



Multi-fix 7100 – Product Warranty

1. Product Warranty Coverage

- A. Multi-fix warranty covers the product quality of our 7100 series.

7100 Sign making films have been developed by Multi-fix on the basis of more than 15 years of market experience and the benefit of the 40 years of Multi-fix expertise in pressure sensitive adhesive technology.

This warranty assures converters and end-users the proven performance of Multi-fix 7100 high quality sign making films.

- B. Multi-fix warranty covers product quality regarding:
- The delivery of the right product
 - The delivery of the rightly labeled product
 - The absence of visual or hidden defects in the pressure sensitive construction
 - Correct roll dimensions
- C. This warranty also applies to the function of the graphic on its substrate as specified herein and in the technical data sheet given to the buyer and subject to strict compliance with the instructions for the application and use for material. The warranty time starts at the date of application of the graphic unless otherwise stated.
- D. As provided for herein, this warranty covers the risk of:
- Failure due to abnormal fading (color bleaching) or discoloration
 - Film cracking, crazing, blistering
 - Film peeling
 - Excessive dimensional changes (shrinkage)
- E. Graphics manufactured using Multi-fix 7100 vinyl products are warranted to maintain acceptable appearance over their intended life on vertical (90° +/- 5°) surfaces.
- As graphics age, they are subjected to typical ageing phenomena including, but not limited to, UV radiation, pollution and variable temperature changes which will result in some loss of gloss, slight fading and a small amount of cracking and edge lifting at cut edges and around rivets. This is to be expected as normal consequences of weathering and are not warranted. Warranted life is based on use in central Europe. Areas with greater weather extremes such as south Europe, but also tropical, sub-tropical or desert region cannot be expected to have the same durability. This also applies to areas with high pollution levels and south facing exposure.



2. This Product Warranty is void in the event of any of the following:

- A. All self-adhesive products used for the graphic decoration must be Multi-fix products. The warranty will be void if any combination with non-Multi-fix self-adhesive products is used.
- B. Product modification or damage, misuse, accident, negligence, mishandling, wrong application method or improper storing conditions after the delivery by Multi-fix.
- C. Improper “treatment” of graphics including, but not limited to, aggressive cleaning with solvents, abnormally high pressure or high temperature wash or mechanical cleaning which can expose the graphics to “too frequent” grinding movements or to chemicals which are incompatible with the pressure sensitive construction.
- D. Graphics applied on inappropriate substrates that appear to be fragile or break with time, delaminate or show discharge of gas.
- E. Failure attributed to product modification by top coating, printing or other processes that may affect the life of the films.

The buyer is responsible for determining the product suitability for the intended application.

3. Multi-fix 7100 films removability:

- A. Removability warranty is only valid during the life of the product life and if Multi-fix recommendations for the use of the product have been strictly followed. Multi-fix has to be notified of the problem within seven (7) days after the removability problem has been discovered.
- B. For normal application (onto new vehicles with original paint, glass, metallic surfaces etc.), Multi-fix 7100 films can be removed by heating them to +/- 80°C. The removability is considered as achieved when less than 30% of adhesive residue remains on the substrate. Removal can be assisted by the use of a chemical film remover.
NB: The removability of Multi-fix is warranted for a period of 2 years at ambient temperature (15-40°C) and without needing the use of chemical products.
- C. The eventual adhesive residue can be removed with isopropyl alcohol or an “adhesive remover” product.
- D. Removability on some substrates (such as acrylic glass, polycarbonate, polystyrene, scratched and worn paints, nitro-cellulose paints, plasticized PVC’s...) is not warranted.



- E. Removability of Multi-fix 7100 films is not warranted on varnishes or paints which have not been dried in an oven or which have insufficient anchorage to the substrate (ie: due to the presence of rust, chipped paint...)

4. Customer Responsibility in case of problem:

- A. Customer must stop using suspect material immediately and report the problem within 30 days if discovery.
- B. Multi-fix must be supplied with a written claim which must include the following:
- Product name(s),
 - Lot number(s) of product(s) involved,
 - Quantities concerned,
 - Processing dates and conditions,
 - Installation date and installer(s) name,
 - Location of graphics,
 - Any other details requested by Multi-fix (e.g.: inks, varnishes, etc.)
- You can find a NCR file to fill in on our web-site.
- C. A decision will be made on the material under claim only if Multi-fix has received all the necessary information.

5. Responsibility and limits of responsibility:

- A. Technical product information and recommendations issued by Multi-fix are based on test results that Multi-fix considers are reliable. Multi-fix warrants that 7100 products will perform according to the standards of performance described in our technical documentation.
- B. If any product appears to be defective or not to be performing against the properties and standards announced, Multi-fix will compensate the buyer, according to the compensation scheme which is described under point 7, either by replacing the defective material by an equivalent quantity of replacement material, or by crediting the buyer.
- C. Multi-fix will assume responsibility for direct costs for replacement of the defective material: costs for removing the defective graphic, costs for production and application of the new graphic.

The refunding of direct costs will not be nevertheless limited to the compensation for the defective material.

- D. Multi-fix will not assume responsibility for indirect costs: lost production time, cost of non-Multi-fix material, loss of a customer, transportation costs,...



