



▶ Arlon Flex Worldwide Warranty

Decorating by approved graphic applications are covered under this warranty. Arlon's approved application methods are as follows:

1. Heat Transfer (warranted only if produced by a Certified Applicator)
2. Screen Printing by Arlon
3. Striping Produced by Arlon
4. Cold Transfer and Laminating (see specific heading Pressure-Sensitive Films for full details)
5. Eradication (see specific heading, Decoration & Eradication Procedures, for full details)

Arlon's Warranty for Graphic Applications #1, #4 and #5, as listed above, do extend to our certified fabricators. Arlon does not warrant faces decorated by spray painting or any other method that is not listed under Graphic Applications. Any alteration to the original method of graphic application voids the appropriate warranty coverage.

Note: Staining and cleanability are only warranted when a protective coating is used. Please refer to all special headings listed below for explanations regarding this warranty.

Zones: Refer to the Zone Map to determine what warranty will apply to a sign/awning in a particular part of the world certain areas are not mentioned, please contact Arlon for clarification.

MATERIAL WARRANTY

Arlon's material warranty for products includes blowout, mildew, wicking, delamination, and seam separation for a period of five years according to conditions explained below. This warranty applies only to stationary sign/awning display.

- Blowout is defined as separation of the face from the cabinet as a result of wind velocity. Blowouts resulting from wind velocities exceeding those for which the sign structures were designed are not warranted. Blowouts resulting from improper installation, materials, workmanship, bending, twisting, or vandalism of the sign structure are also not warranted. The warranty for blowouts is for vertical installations only.
- Mildew occurs when dirt and moisture settle and remain on Flexface for prolonged periods of time. Mildew can be prevented by regular cleaning as listed in the Warranty Chart. See also Cleaning heading for full details.
- Wicking is the absorption of moisture containing dirt or pollutants into the Flexface, polyester fibers, called scrim. This absorption will not be more than 1/2 inch (12mm) or to the extent that the display is ineffective when seen from a normal viewing distance. Arlon warrants that wicking will not affect the display for its intended purpose at a normal viewing distance. The engineering of the structure must meet the requirements stated below.
- Delamination is the separation of vinyl from the scrim.
- Seams are two pieces of Flexface joined together by Arlon. Arlon warrants that these seams of Arlon Flex product will not separate under the same conditions mentioned in Blowout above.

MATERIAL WARRANTY (Continued)

Material warranty coverage requirements: Proper ventilation of the sign cabinet is required, a minimum of a 3 inch vent (76mm in diameter) every 3 feet (900mm) at the bottom (and if possible sides) of the sign cabinet. In high humidity areas, more ventilation may be necessary. Weep holes, 1/4 inch (6mm) holes every 3 feet (900mm) close to the front of the sign/awning to allow for drainage of water near the Flexface, are required at the bottom of the sign cabinets in areas where water may collect. Larger holes may be needed in high humidity areas. Weep holes need to remain unblocked. The use of an approved tensioning system is important to avoid blowouts or delamination. Arlon reserves the right to inspect the engineering of the sign/awning to confirm that the above conditions have been met. Blowout is covered when an approved tensioning system is employed in a “90° vertical” application. Flexclamps are not an approved tensioning system for Arlon’s warranty against blowouts of products. Approval for all other tensioning systems may be obtained in writing through contact with the Arlon Customer Service Department.

Packaging, Shipping, Handling & Installation

All printed material must be rolled on a minimum 3 inch inner core/tube. Decorated material must be rolled with graphics facing out and interleaved with Arlon’s interleaving paper or an approved equivalent. Arlon will not warrant any material that has been folded, creased, wrinkled, or bunched up (i.e. for seaming or sewing) as this causes irreparable damage. To achieve proper tensioning, installation of awnings/signs is recommended at temperatures above 50°F or 10°C.

Storage

All roll goods or substrates must be stored in a cool (maximum 75°F or 24°C), dry environment. Rolls are to be stored in their original packages or suspended.

Shelf Life

The shelf life of two years applies to all unprinted roll goods or substrates from date of invoice, unless otherwise specified in product specifications.

Repairs

Minor punctures or cuts are easily repaired (see Flexface Repair Kit instructions). Once repaired, the warranty may be affected. Arlon must be contacted after the repair to determine if the warranty is still valid (photos of the repair may be required).

