

General remarks

ORAFOL® colour films for application onto car components and car wrapping (hereinafter called "ORAFOL® colour film") are premium self-adhesive films manufactured by ORAFOL Europe GmbH (hereinafter called "ORAFOL®") for temporary decorations on a vehicle.

Vinyl films are by nature more sensitive than vehicle paintwork. This means that special care must be taken when applying and cleaning these films. Please follow the Processing Guidelines (www.orafol.com/gp/europe/en/support) when processing (applying and removing) or using and cleaning the ORAFOL® colour films. Based on experience, this is the only way to ensure the maximum service life of the material.

Application and removal of ORAFOL® colour films should always be carried out only by trained specialists (i.e. by skilled and experienced advertising engineers or technicians).

Follow these Maintenance and Usage Terms in order to ensure the best possible service life of our ORAFOL® colour films:

Maintenance and use of ORAFOL® colour films

The car wrappers or technicians are obliged to inform their end customers about the Processing Guidelines and the Maintenance and Usage Terms.

Maintenance conditions

Based on our experience the ORAFOL® colour films will have reached optimum adhesion after three days. You should not take the vehicle through a car wash during this time.

In order not to affect the service life of the ORAFOL® colour film and to avoid other negative impacts of the ORAFOL® colour film or the vehicle by regular cleaning, the vehicle should only be cleaned manually or taken to a car wash offering textile washing without a hot wax programme (no brushes).

In general, ORAFOL recommends a regular cleaning and maintenance of the vehicle by hand and by using the specially developed ORACAL® cleaning and care products for car wrapping with ORAFOL films which are available each as complete kits for glossy and for matt films respectively. These mild yet very effective cleaners are developed specifically for the different types of sensitive film surfaces.

ORAFOL strongly recommends an initial impregnation with ORACAL® Long-Lasting Seal (contained in the Cleaning and Care sets for glossy and matt film surfaces). The impregnation should be done immediately upon wrapping or before first use of the wrapped car.

The surfaces of matt and/or structured ORAFOL® colour films are by nature more sensitive than glossy and smooth ones. Therefore these ORAFOL® colour films must be treated very carefully during cleaning and care. Depending on service life and usage frequency, a more frequent cleaning and care may be necessary.

Based on our experience, high-pressure cleaning and aggressive chemicals or solvents (such as acetone, paint thinner) will usually damage the film and possibly also the vehicle paintwork, and hence reduce the service life of the film. No high-pressure cleaning or aggressive chemicals should be used for cleaning the car. In case of any doubt, please contact ORAFOL's Customer Support.

Conditions of use

Please note that ORAFOL® colour films - similar to other self-adhesive vinyls - do not show the same performance as high-quality vehicle paintwork, in particular when it comes to surface hardness and resistance to external impacts. Therefore special caution is required when using a vehicle which is wrapped with film.

The following points require special attention and caution in order not to affect the service life of the ORAFOL® colour film and to avoid other negative impacts for the ORAFOL® colour film and the paintwork of the vehicle:

- Aggressive contaminations (such as tar, road salts, bird droppings, dead insects, tree resin, pollen, wet leaves) leave more visible and more persistent marks on the film than on painted surfaces. Try to avoid the exposure of your wrapped vehicle to such contaminations and, if this is not possible, clean it immediately (see above)
- The surface of wrapped vehicles is considerably more sensitive to mechanical and other external impacts (e.g. grit, brush car-wash, branches, vandalism, hail, adverse weather conditions, fire, UV radiation or excessive physical or chemical influences) than high-quality vehicle paintwork. Avoid the exposure of your car to such influences
- Contact with abrasive polishing pastes, solvents (such as acetone, paint thinners), solvent-based detergents and aggressive additives to windscreen wash water may permanently damage the ORAFOL® colour film and/or the vehicle paintwork and should be avoided.

In case of any doubt, please contact ORAFOL's Customer Support.

Removal of ORAFOL® colour films

In case of visible outer damages to the ORAFOL® colour films, you are obliged to remove or replace the film to avoid damage to the car varnish.

The removal of ORAFOL® colour films is to be carried out only by trained specialists (i.e. by skilled and experienced advertising engineers or technicians). It is important to comply with the current Processing Guidelines.

We explicitly point out that the improper removal of ORAFOL® colour films may cause damage to the paintwork of your car.

Warranty information

In case of non-compliance with the Processing Guidelines and the Maintenance and Usage Terms, any warranty and liability shall be excluded. The service life of ORAFOL® colour films applied to a vehicle is essentially determined by the exact compliance with the Processing Guidelines and the Maintenance and Usage Terms. The processing (i.e. the application and removal) of ORAFOL® colour films may only be done by trained specialists (i.e. by skilled and experienced advertising engineers or technicians).

The trained experts are responsible for the quality of application, while the responsibility for compliance with the Maintenance and Usage Terms lies with the owner of the vehicle. The information provided in these Maintenance and Usage Terms is based exclusively on our current knowledge and experience. It constitutes neither a warranty of certain properties nor a quality or durability guarantee with regard to our ORAFOL® colour films. We are not responsible for costs incurred for the removal of our films.

Any warranty and liability shall be especially excluded in case of:

- gradual changes such as e.g. slight shrinkage, colour deviations, reduction in the degree of gloss, and embrittlement (not leading to crack formation), which may occur due to ageing and weathering
- films being damaged or coming off due to external influences and external impacts (e.g. adverse weather conditions, rust formation or the use of high-pressure cleaning, abrasives or aggressive chemicals)

In case of further questions about the maintenance and usage of a vehicle wrapped with ORAFOL® colour films please contact our Customer Support.

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ORAFOL Europe GmbH
Orafolstrasse 2, D-16515 Oranienburg, Germany

Tel.: +49 (0) 3301 864 0
Fax: +49 (0) 3301 864 100
graphic.innovations@orafol.de

