Cutting Defects 	Specifics <ul style="list-style-type: none"> • Adhesion failure on recommended substrates 	Specifics <ul style="list-style-type: none"> • Adhesion failure on recommended substrates • Image cracking, peeling, crazing, or blistering • Excessive dimensional change • Excessive image fading 	Specifics <ul style="list-style-type: none"> • Failure to remove as stated

This represents an example, finished graphics created without printing are also eligible for the 3M™ MCS™ Warranty, go to [3Mgraphics.com](https://www.3mgraphics.com) to see all 3M Graphics Warranty matrices and 3M Product and Instruction Bulletins for details.

Digital Print Films

3M™ MCS™ Warranty

By combining the knowledge of our product developers, relationships with OEM printer partners and the science and data collected at our weather testing facilities throughout the world, 3M offers the 3M™ MCS™ Warranty for digitally printed finished graphics with confidence.

- ▶ Accelerated weathering testing allows 3M to continually offer the best warranty in a rapidly changing world such as digital print
- ▶ Stringent mechanical and physical tests allow 3M to warrant the entire finished graphic
- ▶ Certificate of 3M™ MCS™ Warranty provides assurance to your customer and helps to promote your brand
- ▶ Horizontal Warranty* for up to 3 years for select finished graphics

*See 3M Product Bulletins and warranty matrices at 3MGraphics.com for details.

3M Performance Guarantee

When 3M™ MCS™ Warranty approved inks aren't an option, try one of our 3M Performance Guarantee options. The 3M Performance Guarantee is for specific 3M inkjet products with qualified and tested OEM inks. It provides assurance to customers that 3M digital graphic films:

- ▶ Have been put through mechanical and physical tests to ensure they will perform throughout the warranted period
- ▶ Will perform throughout the digital printing process and for a specified period of time after application
- ▶ Work with inks that are not covered by the 3M™ MCS™ Warranty



3M Graphics Warranties for Digitally Printed Finished Graphics

Finished Graphic Life Cycle Chart

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
Remove Material From Box	Choose Ink / Printer	Finished Graphic Production	Installation	Life of Finished Graphic	Removal
What's Covered 3M Basic Product Warranty ✓ Film ✓ Overlamine	Available Options • 3M™ MCS™ Warranty Eligible Ink / Printer • 3M™ Performance Guarantee Eligible Ink / Printer • Other Ink / Printer	What's Covered 3M™ MCS™ Warranty Ink / Printer ✓ Film ✓ Ink ✓ Overlamine 3M™ Performance Guarantee Ink / Printer ✓ Film ✓ Ink ✓ Overlamine Other Ink / Printer ✗ Film ✗ Ink ✗ Overlamine	What's Covered 3M™ MCS™ Warranty Ink / Printer ✓ Film ✓ Ink ✓ Overlamine 3M™ Performance Guarantee Ink / Printer ✓ Film ✗ Ink ✓ Overlamine Other Ink / Printer ✗ Film ✗ Ink ✗ Overlamine	What's Covered 3M™ MCS™ Warranty Ink / Printer ✓ Film ✓ Ink ✓ Overlamine 3M™ Performance Guarantee Ink / Printer ✓ Film ✗ Ink ✓ Overlamine Other Ink / Printer ✗ Film ✗ Ink ✗ Overlamine	What's Covered 3M™ MCS™ Warranty Ink / Printer ✓ Film ✓ Ink ✓ Overlamine 3M™ Performance Guarantee Ink / Printer ✓ Film ✗ Ink ✓ Overlamine Other Ink / Printer ✗ Film ✗ Ink ✗ Overlamine
Specifics • Obvious Damage • Adhesive Defects • Visual Defects		Specifics • Image Defects • Cutting Defects	Specifics • Adhesion failure on recommended substrates	Specifics • Adhesion failure on recommended substrates • Image cracking, peeling, crazing, or blistering • Excessive dimensional change • Excessive image fading	Specifics • Failure to remove as stated

This represents an example, go to [3Mgraphics.com](https://www.3mgraphics.com) to see all 3M Graphics Warranty matrices and 3M Product and Instruction Bulletins for details.

A world leader in weathering test standards.

3M depends on science, technology, and innovation to develop a comprehensive understanding of all the 3M graphic products and components that go into a finished graphic. This ensures that the finished graphic performs for the intended life of the graphic.

- ▶ 3M outdoor test sites are accepted as benchmarks for evaluating performance
- ▶ We have the fastest, most accurate solar simulations in the industry
- ▶ Our service-life predictions are unique in the industry
- ▶ Our researchers hold primary authorship of several ASTM and SAE weathering standards



Additional Resources

These resources are available at 3MGraphics.com/TechInfo.

- ▶ Product Bulletins
- ▶ Instruction Bulletins

To register for a Certificate of 3M™ MCS™ Warranty and to view warranty matrices, please visit 3MGraphics.com/Warranties.



Commercial Solutions
3M Center, Building 220-12E-04
St. Paul, MN 55144 USA

General & Technical Information
Phone: 1-800-328-3908
Web: 3M.com/graphics



Graphic Solutions Claims

End Users

Contact your graphics manufacturer who may submit a claim on your behalf.

Distributors and Graphics Manufacturers

If you purchase direct from 3M, the required method for initiating a claim is to use the online product quality complaint form. Go to 3MGraphics.com and click on "My Account" (this site requires registration) to access this form. Any questions about access to the site can be directed to Quality Direct at 1-800-511-3705.

About These Warranties

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. Commercial Solutions business director. The terms, conditions, limitations and remedies of all warranties are contingent upon using the 3M Products as described in the applicable 3M Product and Instruction Bulletins. Failure to follow the instructions will void all warranties and limited remedies.

Except as specifically stated in this document, 3M shall not be liable for any direct, indirect, incidental, special or consequential damages (including, but not limited to, loss of profits, revenue or business) resulting from, or in any way related to performance, use or inability to use any of the 3M product or 3M Commercial Solutions products. This limitation applies regardless of the legal theory upon which damages are sought.

Certificate of 3M™ MCS™ Warranty

Graphics manufacturers who produce graphics made with all 3M Graphics Products, including 3M Ink purchased through a qualified 3M Distributor or 3M Printing Partner, must register to be recognized with a Certificate of 3M™ MCS™ Warranty. This 3M recognition provides assurance to your customers of your ability to produce graphics covered by the 3M™ MCS™ Warranty. This registration and certificate are required to offer the warranty for digitally printed finished graphics. Go to 3MGraphics.com/WarrantyRegistration.



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