Cleaning

All Arlon awnings/signs must be cleaned on a regular basis as per the warranty chart. Without proper cleaning all awning/sign material will stain and discolor. Dirt and pollutants left for prolonged periods will promote the growth of mildew on awning/sign material. Regular cleaning will prevent this from affecting the awning/sign. Arlon warrants its products to be cleanable for the number of years on the warranty chart, dependent on the zone and protective coating. Arlon products are warranted against excessive staining when seen at a normal viewing distance. For clarification of normal viewing distance, see heading below. The cleaning and mildew warranty applies to the side of the awning/sign face that has the protective coating and is regularly cleaned. If weep holes at the bottom of awning/sign are blocked, then cleaning and unblocking of weep holes is required behind Flexface, for mildew warranty to be valid. Awning/sign faces in industrialized areas will need more frequent cleaning than the required cleaning mentioned in the warranty chart. For all warranties to be valid, material substrates are to be cleaned during recommended cleaning cycles mentioned in the warranty chart with Arlon TSP-12 cleaner (or approved equivalent), as per instructions listed on the packaging. When cleaning pressure-sensitive films, wipe along the cut edge of the film.

Warning: Do not use abrasive cleaners as they will damage the material and void the warranty. Do not rub into the cut edge of any pressure-sensitive film as this will void the warranty. Warranty conditions preclude any attachments to awning/sign material where any part of this attachment would be touching the awning/sign material, i.e. a banner strung over awning/sign would void warranty.

Fading

Arlon warrants the products, for the number of years in the warranty chart by zone, against excessive fading or yellowing (of the non-decorated areas) to the extent that the display is ineffective for its intended purpose when viewed at normal viewing distance. For clarification of normal viewing distance, see heading below. The material may change color when not cleaned or cleaned improperly; this will void the warranty. However, Flexface, is warranted to retain its original color providing other appropriate warranty conditions are satisfied. Awnings/signs installed in an indoor controlled environment that are not exposed to the outdoor conditions will be treated as Zone 1 in the Zone Map. Awnings/signs used in covered areas, which are still exposed to outdoor conditions, will be given no special consideration, and the regular warranty will apply.

Normal Viewing Distance

Once an awning/sign is installed, the distance from the top of the awning/sign to the ground times two will be considered Normal Viewing Distance for the purpose of this warranty. If awning/sign is viewed before it is installed at its intended place, the installed height will still be used to determine the Normal Viewing Distance. A minimum viewing distance of 12 feet will apply to all awnings/signs.

Degree of Exposure

A sign face that has a 90° vertical exposure $\leq 10^\circ$, and is tensioned in a separate structure which is not connected to any other structure that will bring direct water or dirt runoff onto the Flexface will be considered as “90°” exposure. Awning and sign faces with other than 90° exposure are offered a limited warranty due to their prolonged exposure to the sun and other elements. If any part of the Flexface is not at 90° to the ground, the whole structure, whether in one piece or in sections, is considered and warranted as other than 90° exposure. If clarification is needed, please contact Arlon. If there is no clarification, then Arlon will determine how the warranty chart will apply to your application. Please note that other than 90° applications are not warranted unless Glasskote® FX is applied over the entire surface of the decorated Flexface.

Kolorlite/Colorkote

Kolorlite/Colorkote is Flexface topcoated with color by Arlon. The color can be removed by eradication. Arlon warrants this eradication process as per the warranty chart, as long as provided instructions are followed as written in Kolorlite/Colorkote procedures and product specification. For Kolorlite/Colorkote, please refer to the section in the warranty chart indicating “Glasskote FX” under “Protective Coatings.” If vinyl is applied according to the application manual, then the performance of Arlon vinyl is warranted for the number of years as listed in the warranty chart.

Eradicolor

Eradicolor is Flexface topcoated with color by Arlon. The color can be removed by eradication. Arlon warrants this eradication process as per the warranty chart, as long as provided instructions are followed as written in Kolorlite/Colorkote procedures and product specification. For Eradicolor, please refer to the section in the warranty chart indicating “No Protective Coating” under “Protective Coatings”. If vinyl is applied according to the application manual, then the performance of Arlon vinyl is warranted for 5 years.

Decoration & Eradication Procedures

Kolorlite/ColorKote TC and Eradicolor can be decorated by the following methods:

- Eradication with Arlon's Eradicator or acetone
Note: Use of other thinners will damage aqueous coating and void warranty. See Arlon's Eradication Procedure.
- Pressure Sensitive Vinyl
- Heat Transfer
- Airbrushed onto eradicated areas (no specified warranty)
- Spray Painted onto eradicated areas (no specified warranty)

Protective Coatings

Protective coatings are applied over the entire surface of Flexface after the graphics or color has been applied. The coatings, Glasskote FX or Super Glasskote may be applied to Flexface. These various coatings can be applied by either Heat Transfer, Cold Transfer (see Pressure-Sensitive Films), Striping, Screen Printing, or Laminating. Arlon recommends that all decorated Flexface have a protective coating. These coatings keep the display cleaner and colors more vibrant, and, of course, its cleanability is warranted as listed in the warranty chart. Liquid Glasskote is not warranted under any conditions as the application cannot be controlled by Arlon, except when applied over eradicated areas when using Kolorlite/Colorkote with Arlon Translucent Vinyls.

