

Open-Image WarrantySM



Windows, Walls, Floors and Vehicles!



Open-Image Warranty simplifies warranty matters. We know you have many options for creating graphics for various applications. With Mactac media, you are covered. You choose the printer, ink, and laminate for your business, and Mactac supports you. We're confident in our products. If we have already tested your combinations, you're done. If not, send us a sample, and we'll test it and warrant your application. If incompatible, we'll suggest alternatives.

The Open-Image Warranty consolidates all general Mactac® warranties into a single system, ensuring our customers are backed by the most flexible graphics warranty in the industry.

In addition, Mactac partners with most major printer and ink manufacturers to ensure product compatibility. We conduct meticulous testing on various combinations to ensure this guarantee of compatibility and durability.

General warranty statement:

Mactac guarantees that the Mactac graphic media, when utilized as recommended by Mactac, will perform and provide "indoor durability" and "outdoor durability" (1) for the period stated in the corresponding product performance guide from the date of application and under normal "vertical exposure" conditions, provided that the film is adequately stored and applied. The application must take place within one year of the original shipment date from Mactac. This warranty is contingent on the Mactac material being processed according to Mactac recommendations in our Product Performance Guides and Technical Bulletins with use of approved printer, inks, clear coats or laminating films and associated processing materials (2) in accordance with Mactac and printer manufacturer recommended written processing instructions (3) and installation in accordance to the preparation and application instructions.

Mactac's warranty covers product quality regarding:

- Delivery of correctly identified product.
- The absence of visual or hidden defects in the pressure-sensitive constructions.
- Correctly trimmed roll dimensions.

"Indoor durability" for the purpose of this warranty is defined as no appreciable deterioration in the product when applied to recommended surfaces within the interior of a building without direct exposure to sunlight through window glass or other means.

"Outdoor durability" for the purpose of this warranty is defined as no appreciable deterioration in the product when viewed from its intended viewing distance. This warranty also applies to the function of the media in its intended application as specified herein and as defined in the product Performance Guides, which can be found on the Mactac website, www.mactac.com. Premature failure during the warranty period due to excessive cracking, crazing, blistering, or loss of adhesion shall constitute a breach of warranty.

Outdoor durability is based on use in central USA conditions on recommended surfaces with proper substrate preparation. Areas with greater weather extremes such as south Florida, southwestern USA, Mexico and other similar regions in tropic, sub-tropic, high altitude, or high pollution areas cannot be expected to have the same durability. Therefore, durability in these regions will be 50% of, or two years less than, (whichever is greater) the durability published in the appropriate Performance Guides.

"Vertical exposure" is defined as a graphic application being applied within 10 degrees of vertical orientation.



1) Cast Vehicle Wrap Warranty

(MAC2588)

Mactac guarantees that the Cast digital imaging media, and the appropriate Mactac Cast overlaminating films, when used as recommended by Mactac (TA2501), will perform as intended and provide "indoor durability" and "outdoor durability" for the period stated in the corresponding Product Performance guide(s). Durability begins on the date of application and is based on normal "vertical exposure" conditions, provided that the film is appropriately stored and applied within one year of the original shipment date from Mactac.

Mactac requires the registration of each vehicle wrap. In the unlikely event of a future claim, a completed and signed inspection report must be on file with Mactac (TA2108).

Exclusive to Cast vehicle wrap films, for any approved claim, where material is deemed to be out of specification, Mactac's guarantee allows for reimbursement, at Mactac's discretion, up to, but not to exceed, two times (2X) the cost of the materials used to mark an individual automobile, bus, recreational vehicle, van or truck. The total amount of reimbursement will be limited to a maximum of 5% of the customer's annual purchases for the first 90 days after purchase.

2) Floor Graphics Warranty

(MAC2128)

Mactac warrants that specified components will function as a floor graphics system when Mactac's published instructions (TA2040) for processing, application on, maintenance of, and removal from recommended surfaces is followed. This system is designed to provide image stability from UV light, slip resistance, traction, and durability for up to one year. All floor graphic markings are subject to wear and are not intended for permanent use. These are markings designed to be removed in one year or less.

3) Digital Media Warranty

(MAC2112)

Mactac guarantees that digital imaging media and overlaminating films, when utilized as recommended by Mactac, will provide "indoor durability" and "outdoor durability". Durability is warranted for the period stated in the corresponding product performance guides and from the date of application under normal "vertical exposure" conditions. The film is warranted if properly stored and applied within one year of the original shipment date from Mactac.

4) Macmark® Warranty

(MAC1742)

Mactac warrants the product quality and function of graphics produced using the Macmark brand marking films. The product is warranted when used following recommendations in the corresponding Product Performance guides. All Macmark brand products, including 6600, 6700, 6800, 6500, 3300, 8900Pro, and specialty films, masking, and application tapes are covered.

