

3M™ MCS™ Graphics

Warranty For Specified Fleet Vehicle Applications

The Warranty for Your Special Graphics Application

3M takes pride in offering the most comprehensive warranty coverage in the Image Graphics industry.

In this Supplement to the Worldwide 3M™ MCS™ Warranty Bulletin, we explain the warranties and limitations that apply specifically to 3M Commercial Graphics Division products—films, reflective sheeting, tapes, inks, backings, and other materials and components—used for fleet vehicle* applications.

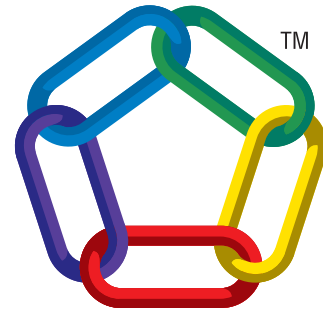
We are proud that this special warranty includes:

- Labor Coverage for the Majority of Applications
- A Limited Lifetime Material Warranty
- Material Coverage for 3M™ Scotchlite™ Reflective Sheeting

The specific terms of this special warranty are as follows:

Labor Coverage

For fleet graphics made using 3M™ Controltac™ Plus Film Series 180 and 181, or 3M™ Scotchlite™ Plus Reflective Sheeting Series 680, 681 and 690 and exclusively 3M-recommended materials and procedures, 3M will reimburse a portion of the direct labor costs to remove, remake, and reapply graphics for 3M-approved claims. The specific amount of reimbursement will be determined by 3M on a case-by-case basis taking into account the expected amount of labor needed to correct



3M™ MCS™ Graphics

This symbol certifies that your graphic has been produced using only 3M matched components and is protected by the 3M™ MCS™ Warranty—the most comprehensive warranty in the industry.

any graphic failure for which 3M is responsible under the terms of the MCS Warranty. This additional remedy does not include compensation for machine burden, overhead, travel, supervision, lost profits or other consequential damages.

Limited Lifetime Warranty for Vehicle Applications

Applications of unprinted, non-metallic, pigmented 3M™ Controltac™ Plus film series 180 to commercial fleet vehicles* are warranted for the vehicle lifetime. 3M will replace (including labor costs) any film that does not meet this warranty. This warranty extends only to the original vehicle owner and is covered by the applicable adjustment schedule contained in the applicable Product Bulletin.

The MCS Warranty and Limited Remedy

3M Commercial Graphics products for commercial and fleet applications are covered by the MCS Warranty when all 3M-specified materials are used in the manufacture of the finished graphic.

The MCS Warranty is explained in our Worldwide MCS Warranty Bulletin. The Worldwide MCS Warranty also sets forth the terms and limitations applicable to all Commercial Graphics Division products.

Warranty Terms and Limitations

Each of the warranties and limited remedies stated in the Worldwide MCS Warranty Bulletin and this Supplementary Bulletin is subject to the following terms and limitations:

Intended Applications: These products are intended only for use by professional users for the specific applications and in the combinations described in 3M's Product and Instruction Bulletins. For any other use or application, the user is responsible for determining the suitability of the product and is responsible for any and all risk or liability associated with that use or application.

Product Misuse: 3M shall have no obligation with respect to any product that is used contrary to 3M's instructions or limitations stated in applicable written Product or Instruction Bulletins, or that is modified or damaged through misuse, abuse, accident, neglect or mishandling by Purchaser or any other person.

FAILURE TO FOLLOW THE INSTRUCTIONS CONTAINED IN 3M'S PRODUCT AND INSTRUCTION BULLETINS WILL VOID ALL WARRANTIES AND LIMITED REMEDIES.

Modifications to Warranties and Limited Remedies: The warranties and limited remedies stated herein may not be modified except in writing and must be signed

by the authorized 3M sales manager for the country in which the products are sold.

Possible Different or Additional Remedies by Fabricator: Your graphics manufacturer may offer, on its own behalf, different or additional graphic warranties or remedies (e.g., costs to remake or reinstall). Ask your graphics manufacturer if additional terms or benefits are available.

Limitation of Warranty: The warranties stated in this document are exclusive and are made in place of any and all express or implied warranties or conditions, including any implied warranty of **merchantability** or fitness for a particular purpose, or any industry practice or custom or trade usage.

Limitation of Remedies and 3M Liability: EXCEPT AS SPECIFICALLY STATED IN THIS WARRANTY OF PRODUCTS DOCUMENT, 3M SHALL NOT BE LIABLE FOR ANY OTHER COST, LOSS OR LIABILITY IN ANY WAY RELATED TO THE PERFORMANCE, USE OR INABILITY TO USE ANY OF THE PRODUCTS. 3M also shall not be liable for any direct, indirect, special, or consequential damages of any kind, including loss of profits, revenue or business resulting from or in any way related to the 3M Commercial Graphics products. This limitation applies regardless of the legal theory upon which damages are sought. The remedies offered by 3M are intended to compensate Purchaser only for any non-conforming products or the amount paid by purchaser (except as otherwise specifically set out in this document). As a condition of sale, Purchaser agrees that the remedies set out in this Bulletin are exclusive and may not fail of their essential purpose.

We're Happy to Help

To help you better understand and use our products, 3M has prepared a Product Bulletin describing each Commercial Graphics Division product and its "effective performance life," or warranty period. 3M also offers a series of Instruction Bulletins, containing use and application instructions. All of these are available without charge by calling our toll-free Fax-on-Demand telephone number: 800-364-0768. International customers, please call 650-596-4460.

*** For bus applications, see the Bus Graphics Brochure. Aircraft marking film is excluded from the MCS Warranty.**



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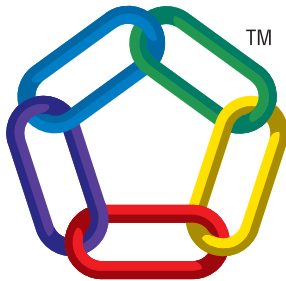
OUR TOTAL GRAPHICS SOLUTION

Our finished graphic brands: 3M™ MCS™ Graphics, 3M™ Scotchprint™ Graphics and 3M™ FloorMinders™ Graphics, carry the 3M™ MCS™ Warranty—an integral part of the brand promise that stands behind them:

3M promises a total graphics solution that provides high impact and message consistency from one application to the next by delivering products and systems that create graphics of unsurpassed consistency, reliability and durability, which are backed by the industry's most comprehensive warranty and support.

This document is your summary of the definitions and general provisions of the MCS™ Warranty.

Worldwide 3M™ MCS™ Warranty



3M™ MCS™ Graphics
3M™ Scotchprint™ Graphics
3M™ FloorMinders™ Graphics

This symbol certifies that your graphic has been produced using only 3M matched components and is protected by the 3M™ MCS™ Warranty—the most comprehensive warranty in the industry.

3M™ MCS™ Graphics

3M™ Scotchprint™ Graphics

3M™ FloorMinders™ Graphics

3M Image Graphics

The 3M™ MCS™ Warranty

3M designs, formulates, manufactures or selects each of its Commercial Graphics Division products for optimum performance and compatibility.

The 3M commitment to quality in each product is the foundation for the coverage we provide in our MCS™ Warranty. 3M warrants that Scotchprint™ Graphics,

MCS™ Graphics and FloorMinders™ Graphics made

using 3M manufactured or selected products and fabricated according to our recommendations

by Authorized Graphics Manufacturers,

Fabricators or Screen Printers, will perform

as stated in the applicable Product Bulletin.

A Quality Promise from 3M

3M's Matched Component System promises the consistent image quality and durability you need to build a brand image. And 3M backs up that promise with the most comprehensive warranty in the Image Graphics market.

When you choose 3M's Matched Component products for CAD/CAM production, screen printing, or 3M™ Scotchprint™ Graphics, you'll know that every component has been designed, developed, tested and manufactured for superior performance and total compatibility. The result is a range of perfectly balanced products that print, cut and apply consistently.

With 3M Matched Component products you can create graphics that meet your needs, from short-term promotional to long-term durable applications.

Inside...

Our Special Finished Graphics Warranties for your product.

Each of these special Finished Graphics Warranties provides additional information that further explains the MCS™ Warranty for specific applications. Please take time to examine them.

To support the MCS Warranty, 3M provides Product and Instruction Bulletins that specify the required products and procedures to produce warranted, finished graphics, as well as technical service and sales support.

In the United States Information is available without charge by calling our toll-free Fax-on-Demand telephone number: 1-800-364-0768. For technical assistance call 1-800-328-3908. For general information or to be connected to a 3M Commercial Graphics Division sales representative, call 1-800-374-6772.

Worldwide International customers can access the Fax-on-Demand system by calling 650-596-4460. For technical information or general assistance, please call the 3M subsidiary in your country.

Internet If you prefer, please visit our website at www.3M.com/imagegraphics.

The Most Comprehensive Graphics Warranty in the Industry

Our finished graphic brands, MCS™ Graphics, Scotchprint™ Graphics and FloorMinders™ Graphics, carry the MCS™ Warranty—an integral part of the brand promise that stands behind all 3M graphic brands.

THIS IS A WORLDWIDE BRAND PROMISE. HOWEVER, SPECIFIC WARRANTY TERMS MAY VARY BY REGION, PRODUCT AND APPLICATION. SEE THE SPECIFIC WARRANTY DOCUMENT OR 3M PRODUCT BULLETIN THAT PERTAINS TO YOUR SITUATION, OR CONTACT YOUR LOCAL 3M SALES REPRESENTATIVE.

Specific Provisions

What is covered? The MCS Warranty covers:

- Manufacturing defects such as visual or hidden defects, material defects which interfere with printing, clear coating, drying, cutting or pre-masking;
- Excessive fading, discoloration, crazing, peeling, gloss changes or blistering;
- Excessive dimensional change or loss of adhesion that makes the graphic visually unacceptable (as determined by customary industry standards) when viewed from the intended viewing distance.

About Graphic Appearance: As graphics age, natural weathering occurs causing, over time, a gradual reduction in gloss, slight color changes, some lifting of the graphic at the edges or around rivets, and ultimately a minor amount of cracking. These changes are not evidence of product failure and are not covered by the MCS Warranty.

Individual Limited Product Warranties: In addition to the MCS Warranty, 3M warrants that each individual product will perform according to its written specifications and for the defined applications or uses stated in the applicable 3M Product Bulletin.

Use of Other Products: Because 3M does not control the specifications, manufacture or quality of other manufacturers' products, unless expressly stated otherwise in the applicable 3M Product Bulletin, 3M does not warrant the graphic quality or durability of finished graphics or the compatibility with 3M materials when made with other manufacturers' products. If non-3M products are used, the graphics manufacturer is responsible for and assumes all liability or risk of loss in connection with the testing and performance of the products or combination of products to be used.

MCS Limited Remedy and Adjustments

Materials: For any 3M product intended for the Image Graphics market which does not meet the above warranty, upon timely notification, 3M's sole responsibility, and purchaser and user's exclusive remedy shall be, at 3M's option, that 3M will (A) refund the full purchase price of all 3M materials used to produce the graphic, or (B) replace all 3M materials consumed in the manufacture of graphics.

Labor: For certain products and applications, 3M may provide labor coverage for removal, remanufacture and reapplication of failed graphics. Please see appropriate 3M Product Bulletins or your 3M sales representative for full details and a list of products for which this provision applies.

Removability: 3M warrants that graphics sold as removable will within the time period and condition stated in the applicable Product Bulletin be able to be removed with less than 30 percent of the adhesive remaining. Coverage for this feature of the MCS Warranty is expressly conditioned upon: (A) use of 3M's recommended removal methods; and (B) notification to 3M no later than five business days after the attempted removal so that 3M may assist in or verify the removal method.

IN THE EVENT THAT ANY GRAPHIC CANNOT BE REMOVED WITHIN THE TERMS OF THIS WARRANTY, PURCHASER OR USER'S EXCLUSIVE REMEDY WILL BE THAT 3M WILL REIMBURSE THE DOCUMENTED COSTS ACTUALLY INCURRED THAT ARE OVER AND ABOVE THE ANTICIPATED, NORMAL REMOVAL COSTS. THE AMOUNT OF REMOVAL COST REIMBURSEMENT MUST BE APPROVED IN ADVANCE BY 3M.

Reflective Sheeting: 3M Commercial Graphics Division is proud to offer the same MCS Warranty provisions when Scotchlite™ reflective sheeting is used for fleet use (truck, tractor, trailer, van and automobile applications). For non-fleet applications, please refer to the table at the end of this brochure.

Notification and Claim Procedure

To make a warranty claim, provide the following information in writing to your 3M sales or customer service representative or use 3M's direct complaint system form:

- Product name and lot numbers
- Brief description of processing conditions used
- Installation date and name of installer
- Location of installed graphics
- Description of the problem
- Additional information or samples requested by 3M to help us understand your claim

To be eligible for adjustment, 3M must receive notice within ninety (90) days after the reason for the claim was discovered.

Warranty Terms and Limitations

Each of the warranties and limited remedies stated in this Worldwide MCS Warranty Bulletin (including those stated in application specific Supplementary Bulletins) is subject to the following terms and limitations:

Intended Applications: These products are intended only for use by professional users for the specific applications and in the combinations described in 3M's Product and Instruction Bulletins. For any other use or application, the user is responsible for determining the suitability of the product and is responsible for any and all risk or liability associated with that use or application.

Product Misuse: 3M shall have no obligation with respect to any product that is used contrary to 3M's instructions or limitations stated in applicable written Product or Instruction Bulletins, or that is modified or damaged through misuse, abuse, accident, neglect or mishandling by Purchaser or any other person.

FAILURE TO FOLLOW THE INSTRUCTIONS CONTAINED IN 3M'S PRODUCT AND INSTRUCTION BULLETINS WILL VOID ALL WARRANTIES AND LIMITED REMEDIES.

Modifications to Warranties and Limited Remedies:

The warranties and limited remedies stated herein may not be modified except in writing and must be signed by the authorized 3M sales manager for the country in which the products are sold.

Possible Different or Additional Remedies by Fabricator:

Your graphics manufacturer may offer, on its own behalf, different or additional graphic warranties or remedies (e.g., costs to remake or reinstall). Ask your graphics manufacturer if additional terms or benefits are available.

Limitation of Warranty: The warranties stated in this document and the Special Finished Graphics Warranty bulletins are exclusive and are made in place of any and all express or implied warranties or conditions, including any implied warranty of **merchantability** or fitness for a particular purpose, or any industry practice or custom or trade usage.

Limitation of Remedies and 3M Liability: EXCEPT AS SPECIFICALLY STATED IN THIS WARRANTY OF PRODUCTS DOCUMENT, 3M SHALL NOT BE LIABLE FOR ANY OTHER COST, LOSS OR LIABILITY IN ANY WAY RELATED TO THE PERFORMANCE, USE OR INABILITY TO USE ANY OF THE PRODUCTS. 3M also shall not be liable for any direct, indirect, special, or consequential damages of any kind, including loss of profits, revenue or business resulting from or in any way related to the 3M Commercial Graphics products. This limitation applies regardless of the legal theory upon which damages are sought. The remedies offered by 3M are intended to compensate Purchaser only for any non-conforming products or the amount paid by purchaser (except as otherwise specifically set out in this document). As a condition of sale, Purchaser agrees that the remedies set out in this Bulletin are exclusive and may not fail of their essential purpose.

Reflective Sheeting Non-fleet Use:

3M will replace the 3M products consumed in the manufacture of the graphics on a pro-rated basis, according to the following adjustment schedule:

Total Warranty Period (refer to Product Bulletin)	Full Replacement (Months)	Pro Rata Replacement Period (Months)	Monthly Reduction in Allowance
7 Yrs. (84 Mos.)	52	53-84	1/32
6 Yrs. (72 Mos.)	44	45-72	1/28
5 Yrs. (60 Mos.)	36	37-60	1/24
4 Yrs. (48 Mos.)	30	31-48	1/18
3 Yrs. (36 Mos.)	24	25-36	1/12
2 Yrs. (24 Mos.)	18	19-24	1/6
18 months	12	13-18	1/6
12 months and Less	Full Replacement		

A pro rata replacement of any defective materials for failures occurring after the full replacement period but before the total warranty period expires will be based on the number of full months elapsed prior to the date on which the defect was reported to and confirmed by 3M. Replacement products are warranted for the remaining warranty period of the products replaced. No adjustment will be made for any graphics used longer than the applicable warranty period.



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