Pressure-Sensitive Films and Applications

Series 2500 Translucent (2-mil cast) vinyl, is warranted against fading, peeling, wrinkling, and cracking to the extent that the graphics are unsuitable for their intended purpose when observed at a normal viewing distance (see chart below). These films may be applied by either wet or dry methods. Series 2500 Translucent vinyls are warranted when applied to Flexface FX and different rigid surfaces (i.e., acrylic and polycarbonate), when applied as per the application manuals. Approval for other films and rigid surfaces may be obtained in writing through contact with your Arlon representative.

Arlon's Method of Replacement

In the event of a failure due to any of the causes mentioned in the warranty, Arlon's liability is limited to the replacement of the decorated face or materials, whichever was supplied originally at the current price, prorated for the number of months remaining under warranty. The defective Flexface, under warranty must be returned to Arlon for final inspection. The mode of transportation will be determined and paid by Arlon for replacement material and also for the return of the defective material. There will be no replacement after the warranted period, or if Arlon is not notified of the problem within 30 days of defect discovery.

Notice

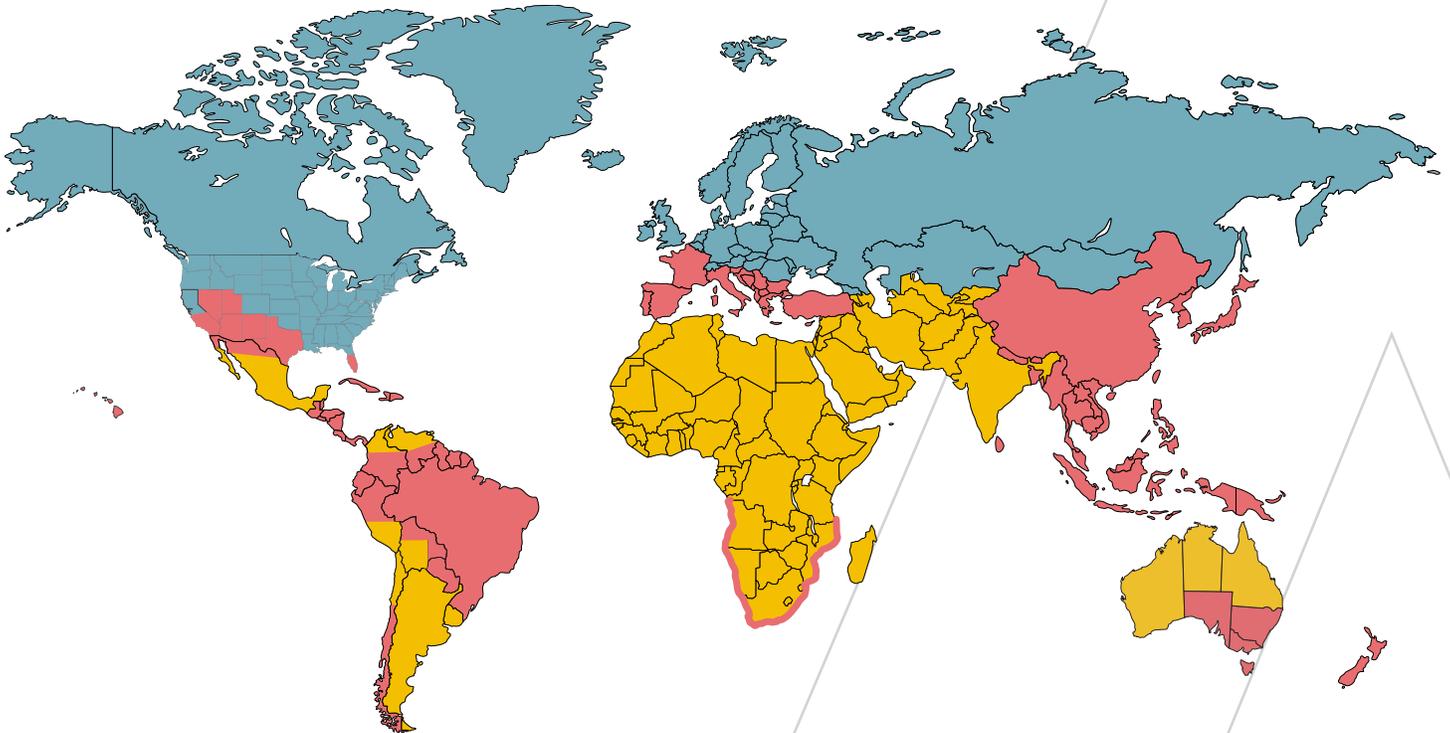
Above warranties do not include damage caused by acts of God, vandalism, improper use, negligence, installation, or mishandling. Nor shall Arlon be liable for any failures relating to any materials that have been used in conjunction with materials not approved by Arlon. This warranty replaces all other warranties expressed or implied unless Arlon is informed in writing within 30 days regarding any existing installations. If any Arlon product is proven to be defective, Arlon's only obligation shall be at Arlon's option either refund of the purchase price or replacement of the materials originally purchased on a prorated basis as mentioned in "Arlon's Method of Replacement". It is the user's responsibility to determine the suitability of the product before using it in a display. Arlon does not assume liability for other consequential expenses or damages (including, but not limited to, loss of profits, revenue, or business).