5) Screenprint Warranty

(MAC2554)

Mactac guarantees media, when screen printed as recommended by Mactac, will perform and provide "indoor durability" and "outdoor durability". Durability is warranted for the period stated in the corresponding product performance guide and from the date of application under normal "vertical exposure" conditions. The film is warranted if properly stored and applied within one year of the original shipment date from Mactac.

6) Fleet Warranty

(MAC2012)

The Macfleet Warranty is the Open-Image Warranty in its truest sense. This warranty is customized for the fleet graphics manufacturers and their specific graphic processing. This warranty includes the function of the films and protection methods used to create the graphics and the special considerations surrounding large fleet applications including de-mark and remark requirements.

How to get help with your Open-image Warranty questions...

1. Your Regional Sales Manager
2. Customer Service 1-800-321-8834
3. Technical Marketing
4. Visit www.Mactac.com/graphics for:
 - Product Performance Guides
 - Technical Assistance bulletins
 - ICC profiles
 - Partnerships and warranties
 - Distributor information
 - Sales Literature
 - Press Releases
 - And what's new from Mactac!

Notification of Claim

This Open-Image WarrantySM requires that Mactac[®] and/or its authorized distributor be notified in writing of any claims within 14 days of material failure. Claim notifications must include name and lot numbers for films and processing components, report of processing conditions and in-process test results, finished decal, retain samples, installation date and location, name of graphic installer, and any other pertinent information requested by Mactac. Mactac reserves the right to inspect all reported claims. Failure to comply constitutes a waiver of all rights under this Open-Image Warranty.

Warranty against Performance Failure

In the event a breach of warranty occurs as defined above, Mactac's liability is outlined as follows:

- 1) If, failure occurs during the warranty period set forth in the corresponding Performance Guide(s). In the event that graphics manufactured using the warranted components, equipment and instructional bulletins as referenced above, fail to perform as warranted in this document and a pre-inspection report is on file. In either case Mactac's sole remedy and/or its authorized distributor and end user's exclusive remedy will be the replacement of the Mactac material used to mark each individual graphic (or issue a credit for such component)
- 2) It is the graphic manufacturer's responsibility to perform incoming raw material quality inspections, to assure proper application procedures are followed, retain converted samples and to immediately cease use and notify Mactac and/or its authorized distributor of any material deemed defective.

Misuse and Force Majeure

Mactac has no obligations under this warranty with respect to products that have been modified or damaged through misuse, abuse, accident, neglect or mishandling by Purchaser or Purchaser's customer. For example, unless claimed explicitly in a Mactac performance guide, graphics are not warranted against premature failure caused by chemical or mechanical means such as, but not limited to, vandalism, cleaning solutions, paints, solvents, improperly used high pressure washing equipment, engine fuel, spills, engine exhaust, steam, organic solvents or other spilled chemicals / harsh chemicals with pH below 5 or greater than 9. Graphics applied to unsound surfaces or surfaces that subsequently crack, peel, outgas or become damaged beneath the graphic are not warranted for performance. Damage from fire, structural failure, and lightening and other Force Majeure events is not covered.

Unintended Use of Products

Mactac products covered by this warranty are intended only for use by professional users, printers and installers, and only for intended uses as described in the corresponding Mactac performance guides. Before using for any other application, user shall determine the suitability of the product for its intended use and user assumes all risk and liability in connection therewith.



IS YOUR APPLICATION COVERED? PRE-WARRANTY CHECKLIST:

- Are you using Mactac Print Media and Mactac Overlaminates?
- Are you applying the product within one year of the shipment days?
- Are you using an approved print method for the print media?
- Have you reviewed the choice of printer, ink, and combination with a Mactac Sales or Technical team member?
- Have you confirmed that the film will not be applied to pre-existing graphics?

THIS WARRANTY IS THE ONLY EXPRESS WARRANTY PROVIDED. ALL OTHER WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. MACTAC SPECIFICALLY DISCLAIMS AND EXCLUDES ALL OTHER SUCH WARRANTIES. NO WAIVER, ALTERATION, ADDITION OR MODIFICATION OF THE FOREGOING SHALL BE VALID UNLESS MADE IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF MACTAC. IN NO EVENT SHALL MACTAC BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFIT, LOSS OF USE OR PRODUCTION OR LOSS OF CAPITAL. MACTAC'S LIABILITY ON ANY CLAIM OF ANY KIND SHALL IN NO CASE EXCEED THE AMOUNT EXPRESSLY PROVIDED FOR IN THIS WARRANTY. THIS LIMITATION APPLIES REGARDLESS OF WHETHER THE DAMAGES ARE SOUGHT BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY IN TORT, OR ANY OTHER LEGAL THEORY.

