

Vehicle Graphics Care Guide



Thank you for choosing KB Media as your 3M Select Graphic Provider and 3M Preferred Installer.

Care for your vehicle graphics like you would any fine paint finish. By using high quality 3M products designed specifically for car care, these cleaning and maintenance procedures will help keep your 3M vehicle graphics looking their best.

See inside for detailed care instructions.

Your vehicle wrap is warranted for 5 years as of the installation date, unless otherwise specified. Call us immediately if any vinyl is lifting or bubbling and we will repair it as soon as possible.



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Quick Tips: Maintenance & Care

- Hand wash regularly using a mild soap and water.
- Avoid automated car washes or only use touchless car washes.
- Avoid high pressure washing.
- Never use an ice scraper on window film.
- Avoid using a rear wiper on window film.

Storage & Protection

Just like paint, vinyl graphics are degraded by prolonged exposure to sun and atmospheric pollutants, particularly on the horizontal surfaces such as the hood, trunk lid, and roof. Whenever possible, store in a garage or at least in a shaded area during the day. At night, protect the car from dew or rain, which may contain acidic pollutants; a common problem in many large metropolitan areas. When a garage is not available, consider using a cloth car cover at night.

If your graphics start to discolour or turn brown, immediately remove the graphics from the vehicle to avoid staining the underlying paint.

Washing

Wash whenever the car appears dirty. Contaminants allowed to remain on the graphic may be more difficult to remove during cleaning.

- Rinse off as much dirt and grit as possible with a spray of water.
- See Difficult Contaminants for spot cleaning bird droppings, tar, etc.
- Use a wet, non-abrasive detergent such as 3M™ Car Wash Soap 39000, Meguiar's NXT Generation® Car Wash, and Meguiar's Deep Crystal® Car Wash with a soft and clean cloth or sponge.
- Rinse thoroughly with clean water. To reduce water spotting, immediately use a silicone squeegee to remove water and finish with a clean microfiber cloth.

Important Note: 3M does not recommend using wax or other similar coatings on vehicle graphics.

Fuel Spills

Wipe off fuel immediately to avoid degrading the vinyl and adhesive. Then wash, rinse, and dry immediately.

Difficult Contaminants

Soften difficult contaminants such as bug splatter, bird droppings, tree sap, and similar contaminants by soaking them for several minutes with very hot, soapy water. Rinse thoroughly and dry.

If further cleaning is needed, test one of these products in an inconspicuous area to ensure no damage to the graphics: Meguiar's Gold Class™ Bug and Tar Remover or 3M™ Citrus Base Cleaner. 2 parts IPA (isopropyl alcohol) diluted with 1 part water or denatured alcohol may also help. Spot clean the contaminants.

Do Not: use rough scrubbing or abrasive tools, which will scratch the film. Wash and rinse off all residue immediately.

Important Note: do not allow cleaning solution to soak. Immediately rinse with clear water.

5-Year Depreciative Graphics Warranty

Graphics will be warranted for both labour and graphic materials. The depreciative replacement value will be calculated based on the amount of years remaining on the warranty as displayed in the chart below. An additional \$100 deductible administration fee applies to all graphics warranty claims.

Warranty Year Intervals	Value Covered by Depreciative Vehicle Graphics Warranty
Year 1	100%
Year 2	80%
Year 3	60%
Year 4	40%
Year 5	20%

The 5-Year Depreciative Graphics Warranty decreases in intervals of 20% per year until its expiration at the end of the 5th year.

Example scenario: let's imagine that a defect occurred after 2 years (during the 3rd year of warranty) and that the total graphic repair cost is \$1,000 (before taxes). The warranty's cost coverage calculation will be based on a replacement value of the 3 remaining years on the warranty. Therefore, 60% (\$600) of the repair value (before taxes) would be covered from the total graphic repair cost. This would result in a remaining client cost of \$400 plus the \$100 deductible fee and applicable taxes.

Types of Warranty & Coverage

- Vinyl peeling.
- Excessive colour fading: colour will fade over a long period of time. It should not ever exceed more than 25% fade in any given year or combined years within the 5 year warranty; red being the only exception to this rule.

Warranty & Coverage Limitations

- Damages to vinyl due to collisions, accidents, vandalism, fuel and chemical spills are not covered by the warranty.
- Perforated vinyl graphics and vinyl graphics installed on sliding windows are not covered by the warranty.
- Damaged surfaces, including rust, clear coat damage, or flaking/peeling paint are not covered by the warranty.
- Certain surfaces, including polypropylene, chrome, and checkered plate are not covered by the warranty.
- Vehicle graphics must be properly washed and maintained as per the instructions provided in this document during its lifespan. Neglecting this requirement will result in voided warranty coverage.
- Warranty repair and replacement work must be performed by KB Media Corp. at its installation facilities.
- Notice of vinyl defects must be made by email immediately at admin@kbmedia.ca with digital photo attachments to commence warranty work. One of our representatives will schedule a service appointment for you within 5 business days to make the repair. Should any vehicle graphic failures not be reported within 15 business days of failure, the warranty may be voided for the affected area.