



# OCS™ Warranty Program



## PERFORMANCE WARRANTY

ORAFOL Performance Warranty has you covered from the time you receive your delivery to the time your project is complete.

With unparalleled product research, development and manufacturing capabilities our products and solutions offer uncompromised value and performance.

Outstanding product performance and complete customer satisfaction are our highest priorities.

Our confidence in our products and solutions is supported by our Performance Warranty available to all ORAFOL customers.

## SELECT WARRANTY

ORAFOL Select Warranty is provided to our Select Partners after demonstrating their capability to meet the highest conversion and production standards and having a complete understanding of the technical attributes of ORAFOL products.

Select Warranty incorporates the various components used to build the overall construction.

Select Warranty provides the ultimate support combining films with qualified printers, inks and other components as well as astute manufacturing processes to produce high quality finished graphics.

## PROJECT WARRANTY

ORAFOL Project Warranty is available to all ORAFOL customers and provides comprehensive support for major projects.

Project Warranty provides the ultimate support combining films with printers, inks and other components.

Support doesn't end in your production facility as it travels with the project to include installation and removal. This closed loop support is the total package delivering ultimate confidence in ORAFOL products.

### ORAFOL OCS™ Warranty Program

ORAFOL Component System (OCS™) Warranty Program from ORAFOL Australia provides a structured range of support packages suited to all business customers. From our Performance Warranty provided to all customers, through our Select Warranty or our Project Warranty you can be assured we have the right support for you. Our Select Warranty and Project Warranty include print films with matched laminates, combined with approved wide-format inkjet printers and corresponding OEM ink sets providing unrivalled level of performance and guaranteed reliability for your outdoor digital prints. ORAFOL take the guesswork out of trying to determine what laminate to use with your inkjet material, not to mention trying to determine how long it should last. We've provided you with an easy to follow guide of approved ORAJET® and ORAGUARD® combinations.

**Engineered to Achieve Perfection™**  
**Engineered to Save Lives™**



# ORAFOL OCS™ Warranty



What do we cover		Performance Warranty	Select Warranty	Project Warranty
ORAFOL® Products	ORACAL®	✓	✓	✓
	ORAJET®	✓	✓	✓
	ORAGUARD®	✓	✓	✓
	ORALITE®	✓	✓	✓
	Specified OEM Inks and Film combinations		✓	✓
Durability	Stated durability within Product Data Bulletins	✓	✓	✓
	Stated durability within the Select Warranty Program		✓	✓
	Stated durability within the Project Warranty Program			✓
Physical Defects (On opening box)	Obvious physical or functional defects or damage	✓	✓	✓
Manufacturing Defects (Product construction)	Excessive changes in dimensional stability	✓	✓	✓
	Film delamination, lifting or peeling	✓	✓	✓
	Excessive gloss reduction or colour fade on signage film	✓	✓	✓
	Film cracking, crazing or blistering	✓	✓	✓
Product Conversion and Processing	Poor cutting and weeding	✓	✓	✓
	Adhesive bleed	✓	✓	✓
	Excessive edge curl	✓	✓	✓
Printed Graphic (Printing and Ink)	Image defects post print		✓	✓
	Excessive image fade		✓	✓
Application and Installation	Fails to adhere to specified substrate or surface	✓	✓	✓
	Adhesive fails to perform as specified	✓	✓	✓
Life of Finished Graphic (Performance after installation)	When product, ink and overlamine combinations are converted and installed as recommended within ORAFOL Product Data Sheets		✓	✓
Product Replacement	Product replacement where the product has not performed as specified	✓	✓	✓
Removal	Removable products do not remove from recommended substrates	✓	✓	✓
Warranty Inclusions	Product removal		✓	✓
	Product replacement	✓	✓	✓
	Product and ink replacement		✓	✓
	Labour costs for removal of product		✓	✓
	Cost to reproduce finished graphic		✓	✓
	Re-application cost		✓	✓
	Additional documented costs agreed to be reasonable		✓	✓

# About Us

ORAFOL is one of the world's leading manufacturers of innovative self-adhesive graphic films, reflective materials and adhesive tape systems.

The international ORAFOL GROUP is headquartered just outside the city gates of Berlin, in Oranienburg. As a reliable source for industrial and commercial partners, ORAFOL is setting the highest standards in quality, innovation, service and environmental responsibility. The results reflect in an impressive performance. Highly qualified and ambitious teams in research and development, production and technology, as well as in sales meet the more demanding prospective challenges of an international dynamic market with responsibility, dedication and expertise.

Due to extensive investments in product development and the newest, most modern production and process technologies, the ORAFOL-product-portfolio guarantees and exceeds the highest quality standards. Dependability and timeliness determine our actions. Customers in more than 100 countries trust in ORAFOL.

ORAFOL is a world leading manufacture of adhesive sign, display and wrapping solutions.

With unparalleled product research, development and state of the art manufacturing capabilities, our products and solutions offer uncompromised value and performance. By choosing to partner with ORAFOL you provide your customers with confidence and peace of mind knowing their installations will perform as expected and stand the test of time.

Our confidence in our products and solutions is supported by a factory backed warranty available to all customers. ORAFOL offers customised warranty's offering additional levels of support based on specific project requirements.

The following document outlines our commitment to you, and provides some helpful tips for maximising the durability and performance of your installations.

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## ORAFOL Europe GmbH

- ISO 9001 - Quality Management System
- ISO 50001 - Energy Management System
- ISO 14001 - Environmental Management System
- ISO AEO - Authorised Economic Operator



# OCS™ Performance Warranty

ORAFOL Australia warrants its pressure-sensitive adhesive films to be free of defects in materials and manufacture, and to perform as stated in published product technical information bulletins if properly stored, processed and applied.

ORAFOL Australia will, at its sole and absolute discretion, for all ORAFOL product lines that do not meet specified effective performance life, issue credit for the purchase price of the material from where the material was purchased, unless required otherwise by the law.

The customer assumes sole responsibility in determining product suitability for intended use on any surface to which ORAFOL materials will be applied. ORAFOL Australia shall not be liable for any direct, indirect, or consequential damages, arising from the use or inability to use the product.

This warranty constitutes the entire warranty and any other warranty, representation or understanding regarding a warranty, whether expressed or implied, is excluded unless expressly incorporated into this document or applicable under the standard ORAFOL Terms and Conditions (which may be accessed online at: [https://www.orafol.com/fileadmin/australia/orafol\\_australia\\_-\\_terms\\_conditions\\_of\\_sale\\_au\\_.pdf](https://www.orafol.com/fileadmin/australia/orafol_australia_-_terms_conditions_of_sale_au_.pdf)). Samples must be submitted to ORAFOL Australia to verify any claims against the stated material warranty. Surfaces to which ORAFOL materials are applied are not covered under this warranty. Direct replacement material will be authorised on a case-by-case basis only, and an individual failure shall not be construed as an indication of failure for the entire vinyl graphic package.

This warranty applies only to ORAFOL manufactured product or where the construction consists solely of ORAFOL manufactured product. This warranty applies only to ORAFOL manufactured product used or processed in accordance with the applicable ORAFOL Product Data Sheets, Instructional Bulletins and this document.

End-users hold responsibility for testing and pre-determining product suitability and for any risk or liability associated with the application or end-use criteria. The purchaser, the reseller and any end-user agree to, jointly and severally, indemnify and defend ORAFOL from damage, loss, claim, damages or expenses resulting from incorrect product selection, incorrect product construction, improper use or incorrect application. This warranty is expressly conditioned on the product being processed by professional converters. It is the converters or other users responsibility to promptly perform incoming raw material quality inspections and to immediately cease using and notify ORAFOL Australia of any defective material.

Under this warranty ORAFOL Australia has no liability or obligations with respect to product that has been subjected to improper storage or where the product has been modified, damaged, misused, subject to accident, neglected or otherwise mishandled or improperly processed.

**ORAFOL OCS™ Performance Warranty** commences from the date of purchase and is provided on a pro rata basis subject to the actual project duration when compared to the stated duration period within the Product Data Sheets and warranty documentation.

**Pro rata:** Actual project duration of 2 years compared to stated duration of 3 years would result in a credit to your account equal to one-third of the purchase value of the ORAFOL Product. ORAFOL OCS™ Performance Warranty will not include costs associated with re-manufacturing and equipment hire. Where multiple products are used (i.e. film and overlaminate), the stated duration period applies to the product carrying the lower durability value.

Premature failure caused by chemical, environmental or mechanical means such as vandalism, cleaning solutions, paints, moisture, temperature, mechanical washing equipment, fuel spills, exhaust, steam, solvents are not covered under this general warranty. Damage from fire, structural failure, lightning, and other force majeure events are not covered by this warranty.

Some degradation of materials over time is considered normal wear and tear and does not constitute a breach of warranty. These may include, but not limited to, slight colour fading, chalking, edge lifting, tenting around rivets, lower reflectivity or gloss reduction.

Printing inks, ink contamination, ink failures or other ink defects including, but not limited to, fading, loss of gloss, saturation, colour calibration, ICC colour profile or ink related issues do not constitute a breach of warranty.

Acts of God do not constitute a breach of warranty. This warranty does not cover product where preparation to second surface has been insufficient, inadequate or has not followed specific guidelines.

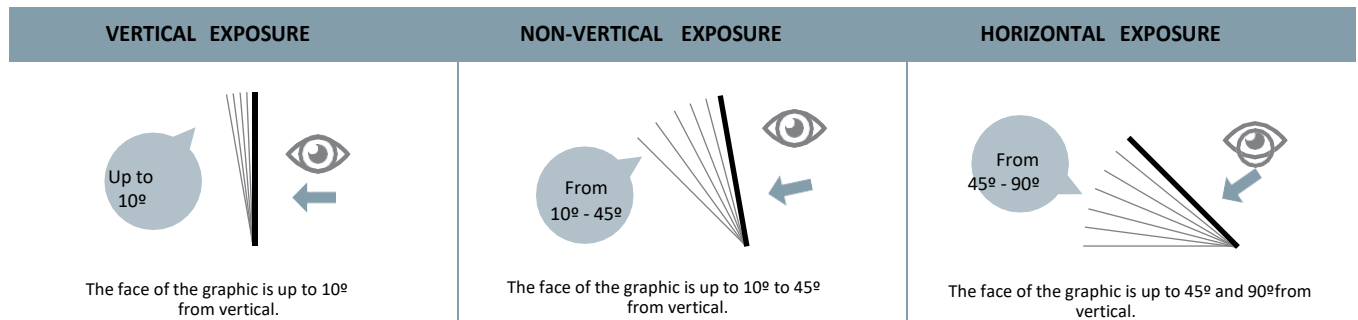
# Outdoor Durability Warranty Specifications

Published outdoor durability specifications for ORAFOL films represent the expected performance of our films in vertical exposure applications (+/- 10° from vertical orientation) located in standard climate conditions located in Climate Zone 1.

ORAFOL OCS™ Performance Warranty excludes all calendared print films and associated overlaminates when used in a horizontal application.

Prorated warranty information for other application angles and climate zones is shown below:

## Angle and Direction of Exposure



## Climate Zones

### ZONE 1

Tasmania, Melbourne, Adelaide, Canberra, Sydney, Brisbane and Perth.

