

3M Science.
Applied to Life.™

3M Graphics Warranties

Once we have you covered,
you're covered.

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



3M Basic Product Warranty

Ready to go, out of the box.

Prepare to be amazed. No physical damage. No visual or adhesive defects. Just stunning graphics, guaranteed. Basically, any manufacturing defects that affect the functionality of our adhesive-backed graphic film is covered.

3M™ Matched Component System MCS™ Warranty

The most comprehensive finished graphics warranty in the industry.

This one wins best in show. When you use finished graphics made with all 3M Graphics products and components, you're protected for virtually any application.

- ▶ Non-prorated warranty coverage
- ▶ Dedicated complaint resolution team
- ▶ Easy access to warranty period matrices
- ▶ 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 [3Mgraphics.com/TechInfo](https://www.3Mgraphics.com/TechInfo).



Opaque coloured films

Your colour will stay your colour for the life of the warranty.

- ▶ For everything from large fleet markings to small cut letters on signs or storefronts
- ▶ Lifetime Warranty* for tractors and trailers
- ▶ Extended Warranty for legibility (white or black films)

Coloured/textured wrap films

Same warranty for all film types makes it easy to understand and explain to customers.

- ▶ Solid-colour vehicle detailing for personal and commercial use
- ▶ Exceptional Horizontal Warranty*
- ▶ Ready to install — no graphics protection or printing needed

Illuminated sign films & substrates

Help customers see their brands in the best light.

- ▶ 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 include awnings, canopies and fascia for digitally printed finished graphics
- ▶ Finished graphics that require seaming

*See 3M Product Bulletins and Warranty Matrices at 3M.com/graphics for details.





Printed finished graphics

Bring it all together to create covered complex graphics.

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

- ▶ UV, solvent and latex inks
- ▶ Screen print films
- ▶ Digital print films
- ▶ Graphics protection options
- ▶ Application tapes

Screen print films and inks

More creative flexibility means more options.

Our 3M™ MCS™ Warranty for screen-printed finished graphics allows you more options than just printing on white films.

- ▶ Print on both white and coloured films with 3M screen printing inks:
 - 3M™ Screen Printing Ink series 1900
 - 3M™ Scotchlite™ Transparent Screen Printing Ink series 2900
 - 3M™ Screen Printing UV Ink series 9800
- ▶ Help protect your finished graphic with 3M warranted options:
 - 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 Graphics Life Cycle Chart

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
Remove material from box	Choose ink options (optional)	Finished graphic production	Installation	Life of finished graphic	Removal
What's covered 3M Basic Product Warranty ✓ Film ✓ Overlamine	Available options 3M™ Screen Print Ink Other screen print ink	What's covered 3M™ MCS™ Warranty (if all 3M components are used) ✓ Film ✓ Ink ✓ Overlamine If using non-3M™ MCS™ Warranty component ✗ Film ✗ Ink ✗ Overlamine	What's covered 3M™ MCS™ Warranty (if all 3M components are used) ✓ Film ✓ Ink ✓ Overlamine If using non-3M™ MCS™ Warranty component ✗ Film ✗ Ink ✗ Overlamine	What's covered 3M™ MCS™ Warranty (if all 3M components are used) ✓ Film ✓ Ink ✓ Overlamine If using non-3M™ MCS™ Warranty component ✗ Film ✗ Ink ✗ Overlamine	What's covered 3M™ MCS™ Warranty (if all 3M components are used) ✓ Film ✓ Ink ✓ Overlamine If using non-3M™ MCS™ Warranty component ✗ Film ✗ Ink ✗ Overlamine
Coverage Specifics ▶ Obvious damage ▶ Adhesive defects ▶ Visual defects		Coverage Specifics ▶ Image defects ▶ Cutting defects	Coverage Specifics ▶ Adhesion failure on recommended substrates	Coverage Specifics ▶ Adhesion failure on recommended substrates ▶ Image cracking, peeling, crazing or blistering ▶ Excessive dimensional change ▶ Excessive image fading	Coverage Specifics ▶ Failure to remove as stated

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



Digital print films

Assure customers and promote your brand with the 3M™ MCS™ Warranty.

Our confidence means your confidence. So how can we guarantee exceptional 3M quality? 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. Show customers your 3M™ MCS™ Warranty certificate and they'll show you more business.

- ▶ Accelerated weathering testing allows 3M to continually offer the best warranty in the rapidly changing world of digital print
- ▶ Stringent mechanical and physical tests allow 3M to warrant the entire finished graphic
- ▶ Horizontal Warranty* for up to 3 years for select finished graphics

3M Performance Guarantee

Tried, tested, true.

When 3M™ MCS™ Warranty-approved inks aren't an option, try a 3M Performance Guarantee for specific 3M inkjet products with qualified and tested OEM inks. Give your customers peace of mind 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

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

3M Graphics warranties for digitally printed finished graphics

Finished Graphics 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 eligible ink/printer ✓ Film ✓ Ink ✓ Overlamine 3M™ Performance Guarantee eligible ink/printer ✓ Film ✓ Ink ✓ Overlamine Other ink/printer ✗ Film ✗ Ink ✗ Overlamine	What's covered 3M™ MCS™ Warranty eligible ink/printer ✓ Film ✓ Ink ✓ Overlamine 3M™ Performance Guarantee eligible ink/printer ✓ Film ✓ Ink ✓ Overlamine Other ink/printer ✗ Film ✗ Ink ✗ Overlamine	What's covered 3M™ MCS™ Warranty eligible ink/printer ✓ Film ✓ Ink ✓ Overlamine 3M™ Performance Guarantee eligible ink/printer ✓ Film ✓ Ink ✓ Overlamine Other ink/printer ✗ Film ✗ Ink ✗ Overlamine	What's covered 3M™ MCS™ Warranty eligible ink/printer ✓ Film ✓ Ink ✓ Overlamine 3M™ Performance Guarantee eligible ink/printer ✓ Film ✓ Ink ✓ Overlamine Other ink/printer ✗ Film ✗ Ink ✗ Overlamine
Coverage Specifics ▶ Obvious damage ▶ Adhesive defects ▶ Visual defects		Coverage Specifics ▶ Image defects ▶ Cutting defects	Coverage Specifics ▶ Adhesion failure on recommended substrates	Coverage Specifics ▶ Adhesion failure on recommended substrates ▶ Image cracking, peeling, crazing or blistering ▶ Excessive dimensional change ▶ Excessive image fading	Coverage Specifics ▶ Failure to remove as stated

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

Graphics that stay looking great, even in the great outdoors.

Sun. Rain. Snow. Whatever the weather, 3M™ graphics will stand up to it. As a world leader in weathering-test standards, we use a combination of science, technology and innovation to ensure your finished graphic will perform for its intended life.

- ▶ 3M outdoor test sites are 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 digital printing warranty matrices, please visit 3MGraphics.com/Warranties.

Graphics Solutions Claims

End Users

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

Distributors and Graphics Manufacturers

If you purchase directly from 3M, the required method for initiating a claim is to use the online product quality complaint form. Go to 3M.com/graphics 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.

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 Canadian Commercial Solutions Division Business Manager. 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 graphics 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. Go to 3MGraphics.com/WarrantyRegistration.



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