

Exterior Floor Graphics Warranty **StreetRap and StreetLam or FloorGrip**

1. Product Warranty Coverage :

- A. Mactac's warranty covers the product quality of StreetRap used in combination with StreetLam or FloorGrip

Mactac Decorative films have been developed on the basis of more than 30 years of market experience and the benefit of the 40 years of Mactac's expertise in pressure sensitive adhesive technology.

This warrants Mactac converters and end-users the proven performance of high quality Decorative films.

- B. Mactac's warranty covers product quality regarding:

- The delivery of the right product.
- The delivery of the rightly labelled product.
- The absence of visual or hidden defects in the pressure sensitive construction.
- Right rolls dimensions.

- C. This warranty also applies to the function of the graphic on its substrate as specified herein and in the technical data sheet given to the buyer and subject to strict compliance with the instructions for the application and use of the material. The warranty time starts at the date of application of the graphic unless otherwise stated.

- D. As provided for herein, this warranty covers the risks of:

- Film cracking, crazing, blistering or peeling.
- Excessive dimensional changes (shrinkage).

- E. Outdoor Floor Graphics manufactured using IMAGin Streetrap + StreetLam or FloorGrip is warranted to maintain acceptable appearance over 3 to 6 months depending on the laminate used.

As floor graphics age, they are subject to typical ageing phenomena including, but not limited to, light radiation, pollution and variable temperature changes which can result in light colour change and a small amount of shrinkage and cracking. This is to be expected as normal consequences of frequent pressure and cleaning.

2. This Product Warranty is void in the event of any of the following :

- A. Product modification or damage, misuse, accident, negligence, mishandling, wrong application method or improper storing conditions after the delivery by Mactac.

- B. Improper "treatments" of graphics including, but not limited to, aggressive cleaning with solvents, abnormally high pressure or high temperature wash or mechanical cleaning which can expose the graphic to "too frequent" grinding movements or to chemicals which are incompatible with the pressure sensitive construction.

- C. Graphics applied on inappropriate substrates which appear to be fragile or break with time, delaminate or show discharge of gas.

- D. Failure attributed to product modification by top coating, printing or other processes that may affect the life of the films.
- E. Problems arising from external sources, for example fire, water damage etc.
- F. Glass as an Application Surface : Mactac accepts no liability for glass breakage as a result of the application of Mactac products.
The ability of glass to absorb and dissipate heat without stresses resulting in breakage is very dependent on the glass structure, sun exposure and various edge, tinting or other subsequent treatments. Application of vinyl films, especially very dark colours, can modify the glass' ability to cool which could result in breakage.

The buyer is responsible for determining the product suitability for the intended application.

3. Product removability :

- A. The removability warranty is only valid during the Product's intended life as defined in Chapter 7, if Mactac's recommendations, instructions, guidelines and technical sheets for the use of the product have been strictly followed and if Mactac has been notified of the problem within seven (7) calendar days after the removability problem has been discovered in accordance with the procedure set out in Chapter 4. Removability warranty is only valid on original manufacturer coating.
- B. StreetRap can be removed by heating to $\pm 80^{\circ}\text{C}$. The removability is considered as achieved when less than 30% of adhesive residue remains on the substrate. No compensation will be due if less than 30% of the StreetRap is left on the substrate.
- C. Removal can be assisted by the use of a chemical film remover. The eventual adhesive residue can be removed with isopropyl alcohol or an "adhesive remover" product such as MACdecol 05.
- D. Removability is not warranted on varnishes or paints which have insufficient anchorage to the substrate (ie: due to the presence of rust, chipped paint, osmosis...). Mactac assumes no liability for this removal process.

4. Customer Responsibility in case of problem :

- A. Customer must stop using suspect material immediately and report suspicions within 30 days of discovery.
- B. Mactac must be supplied with a written claim which must include the following:
 - Product name(s)
 - Product samples (printed and unprinted)
 - Lot numbers of product(s) involved
 - Processing conditions
 - Installation date and Installer(s) name
 - Location of graphics
 - Any other details requested by Mactac (e.g.: inks, varnishes, etc.)
- C. Customer's failure to provide Mactac with this written information in a timely manner, waives all rights under this warranty.
- D. A decision will be made on the material claimed only if Mactac has received all the necessary information.

5. Responsibility and limits of responsibility :

- A. All self-adhesive products used for the graphic decoration must be Mactac products. The warranty will be void if any combination with non-Mactac self-adhesive products is used.
- B. Technical product information and recommendations issued by Mactac are based on test results that Mactac considers as reliable.
Mactac warrants that StreetRap+ StreetLam or FloorGrip will perform according to the standards of performance described in our technical documentation.
- C. If any product appears to be defective or not to be performing against the properties and standards of performance announced, Mactac will compensate the buyer, according to the compensation scheme which is described under point 6 and at Mactac choice ie : either by replacing the defective material by an equivalent quantity of good material, or by crediting the buyer for the amount of defective material.
- D. Unintended Use Limitations: Mactac's warranty of StreetRap protected with StreetLam or FloorGrip series covers only those uses as described in Mactac Technical Data Sheet .
Determination of suitability of use in any other application is solely the responsibility of buyer who assumes all risks and liability thereof.
- E. Mactac does not assume responsibility for indirect or additional costs such as labour costs, costs or expenses for the production of new graphics, lost production time, costs for removing defective graphics, cost for the application of new graphics or the cost of non-MACTac material.
- F. MACTac is not responsible for incidental or consequential damages, lost profit or loss of income or business for the buyer or the buyer's customer, resulting from the use of its products.
- G. On unconverted product, this warranty is only valid if MACTac's original packaging and labelling is used. For converted material, MACTac lot numbers must still be kept. The responsibility for slitting, punching or otherwise modifying, re-labelling or repackaging the material is the sole responsibility of the company performing those services.
- H. The warranty is normally handled by a Mactac distributor. In cases when this is not possible or practical, Mactac will deal with the claim directly. However, Mactac assumes responsibility only for written commitments expressly made by the Mactac Company. Warranties or compensations expressed or promised by other parties, including Mactac distributors, will be the sole responsibility of these parties

6. Miscellaneous :

- A. This warranty replaces all previous documents on warranty issued by Mactac concerning the above mentioned materials for deliveries from April 2016 onwards.
- B. This document was made originally in English and final interpretation will be made according to the English version.
- C. This warranty is governed by Belgian law under warranty provisions, as set forth under the present document and shall supersede any general provision of Belgium law.
- D. Any and all disputes shall be brought before the Courts of Brussels, Belgium, which shall have sole jurisdiction.
- E. It is expressly understood that Mactac's payment of any warranty claim may only be construed as an accommodation, and not as an admission of any liability.

7. Compensation scheme :

Product :	Total period of warranty (*) :
Streetrap + StreetLam	6 months outdoor
Streetrap + FloorGrip	3 months outdoor

(*) The warranty starts at the date of application.

(*) The warranty starts at the date of application.

(**) During the first half of the total period of warranty, Mactac will compensate the buyer, either by replacing the defective material, or by crediting the buyer for the total amount of defective material. During the second half of the total period warranty, the credit will occur according a digressive scheme.

(***) Calculation of the proportional compensation will be made as follow :

$$C = PP \times Q \times N \times F$$

C = compensation

PP = purchasing price on invoice to customer

Q = quantities of defective material

N = number of months remaining in the period of proportional compensation.

F = factor of proportional compensation

8. Mactac Cover Zone System

As stated in Chapter 1, point E, the outdoor durability figures given under Section 7 are based on Western European exposure conditions (Zone 1).

Zone 1

Following areas under 1000 altitude :

North Europe

West Europe

Central Europe

Eastern Europe

North America (excl. desert areas of the USA : Arizona, California, Florida, Nevada, New Mexico, Texas, Utah, as well as Mexico which all belong to zone 3)

Zone 2

South Europe

Central & South America

Asia Pacific

Australian South coastal area (from Perth to Brisbane),

New Zealand

All areas of Zone 1 which are above 1000m of altitude

Zone 3

Greater Middle East (e.g. Egypt, Iran, Maghreb countries, UAE, ...)

Africa

Australian Desert areas, North of Perth-Brisbane coastal area

USA : Arizona, California, Florida, Nevada, New Mexico, Texas, Utah

Mexico

Important remarks :

As graphics age, they are subject to typical ageing phenomena including, but not limited to, UV radiation, pollution and variable temperature changes which will result in some loss of gloss, slight fading and a small amount of cracking and edge lifting at cut edges. This is to be expected as normal consequences of weathering, and are not warranted.

Warranted life is based on use in Western Europe. Areas with greater weather extremes such as South Europe, but also tropical, sub-tropical or desert regions cannot be expected to have the same durability. It is well known that high altitude, south facing or horizontal exposure, high pollution, smog, ... increase UV light attack, therefore reducing the overall durability of the films.

Horizontal applications are not covered by this warranty and no estimate of the durability can be given.

8. Printing

StreetRap is specifically designed for digital printing i.e. Inkjet printing using solvent, eco-solvent , mild solvent or latex inks.

The printing is an integral part of the Product Warranty providing:

- Original Printing Equipment and Original Inks are used as specified by the Printing Equipment manufacturer. Outdoor ink durability is generally specified by the ink manufacturer ; please consult the corresponding technical literature.
- The appropriate ICC profiles for the Printer-Ink-Media combination are used as provided by Mactac Europe on his website www.mactac-europe.com .
- The correct laminating film is used to protect the print as specified by Mactac Europe in its Technical Data Sheets.
- Specific instructions for printing, laminating or application as described in certain Technical Bulletins and published on the website www.mactac-europe.com are carefully followed.

Certificate of warranty for StreetRap + StreetLam or FloorGrip

Mactac certifies that StreetRap+ StreetLam or FloorGrip are produced by using the highest standards of quality of the pressure sensitive adhesive industry.

Mactac warrants the quality of the marking films described here above and supplied to (customer) in Mactac approved and labeled packages.

Product :	Total period of warranty (*) :
Streetrup + StreetLam	6 months outdoor
Streetrup + FloorGrip	3 months outdoor

	Lot number	Printed sample	Printed and laminated samples
Printing media		Yes / No	Yes / No
Laminating		Yes / No	Yes / No

Printing equipment (supplier + model)		
Additional drying equipment	Yes/ No	Type (IR, hot air, etc)
Printing Inks (supplier + type)		

Date :

The warranty is subject to the terms and conditions of Mactac's Product Warranty Assurance of April 2016 as attached hereto. The converter and the distributor agree to such conditions upon signing this certificate. The warranty shall become registered as soon as Mactac EUROPE SPRL receives a counterpart of this certificate as signed by the converter and the distributor.

Mactac EUROPE SPRL	Distributor,	Sign Manufacturer,
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