All locations within Zone 1 above 1000 metres are considered Zone 2.



### ZONE 2

100km north of the line between Brisbane, Perth, Northern Territory, Alice Springs, Broken Hill, Broome, Cairns and Townsville.

Calculator to determine expected durability	ZONE 1		ZONE 2	
	Pro Rata Warranty Coverage	Expected Outdoor Durability*	Pro Rata Warranty Coverage	Expected Outdoor Durability*
Vertical	100%	10 years	75%	7.5 years
Non-Vertical	50%	5 years	35%	3.5 years
Horizontal	25%	2.5 years	15%	1.5 years

\*Subtract -20% from Durability for Marine Graphic applications. Durability details are for standard opaque and transparent colours. Does NOT include metallic, special effect or other colour variations. Always refer to Product Data Sheet for full details.

# OCS™ Performance Warranty

## Durability Zone 1 - Vertical Applications

Print Films			RECOMMENDED LAMINATE									APPLICATIONS					
			ORAGUARD® 289	ORAGUARD® 293	ORAGUARD® 259	ORAGUARD® 290	ORAGUARD® 215	ORAGUARD® 213	ORAGUARD® 210	ORAGUARD® 200	ORAGUARD® 236	Vehicle Graphics	External Graphics	Internal Graphics	Backlit Graphics	Window Graphics	Wall Graphics
Durability	Film Type	Product															
10 years	Polyurethane	ORAJET® 3981GRA + ProSlide™	✓ <sup>^</sup>								✓	✓	✓				✓
10 years	Cast	ORAJET® 3951GRA + ProSlide™	✓ <sup>^</sup>	✓		✓					✓	✓	✓				✓
						✓					✓	✓	✓				✓
8 years	Cast	ORAJET® 3954			✓						✓	✓	✓		✓	✓	✓
8 years	Cast	ORAJET® 3959		✓		✓	✓				✓	✓	✓		✓		✓
7 years	Polymeric	ORAJET® 3551		✓		✓	✓					✓	✓	✓	✓		
7 years	Polymeric	ORAJET® 3554		✓		✓	✓	✓				✓	✓		✓	✓	
7 years	Polymeric	ORAJET® 3850		✓		✓	✓	✓				✓	✓		✓	✓	
5 years	Polymeric	ORAJET® 3651				✓	✓	✓				✓	✓		✓	✓	
5 years	Polymeric	ORAJET® 3650				✓	✓	✓				✓	✓		✓	✓	
5 years	Polymeric	ORAJET® 3165				✓	✓	✓				✓	✓		✓	✓	
5 years	Polymeric	ORAJET® 3105		✓		✓	✓					✓	✓				
5 years	Polymeric	ORAJET® 3169							✓	✓		✓	✓		✓	✓	
4 years	Polymeric	ORAJET® 3451							✓	✓		✓	✓		✓	✓	
4 years	Monomeric	ORAJET® 3164									✓	✓	✓		✓	✓	
4 years	Monomeric	ORAJET® 3162								✓		✓	✓		✓	✓	
2 years	PVC Free	ORAJET® 3172															
2 years	PVC Free	ORAJET® 3174															

\*Subtract -20% from Durability for Marine Graphic applications. Always refer to Product Data Sheets for full details.

<sup>^</sup>Refer to page 10, OCS™ Performance Extended Warranty.

## Durability Zone 1 - Vertical Applications

				APPLICATIONS						
				Vehicle Graphics	External Graphics	Internal Graphics	Backlit Graphics	Window Graphics	Wall Graphics	Marine Graphics*
<b>OPAQUE Coloured Signage Films</b>										
Durability*	Variations	Finish and Colour	Product							
12 years		Black, White	ORACAL® 970RA	✓	✓	✓		✓	✓	✓
	10 years	Opaque Colours	ORACAL® 970RA	✓	✓	✓		✓	✓	✓
	5 years	Metallic and Shift Effect Colours	ORACAL® 970RA	✓	✓	✓		✓	✓	✓
	3 years	Bronze, Copper, Graphite Metallic, Matte Imperial Red Pearl, Nacre, Orient Brown Metallic, Pyrite, Red Gold L Metallic	ORACAL® 970RA	✓	✓	✓		✓	✓	✓
10 years		Black, White	ORACAL® 951	✓	✓	✓		✓	✓	✓
	8 years	Opaque Colours	ORACAL® 951	✓	✓	✓		✓	✓	✓
	6 years	Metallic Colours	ORACAL® 951	✓	✓	✓		✓	✓	✓
	3 years	Brilliant Blue L, Copper, Gold Metallic, Bronze, Pale Gold, Pyrite, Red Gold L, Foliage Green Metallic, Steppe Green Metallic	ORACAL® 951	✓	✓	✓		✓	✓	✓
8 years		Black, White	ORACAL® 751	✓	✓	✓		✓	✓	✓
	7 years	Opaque Colours	ORACAL® 751	✓	✓	✓		✓	✓	✓
	5 years	Metallic Colours	ORACAL® 751	✓	✓	✓		✓	✓	✓
	3 years	Gold L, Brilliant Blue L	ORACAL® 751	✓	✓	✓		✓	✓	✓
8 years		Black, White	ORACAL® 551	✓	✓	✓		✓	✓	✓
	7 years	Opaque Colours	ORACAL® 551	✓	✓	✓		✓	✓	✓
	5 years	Metallic Colours	ORACAL® 551	✓	✓	✓		✓	✓	✓
	3 years	Brilliant Blue L	ORACAL® 551	✓	✓	✓		✓	✓	✓
5 years		All	ORACAL® 975		✓	✓		✓	✓	
5 years		Black, White	ORACAL® 651		✓	✓		✓	✓	
	4 years	Opaque Colours	ORACAL® 651		✓	✓		✓	✓	
	3 years	Brilliant Blue	ORACAL® 651		✓	✓		✓	✓	
4 years		Black, White	ORACAL® 641		✓	✓		✓	✓	
	3 years	Opaque and Metallic Colours	ORACAL® 641		✓	✓		✓	✓	
3 years		All	ORACAL® 620		✓	✓		✓	✓	
				APPLICATIONS						
				Vehicle Graphics	External Graphics	Internal Graphics	Backlit Graphics	Window Graphics	Wall Graphics	Marine Graphics*
<b>TRANSPARENT Coloured Signage Films</b>										
Durability*	Variations	Finish and Colour	Product							
10 years		Black, White	ORACAL® 8800	✓	✓	✓	✓	✓	✓	✓
	8 years	Transparent Colours	ORACAL® 8800	✓	✓	✓	✓	✓	✓	✓
	5 years	Metallic Colours	ORACAL® 8800	✓	✓	✓	✓	✓	✓	✓
7 years		Black, White and Transparent Colours	ORACAL® 8500		✓	✓	✓	✓	✓	
	5 years	Metallic Colours	ORACAL® 8500		✓	✓	✓	✓	✓	
5 years		All	ORACAL® 8300		✓	✓	✓	✓	✓	

