





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.

ORAFOL's Worldwide Locations





General Warranty Introduction

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 and 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 direct to market manufacture of adhesive sign, display and wrapping solutions. With unparalleled product research, development and 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 also 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.

ORAFOL Europe GmbH holds the following certificates:

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

General 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 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.

The customer assumes 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 is declared in lieu of any other claim, whether expressed or implied, and is not subject to interpretation. In no event will ORAFOL Australia be responsible for labour, consequential or incidental damages of any kind. 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. End users agree to indemnify ORAFOL Australia 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 product has been modified, damaged, misused, subject to accident, neglected or otherwise mishandled or improperly processed.

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 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, color calibration, ICC color profile or ink related issues do not constitute a breach of warranty.

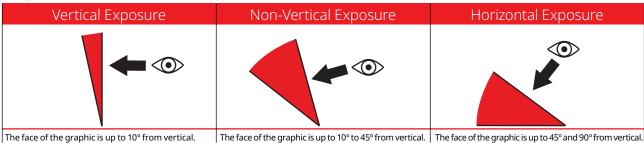
Acts of god do not constitute a breach of warranty. This warranty does not cover product where preparation to second surface has been insufficient, inadequate or has not followed specific guidelines.



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

Angle and Direction of Exposure





Zone 1

Tasmania.

Zone 2

Adelaide, Albany, Brisbane, Canberra, Coffs Harbour, Esperance, Melbourne, Perth, Sydney.

Zone 3

Alice Springs, Broken Hill, Broome, Cairns, Carnarvon, Ceduna, Cook, Darwin, Dubbo, Geraldton, Kalgoorlie. Mackay, Mount Isa, Newman, Port Augusta, Port Hedland, Telfer, Townsville.

All areas 100km North of the line between Perth and Brisbane.

All locations (mentioned in Zones 1, 2 and 3) when installed above altitudes of 1000 metres.

			EXAMPLE			
Application Type	Prorated Warranty Coverage			Expected Outdoor Durability		Expected Prorated Durability
Vertical (+/- 10° of vertical)						
Zone 1	100%	1	х	8 years	=	8 years
Zone 2	75%	0.75	Х	8 years	=	6 years
Zone 3	50%	0.50	х	8 years	=	4 years
Non-Vertical (11° - 45° from vertical)						
Zone 1	50%	0.5	х	8 years	=	4 years
Zone 2	35%	0.35	х	8 years	=	2.8 years
Zone 3	25%	0.25	х	8 years	=	2 years
Horizontal (46° - 90° from vertical)						
Zone 1	25%	0.25	х	8 years	=	2 years
Zone 2	15%	0.15	Х	8 years	=	1.2 years
Zone 3	10%	0.10	Х	8 years	=	0.8 Years

ZONE 1 - Tasmania.

ZONE 2 - Adelaide, Albany, Brisbane, Canberra, Coffs Harbour, Esperance, Melbourne, Perth, Sydney.

ZONE 3 - Alice Springs, Broken Hill, Broome, Cairns, Carnarvon, Ceduna, Cook, Darwin, Dubbo, Geraldton, Kalgoorlie. Mackay, Mount Isa, Newman, Port Augusta, Port Hedland, Telfer, Townsville. All areas 100km North of the line between Perth and Brisbane. All locations (mentioned in Zones 1, 2 and 3) when installed above altitudes of 1000 metres.