WARRANTY CHART

DEGREE OF EXPOSURE	PROTECTIVE COATING/ PRODUCT	ZONE	CLEANING CYCLE	FADING
90° Vertical	Glasskote® FX	1	1 year	8 years
90° Vertical	Glasskote® FX	2	1/2 year	7 years
90° Vertical	Glasskote® FX	3	1/3 year	5 years
90° Vertical	Series 2500	1	1/2 year	7 years*
90° Vertical	Series 2500	2	1/3 year	6 years*
90° Vertical	Series 2500	3	1/4 year	4 years*
90° Vertical	No Protective Coating	1	1/2 year	5 years
90° Vertical	No Protective Coating	2	1/3 year	4 years
90° Vertical	No Protective Coating	3	1/4 year	2 years
Other than 90°	Glasskote® FX	1	1/4 year	5 years
Other than 90°	Glasskote® FX	2	1/6 year	3 years
Other than 90°	Glasskote® FX	3	1/12 year	1 year

Note: Series 2500 and Series 2100 must be applied or installed in temperatures above 50°F (10°C) to meet warranty guidelines. See application manual for details.

ZONE MAP



ZONE 1

AUSTRIA
 BELARUS
 BELGIUM
 CANADA
 CZECH REPUBLIC
 DENMARK
 ESTONIA
 FINLAND
 GERMANY
 GREENLAND
 HUNGARY
 ICELAND
 IRELAND
 LATVIA
 LIECHTENSTEIN
 LITHUANIA
 LUXEMBOURG
 MOLDOVA
 NORTHERN ASIAN COUNTRIES
 NORWAY
 POLAND
 RUSSIA
 ROMANIA
 SCANDINAVIA
 SWEDEN
 SWITZERLAND
 UNITED STATES*
 UKRAINE
 UNITED KINGDOM
 THE NETHERLANDS

ZONE 2

AUSTRALIA*
 ALBANIA
 BOLIVIA*
 BRAZIL
 BOSNIA & HERZEGOVINA
 BULGARIA
 CARIBBEAN ISLES
 CENTRAL AMERICA
 CHILE*
 CHINA
 CROATIA
 CYPRUS
 FRANCE
 GREECE
 HAWAII
 ITALY
 JAPAN
 KOREA
 MEDITERRANEAN ISLANDS
 MACEDONIA
 MALTA
 MONTENEGRO
 NEW ZEALAND
 NORTH AMERICA
 (South FL, AZ, NV, NM, TX, South CA, UT Desert Regions)
 NORTHERN MEXICO
 PARAGUAY
 PERU*
 PUERTO RICO
 PORTUGAL
 SOUTH AFRICAN COAST
 SOUTH COLOMBIA
 SOUTH VENEZUELA
 SOUTHERN ASIAN COUNTRIES
 SERBIA
 SLOVENIA
 SPAIN
 TURKEY
 VIRGIN ISLANDS

ZONE 3

ARABIAN GULF REGION
 ARGENTINA
 AUSTRALIA
 (Western Australia, Northern Territory & Queensland)
 INDIA
 MIDDLE EAST
 NORTH AFRICA - INCLUDING SAHARA
 NORTH CHILE
 NORTH COLUMBIA
 NORTH VENEZUELA
 SOUTH & CENTRAL AFRICA
 SOUTH PERU
 SOUTHERN MEXICO
 SOUTHWEST BOLIVIA
 URUGUAY
 ELEVATIONS ABOVE ALTITUDES OF 1500 M (5000 FT)

* Except for areas listed in ZONE 2 and ZONE 3

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USA: 200 Boysenberry Lane, Placentia, CA 92870, USA
 EUROPE: North Sea Building, Gevers Deynootweg 93, 4th Floor, 2586BK Den Haag, The Netherlands
 UK: P6 Parklands, Heywood Distribution Park, Heywood, Lancashire OL102TT, UK

800 232 7161 / +1 714 985 6300 800 329 2756
 +31 0 70 354 4311 +31 0 70 355 7721
 +44 0 161 884 0592 +31 0 70 355 7721

arlon.com