# Durability Zone 1 - Vertical Applications

Reflective Film Non Fluorescent			RECOMMENDED LAMINATE				APPLICATIONS		
Durability	Film Type	Product	ORALITE® 5051	ORAGUARD® 289	ORAGUARD® 290	ORAGUARD® 293	Vehicle Applications	Marine Applications	External Applications
10 years	Prismatic	ORALITE® 6900	*	*	*	*	✓		✓
7 years	Prismatic	ORALITE® VC310	*	*	*	*	✓	✓	
5 years	Prismatic	ORALITE® VC612	*	*	*	*	✓	✓	
7 years	Glass Bead	ORALITE® 5600	✓	✓	✓	✓	✓	✓	
7 years	Glass Bead	ORALITE® 5600RA	✓	✓	✓	✓	✓	✓	
7 years	Glass Bead	ORALITE® 5650RA	✓	✓	✓	✓	✓	✓	
Reflective Film Fluorescent (Except Fluro Orange)			RECOMMENDED LAMINATE				APPLICATIONS		
Durability	Film Type	Product	ORALITE® 5051	ORAGUARD® 289	ORAGUARD® 290	ORAGUARD® 293	Vehicle Applications	Marine Applications	External Applications
10 years	Prismatic	ORALITE® 6900	✓	✓	✓	✓	✓		✓
5 years	Prismatic	ORALITE® VC612	✓	✓	✓	✓	✓	✓	
Reflective Film Fluorescent Orange			RECOMMENDED LAMINATE				APPLICATIONS		
Durability	Film Type	Product	ORALITE® 5051	ORAGUARD® 289	ORAGUARD® 290	ORAGUARD® 293	Vehicle Applications	Marine Applications	External Applications
3 years	Prismatic	ORALITE® 6900	✓	✓	✓	✓	✓		✓
3 years	Prismatic	ORALITE® VC612	✓	✓	✓	✓	✓	✓	

\*Lamination is not recommended. However, if printing is required please consult ORAFOL for further details. Always refer to Product Data Sheets for full details.



# OCS™ Performance Extended Warranty

ORAFOL Australia provides an extended warranty for the combination of specific ORAJET® digital print films when used in conjunction with our Premium Polyurethane Laminate ORAGUARD® 289.

This OCS™ Performance Extended Warranty applies to the following film combinations: ORAJET® 3981GRA+ when used with ORAGUARD® 289, and ORAJET® 3951GRA+ when used with ORAGUARD® 289. ORAFOL provides an additional six (6) months of horizontal support in both zones when these film combinations are used.

## Warranty Limitations

Applications ORAFOL Technical Data and Application Instructions available on <https://www.orafol.com/en/australia/contact> may include limitations specific to the ORAFOL product being used or its intended applications, which take precedence over any statement made in this warranty document.

The warranties in this document have the following limitations, which relate to factors over which ORAFOL has no control.

### Industrial Pollutants

Applications in some urban, valley or industrial areas may experience reduced durability and/or cosmetic damage caused by atmospheric conditions such as acid rain, smog or other harsh pollutants. Damage from these pollutants is not covered by our product warranty. For more information and helpful advice, please see the “Dealing with Fallout” Instruction Bulletin located in the Support section of our website.

### Application Temperatures

ORAFOL films should never be applied at temperatures below 8°C unless otherwise stated in the individual product technical data sheet. However, for best application results, surface and ambient temperatures should be between 18°- 24°C. Colder temperatures will result in the material feeling more rigid and the adhesive less tacky. Warmer temperatures will result in the material feeling more aggressive and pliable. Newly applied graphics should remain in the application environment for at least 24 hours to promote uniform adhesion characteristics.

A significant change in temperature should be avoided during the first 24 hours after the application is initially complete, as this may result in the material lifting or popping up in complex curved areas. For application temperatures below 8°C please contact ORAFOL Australia for low temperature product choices.

### Wet Application

Wet applications are typically recommended for large surface applications. For best results, ambient temperature should be at least 18°C.

For wet applications, ORAFOL Australia recommends using a medium-tack application tape. After the application fluid has ample time to dry remove the application tape carefully at a 180° angle. Newly applied graphics should remain in the application environment for at least 24 hours to promote uniform adhesion characteristics and allow any residual moisture to evaporate. Recommended ingredients for wet application fluid: one teaspoon of a traditional, mild dish detergent to one litre of water. Detergent should not contain moisturisers, lotions, or bleaching agents.

Wet applications are not recommended or warranted for the following: polyacrylate dispersion or water-based adhesive, ORACAL® Polyester or Metallic, ORALITE®, Reflexite®, CommandForm® or RapidAir® films. Windex® or other glass and surface cleaners should never be used to clean a substrate or as an application fluid for vinyl installation. Wet applications should only be used on clean, smooth, and non-porous surfaces.

### Glass Application

Glass and other surface cleaners may leave a residue that could cause poor adhesion between the graphic and the surface. Only clean glass with a mild detergent and water solution prior to vinyl application.

If additional cleaning is needed, use only Isopropyl Alcohol. Since glass is transparent, it is sometimes difficult to tell which side is contaminated when you are ready to clean. It is important to clean both sides of the glass to ensure you are removing any possible contaminants or debris that could potentially cause poor adhesion of newly applied vinyl graphics.

ORAFOL Australia assumes no liability for breakage associated with application of its films on glass surfaces. For other tips to reduce the risk of poor adhesion properties and to reduce the risk of glass breakage, please contact ORAFOL Australia Product Support for suggested application guidelines.

## Stainless Steel Application

Due to the wide variety of stainless-steel types, gauges, and applications, ORAFOL Australia does not recommend or warrant its products when applied to stainless steel surfaces.

## Watercraft and Boat Applications

This is general information regarding the use of ORACAL® and ORAJET® products for marine applications. Please refer to Product Data Sheet for specific product details or contact ORAFOL Australia for further advice.

The reference to marine, watercraft or boat application refers to personal watercraft such as jet skis, fishing boats, runabouts and speedboats used for personal pleasure. These watercraft will carry an aluminum, fiberglass or gel coat surface where the installer will thoroughly test the compatibility of the chosen film and the surface. This reference does not include any marine vehicle used for commercial or business purposes. ORACAL® and ORAJET® films are not recommended for textured or low surface energy materials for marine applications.

Self-adhesive films should only be applied to above water line sections of the watercraft. ORAFOL films are not recommended for permanent fixtures below the water line. Self-adhesive films should not be applied to rubber, silicone or flexible components within a marine application. The installer is advised to reference all literature pertaining to the particular product being used.

## Adhesive Promoters

ORAFOL Australia does not promote or recommend any type of adhesive promoter or primer for use with our graphics, signage or reflective films. Use of adhesive promoters will void any applicable warranty coverage.

## Unwarranted Metal Surfaces

ORACAL®, ORAJET®, ORAGUARD®, ORALITE®, or Reflexite® brand films applied to copper, tin, nickel, brass, lead, alloys, or magnesium will not be warranted. If a substrate is in question, please contact ORAFOL Australia Product Support before application. Contact ORAFOL Australia Product Support with questions regarding unfamiliar product to substrate combinations.

## Graphics Applied to Painted Surfaces

Vinyl graphics must be applied to a clean, smooth, dry, and non-porous surface. Allow freshly applied paint to cure for three (3) full weeks prior to graphic application. Prior to application, test substrates by cleaning the surface with a dry lint free rag and apply a small test strip for 24 hours. If bubbles or edge peeling appear, out-gassing is still occurring.

At this time it is best to let the paint continue to outgas and repeat the test in a few days. Due to the wide variety of paint systems, substrate types, and finishes, substrate and paint damage due to graphic removal is not warranted. For more information and helpful advice, please see the PSA Vinyl Interior Removable Wall Graphics User Guide, or FAQ's located in the Support section of our website.

## Flexible Substrate Applications

For the general performance warranty to apply with selected ORACAL® plotter films, the following procedures must be followed:

- Prior to application, the selected flexible substrate should be thoroughly cleaned with a clean saturated rag containing a mild detergent and water solution and then dried.
- The surface should be wiped down with Isopropyl Alcohol using a clean rag to remove any surface contamination such as dust, grease, or other debris.

Application of a graphic marking film on a flexible substrate should be laid out on a rigid tabletop. After the initial application, graphics should then be polished using a rivet brush. Multiple cycles of applying heat and pressure will help ensure a solid bond between the adhesive and the subtle texture of the substrate.

Always apply vinyl graphics to the smoother side of flexible substrates. Graphics applied to previously used flexible substrates will not be warranted. ORAFOL Australia does not recommend applying printed and laminated graphics to flexible substrates.

## Acrylic and Polycarbonate Applications

When using substrates that tend to outgas, such as polycarbonate or acrylic products, it is recommended to remove the protective liner on these substrates to allow proper outgas time prior to installation. Be sure to properly test these substrates by cleaning the surface and applying a small test strip for 24 hours. If bubbles or edge peeling appear, outgassing is still occurring. Either treat the substrate with a heat source or store it for 24-36 hours at room temperature conditions in order to cure the substrate prior to application of the vinyl graphic.

## Product Compatibility and Performance

Please contact ORAFOL Australia Product Support to ensure proper product combinations, and substrate compatibility for your specific job.

No warranty will apply when combining ORACAL®, ORAJET®, ORAGUARD®, ORALITE®, or Reflexite® brand films with films produced by any other manufacturer.

## Substrate Damage

ORAFOL Australia is not responsible for the integrity of the substrate to which the vinyl graphics is being applied, and will not be liable for any direct or indirect damage caused during graphic installation, expected service life, or graphic removal. It is up to the graphic installer and their customer to determine the suitability and integrity of the substrate to which the vinyl graphic is being applied.

## Laminating Printed Graphics

Lamination of inkjet prints is recommended to ensure longer lifespan at optimum quality, gloss, colour and physical damage. ORAGUARD® laminate films enhance the desired appearance of the graphic (gloss, semi-gloss and matte). They also provide excellent protection against ink fading from exposure to UV rays. No warranty will apply when combining ORACAL®, ORAJET®, ORAGUARD®, ORALITE® or Reflexite films produced by any other manufacturer.

