

RITRAMA

Warranty

RI-Jet Vinyl Print Media and Overlaminating Films: Cast and Polymeric

Ritrama Viscom Division

Contents:

Preconditions and processing, application guidelines, Warranty & Warranty claim Form.

Ritrama RI-Jet Vinyl Print Media and Overlaminating Films Warranty

This Warranty refers to the lifespan of Print Media Material and the Overlaminating Film of the following RI-JET product combinations and according to the performance schedule:

- RI-JET 50 + RI-JET 30 FLEXILAM
- RI-JET 50 + RI-JET 50 Cast ULTRACLEAR
- RI-JET 75 POLYMERIC + RI-JET 75 CLEAR

PRECONDITIONS:

STORAGE & HANDLING, PRINTING AND APPLICATIONS GUIDELINES

RECOMMENDED STORAGE & HANDLING

For optimum print results, media should be printed within 6 months from manufacture. The media must be given time to fully condition to the press room conditions which ideally should be in the range 18-22 degC and 50-55% relative humidity. Media stored outside these conditions for long periods of time can suffer from mottle and be prone to cockling during processing. Store rolls in their original packaging wherever possible, but open rolls are best stored vertically between use. Lint free gloves are recommended when handling the media to avoid fingerprint marks.

PRINTING & DRYING

Testing for suitability between media, printers and inks is always recommended prior to use. Optimum print results are obtained by correct profiling. Residual solvents are known to have a detrimental effect upon both the physical properties of the media and can be deleterious to the adhesive performance. Good quality OEM approved inks are strongly recommended in this respect and some solvents are known to be particularly aggressive in their interaction with vinyl. Full and complete drying of the graphic is essential before overlamination is attempted. 24 hours is generally acceptable by the actual time taken for this process is wholly dependent upon ink choice and environmental condition of the printshop.

APPLICATION GUIDELINES

Media should only be applied to suitably prepared surfaces by knowledgeable and experienced applicators. It is critical that all surfaces are properly prepared and free of dirt, grease, waxes, silicones, salt and other surface contaminants. When applied to vehicles this warranty is only valid if standard automotive paint systems have been used and have been applied and dried fully according to the paint manufacturers detailed guidelines. Do not apply to freshly painted substrates and ensure the paint manufacturers drying criteria are strictly followed.

[See: the attached Application Instructions Flat and Curved Surfaces.doc](#)

Warranty

Ritrama Viscom Europe warrants that their products are produced by using the highest standards of quality and according to our certified ISO 9000 procedures.

The warranty period is given as 7 years for Cast vinyl and 5 years for Polymeric vinyl.

This statement concerns only to unprinted media. The lifespan of the graphic largely depends of the inks that can not be covered by this warranty.

The warranty does not apply to:

- failures caused by improper processing, application,
- changes in the substrate (e.g. outgassing, rusting)
- exposure to strong and abrasive chemicals nor pollution.

Over the course of the warranty period some slight cracking, edge lift or adhesive transfer in stressed areas must be considered typical and does not constitute warranty claims.

The warranty does not cover graphics applied to recesses or corrugations commonly found on commercial vans, nor deep recesses or severe 3D contours.

In the event of a warranty failure, Ritrama's obligation shall not exceed the pro-rata cost of the film based on the date of notification of the failure. For the warranty to be investigated and considered, the attached WARRANTY CLAIM FORM must be completed. A sample of the applied and unapplied graphic must be forwarded along with the complaint form. Films that do not meet the warranty performance, following evaluation and substantiation by Ritrama personal, will have liability based upon the following schedule:

Cast Series - Warranty

Within 1 year	100%
Within 2 years	80%
Within 3 years	70%
Within 4 years	60%
Within 5 years	50%
Within 6 years	30%
Within 7 years	10%

Vinyl Replacement

Polymeric Series - Warranty

Within 1 year	100%
Within 2 years	90%
Within 3 years	70%
Within 4 years	50%
Within 5 years	25%

Vinyl Replacement

Warranty period is defined as the amount of time that has elapsed from the original shipment date to the date of notification of failure. Warranty lifetimes are based upon Mid European climates and the lifetime is reduced or invalidated in certain extreme climates. Vinyl replacement is defined as the pro-rata cost of the media from Ritrama on the original order.

All technical data and information supplied regarding Ritrama products is given in good faith and derived from tests believed to be reliable but do not constitute a guarantee or warranty. All Ritrama products are sold with the understanding that the guaranteed lifetime is wholly dependent upon correct application, non extreme conditions, vertical application and appropriate use. Failure to follow completely the advice given above will invalidate any warranty claims.



Ritrama SpA – Caponago
 Headquarter and Central Logistics Centre
 Via Senatore Simonetta, 24
 20040 Caponago (MI) – Italy
Tel: +39 02 955.459.1 Fax: +39 02 955.459.01
e-mail: info@ritrama.it

RITRAMA RI-JET VINYL SYSTEM WARRANTY CLAIM FORM

Please complete the information and send this form to your distributor.

Customer name:	
Contact person:	
Address:	
Phone:	
E-mail:	
Project name:	
Project location:	
Date of application:	
Ritrama product name, code and roll ID:	
Ritrama laminate code and roll ID:	
Printer type:	
Printer settings/RIP used:	
Ink brand – code and batch details:	
Drying time:	
Laminator brand and model:	
Laminator settings:	

Brief description of project (include amount of claimed material in m2):

Brief description of application process (include surface preparation):

Brief description of failure (include personal opinions and observations):

Please attach photographs and samples showing the issue. An unapplied graphic from the production run is also required.

Date:

Signature: