

# ORAFOL® Premium Warranty



Issued for

**Australia and New Zealand**

**ROADSIDE**

SERVICES AND SOLUTIONS

ORAFOL® Europe GmbH  
Orafolstraße 1  
D-16515 Oranienburg  
Germany

20<sup>th</sup> of August 2021

## *1. Products and Usage*

**Products:** ORALITE® 5910 High Intensity Prismatic Grade, originally dyed or in following combinations:

- ORALITE® 5910-010 (White) printed with ORALITE® 5018 Screen Printing Ink
- ORALITE® 5910-010 (White) laminated with ORALITE® 5061 Transparent Film
- ORALITE® 5910-010 (White) laminated with ORALITE® 5095 Anti-Graffiti Film
- ORALITE® 5910-010 (White) printed with ORALITE® 5019i UV Digital Printing Ink and laminated with ORALITE® 5061 Transparent Film

**Area of use:** Component of traffic control and guidance signs

## *2. Scope*

Products of ORAFOL Europe GmbH (ORAFOL) are manufactured in accordance with ISO 9001:2015 certification standards.

ORAFOL warrants a vertical outdoor exposure of

**12 years**

for the colours White, Yellow, Red, Blue, Green and Brown and of

**3 years**

for the colour Orange from date of sign fabrication.

The warranted retained minimum coefficient of luminous intensity for Observation Angle 0.2° and Entrance Angle 4° of the colours White, Yellow, Red, Blue, Green and Brown amounts 80% of the data specified in Table 2.3 of AS/NZS 1906.1:2017 within the first eight years (1 to 8 years). Within the warranty period of the last four years (9 to 12 years) the minimum coefficient of luminous intensity of these colours at the same angles amounts 70% of the data specified in Table 2.3 of AS/NZS 1906.1:2017.

In case of colour Orange ORAFOL warrants a retained minimum coefficient of luminous intensity of 80% of the data specified in Table 2.3 of AS/NZS 1906.1:2017 for Observation Angle 0.2° and Entrance Angle 4° only within the first three years (1 to 3 years).

The above ORAFOL products falling under this warranty shall be free of manufacturing or material defects, which affect the functionality of the application beyond normal wear and tear and aging, for the warranty period specified above.

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Such defects may be surface defects, bubbles or creases, unusual bleaching of colour, chalking, detachment from base material or excessive shrinkage or slight reduction in gloss or reflectivity.

Natural weathering may cause with time a slight reduction in gloss, gradual colour change, lifting of the film around its edges or rivets or may cause a minimum of cracking. Such changes are not evidence of a failure or defect and are not covered by this warranty.

### 3. Conditions

This warranty shall apply only if all the following conditions are met:

- Products must have been processed during the shelf lives given in the Technical Data Sheets. The shelf-life period starts on the date of delivery.
- Storage, handling, processing, and application is done in accordance with the Technical Data Sheets, processing information, manuals or similar technical demands and recommendations issued by ORAFOL as such all may be amended from time to time.
- Unless otherwise expressly agreed in this warranty the application is exposed to vertical outdoor weathering with a maximum deviation from vertical of +/-10%.
- The ORAFOL material used for making the application was paid by ORAFOLs customer.

### 4. Exclusions

No warranty is given for products used for purposes others than those listed in the Technical Data Sheets or which are not processed according to ORAFOLs processing and handling instructions.

Damages resulting from improper treatment of the graphical application are also not included in the product warranty. Such damages may be the result of vandalism or the usage of e.g., excessive chemical and/or physical treatment with solvents, detergents, high temperatures, steam or abrasive materials, high pressure and/or mechanical cleaning methods others than those expressly permitted for the film applied.

ORAFOL gives no warranty when its products were applied to inappropriate surfaces and/or to surfaces which crack, peel, delaminate, outgas, or become damaged beneath the ORAFOL film.

ORAFOL is not liable for damages from fire, structural failure, lightning, and other insurable risks or acts of God.

### 5. Compensation

If within the warranty period the sheeting deteriorates due to natural causes to the extent that the sign fails to retain the minimum reflectivity values mentioned under the scope (chapter 2), ORAFOL will furnish

- within the first **eight years of the warranty period** a replacement covering all micro prismatic sheeting, material and labor costs which are associated with fabrication and installation of the sign or device to be restored to its original effectiveness and
- during the final **four years of the warranty period** a replacement covering all micro prismatic sheeting.

In case of ORALITE 5910 colour **Orange** (no. 035) ORAFOL will furnish

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- within in the **first year** a full replacement covering all micro prismatic sheeting, material and labor costs which are associated with fabrication and installation of the sign or device to be restored to its original effectiveness and
- during the final **two years** a replacement covering all micro prismatic sheeting.

All costs must be listed by the customer in written form and will be checked by ORAFOL.

The warranty for any replacement material delivered shall be limited to the remaining warranty period.

## ***6. Complaint processing***

The rights under this warranty shall only be granted if ORAFOL is informed in writing about the facts and the reason for the complaint within 30 days from when the reason became apparent, and if the necessary delivery and manufacturing documents and especially the roll number (lot number) of the used material are made available. ORAFOL is entitled to require samples of the material leading to the complaint and visual in-situ inspection of the subject of the complaint as necessary information for start the complaint processing. If the sheeting identified in the complaint has been removed or destroyed prior to the physical inspection by ORAFOL's responsible co-operators, ORAFOL has the right to reject the claim unless the right to such physical inspection has been waived in written form.

ORAFOL shall, as a rule, take a decision about the complaint within 30 days after receiving the necessary information as mentioned above for complaint processing.

## ***7. Limitation of Liability and Remedies***

This warranty applies only in conjunction with the documents

- General Terms and Conditions of Sale and Delivery,
- the Technical Data Sheets<sup>1</sup> of the ORAFOL product and
- Processing Information<sup>1</sup>

issued by ORAFOL as such all may be amended from time to time

Claims going beyond the replacement described, e.g., consequential damages, taxes, delivery, carriage or insurance costs, loss of profit, machine costs, burden costs, costs for business overhead, travel, supervision etc., shall not be permissible.

**THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHERS. ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.**

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<sup>1</sup> downloadable from [www.orafol.com](http://www.orafol.com)