

Maintenance and Usage Terms

No. 2, version 2013/07



Self-adhesive films for application on cars

ORAFOL® Europe GmbH

1 Preliminary remarks

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

Please note that films are by nature more sensitive than vehicle paintwork. This means that special care is needed when applying and cleaning the films. Please observe and comply with the current version of our Processing Guidelines (download under: www.orafol.com/gp/europe/en/support) when processing (applying and removing) or using and cleaning ORAFOL® colour films. Our experience shows that this is the only way to ensure the maximum service life.

The application and removal of ORAFOL® colour films may be done exclusively by trained specialists (i.e. by skilled and experienced advertising engineers or technicians).

Please follow in particular the following Maintenance and Usage Terms in order to ensure the best possible service life of our ORAFOL® colour films:

2 Maintenance and usage of ORAFOL® colour films

2.1 Maintenance conditions

According to our experience the ORAFOL® colour film will have reached optimum adhesion after three days. You should not take the vehicle through a car wash before this time has elapsed.

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. The mild and at the same time very effective cleaning are care components contained are exactly modelled on the different sensitive film surfaces.

In addition ORAFOL explicitly recommends a primary impregnation with the ORACAL® Long-Lasting Seal contained in the corresponding Cleaning and Care sets for glossy and matt film surfaces, directly after the

car wrapping or before first usage of the wrapped car, respectively.

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

High-pressure cleaning aggressive chemicals or solvents (such as acetone, paint thinner) according to our experience usually damage the film and possibly also the vehicle paintwork and 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 our Customer Support.

2.2 Conditions of use

Please note that ORAFOL® colour films similar to other self-adhesive films do not show the same performance like high-quality vehicle paintwork, in particular when it comes to surface hardness and resistance to external impacts. Thus, special caution is required when using a vehicle 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 also item 2.1 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 must be principally avoided.

In case of any doubt, please contact our Customer Support.

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3 Removing of ORAFOL® colour films

You are obliged to have your ORAFOL® colour film replaced or removed before the end of the maximum service life given in the technical data sheet in order to avoid damages to the paintwork of your vehicle. For information about the specific maximum service life of the ORAFOL® colour film applied please contact expert personnel (e.g. the technician who applied the film to your vehicle).

The removal of ORAFOL® colour films shall only be done 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.

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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4 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)