- E. Multi-fix is not responsible for incidental or consequential damages, loss of profit or loss of income or business for the buyer or the buyer's customer, resulting from the use of its products.
- F. Glass as an application surface: Multi-fix accepts no liability for glass breakage as a result of the application of 7100 products. The ability of glass to absorb and dissipate heat without stresses resulting in breakage is a result of the dependent on the glass structure, the sun exposure, the glass tint or other subsequent treatments. Application of vinyl films, especially very dark colors, can modify the glass' ability to cool that could result in breakage.
- G. Unintended Use Limitations: Multi-fix warranty of 7100 products cover only those uses as described in Multi-fix Technical Data Sheet. Determination of suitability of use in any other application is solely the responsibility of buyer who assumes all risks and liability thereof.
- H. On unconverted product, warranty is valid only if Multi-fix original packaging and labeling is used. For converted material, Multi-fix lot numbers must be kept. The responsibility for slitting, punching or otherwise modifying, re-labeling or repackaging the material is the sole responsibility of the company performing those services.
- I. Warranty documents, certificates and subsequent claims are normally handled by a Multi-fix distributor. There may be occasions when Multi-fix will be required to handle a claim on a direct basis and Multi-fix will assume responsibility only for commitments endorsed by the Multi-fix Company. Compensation or warranty commitments made by other parties outside of the Multi-fix warranty document will be the sole responsibility of those other parties.

6. Miscellaneous:

- A. This warranty replaces all previous documents on warranty issued by Multi-fix concerning the above mentioned materials for deliveries from May 30, 2007 onwards.
- B. This warranty is governed by Belgian law.
- C. It is expressly understood that Multi-fix payment of any warranty claim may only be construed as a goodwill gesture, and not as an admission of any liability.



7. Compensation scheme:

Product	Warranty	General description	
Multi-fix 7100 series	White and Black Colors	7 years 5 years	High performance polymeric vinyl, permanent, translucent
Total period of warranty (*):	Full(**) Compensation period:	Proportional(***) compensation period:	Proportional (***) compensation factor:
10 years (120months)	1 st -60 th months	61 st -120 th months	1/60 per remaining month to cover
8 years(96months)	1 st -48 th months	49 th -96 th months	1/48 per remaining month to cover
7years(84months)	1 st -42 nd months	43 rd -84 th months	1/42 per remaining month to cover
6years(72months)	1 st - 36 th months	37 th -72 nd months	1/36 per remaining month to cover
5years(60months)	1 st -30 th months	31 st -60 th months	1/30 per remaining month to cover
4years(48months)	1 st -24 th months	25 th – 48 th months	1/24 per remaining month to cover
3years(36months)	1 st -18 th months	19 th -36 th months	1/18 per remaining month to cover
3months	1 st -3 rd month	-	



(*) The warranty starts at the date of application

(**) During the first half of the period of warranty, Multi-fix will compensate the buyer for the total amount of defective material as follow:

$$C = (PP \times Q) + DC$$

(***) During the second half of the period warranty, the credit will be calculated on a pro-rata basis. Calculation of the proportional compensation will be made as follow:

$$C = (PP \times Q \times N \times F) + DC$$

C = Compensation

PP = purchasing price on invoice to customer

Q = quantities if defective material

N = number of months remaining in the period of proportional compensation

F = factor of proportional compensation

DC = direct costs (maximum equivalent to the compensation for the vinyl)

Example 1:

Buying price for Multi-fix 7100 (black):	100
Quantity of defective material:	10sqm
Material failure after:	3 years (36months) while warranted 5 years (60months)
Direct cost claimed:	2 000
Multi-fix compensation for vinyl:	$100 \times 10 \times (60 - 36) \times 1 / 30 = 800$
Multi-fix intervention for direct costs:	Limited to 800
Total refunding:	$800 + 800 = 1\ 600$

Example 2:

Buying price for Multi-fix 7100: (red)	200
Quantity of defective material:	30sqm
Material failure after:	2 years (24months) while warranted 5 years (60months)
Direct cost claimed:	2 000
Multi-fix compensation for vinyl:	$200 \times 30 = 6\ 000$
Multi-fix intervention for direct costs:	2 000
Total refunding:	$6\ 000 + 2\ 000 = 8\ 000$



Multi-fix 7100 films: Certificate of warranty n°

Project:

1. End-user:

Company name: Person to contact:
 Address :
 Telephone :

2. Converter:

Company name : Person to contact:
 Address :
 Telephone :
 Converting date:
 Application date: Converter signature:

3. Multi-fix Distributor:

Company name : Person to contact:
 Address :
 Telephone :
 Delivery date : Distributor signature:

To be fill up by the converter:

7100 films used:	Buying price:	Lot number:	Quantity(sqm)
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To be fill up by Multi-fix:

Warranty period:

Multi-fix certifies that 7100 films are produced by using the highest standards of quality of the pressure sensitive adhesive industry.
 The warranty is subject to the terms and conditions of Multi-fix Product Warranty May 2007 as attached hereto. The converter and the distributor agree to such conditions upon signing this certificate. The warranty shall become registered as soon as Multi-fix receives a counterpart of this certificate as signed by the converter and the distributor:

Original sent to converter to:
 Product Manager Multi-fix.: