



Perforated and Solid Window Graphics (storefront)

- 1-year warranty: covers peeling, excessive fading and cracking
- No warranty against peeling or abrasion on windows that move or slide. We do not recommend opening windows that have window perf applied to them
- Typical life expectancy of perforated window film: 2-3 years

CARE: Only use a mild detergent-and-water solution (i.e. Dawn®, Joy® or Ivory®) and rinse with clean water.

Exterior Signs and Decals (wayfinding, die-cut window graphics, acrylic, aluminum, and composite signs)

- 2-year warranty: covers peeling, excessive fading and cracking
- See "Graphics Care Sheet" for proper care and cleaning. No warranty against improper cleaning.
- Typical life expectancy of an exterior sign: 3-5 years

CARE: Only use a mild detergent-and-water solution (i.e. Dawn®, Joy® or Ivory®) and rinse with clean water.

Decorative Film (Dusted, Patterns, etc.)

- Interior Applications:
 - Excluding building Perimeter glass 15 years
 - Building Perimeter Glass 3 Years
- For Exterior Specific and Static Cling Films, please ask for manufacturers specification sheet.

CARE: Regular cleaning will help maintain the product's appearance. Use only clean, nickfree tools and wipe gently only in one direction. Do not use ammonia, chlorine, or organic based cleaning products, polishing or cleaning compound, sponges, brushes or electric polishing equipment:

- If there is dust and grit, wipe it off with a soft, damp cloth.
- If it is soiled, but not gritty, use water and squeegee.
- If there is heavier soil, use a mild liquid detergent and water solution, then clear water, and wipe gently with a cloth wipe.

Use any non-ammonia window cleaner and a microfiber cloth. We recommend SimGlass® Window Film Cleaner, which is available for purchase on our website. Make sure any cleaning professionals are notified that you have films on your windows.

Interior Wall Graphics

- 3 year warranty

CARE: Only use a mild detergent-and-water solution (i.e. Dawn®, Joy® or Ivory®) and rinse with clean water).

- If your wall graphic has seams, be sure that you DO NOT wipe cleaning solution into the seam. This could cause the edges to lift and curl up from the wall.
- Use a lint-free micro-fiber cloth to dry after cleaning.
- DO NOT use scrubbing pads or scouring sponges.

Dimensional Signage

- 1 year warranty from install or ship date

CARE: Use a clean, non-abrasive cotton cloth or paper towel to gently dust the signage. If spots or fluids have accumulated, you can use a mild soap and water mixture to gently wipe down the sign, but you must blot-dry the sign completely. Do not leave moisture on the sign and do not scrub the surface where letters are present.



Environmental Graphics Information Warranty and Care Guide

ADA Signage

1. 1 year warranty from install date or ship date

CARE: Use a clean, non-abrasive cotton cloth or paper towel to gently dust the signage. If spots or fluids have accumulated, you can use a mild soap and water mixture to gently wipe down the sign, but you must blot-dry the sign completely. Do not leave moisture on the sign and do not scrub the surface where letters are present.

Architectural Film (3m Di-Noc)

- Interior: 5 Years *(Discoloration, cracking or similar defects)

CARE: Use mild detergent and water, and a soft cloth or sponge without abrasives. For difficult stains, spot clean with a diluted Isopropyl Alcohol solution and a soft cloth. Avoid using strong solvents or detergents that are either highly alkaline (pH>11) or acidic (pH). Do not use ammonia, chlorine, or strong organic based cleaning products, polishing or cleaning compound, hard-bristle brushes or electric polishing equipment. Use only clean, nickfree tools and wipe gently.

- Dust and grit: Wipe with a soft, damp cloth.
- Soiled: (but not gritty) Use water and a soft cloth
- Heavily Soiled: Clean first using a solution of mild liquid detergent and water, then use clear water. Wipe gently with a soft cloth.
- Difficult Stains: Spot clean with 70/30 IPA (70%)

SEG (Silicon Edge Graphics)

- Metal frame – For all aluminum extrusion, frame hardware and accessories, there is a lifetime limited warranty from the date of original purchase (invoice date).
- Fabric graphic – If product arrives damaged or the sewn edge graphic is off, a claim can be submitted for reproduction.

CARE: Fabric can be steamed or washed. Please refer to full care guide separate from this document.

Window Tint

- Warranty will be based on film chosen, application, and whether an extended warranty option is chosen. Specific warranty info is included in your quote.

CARE : Must not scratch the film. Do not use bristle brushes or abrasive cleaning materials

- Household window cleaning solutions, such as Windex, are recommended.
- A soft cloth or clean synthetic sponge is recommended for washing. Do not use the same towel or sponge for wiping sills or frames. Paper towels or newspapers not recommended.
- A soft squeegee is recommended for removal of cleaning solution from the film.
- Do not apply heavy pressure in any cleaning operation.
- TIPS:
 - Additional caution is recommended when cleaning spliced areas. Clean in the direction of the splice
 - Do not leave the film wet
 - Make sure you use a different sponge, cleaning cloth and water bucket for cleaning the outside and the inside of the windows
 - Use a little extra detergent for cleaning 3M™ Sun Control Window Film — it gives more ease to squeegeeing

We are committed to providing quality work that holds value for our clients. This document outlines our warranty policies for easy client understanding. Should you have questions, please don't hesitate to contact your sales representative.