

Polar[®] Chrome

WARRANTY DOCUMENT

Drytac Polar Chrome Graphics Warranty

Drytac warrants to the distributor, dealer and digital printer that the Polar Chrome product line will be free of defects in the material and manufacture when correctly applied to a flat glass surface of a building or structure for a period of time as indicated in the table below from date of product purchase.

Drytac Polar Chrome Graphics Warranty Coverage

In the unlikely event that a Drytac Polar Chrome film should experience adhesive failure, bubbling, cracking, delamination or discolouration, Drytac will provide replacement product to the distributor, dealer or digital printer/end user for a period as specified in the table below.

Drytac Warranty and Durability

Drytac offers a warranted durability period as stated in Drytac Polar Chrome table below. The coverage period begins at the date of purchase. The expected durability period is based on un-printed and non-processed film applied to a flat surface in non-abusive environments.

Drytac Polar Chrome Durability Table

Part No.	Product	Description	Adhesive	Warranty
PCH	Polar Chrome	3 mil (75µ) Silver Satin PET	Permanent	2 years

** Figure 1

Drytac Warranty Limitations

Drytac does not warranty the film for any particular use, since only the end user print provider is aware of the specific conditions in which the Polar Chrome products will be used, it is the user's responsibility to determine whether the product is suitable for the intended application.

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For more information, performance and warranty guidelines please contact your local Drytac office

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Drytac Printing Limitation

Drytac does not warranty the product for satisfactory printing. Drytac does not warranty ink performance failures such as ink fading, cracking, peeling and scratching or any other ink related issues. Drytac film should be tested and approved with the printer and ink combination prior to application. Printer profiles and settings are available for most devices upon request from Drytac. They can be found on our website www.drytac.com or through your dealer or distributor. These profiles are designed to provide optimum printing performance.

Installation Limitations

Drytac does not warranty any of the Polar Chrome film installations performed by incorrect application. Responsibility for defects or failures resulting from improper installation is transferred to the third-party installers.

Compensation and Limitations

Drytac does not provide compensation for machine or printing time, overheads, travel expenses, lost profit or any other consequential losses. Drytac does not provide compensation for damage resulting from the graphic removal.

Product Misuse Limitation: The warranty does not cover Drytac Polar Chrome films that have been damaged through incorrect storage, misuse, vandalism, abuse, neglect or mishandling of finished or unfinished products by any person.

Glass Breakage Limitations: The warranty does not cover any type of glass breakage.

In the unlikely event that any issues are found with any of the Drytac Polar Chrome products, then Drytac customer service must be informed in writing (email or letter), including the relevant product information, product type, batch number, installation, printing details and a copy of the invoice number and date issued by Drytac. Further information, such as photographs and product samples may be requested by the Drytac technical team to assist with the investigation of the product failure.

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Liability Limitations

Drytac's complete liability for the Polar Chrome warranty is replacement or credit for the defective Drytac Polar Chrome product for the warranted durability period, as stated on the Drytac Durability Table (See Figure 1). Warranty replacement or credit shall not exceed a value greater than the original invoiced amount, nor shall warranty repair remedies be extended to anyone other than the company that originally purchased the Polar Chrome products. Installing warranty replacement films will not renew or extend the original warranty durability time as stated on the Drytac Durability Table.

Film Dry Out Time

The mounting solution used during the installation of your Polar Chrome products may require a period of time to dry out, or de-gas. Cold and/or cloudy weather conditions can lengthen the dry out time of a Polar Chrome product. Warm weather and direct sunlight exposure will shorten the dry out time. Small water beads and a slightly cloudy look are common and may appear during the dry out period. If slow drying occurs, do not be alarmed since this is part of the natural curing process. Do not install Polar Chrome products on the interior of a single pane of glass if the temperature is below 32°F/0°C, for more detailed information please contact your Drytac representative.

Window Film Care & Maintenance

Do not clean the film for 30 days after the installation to allow proper curing of the adhesive system to the glass. Do not use bristle brushes, abrasive scrubbing sponges, or any other abrasive cleaning materials that could scratch the film. Always use a soft clean material to wash and dry the window film surface. Never use harsh chemicals or cleaning agents to clean the window film surface. The chemicals used in many harsh cleaning agents can attack the adhesive at the film edge and cause delamination from the window. Use soapy water solution such as dish washing detergent and water to clean the film surface. Do not spray this soapy water solution directly onto the film since prolonged exposure to moisture can reduce the scratch resistance of many UV curable inks. Spray the soapy water directly into a soft clean cloth and proceed to wipe down the films surface. Improper care and maintenance will void the Drytac Polar Chrome warranty.

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