

**3M™ MCS™ Warranty  
3M Performance Guarantee  
Basic Product Warranty**

**Quick Links**

[3M Graphics Warranties Website](#)

[Quality Direct Website](#)

[Technical Information Selector Website](#)

Quick Links within this document:

[Horizontal/Non-Vertical Exposure Warranty Period](#)

[Desert Southwest Vertical Warranty Period](#)

**Table of Contents**

**1. Warranty Information - ..... Page 2**

**2. Definitions - ..... Page 2**

**3. General Warranty Stipulations - ..... Page 5**

A. Reduced Warranty Period for Other Graphic Exposures - ..... Page 5

B. Horizontal Warranty Period ONLY for Overlaminates 8528, 8548G, and 8549L - ..... Page 5

C. Removal Warranty with Heat or Chemicals - ..... Page 5

D. Abrasion and Loss of Gloss - ..... Page 5

E. Application Outside the U.S. - ..... Page 6

F. Application to Glass - ..... Page 6

G. Application to Walls - ..... Page 6

H. Application to Rivets - ..... Page 6

I. Sheeted Film - ..... Page 6

J. Watercraft Warranty - ..... Page 7

K. Graphics Made Using Paint Protection Films - ..... Page 7

L. Graphics Made with Components Not Sold or Recommended by 3M - ..... Page 7

**4. 3M™ MCS™ Warranty - ..... Page 7**

**5. 3M Performance Guarantee - ..... Page 10**

**6. 3M Basic Product Warranty - ..... Page 12**

**7. Claims Procedure - ..... Page 13**

**8. Additional Resources - ..... Page 13**



## 1. Warranty Information

### A. Warranty Coverage Overview

The warranty coverage for eligible graphics is based on the user both reading and following all applicable and current 3M Graphics Product and Instruction Bulletins. The warranty period for eligible graphics is as stated in the 3M Graphics Warranties Matrices, found at [3Mgraphics.com/warranties](https://www.3mgraphics.com/warranties), at the time that the film was purchased. The warranty period may be reduced and stipulations may apply for certain constructions and applications, as covered in this Bulletin.

The warranties set forth in this Bulletin are made in lieu of all other express or implied warranties, including any implied warranty of merchantability, fitness for a particular purpose, or arising out of a course of dealing, custom, or usage of trade.

The warranties and limited remedies stated in this Bulletin may not be modified except in a writing signed by the U.S. Graphics Solutions Division business director. All warranty coverage is contingent upon using the 3M Graphics Products as described in the applicable 3M Graphics Product and Instruction Bulletins. Failure to follow such description and instructions will void all warranties and limited remedies.

### B. Limited Remedy

The limited remedy applicable to each warranty addressed in this Bulletin is specified below.

### C. Limitation of Liability

Except to the extent prohibited by law, 3M SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE TO PURCHASER OR USER FOR ANY DIRECT (EXCEPT FOR THE LIMITED REMEDY PROVIDED HEREIN), INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LABOR, NON-3M MATERIAL CHARGES, LOSS OF PROFITS, REVENUE, BUSINESS, OPPORTUNITY, OR GOODWILL) RESULTING FROM OR IN ANY WAY RELATED TO 3M'S GRAPHICS PRODUCTS, SERVICES, OR THIS BULLETIN. This limitation of liability applies regardless of the legal or equitable theory under which such losses or damages are sought.

### D. Limitations of End Uses

#### Unsuitable End Uses

3M Recommended Product End Uses are listed in each 3M Graphics Product Bulletin. End uses not listed in the applicable 3M Graphics Product Bulletins are typically not eligible for 3M Graphics Warranties. For non-recommended and/or non-warranted end uses or applications, users must test and approve the end uses or applications, assume any associated risks, and acknowledge that 3M has no liability for such end uses or applications. Please contact your 3M representative with any questions about graphic applications, end uses, and warranties.

## 2. Definitions

### A. Expected Performance Life

Expected Performance Life is the expected period of time that the unprinted, unprocessed 3M Graphics Product should perform satisfactorily for its intended purpose when applied to flat, vertical substrates in a non-abusive environment.

#### IMPORTANT NOTE

Expected Performance Life is not a warranted period of time.

### B. 3M™ MCS™ Warranty

Finished Graphics constructed with the 3M Graphics Products specified and utilized in the exposure specified in the 3M Graphics Warranties Matrices, located at [3Mgraphics.com/warranties](https://www.3mgraphics.com/warranties), are eligible for the 3M™ MCS™ Warranty. For warranties for other exposures, see "Reduced Warranty Period for Other Graphic Exposures" on page 5.

## **Certificate of 3M™ MCS™ Warranty Requirement**

Graphic manufacturers who produce digitally printed graphics made with all 3M Graphics Products, including 3M Ink purchased through a qualified 3M Distributor or 3M Printing Partner, may register to be recognized with a Certificate of 3M™ MCS™ Warranty. Only graphic manufacturers having a current Certificate of 3M™ MCS™ Warranty are eligible to extend this warranty to their customers.

**NOTE:** For non-digitally printed Finished Graphics, check your eligibility for the 3M™ MCS™ Warranty by viewing the Warranty Period found within the Product Bulletin or using the warranty selector at [www.3mgraphics.com/warranties](http://www.3mgraphics.com/warranties).

## **C. 3M Performance Guarantee**

Graphics constructed with the 3M Graphics Products specified and utilized in the exposure specified in the 3M Performance Guarantee Matrix, located at [3Mgraphics.com/warranties](http://3Mgraphics.com/warranties), are eligible for the 3M Performance Guarantee. This warranty covers only the performance of the recommended 3M Graphics Products used in the graphic construction when imaged with the printers and OEM inks listed in the most current version of the 3M Performance Guarantee Matrix at [3Mgraphics.com/warranties](http://3Mgraphics.com/warranties). That Matrix may also list certain restrictions for certain films. For warranties for other exposures, see "Reduced Warranty Period for Other Graphic Exposures" on page 5.

## **D. 3M Basic Product Warranty**

3M Graphics Products are warranted to be free of defects in materials and manufacture at the time of shipment and to meet the specifications stated in its applicable 3M Graphics Product Bulletin and as further set forth in this Warranty Bulletin.

## **E. Exposure Types**

### **U.S. Vertical Exposure**

The face of the graphic is less than 10° from vertical.

### **U.S. Horizontal Exposure**

The face of the graphic is 5° or less from horizontal.

### **U.S. Non-Vertical Exposure**

The face of the graphic is greater than 10° from vertical and greater than 5° from horizontal.

**NOTE:** Any outdoor graphic primarily located in Arizona, New Mexico, and the desert areas of California, Nevada, Utah, and Texas is subject to reduced warranties. Click [here](#) for a detailed map or go to [3Mgraphics.com/warranties](http://3Mgraphics.com/warranties). See "Reduced Warranty Period for Other Graphic Exposures" on page 5 for reduced warranty period information.

## **F. Adhesive**

### **Changeable**

Film is easily removable with no heat and little, or no, adhesive residue.

### **Removable**

Film is removable when heat is used within the specified time period and leaves no more than 10% adhesive residue on flat and simple curves without rivets, and no more than 30% adhesive residue on rivets, corrugations, and compound curves.

### **Permanent**

Film is not intended to be removed.

## **G. Graphic Construction**

The products used to make a graphic, which may include film and/or flexible substrates, graphic protection, ink, printer, and application tape.

## H. Graphic Protection

Overlaminated films or clear coats used to protect the graphic and/or change gloss.

## I. Graphics Product

The 3M graphic film, flexible substrate, ink, application tape, or graphic protection that is processed, used, and applied according to 3M Graphics Product and Instruction Bulletins to create a Finished Graphic.

## J. Finished Graphic

3M Graphics Products processed in accordance with applicable 3M Graphic Product and Instruction Bulletins and ready for applying (or are applied) to a suitable substrate or mounting (or are mounted) in a suitable structure.

## K. Graphic Types

### Indoor Signs

Stationary graphics located indoors and not exposed to the elements. Does not include direct application to walls.

### Outdoor Signs

Stationary graphics located outdoors and exposed to the elements. Does not include direct application to walls.

### Vehicle

- Buses, vans, passenger vehicles, delivery trucks, pickup trucks, enclosed trailers.
- Straight trucks, semi-tractors, and semi-trailers used for commercial business purposes. Excludes air shields.
- Recreational vehicles used for personal pleasure.

### Watercraft

Boats having aluminum and/or smooth fiberglass/gel coat bodies.

### Rail

Rail cars and lead cars of trains, light rail, and subways, but not locomotives or engines.

**NOTE:** For questions regarding aircraft, please contact your 3M sales representative.

## 3. General Warranty Stipulations

These stipulations apply to both the **3M™ MCS™ Warranty** and **3M Performance Guarantee**. General provisions for these stipulations are covered in Section “3M™ MCS™ Warranty” on page 5 and in Section “3M Performance Guarantee” on page 8.

### A. Reduced Warranty Period for Other Graphic Exposures

For other graphic exposures, determine the applicable reduced warranty period by multiplying the standard warranty period (in years) for your graphic construction as shown in the applicable warranty period tables online at [3Mgraphics.com/warranties](http://3Mgraphics.com/warranties), by the percentage shown for the intended graphic exposure. See "Exposure Types" on page 3 for graphic exposure definitions.

#### **i** IMPORTANT NOTE

You must use our horizontal/non-vertical warranty overlaminates ([3M™ Scotchcal™ Gloss Overlaminates 8528](#), [3M™ Envision™ Gloss Wrap Overlaminates 8548G](#), [3M™ Envision™ Luster Wrap Overlaminates 8549L](#), and [3M™ Wrap Overlaminates Series 8900](#)), or you will not be eligible for a horizontal/non-vertical warranty. This excludes [3M™ Wrap Film Series 1080](#). See "Horizontal/Non-Vertical Warranty Period ONLY for Overlaminates 8528, 8548G, 8549L, and 8900" on page 5 for horizontal/non-vertical warranty details related to the listed overlaminates.

If the Graphic Exposure is:	Use this Percentage of Vertical Exposure, Warranty Period	Calculation Examples
Desert Southwest Vertical	70%	0.7 x 7 years = 4.9 years
Horizontal/Non-vertical (excluding 3M™ Wrap Film Series 1080)	0%	0 x 4 years = 0 years
Horizontal/Non-vertical (3M™ Wrap Film Series 1080 only)	35%	0.35 x 3 years = 1.05 years
Horizontal/Non-vertical Desert Southwest (3M™ Wrap Film Series 1080 only)	0%	0 x 3 years = 0 years

### B. Horizontal/Non-Vertical Warranty Period ONLY for Overlaminates 8528, 8548G, 8549L, and 8900

A horizontal/non-vertical warranty is available only as specified in the specific 3M Graphics Product Bulletin for printed graphics and film series 1080, 180, and 180C when using particular overlaminates as follows:

Warranty	Overlaminates	U.S.	Desert S.W.
3M™ MCS™ Warranty Period	3M™ Scotchcal™ Gloss Overlaminates 8528 using solvent or UV inks	3 years	2.1 years
	3M™ Envision™ Gloss Wrap Overlaminates 8548G, or 3M™ Envision™ Luster Wrap Overlaminates 8549L using solvent or UV inks,	2 years	1.4 years
	3M™ Scotchcal™ Gloss Overlaminates 8528, 3M™ Envision™ Gloss Wrap Overlaminates 8548G, or 3M™ Envision™ Luster Wrap Overlaminates 8549L using latex inks	2 years	1.4 years
	3M™ Wrap Overlaminates Series 8900	1 year	0 years
3M Performance Guarantee Warranty Period	3M™ Scotchcal™ Gloss Overlaminates 8528, 3M™ Envision™ Gloss Wrap Overlaminates 8548G, or 3M™ Envision™ Luster Wrap Overlaminates 8549L	2 years	1.4 years

### C. Removal Warranty with Heat or Chemicals

#### For the 3M™ MCS™ Warranty:

Within the applicable warranty period, if the 3M film cannot be removed with heat and/or chemicals, or if more than 30% of the adhesive residue remains on the substrate, 3M will reimburse a reasonable portion of extra removal costs.

#### For the 3M Performance Guarantee:

Within the applicable warranty period, if the 3M film cannot be removed with heat and/or chemicals, or if more than 30% of the adhesive residue remains on the substrate, 3M will reimburse a reasonable portion of the cost of the 3M material being removed.

## Removal Warranty Exceptions

The following are not covered by the Removal Warranty:

- Substrate damage due to:
  - removing film that was applied on top of a pre-existing graphic.
  - removing film that was applied to painted wallboard or any unapproved substrate.
  - removing film from paint that is not firmly bonded to the substrate.
- Complaints relating to:
  - paint staining which may be visible after removing an inkjet printed graphic with an overlaminate. To reduce the risk of this occurring, always remove the graphic by the end of the applicable warranty period.
  - ease or speed of removal of any graphic.
  - removal from paint that is improperly cured.
  - removal from aged paint or metals, surface oxidation or chalking; user must test, approve and accept liability for such applications.
  - removal from horizontally-exposed outdoor applications (except Finished Graphics using overlaminates 8528, 8548G, or 8549L, or [3M™ Wrap Film Series 1080](#) as described in this Warranty Bulletin).

## D. Abrasion and Loss of Gloss

Abrasion damage and loss of gloss are not covered by any 3M warranty. This is considered normal wear and tear.

## E. Application Outside the U.S.

Contact the 3M organization for that country.

## F. Application to Glass

3M accepts no liability for glass breakage when using graphic film for window graphics. See [3M Instruction Bulletin 5.1](#) for additional details.

### CAUTION

Glass surfaces exposed to sunlight will absorb heat. A glass surface covered by a film with high opacity or dark-colored ink, including films with small areas of high opacity or dark-colored ink, will absorb more heat. Heat absorption can create thermal stress that results in glass breakage, or thermal cracking. This can cause personal injury or property damage. 3M does not recommend or warrant using a film with high opacity or dark-colored ink on glass surfaces with significant exposure to sunlight.

## G. Application to Walls

Direct application of 3M Graphics Products to walls is not warranted.

## H. Application to Rivets

If rivets are closely spaced, 3M Graphics Products will bridge between rivets. Tented or bridged Finished Graphics may fail prematurely, which is not warranted.

## I. Sheeted Film

3M does not warrant inkjet printing on sheeted film because material handling can contaminate the film's surface and affect print quality.

## J. Watercraft Warranty

This applies to Watercraft only and specifically does not include any other type of Vehicle.

See [3M Instruction Bulletin 5.42](#) for additional details, which includes the following requirements.

- A *Pre-Installation and Inspection Report* (in 3M Instruction Bulletin 5.42) must be completed *prior to graphic installation* and submitted with any claim.
- A separate report for each watercraft involved in a claim.
- Graphics must be applied above the static water line.
- Graphics must be cut at seams and all edges. All seams and edges must be sealed.

## K. Graphics Made Using Paint Protection Films

- Never laminate paint protection films to a vehicle wrap prior to installing the wrap on a vehicle.
- A vehicle wrap installed in conjunction with paint protection film will be eligible for any applicable 3M warranty only if:
  - the third layer of film is paint protection film and
  - the paint protection film is not applied over an existing overlap, which could create more than three layers of film.
- Paint protection films cannot be removed from a vehicle wrap without risk of damaging the image on the wrap or pulling up the wrap.

## L. Graphics Made with Components Not Sold or Recommended by 3M

The **3M™ MCS™ Warranty** does not, under any circumstances, cover graphics made with inks, film, graphic protection, and/or application tapes that are not sold or recommended by 3M.

The **3M Performance Guarantee** does not, under any circumstances, cover OEM inks, even those approved by 3M for the 3M Performance Guarantee, or any type of 3M product failure that results from their use.

The user is solely responsible for the graphic appearance, performance, and durability of graphic constructions that include any non-recommended or non-qualified products.

## 4. 3M™ MCS™ Warranty

### A. Individual Product Limited Warranty

3M warrants to the Distributor and Graphics Manufacturer that when a 3M Graphic Product is used according to 3M's written instructions it will be suitable for the recommended types of graphics and end uses, and will perform satisfactorily for the warranty period as stated in the applicable warranty period matrices in effect at the time of the Product purchase. Additional warranties, if any, offered by the Distributor or Graphics Manufacturer are separate and exclusive of the 3M warranty.

### B. Finished Graphic Limited Warranty

3M further warrants to the End User for whom a graphic was produced that when graphics are made using exclusively 3M Graphics Products, 3M will honor all warranties extended to the Distributor or Graphics Manufacturer who sold or produced the graphics as described in the applicable 3M Graphics Product and Instruction Bulletins in effect at the time of the Product purchase. Additional warranties, if any, offered by the Distributor or Graphics Manufacturer are separate and exclusive of the 3M Warranty.

### C. Warranty Period for Finished Graphics

The warranty period is the period of time during which 3M warrants that, when all 3M Graphics Products are used in graphic construction, the graphic construction will perform as stated in the 3M Graphics Product's current 3M Graphics Product Bulletin when the 3M Graphics Products are processed, used, and applied according to 3M's Graphics Product and Instruction Bulletins.

- For digitally printed 3M Graphics Products, warranty period matrices are found online at [3Mgraphics.com/warranties](http://3Mgraphics.com/warranties).
- For non-digitally printed 3M Graphics Products, warranty period matrices are found in the applicable 3M Graphics Product Bulletin. 3M Graphics Product Bulletins can be found online at [3Mgraphics.com/TechInfo](http://3Mgraphics.com/TechInfo).

## D. Defect Coverage for 3M Graphics Products

This coverage applies only when the defect results in the 3M Graphics Product not meeting the description stated in the applicable 3M Graphics Product Bulletin, with determinations of whether such defects affect the usefulness of the Finished Graphic being determined by customary industry standards.

- **Physical Defects**

Defects incurred during 3M manufacturing processes, packaging, or shipment.

- **Manufacturing Defects**

Visual and adhesive defects that prevent using the 3M Graphics Product as described in the applicable 3M Graphics Product Bulletin, including adhesion to the recommended substrates.

- **Printing and Ink Defects**

Artifacts or misprints over which the graphics manufacturer has no control when printing on 3M Graphic Film or 3M Flexible Substrate with the recommended 3M Inks or 3M Toners and related imaging equipment.

- **Cutting Defects**

Clean cutting and weeding characteristics when cut as recommended in the applicable 3M Graphics Product Bulletin.

- **Finished Graphic Appearance Defects**

Defects, including those attributed to 3M Ink, such as excessive fading, discoloration, cracking, crazing, peeling, blistering, excessive dimensional change, or loss of adhesion or reflectivity that make the Finished Graphic visually unsuitable for its intended purpose when viewed with the intended lighting, angle, and distance for such a graphic and determined by customary industry standards, taking into account normal wear and tear.

## E. Warranty Limitations

3M Graphics Product and Instruction Bulletins may include limitations specific to the 3M Graphics Product being used or its intended applications, which take precedence over any statement made in this Warranty Bulletin. 3M Graphics Product and Instruction Bulletins can be found at [3Mgraphics.com/TechInfo](http://3Mgraphics.com/TechInfo).

The 3M™ MCS™ Warranty has the following limitations, which relate to factors over which 3M has no control, including the wide variety of printing and manufacturing methods that may be employed.

- **Defined End Uses Limitation**

This warranty applies only to 3M Graphics Products that are used by knowledgeable and skilled graphics manufacturers and installers for the end uses and in the combinations described in the applicable 3M Graphics Product and Instruction Bulletins. For any other use, the user is responsible for determining the suitability of the 3M Graphics Product and for any and all risk or liability associated with that use or application.

- **Product Misuse Limitation**

This warranty does not cover graphic products or Finished Graphics that are modified or damaged through improper storage, misuse, abuse, accident, vandalism, neglect, or mishandling of processed or unprocessed products by any person.

- **Adhesion to Application Surfaces Limitation**

This warranty does not cover the graphic or damage to the substrate because the layers of the substrate (such as a clear coat and paint on a metal substrate) separate due to a lower bond between those layers than the bond between the graphic and the top layer of the substrate.

- **Weathering Effects Limitation**

Some degradation of 3M Graphics Products and Finished Graphics over time is considered normal wear. 3M warrants that, at the end of the applicable warranty period, the Finished Graphics will be in commercially-acceptable service condition from normal viewing distances and the 3M Graphics Products will retain their stated properties.

- **Printhead Limitation**

3M does not warrant the performance of printheads. Contact the printer manufacturer for evaluation of any problem.

- **Improper Substrate Preparation Limitation**

3M does not warrant failures that result from an improperly cleaned and prepared substrate.

- **Paint Staining Limitation**

3M does not warrant vehicle paint staining that may be visible after removing a Finished Graphic with an overlamine.

- **Glass Breakage Limitation**

3M does not warrant glass breakage.



## F. Special Defect Coverage and Warranty Limitations for 3M Flexible Substrates

The following Defect Coverages and Warranty Limitations apply to 3M Flexible Substrates and are in addition to other Defect Coverages and Warranty Limitations described in this document.

- **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 the Finished Graphic will not excessively stretch, wrinkle, or sag for the applicable warranty period.

- **Blowout**

3M warrants that an internally-illuminated sign face that is 625 square feet (56.25 square meters) or smaller 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 3M Graphics Product, 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**

3M Flexible Substrates will not promote mildew growth, and any such growth will be non-invasive and cleanable by following the 3M-recommended cleaning instructions.

- **Wicking**

3M Flexible Substrates will resist wicking, which is the absorption of dirt and contaminants by the internal reinforcing fabric.

### Remedies and Limitations of Liability for 3M Flexible Substrates

3M does not warrant the following items in connection with 3M Flexible Substrates. Also see "Warranty Limitations" on page 6 and "Remedies and Limitations of Liability" on page 7 for the 3M™ MCS™ Warranty.

- 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 3M Graphics Product is not discolored
- Vandalism
- Graphic failure due to inadequate substrate cleaning immediately prior to film application
- Graphic failure due to insufficient film overlaps
- Graphic failure due to not resqueegeeing all edges and overlaps of the film at least 16 hours after film application

## G. Limited Remedy

For any 3M Graphics Product that does not meet the applicable warranty terms, and results in an approved warranty claim, the sole and exclusive remedy (unless supplemental by one or more of the Special Reimbursement Remedies for Specific Approval Warranty Claims set forth below) is at 3M's option, replacement of the 3M Graphics Product or refund of the purchase price paid.

### No Extension of Warranty

In the case of an approved warranty claim, the replacement graphic or 3M Graphics Products carry only the remaining term of the original graphic or 3M Graphics Product's warranty period as stated in the applicable warranty period matrices.

### Special Reimbursement Remedies for Specific Approved Warranty Claims

- **Removable Remedy for Changeable Films - *Does not include straight trucks, semi-tractors, and semi-trailers labor claims***

If the 3M Graphics Product described in the applicable 3M Graphics Product Bulletin as Removable or Changeable cannot be successfully removed or an excessive amount of adhesive residue remains on the surface exceeding the expectations set in the 3M Graphics Product's 3M Product Bulletin, 3M will reimburse the purchaser for reasonable and documented additional costs over and above normal labor costs for removal for approved warranty claims.

- **Labor Reimbursement Remedy for Straight Trucks, Semi-Tractors, and Semi-Trailers Covered by the Lifetime Warranty**

This remedy is offered exclusively to the original graphics purchaser with these limitations: If (a) graphics are made from one of the 3M

Graphics Products listed in the next sentence, and (b) used in accordance with the applicable 3M Graphics Product and Instruction Bulletins, and (c) applied to new Straight Trucks, Semi-Tractors, or Semi-Trailers, and (d) that vehicle is still owned by the original graphics purchaser, then 3M will reimburse that original graphics purchaser for a reasonable pro-rated portion of the direct costs to remove, remake, and reapply graphics that are the subject of an approved warranty claim. The products included in this Remedy are the following 3M Films in white and selected colors as described in the applicable 3M Graphics Product Bulletin: 3M™ Controltac™ Graphic Films (with and without Comply™ Adhesive) [180](#), [180C](#), [180Cv2](#), and 3M™ Scotchlite™ Reflective Graphic Film (with and without Comply™ Adhesive) [680](#), [680CR](#).

- **Paint Refurbishing Remedy for Vehicles for Commercial Business Purposes and Recreational Vehicles - *Does not include personal vehicle claims***

If (a) graphics are made using exclusively 3M-recommended removable or changeable graphic films, products, and procedures, (b) there is proof that the 3M Pre-Installation Inspection and Record (available in [3M Instruction Bulletin 5.36](#)) was completed, including photographs of the vehicle, before the graphics were installed, and (c) painted surfaces on the exterior of the vehicle are damaged during removal of the film, then 3M will pay a portion of the reasonable costs of refurbishing such painted surfaces (not including damage caused by tools or chemicals) for approved warranty claims. 3M's coverage will not exceed two times (2X) the cost of the 3M Graphics Products applied to the subject vehicle and, for claims submitted by graphics manufacturers, will be limited to an annual disbursement of no more than 2% of the submitting graphics manufacturer's total 3M Graphics Products purchased during the calendar year for the production of commercial and recreational vehicle graphics. This limitation applies to each graphic manufacturer's total purchases for all locations. The amount of total purchases does not accumulate and cannot be carried over to future years.

- **Labor Reimbursement Remedy Limitations**

None of the reimbursement remedies described above includes coverage for the following:

- Labor reimbursement for graphics covered by any 3M warranty except the 3M™ MCS™ Warranty.
- Compensation for machine burden, overhead, travel, supervision, lost profits, or other consequential damages.
- Compensation for damage to the following substrates resulting from graphic removal, even when using a removable or changeable graphic film:
  - Any interior painted architectural surface (for example, walls).
  - Any surface that has a pre-existing unstable or unsound paint or surface finish.
  - Any surface that has damage, improperly repaired damage, or damage that occurs while the graphic is in use, such as holes in walls or body damage on vehicles.

## 5. 3M Performance Guarantee

### A. Individual Product Limited Warranty

3M warrants to the Distributor, Graphics Manufacturer, and End User for whom a graphic was produced that when the 3M Graphics Product is used according to 3M's written guidelines, it will be suitable for the recommended types of graphics and end uses, and will perform satisfactorily for the applicable warranty period in effect at the time of purchase. Additional warranties, if any, offered by the Distributor or Graphics Manufacturer are separate and exclusive of the 3M Warranty.

### B. Warranty Period

The warranty period for the 3M Performance Guarantee is a specified period of time during which 3M warrants that the 3M Graphics Products used in a graphic, but not the OEM ink and therefore not the Finished Graphic, will perform as stated in the 3M Graphics Products's current 3M Graphics Product Bulletin when the 3M Graphics Product is processed, used, and applied according to 3M Graphics Product and Instruction Bulletins.

- For Digitally printed 3M Graphics Products, warranty period matrices are found online at [3Mgraphics.com/warranties](http://3Mgraphics.com/warranties).
- For Non-Digitally printed 3M Graphics Products, warranty period matrices are found in the applicable 3M Graphics Product Bulletin. 3M Graphics Product Bulletins can be found online at [3Mgraphics.com/TechInfo](http://3Mgraphics.com/TechInfo).

## C. Defect Coverage for 3M Graphic Products

This coverage applies only when the defect results in the 3M Graphics Product not meeting the description stated in the applicable 3M Graphics Product Bulletin, with determinations of whether such defects impair the usefulness of the graphic being determined by customary industry standards.

- **Physical Defects**  
Defects incurred during 3M manufacturing processes, packaging, or shipment.
- **Manufacturing Defects**  
Visual and adhesive defects that prevent using the 3M Graphics Product as described in its 3M Graphics Product Bulletin, including adhesion to the recommended substrates and removal when using removable or changeable film.
- **Printing Defects**  
Artifacts or misprints that occur due to a defect in the 3M Graphics Product when printing on 3M Graphic Films specified in the 3M Performance Guarantee Matrix and using the 3M-qualified printers and OEM inks.
- **Cutting Defects**  
Clean cutting and weeding characteristics when cut as recommended in the [3M Instruction Bulletin 4.1](#).
- **Graphic Appearance Defects**  
Defects such as excessive dimensional change or loss of adhesion or reflectivity of 3M Graphic Films that make 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, taking into account normal wear and tear.

## D. Warranty Limitations

3M Graphics Product and Instruction Bulletins may include limitations specific to the 3M Graphics Product being used or its intended applications, which take precedence over any statement made in this Warranty Bulletin. 3M Graphics Product and Instruction Bulletins can be found at [3Mgraphics.com/TechInfo](http://3Mgraphics.com/TechInfo).

The 3M Performance Guarantee has the following limitations, which relate to factors over which 3M has no control, including the wide variety of printing and manufacturing methods that may be employed.

- **Fitness for Use Limitation**  
3M makes no claim for fitness of use other than those described in the applicable 3M Graphics Product Bulletins or warranty period matrices in effect at the time of purchase.
- **Product Misuse Limitation**  
This warranty does not cover graphic products that are modified or damaged through improper storage, misuse, abuse, accident, vandalism, neglect, or mishandling of processed or unprocessed products by any person.
- **Ink Performance Limitation**  
3M does not warrant the 3M Graphics Product if failure is due to performance or appearance issues related to the OEM inks used, such as image fading, cracking, peeling, or any other issues associated with the printing ink.
- **Improper Substrate Preparation Limitation**  
3M does not warrant failures that result from an improperly cleaned and prepared substrate.
- **Paint Staining Limitation.** 3M does not warrant vehicle paint staining that may be visible after removing an inkjet printed graphic with an overlamine.
- **Glass Breakage Limitation**  
3M does not warrant glass breakage.

## E. Limited Remedy

For any 3M Graphics Product that does not meet the applicable warranty terms, and results in an approved warranty claim, the sole and exclusive remedy is at 3M's option, replacement of the 3M Graphics Product or refund of the purchase price paid. 3M requires that samples of the failure be submitted when a claim is made and before a remedy is offered.

## 6. 3M Basic Product Warranty

### A. Individual Product Limited Warranty

3M warrants to the Distributor, Graphics Manufacturer, and the End User for whom a graphic was produced that each 3M Graphics Product will be free of the defects listed below and manufactured to the specifications described in the applicable 3M Graphics Product Bulletin in effect at the time of purchase. Additional warranties, if any, offered by the Distributor or Graphics Manufacturer are separate and exclusive of the 3M Warranty.

### B. Defect Coverage

This coverage applies only when the defect results in the 3M Graphics Product not meeting the description stated in the applicable 3M Graphics Product Bulletin, with determination of whether such defects impair the usefulness of the graphic being determined by customary industry standards.

- **Physical Defects**

Defects incurred during 3M manufacturing processes, packaging, or shipment.

- **Manufacturing Defects**

Visual and adhesive defects due to 3M manufacturing processes.

- **Graphic Appearance Defects**

Defects such as excessive dimensional change or loss of adhesion or reflectivity that make 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, taking into account normal wear and tear.