## Solvent and Eco-Solvent Ink Outgas Procedures

ORAFOL Australia recommends allowing printed films at least 24 hours at 21°C to dry (outgas) before applying a laminate to avoid delaminating or adhesive failure (48-72 hours preferred). Note the following considerations:

- 24 hours of dry (outgas) time should be considered the minimum before applying lamination. (Prints with very little ink coverage would fall into this category).
- If the print is heavy in ink saturation (darker, rather than lighter), a longer outgas time of 48-72 hours is preferred for the print to dry before lamination.

**IMPORTANT: DO NOT** leave the graphic rolled up tightly around the core after printing. This will cause the solvent gasses in the inks to be trapped and potentially migrate to the adhesive layer of the material, resulting in poor adhesion properties once applied to the intended substrate.

## OEM Inks

ORAFOL Australia only warrants the compatibility of OEM solvent, eco-solvent, latex, and UV curable ink-sets with its approved inkjet printable materials. Each series of ORAJET® digital media requires different print and RIP software parameters because of the individual qualities of each material. Check the Support section of our website for a wide selection of FREE colour profiles.

If you have any questions regarding the above guidelines, please contact ORAFOL Australia Technical Support.

## Removable Films

Removable “Adhesive” films can be removed without heat or chemicals and may leave thirty percent (30%) or less of adhesive residue if removed with the aid of heat and/or chemicals.

The following is not covered under this warranty:

- Removal of Graphic applied onto pre-existing Graphics.
- Removing film applied to painted surfaces not fully cured (paint adhesion is compromised).
- Paint staining visible after removal of Inkjet printed graphic with Overlamine.
- Removal from Aged paint or metals, surface oxidation or chalked surfaces.

# ORAFOL Select Warranty

ORAFOL Select Warranty is exclusive to ORAFOL Australia and is provided to Select Partners after demonstrating their capability to meet the highest conversion and production standards and having a complete understanding of the technical attributes of ORAFOL products.

ORAFOL Select Warranty applies to specified combinations of ORAJET® and ORALITE® media and ORAGUARD® laminating films when used in combination with approved wide-format inkjet printers and OEM ink sets. ORAFOL has worked closely with many of today's leading wide-format inkjet printers and leading RIP software manufacturers to create high quality media colour profiles that allow you to achieve premium print quality when utilising ORAFOL materials.

Make sure the correct media profile is loaded for your job, based on your specific combination of ORAJET® media, ink, printer and RIP software. Each series of ORAJET® digital media requires different print and RIP software parameters because of the individual qualities of each material. Check the Support section of the ORAFOL website for a wide selection of FREE colour profiles. A list of approved printer, ink, and RIP software combinations is provided below.

Eligible OCS™ Approved Printer   Rip Software   Ink Manufacturers				RIP SOFTWARE										
Manufacturer	Model	Model Number	OEM Inkset	Caldera	ColorBurst	ColorGATE	Ergosoft	ONXY	HP Onboard	Mimaki RasterLink	Roland VersaWorks	SAI Flexi	Wasatch	
Epson	StylusPro	S9800	UltraChrome			✓								
		GS6000		✓	✓	✓				✓	✓			
	SureColor	S30600		✓										
		30670			✓								✓	✓
		40600		✓									✓	✓
		S30675								✓				
	S60600	✓					✓				✓			
HP	HP Latex	110	HP Latex	✓				✓	✓			✓		
		310		✓				✓	✓			✓		
		315		✓				✓	✓			✓		
		330		✓				✓	✓			✓		
		335		✓				✓	✓			✓		
		360		✓				✓	✓			✓		
		365		✓				✓	✓			✓		
		370		✓				✓	✓			✓		
		375		✓				✓	✓			✓		
		560		✓				✓	✓			✓		
	570	✓					✓	✓			✓			
Mimaki	CJV30	100	SS21					✓		✓		✓	✓	
		130	SS21					✓		✓		✓	✓	
		160	ES3					✓		✓		✓		
		160	SS21					✓		✓		✓	✓	
	JV150	130	SS21					✓		✓		✓		
		160	SS21					✓		✓		✓		
		260s	SS21					✓		✓		✓	✓	
	JV33	130	ES3					✓		✓		✓		
		160	ES3					✓		✓		✓		
		160	SS21					✓		✓		✓	✓	

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Eligible OCS™ Approved Printer   Rip Software   Ink Manufacturers				RIP SOFTWARE											
Manufacturer	Model	Model Number	OEM Inkset	Caldera	ColorBurst	ColorGATE	Ergosoft	ONLY	HP Onboard	Mimaki RasterLink	Roland VersaWorks	SAI Flexi	Wasatch		
Mutoh	Value Jet	1324	Eco-Sol Ultra					✓				✓	✓		
		1204						✓				✓	✓		
		1304						✓					✓	✓	
		1604						✓					✓	✓	
		1614								✓				✓	✓
		1618A								✓				✓	✓
		1624								✓				✓	✓
		1638				✓				✓				✓	✓
		2606								✓				✓	✓
OKI	Color Painter	E-64S	Oki-SX	✓				✓				✓			
		M-64S		✓				✓				✓			
Roland	TrueVIS SG	300	Roland TrueVis								✓				
		540		✓							✓				
	TrueVIS VG	640	Roland TR2								✓				
		540		✓							✓				
	TrueVIS VG 2	640	EcoSol Max 2	✓				✓			✓	✓			
		RF-640		✓							✓				
	Versa CAMM	VersaExpress	VP300i	EcoSol Max								✓			
			VP540i									✓			
		VP300						✓			✓	✓	✓		
		VP540						✓			✓	✓	✓		
		VS-420						✓			✓	✓	✓		
		VS-540						✓			✓	✓	✓		
		VS-540i	EcoSol Max 2						✓		✓	✓	✓		
		VS-640	EcoSol Max						✓		✓	✓	✓		
	Soljet	Soljet	VS-640i	EcoSol Max 2					✓		✓	✓	✓		
			645								✓	✓	✓		
			745								✓	✓	✓		
	Soljet Pro III	Soljet Pro III	EJ-640		✓							✓			
			XC540	EcoSol Max					✓			✓	✓	✓	
XC540(RIPC)								✓			✓	✓	✓		
XJ540								✓			✓	✓	✓		
XJ640								✓			✓	✓	✓		
XJ740						✓			✓	✓	✓				
Soljet Pro 4	Soljet Pro 4	XF640	EcoSol Max 2					✓			✓	✓			
		XR640						✓			✓	✓			
		RE640						✓			✓	✓	✓		
VersaArt	VersaArt	RS540	EcoSol Max					✓			✓	✓	✓		
		RS640						✓			✓	✓	✓		

# ORAFOL Select Warranty

ORAFOL Select Warranty applies to specified combinations of ORAJET® and ORALITE® media and ORAGUARD® laminating films when used in combination with approved wide-format inkjet printers and OEM ink sets.

Covered failures include cracking, blistering, or fading of the media or printed image in vertical exposure applications in Australia in accordance with Zoning and Exposure specifications carried within ORAFOL OCS™ Performance Warranty documentation as well as within Product Data Sheets. Please refer to all support literature for specific details. Products must be processed within product shelf life and applied within one (1) year of purchase for the warranty to apply.

## Warranty Terms and Conditions

### Acknowledgement of use of Product

The following terms and conditions apply to the ORAFOL Performance Warranty, Select Warranty and Project Warranty programs. ORAFOL Australia (“**ORAFOL**”) supplies the specified ORAFOL products (“**Product**”) on the following basis:

- a. the Product is not being acquired for personal, domestic or household use or consumption, and as such the purchaser may not be entitled to any or all of the consumer guarantees under the *Competition and Consumer Act 2010* (Cth) (“**Australian Consumer Law**”). If the purchaser is deemed a “consumer” under the Australian Consumer Law, the Australian Consumer Law may imply into this document warranties or conditions and impose obligations which cannot be excluded, restricted or modified and this warranty is read subject to such statutory provisions. All other conditions, warranties, representations, liabilities and obligations, whether implied or imposed by statute, including any conditions or warranties as to merchantability, fitness for purpose or correspondence with description, are excluded to the extent permitted by law;
- b. the Product is being acquired for the purpose of re-supply and/or transforming them in trade or commerce, in the course of production or manufacture; and
- c. the purchaser will inform any subsequent purchaser of the Product of any reasons why the Product will or may not be fit for all the purposes for which goods of that kind are commonly supplied, and/or the purposes for which such subsequent purchaser requires the Product, including but not limited to, having regard to:
  - i. any information provided by ORAFOL concerning the Product and/or its application, including in any Technical Data sheets, Application Instructions sheets; and
  - ii. the basis upon which Outdoor Durability and/or Indoor Durability (as applicable and defined below) are determined for that Product.

All statements, technical information and recommendations from ORAFOL are based on tests believed to be reliable and accurate but do not constitute a guarantee or warranty.

**Expected Performance Life or Durability** is the expected period of time that the unprinted, unprocessed ORAFOL Product should perform satisfactorily for its intended purpose when applied to flat, vertical substrates unless otherwise stated within the ORAFOL OCS warranty document.

- a. ORAFOL OCS warranty shall not apply to products that have been subjected to misuse, incorrect conversion processing, misapplication or neglect, incorrect installation processes, including but not limited to improper storage, environmental contamination, vandalism, or mechanical damage caused by improper cleaning methods.
- b. Products must be properly stored and processed within product shelf life and applied within one (1) year of purchase for the warranty to apply.
- c. ORAFOL Select Warranty is not transferrable to another entity. Only graphic manufacturers or Installers having a Select OCS warranty certificate or OCS Project Warranty certificate are eligible to extend this warranty to their customers.

Refer to ORAFOL Australia - TERMS AND CONDITIONS OF SALE

([https://www.orafol.com/fileadmin/australia/orafol\\_australia\\_-\\_terms\\_conditions\\_of\\_sale\\_au\\_.pdf](https://www.orafol.com/fileadmin/australia/orafol_australia_-_terms_conditions_of_sale_au_.pdf)) for additional terms and conditions governing the legal relationship, rights, obligations and liabilities, between ORAFOL and you, the customer, which are legally binding and take precedence to the extent of any inconsistency contained in this warranty document.

## Purchaser's Obligations

**Obligation to Inspect** - The purchaser of the ORAFOL Product must, upon receipt of that Product, inspect the goods for defects or damage and must within 3 business days of delivery notify ORAFOL in writing of any alleged defect or damage. If no inspection is made (or a defects notice is not issued to ORAFOL within the prescribed time above), the purchaser is deemed to have accepted the Product. ORAFOL accepts no liability or any loss whatsoever in relation to a shortage, damage or defect in the Product apparent on inspection unless the purchaser notified ORAFOL in writing as required. The purchaser must also notify ORAFOL in writing of any other alleged defect in the Product within 3 business days of the date that such alleged defect of the Product was discovered or reasonably could have been discovered. Upon such notification, the purchaser must allow ORAFOL to inspect the Product. Except to the extent prohibited by law, no Product will be accepted for return or replacement unless ORAFOL, upon inspection of the Product, considers the Product to be faulty or damaged by reason of an act or omission of ORAFOL. Any return of Product is to be negotiated directly with ORAFOL prior to its return. Except to the extent prohibited by law, Product returned and accepted by ORAFOL is, at the sole and absolute discretion of ORAFOL, accepted for credit or replacement only. Any Product that is intended to be returned by ORAFOL must be returned in the same condition as despatched or installed or it will not be accepted.

## Obligation to Ensure Suitability

This warranty only applies to ORAFOL Products that are used for the defined end-uses and in the combinations described in the applicable ORAFOL Technical data sheets, Application instructions and OCS Warranty. It is the responsibility of the purchaser to ensure that the Product is suitable for the purposes for which it is purchased and for which it is to be re-supplied. To the maximum extent permitted by law, ORAFOL will accept no liability for any claims made by the purchaser or any subsequent purchaser or end-user, arising from the failure of the purchaser to ensure Product suitability and/or to inform all subsequent purchasers or end-users of any reasons why the Product will or may not be suitable for all purposes for which goods of that kind are commonly supplied, and/or the purposes for which such subsequent purchaser requires the Product or products, including but not limited to having regard to any information provided by ORAFOL concerning the Product and/or its application, including in any Technical application bulletin and/or Warranty and, including but not limited to the basis upon which Durability for such Product is determined. The purchaser agrees to indemnify and defend ORAFOL

against any claims, losses, damages, judgments, expenses and costs, including legal fees (on a solicitor and client basis), resulting from any use or application for which the Product is unsuitable.

**Recording of Installation Details and Product Information** - Car wraps, paint protection, fleet graphics.

This warranty is expressly conditioned on the purchaser ensuring that each individual vehicle or vehicles where ORAFOL Products are being installed is recorded using Project Warranty Form. Information, including company name, installer name, installation date, location, vehicle make, colour, model, VIN, product reference numbers used, are required in order to record and validate the warranty.

## Printing and Inks

Ink contamination, failures or other defects, and/or failures due to improper printing conditions or settings including but not limited to, incorrect ICC colour profile or unsuitable colour calibration or incompatible print mode selections, are not covered by this warranty. Product failure caused by excessive ink load, over-saturation, over curing or under curing of Ink or processing errors including premature lamination are not covered by this warranty.

**If the stated durability of an approved component used within the overall construction (ink, overlamine, toner) differs from that of the ORAFOL material.** In that case, the finished graphics will be warranted for a period equal to the stated durability of the least durable component. In the event of a claim, OEM inks will be covered under this warranty based on a proportion of the manufacturers stated ink.

## Misuse and Force Majeure

ORAFOL has no obligations or liability to any person whether under this warranty or otherwise with respect to a Product that has been modified, misused, altered, damaged subject to accident, neglected or otherwise mishandled or applied, processed improperly. Products are not warranted against premature failure caused by environmental, chemical or mechanical means such as, but not limited to,

cleaning solutions, paints, solvents, moisture, temperature, mechanical washing equipment, engine fuel spills, engine exhaust, steam, organic solvents or other spilled chemicals or Vandalism. Damage from fire, structural failure, lightening, and other force majeure events are not covered by this warranty.

## Claims Procedure

Claim notifications must be made to ORAFOL in writing to Product Management Unit A3, 57 Templar Road, Erskine Park, NSW 2759 within 3 business days of the date that such alleged defect of the Product was discovered or reasonably could have been discovered. The claim must include company name, address and name of Claimant, as well as the following additional information for:

- a. **Car wrapping & Paint protection applications** - Installer or applicators name, date of Installation, location, vehicle make, model, colour, registration, lot/ref numbers, together with a report detailing processing conditions, and any other information that is pertinent or requested by ORAFOL. ORAFOL reserves the right to investigate and verify all claims reported. Failure to comply with the foregoing conditions may, at ORAFOL's sole determination, constitute a waiver of all rights under this warranty.
- b. **General Signage & Architectural signage** - Finished Graphic type, date of production, date of Installation, location together with a report detailing processing conditions, and any other information that is pertinent or requested by ORAFOL. ORAFOL reserves the right to investigate and verify all claims reported. Failure to comply with the foregoing conditions may, at ORAFOL's sole determination, constitute a waiver of all rights under this warranty.
- c. **Printed Graphics** - Finished Graphic type, date of production, printer and Ink used, date of Installation, location together with a report detailing processing conditions, and any other information that is pertinent or requested by ORAFOL. ORAFOL reserves the right to investigate and verify all claims reported. Failure to comply with the foregoing conditions may, at ORAFOL's sole determination, constitute a waiver of all rights under this warranty.

## Exclusion of implied terms

The purchaser acknowledges that (to the maximum extent permitted by law, and the Australian Consumer Law), unless expressly provided in this document:

- a. no warranty, condition, description or representation in relation to the Product is given by ORAFOL, expressly or impliedly by this warranty or any other document; and
- b. all warranties, conditions, guarantees and terms in relation to the state, quality, fitness, suitability, merchantability, purpose, description, quality, design, assembly, installation, materials, workmanship or otherwise, of the Product, whether expressed or implied by use, statute or otherwise, are excluded.





Engineered to Achieve Perfection™

Engineered to Save Lives™




# ORAFOL Australia



**ORAFOL Australia Pty Ltd**  
**Australian Head Office**

Unit A3, 57 Templar Road, Erskine Park, NSW 2759

Tel: 1300 672 365 | [sales.au@orafol.com](mailto:sales.au@orafol.com)

 [orafol\\_australia](https://www.instagram.com/orafol_australia)  [ORAFOL Australia Pty Ltd](https://www.linkedin.com/company/orafol-australia)  [store.orafol.com.au](https://store.orafol.com.au)

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