				App	olicat	tion				Rec	omr	nen	idec	Lar	nin	ate	
DURABILITY ZONE 1	PRINT FILM	Vehicle Graphics	Marine Graphics	External Graphics	Internal Graphics	Backlit Graphics	Window Graphics	Wall Graphics	ORAGUARD 289	ORAGUARD 293	ORAGUARD 259	ORAGUARD 290	ORAGUARD 215	ORAGUARD 213	ORAGUARD 210	ORAGUARD 200	ORAGUARD 236
	ORAJET 3981GRA + Proslide®	10yr	8yr	10yr					*								
CAST	ORAJET 3951GRA + Proslide®	10yr	8yr	10yr					♦								
	ORAJET 3959	8yr	6yr	8yr	8yr		8yr	8yr									
	ORAJET 3551	7yr	5yr	7yr	7yr		7yr										
	ORAJET 3554			7yr	7yr		7yr	7yr									
	ORAJET 3850			7yr	7yr	7yr	7yr										
	ORAJET 3651			5yr	5yr		5yr	5yr									
POLYMERIC	ORAJET 3650			5yr	5yr		5yr	5yr									
	ORAJET 3165			5yr	5yr		5yr	5yr									
	ORAJET 3105			5yr	5yr		5yr	5yr									
	ORAJET 3169			5yr	5yr		5yr	5yr									
	ORAJET 3451			4yr													
MONOMEDIC	ORAJET 3164			4yr	4yr		4yr	4yr									
MONOMERIC	ORAJET 3162			4yr	4yr		4yr	4yr									
PVC FREE	ORAJET 3172			2yr	2yr		2yr	2yr									
FVCFREE	ORAJET 3174			2yr	2yr		2yr	2yr									

[•] Refer page 8 & 9 for extended warranty details for these product combinations

				App	olicat	tion		
DURABILITY ZONE 1	COLOUR FILM	Vehicle Graphics	Marine Graphics	External Graphics	Internal Graphics	Backlit Graphics	Window Graphics	Wall Graphics
	ORACAL 970RA *	10yr	8yr					
	ORACAL 975 *	5yr		5yr	5yr			5yr
	ORACAL 951 *	8yr	6yr	8yr	8yr		8yr	8yr
0010115	ORACAL 751*	7yr	5yr	7yr	7yr		7yr	7yr
OPAQUE	ORACAL 551*	7yr	5yr	7yr	7yr		7yr	7yr
	ORACAL 651*			4yr	4yr		4yr	4yr
	ORACAL 641*			3yr	3yr		3yr	3yr
	ORACAL 620*			3yr	3yr		3yr	3yr
	ORACAL 8800			8yr	8yr	8yr	8yr	
TRANSPARENT	ORACAL 8500			7yr	7yr	7yr	7yr	
	ORACAL 8300			5yr	5yr	5yr	5yr	

^{*} Applies to standard opaque colours, does not include metallic, special effect or other colour variations. Always refer PDS for full details.



DURABILITY REFLECTIVE FILM NON FLUORO Page 20 Pa	DURABILITY REFLECTIVE FILM			,	Application	i i	Recom	mended La	minate
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Extended Warranty

Applicable to ORAJET 3981GRA+ Pro*Slide*® or ORAJET 3951GRA+ Pro*Slide*® when used in conjunction with ORAGUARD 289 Laminate.

ORAFOL® Australia are now offering extended warranty as these film constructions are an ideal combination for long term external graphics.

ORAJET 3981GRA+ Pro*Slide*® Premium Polyurethane base film + ORAGUARD 289 Premium Polyurethane Laminating film

ORAJET 3951GRA+ Pro*Slide®* Premium Cast PVC base film + ORAGUARD 289 Premium Polyurethane Laminating film

Product Descriptions

ORAJET 3981RA + ProSlide® is a premium quality, flexible self adhesive polyurethane film designed for use on vehicles and other external applications. ORAJET 3981RA+ ProSlide® offers exceptional value for applications requiring conformability, and colour vibrancy. The gloss film features a PE coated silicone liner featuring *Rapid*Air® ProSlide® technology supporting faster, easier & bubble free installation.

ORAJET 3951RA + ProSlide® is a premium quality, flexible self adhesive cast PVC film designed for use on vehicles and other external applications. ORAJET 3951RA+ ProSlide® offers exceptional value for applications requiring conformability, and colour vibrancy. The gloss film features a PE coated silicone liner featuring *Rapid*Air® ProSlide® technology supporting faster, easier & bubble free installation.

ORAGUARD 289 Clear Polyurethane is a premium quality, flexible film designed for use as a protective overlaminate film for ORAJET 3951 & 3981 Premium Cast PVC films. ORAGUARD 289 Clear offers exceptional value for applications requiring high gloss, abrasion resistance, conformability, and colour durability. The gloss film features a synthetic liner promoting a super smooth high gloss finish which provides an overall paint like finish of printed graphics. ORAGUARD 289 carries the highest level of UV protection whilst also exhibiting self healing properties. The benefit of this feature is light scratches on the surface can be easily removed by applying heat.



Extended Warranty cont.

ORAGUARD 289 - Properties & Features

Surface Film: 50mic polyurethane film

Adhesive: Permanent Solvent based Polyacrylate

Liner: 36mic Polyester, siliconized one side

Expected Service Life: Up to 10 years

Application Surfaces: Flat, Flat with Rivets, Corrugations, Complex Curves, Deep

Recesses

Key Features:

• 100% PVC free

- 100% plasticizer free
- High Gloss level
- Excellent UV, temperature, humidity, and salt-spray resistance
- Protects image from scratches
- Enhances color and depth of image
- Superior conformability to irregular substrates
- Outstanding durability and outdoor performance
- Excellent dimensional stability
- Aids in application of printed graphic

ORAJET 3951GRA+ Pro <i>Slide®</i> ORAJET 3981GRA+ Pro <i>Slide®</i> ORAGUARD 289 Laminate	NEW PRORATA COVERAGE	NEW WARRANTY
Vertical (+/- 10 deg from vertical) Zone 1 Zone 2 Zone 3	100% 80% 60%	10 years 8 years 6 years
Non-Vertical (11 - 45 deg from vertical) Zone 1 Zone 2 Zone 3	60% 50% 40%	6 years 5 years 4 years
Horizontal (+/- 10 deg from Horizontal) Zone 1 Zone 2 Zone 3	40% 30% 20%	4 years 3 years 2 years
Refer ORAFOL General Warranty for Exposure	e, Zone & further details.	

Potential Durability Reductions

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" technical 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 tsp. 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 *Rapid*Air® 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 do not recommend or warrant its products when applied to stainless steel surfaces.



Potential Durability Reductions cont.

Watercraft & Boat Applications

This is general information regarding the use of ORACAL® & ORAJET® products for marine applications. Please refer to PDS 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 & speedboats used for personal pleasure. These watercraft will carry an aluminium, fiberglass or gel coat surface where the installer will thoroughly test the compatibility of the chosen film & the surface. This reference does not include any marine vehicle used for commercial or business purposes. ORACAL® & ORAJET® films are not recommended for textured or low surface energy materials for marine applications. 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 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 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 table top. After the initial application, graphics should then be burnished 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.

Engineered to Achieve Perfection™

Potential Durability Reductions cont.

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 graphic 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, physical damage. ORAGUARD® laminate films enhance the desired appearance of the graphic (gloss, semi-gloss, 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 quidelines please contact ORAFOL Australia Technical Support.



ORAFOL® is one of the worlds leading manufacturers of self adhesive products for the graphics, reflective and adhesive markets. The ORAFOL Group earned its reputation for global excellence through its dedication to ingenuity, quality and service.

Our dedication to quality and service is reflected in every aspect of our business. From research and development to customer service and every product delivery, our commitment to excellence through people, process, product and technology is unparalleled.

At the core of our business is our dedicated team. Around the globe ORAFOL employees represent the industries brightest and most innovative experts who are dedicated to continuous improvement and totally committed to customer satisfaction.

Within a supportive environment, employees are encouraged to partner with customers to develop and produce the most innovative solutions to meet customers needs, whether they are standard or customised. Our teams are supported with a framework of an integrated management system which combines ISO9001 and ISO14001 to ensure consistency of process and quality, while protecting our environment.

Of course, people and processes must be supported by the most advanced tools. Our investments in the latest facilities, technology for research and development, custom manufacturing equipment, process control and delivery logistics systems ensure our status as a market leader.

At ORAFOL we strive to deliver the highest quality materials for all our business partners. We take great pride that we are at the forefront of technological innovations with our engineering advancements and state of the art manufacturing processes. As we understand that quality of our materials could make all the difference in high risk environments, we dedicate ourselves every day grounded in the knowledge that our products are engineered to save lives.

Dr. Holger Loclair, Managing Director, ORAFOL Europe GmbH.

Engineered to Achieve Perfection™



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