### C. Warranty Limitations

3M Graphics Product and Instruction Bulletins may include limitations specific to the 3M Graphics Product(s) being used or its intended applications, which take precedence over any statement made in this Warranty Bulletin. 3M Graphics Product and Instruction Bulletins can be found at [3Mgraphics.com/TechInfo](http://3Mgraphics.com/TechInfo).

The Basic Product Warranty has the following limitations, which relate to factors over which 3M has no control, including the wide variety of ink, printing, and manufacturing processes that may be employed.

- **Fitness for Use Limitation**

3M may recommend but does not warrant fitness for any particular use or any particular compatible products.

- **Product Misuse Limitation**

This warranty does not cover graphic products that are modified or damaged through improper storage, misuse, abuse, accident, vandalism, neglect, or mishandling of processed or unprocessed products by any person.

- **Printing and Visual Appearance Limitation**

No warranty is given for satisfactory printing, including but not limited to type or manufacturer of ink, color fidelity, or density.

- **Adhesion, Changeability, and Removability Limitation**

No warranty is given for initial or long term adhesion or the ease or efficiency of removing a film identified as changeable or removable.

- **Damage to the substrate**

No warranty is given for damage to the substrate due to the effect of the adhesive, ink bleed through, or fading.

### D. Limited Remedy

For any 3M Graphics Product that does not meet the applicable warranty terms, and results in an approved warranty claim, the sole and exclusive remedy is at 3M's option, replacement of the 3M Graphics Product or refund of the purchase price paid. 3M requires that samples of the failure be submitted when a claim is made and before a remedy is offered.

## 7. Claims Procedure

### 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 on-line product quality complaint form. Go to [3MGraphics.com](http://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 (QD) at 1-800-511-3705. To be eligible for adjustment, 3M must receive notice within sixty (60) days after the reason for the claim was discovered.

**NOTE:** Samples sent to your Sales or Technical Service representative will require a claim to be filed if a confirmation and analysis response is requested from Quality Direct.

## 8. Additional Resources

These information sources are available on our website at [www.3MGraphics.com](http://www.3MGraphics.com).

- 3M Graphics Product and Instruction Bulletins can be found at [www.3MGraphics.com/TechInfo](http://www.3MGraphics.com/TechInfo)
- 3M Graphics Warranty Period Selector can be found at [www.3MGraphics.com/warranties](http://www.3MGraphics.com/warranties)

## 9. Bulletin Change Summary

For the most current 3M Technical Information available to successfully use this product, please view this Bulletin electronically and click on the blue underlined links to view the relevant documents. Please read the entire Bulletin thoroughly.

### Release F SEP-2016

- Added "Non-vertical" all instances of "Horizontal" related to exposure type.

### Release E MAY-2016

- Updated "Exposure Types" on page 3.
- Updated "Special Defect Coverage and Warranty Limitations for 3M Flexible Substrates" on page 9.

### Release D OCT-2015

- Added 3M™ Wrap Overlamine Series 8900 to "Reduced Warranty Period for Other Graphic Exposures" on page 5.
- Added 3M™ Wrap Overlamine Series 8900 to "Horizontal Warranty Period ONLY for Overlaminates 8528, 8548G, 8549L, and 8900" on page 5.

### Release C JULY-2015:

- Added "Table of Contents" on page 1.
- Added Quick Links for Horizontal and Desert Southwest Vertical Warranty Period sections on page 1.
- Updated description to include "digitally-printed" in "Certificate of 3M™ MCST™ Warranty Requirement" on page 3.
- Updated definition of Removable in "Adhesive" on page 3.
- Changed "Base Film" definition to "Graphics Products" definition in "Definitions" on page 2. Replaced "base film" with "Graphics Product" throughout document.
- Updated definition in "Finished Graphic" on page 4.
- Added Wrap Film 1080 exception and row in "Reduced Warranty Period for Other Graphic Exposures" on page 5.
- Updated Desert S.W. Horizontal Warranty Period in second row in "Horizontal Warranty Period ONLY for Overlaminates 8528, 8548G, and 8549L" on page 5.
- Added Wrap Film 1080 to Removal Warranty Exceptions in "Removal Warranty with Heat or Chemicals" on page 5.
- Updated "Abrasion and Loss of Gloss" on page 6.

# 3M Graphics Warranties

- Added glass application caution in "Application to Glass" on page 6.
- Updated Paint Staining Limitation to include all printed vehicle graphics in "Warranty Limitations" on page 8.

## **Release B MAY-2015:**

- Removed reference to non-vertical exposures, add desert southwest vertical to reduced warranty period table, and added clarity to which overlaminates are eligible for horizontal warranty periods.

## **3M Commercial Solutions**

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