

**3M** Science.  
Applied to Life.™

3M Graphics Warranties

Once we've got you covered,  
you're covered.

- ▶ 3M Basic Product Warranty
- ▶ 3M Performance Guarantee
- ▶ 3M™ MCS™ Warranty



# 3M Graphics Warranties at a glance

		3M Basic Product Warranty for all 3M Graphic Products	3M Performance Guarantee for specific 3M Inkjet Products with qualified OEM inks	3M™ MCS™ Warranty for finished graphics made using all 3M Graphic Products and components
		Coverage		
Physical Defects in 3M Product	Obvious damage for any reason	▲	▲	▲
Manufacturing Defects and Ink Performance	Visual defects	▲	▲	▲
	Adhesive defects	▲	▲	▲
	Adhesion failure on recommended substrates		▲	▲
Printing Defects and Ink Performance	Image defects when printing		▲	▲
	Excessive image fading			▲
	Image cracking, crazing or peeling			▲
	Blistering			▲
	Excessive dimensional change			▲
Cutting Defects	Clean cutting and weeding		▲	▲
Graphic Appearance	As defined in Product Bulletin for 3M Products only		▲	▲
Warranty Period for Specific Graphic Constructions	As defined in base film's Product Bulletin		▲	▲
Removal	Removable or changeable films do not remove as stated		▲	▲

## Ready to go, out of the box.

### 3M Basic Product Warranty

The 3M Basic Product Warranty guarantees 3M products to be free from physical damage, visual defects and adhesive defects detrimental to the functionality of the adhesive-backed graphic film.

3M is committed to delivering the highest-quality products by leveraging Lean Six Sigma principles, global manufacturing capacity and relentless focus and discipline in our manufacturing facilities.



## Tried, tested, true.

### 3M Performance Guarantee

The 3M Performance Guarantee is for specific 3M inkjet products with qualified and tested OEM inks. It provides assurance to customers that 3M digital graphic films have been put through a stringent battery of tests — both mechanical property and physical property. This is to guarantee that printed graphic films will perform throughout the digital printing process and for a specified period of time after application.

3M understands customer requirements of everyday digitally printed graphics for all levels of performance and duration, and relies on rigorous tests, including:

- ▶ Ensuring graphic films accept OEM inks and images without media-induced artifacts
- ▶ Drying temperature compatibility testing on graphic films
- ▶ Initial ink adhesion testing to graphic film, including color density and gloss level
- ▶ Overlamine and/or liquid clear coat testing for performance on printed graphics
- ▶ Dimensional stability testing after printing
- ▶ Adhesion testing of printed graphics to recommended substrates
- ▶ Durability testing of 3M Graphic Film



To see all 3M Performance Guarantee matrices, go to [3MGraphics.com/Warranties](https://www.3M.com/graphics/warranties).

## The most comprehensive finished-graphic warranty in the industry.

### 3M™ MCS™ Warranty

For finished graphics made using all 3M Graphics Products and components, the 3M™ MCS™ Warranty is the best in the business. 3M depends on science, technology and innovation to develop a comprehensive understanding of all the 3M graphic products and components that go into a finished graphic to ensure finished graphic performance for the intended life of the graphic.

By combining the knowledge of our product developers, relationships with OEM printer partners and the science and data collected at our weather testing facilities throughout the world, 3M offers the 3M™ MCS™ Warranty with confidence – protecting finished graphics, reputations and brands throughout the world. To see all 3M™ MCS™ Warranty matrices and to register for a Certificate of 3M™ MCS™ Warranty for digital graphics, please go to [3MGraphics.com/Warranties](http://3MGraphics.com/Warranties).

## A world leader in weathering test standards.

- ▶ 3M outdoor test sites include locations that are internationally accepted as benchmarks for evaluating durability
- ▶ 3M technologies offer the fastest, most accurate solar simulations in the weathering industry
- ▶ 3M activities in service-life predictions are unique in the industry
- ▶ Our researchers hold primary authorship of several ASTM and SAE weathering standards



## 3M™ MCS™ Warranty Advantages

- ▶ Protection for virtually any application
- ▶ Non-pro rated warranty coverage
- ▶ Industry-leading horizontal warranty coverage
- ▶ Dedicated complaint resolution team
- ▶ Published market-wide warranty grids by printer platform



To see all 3M™ MCS™ Warranty matrices, go to [3MGraphics.com/Warranties](https://www.3M.com/graphics/warranties).

# Additional Resources

These resources are available at [3MGraphics.com/TechInfo](http://3MGraphics.com/TechInfo).

- ▶ Product Bulletins
- ▶ Instruction Bulletins

To register for a Certificate of 3M™ MCS™ Warranty and to view digital printing warranty matrices, please visit [3MGraphics.com/Warranties](http://3MGraphics.com/Warranties).

# Graphic Solutions Claims

## End Users

Contact your graphics manufacturer who may submit a claim on your behalf.

## Distributors and Graphics Manufacturers

If you purchase direct from 3M, the required method for initiating a claim is to use the online product quality complaint form. Go to [3MGraphics.com](http://3MGraphics.com) and click on "My Account" (this site requires registration) to access this form. Any questions about access to the site can be directed to Quality Direct (QD) at 1-800-511-3705.

## About These Warranties

The warranties stated in this document are exclusive and are made in place of any and all express or implied warranties or conditions, including any implied warranty of merchantability or fitness for a particular purpose, or any industry practice or custom or trade usage. The warranties and limited remedies stated in this document may not be modified except in writing and modifications must be signed by the U.S. Commercial Graphics business director. The terms, conditions, limitations and remedies of all warranties are contingent upon using the 3M Products as described in the applicable 3M Product and Instruction Bulletins. Failure to follow the instructions will void all warranties and limited remedies.

**Except as specifically stated in this document, 3M shall not be liable for any direct, indirect, incidental, special or consequential damages (including, but not limited to, loss of profits, revenue or business) resulting from, or in any way related to performance, use or inability to use any of the 3M product or 3M commercial graphics products.** This limitation applies regardless of the legal theory upon which damages are sought.

## Certificate of 3M™ MCS™ Warranty

Graphics manufacturers who produce graphics made with all 3M Graphics Products, including 3M Ink purchased through a qualified 3M Distributor or 3M Printing Partner, must register to be recognized with a Certificate of 3M™ MCS™ Warranty. This 3M recognition provides assurance to your customers of your ability to produce graphics covered by the 3M™ MCS™ Warranty. This registration and certificate are required to offer the warranty. Go to [3MGraphics.com/WarrantyRegistration](http://3MGraphics.com/WarrantyRegistration).



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