

## **EFI INKWARE AND EFI VUTEK INK WARRANTY SUMMARY**

All PressVu, QS Series and QSr UV prints or images made using EFI VUTEK PressVu, QS Series and QSr UV inks are warranted by EFI INKWARE and EFI VUTEK for up to two (2) years outdoors, without a clear coat; and up to five (5) years outdoors with an EFI INKWARE clear coat.

These prints are covered against fading caused by sunlight, moisture and temperature extremes, when printed according to EFI INKWARE and EFI VUTEK recommendations outlined below.

Note: All EFI VUTEK UV Inks are transparent and the target color is influenced / changed by fading or yellowing of the substrate.

In areas of the world with extreme solar energy, and in applications where chemical or abrasion resistance is an issue, the use of an EFI INKWARE clear coat is always required and the warranty is limited to two (2) years.

If a print fails to perform in accordance with EFI INKWARE and EFI VUTEK product specifications within this time frame, EFI INKWARE and EFI VUTEK will replace the ink and clear coat at no charge.

These remedies are exclusive. In no case shall EFI INKWARE or EFI VUTEK be liable for any direct, indirect, or consequential damages, including any labor charges.



## **EFI INKWARE and EFI VUTEK LIMITED WARRANTY**

EFI INKWARE and EFI VUTEK will replace ink and coatings should the ink "fade" (25% drop in apparent density due to sunlight, moisture, or temperature, when displayed outdoors subject to the following:

### **Warranty Coverage**

This warranty applies to inkjet prints made with the EFI VUTEK PressVu, QS Series and QSr UV printer using EFI VUTEK PressVu, QS Series and QSr UV inks and coatings in accordance with accepted storage, handling, and printing procedures (page 3).

### **Warranty Activation**

To activate this warranty, you must print a CMYK swatch just above the image. **IMPORTANT!** To accomplish this, during prepress, embed within the artwork file (in the bleed portion of the image) four single-color blocks each measuring 1" x 4". The four single-color blocks are 100% Cyan, 100% Magenta, 100% Yellow, and 100% Black. If the printer is using Light Colors add one block of 100% of each light color.

### **Warranty Claims**

To file a claim under this warranty, simply cut the CYMK swatch off of the image and cut out a representative portion of the "faded" area. Send both samples to EFI VUTEK for comparison.

### **Warranty Duration**

Normal Sun Exposure (above 35 degrees N. latitude and below 35 degrees S. latitude)

- 2 years, uncoated inkjet prints
- 5 years, when coated with EFI INKWARE coating

Extreme Sun Exposure (below 35 degrees N latitude and above 35 degrees S. latitude; and desert & subtropical areas – see list below)

- No warranty, if uncoated
- 2 years, when coated with EFI INKWARE coating

Some examples of desert and subtropical areas are:

**Africa:** Algeria, Angola, Botswana, Chad, Egypt, Eritrea, Libya, Madagascar (Bemaraha Plateau area), Mali, Mauritania, Morocco, Namibia, Niger, South Africa (Kalahari Desert and Namib Desert areas), Sudan, Tunisia, Western Sahara, Zambia, Zimbabwe.

**Australia / New Zealand:** Desert areas of Australia (Great Sandy Desert, Gibson Desert, Great Victoria Desert and the Great Artesian Basin). Coastal areas of Australia are 2 years without and 5 years with clear coat.

**Central / South America:** Argentina (Atacama Desert area), Bolivia, Chile, Mexico, Paraguay, Peru, and Venezuela. The rest of Argentina is 2 years without and 5 years with clear coat.

**Far East:** Philippines, Indonesia, Malaysia, Southern India, Thailand, and Viet Nam.

**Middle East:** Afghanistan, Crete, South Greece, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Oman, Pakistan, Qatar, Saudi Arabia, Syria, Turkey, United Arab Emirates, Yemen.

**United States:** Alabama, Arkansas, Arizona, the Los Angeles basin, San Diego County and the desert areas of California, Florida, Georgia, Hawaii, Louisiana, Mississippi, Nevada, New Mexico, Oklahoma, Texas, and the desert areas of Utah.

### **Exclusive Remedy**

This warranty shall apply only to products sold by EFI VUTEK or EFI INKWARE. The sole remedy under this warranty shall be replacement of EFI VUTEK PressVu, QS Series and QSr UV Inks and EFI INKWARE clear coats. In no event shall EFI VUTEK or EFI INKWARE be liable for special or consequential damages. Any modification of this warranty not made in writing and signed by an officer of EFI VUTEK or EFI INKWARE, shall be void.

## **EFI INKWARE AND EFI VUTEK APPROVED PROCEDURES**

The following is a list of approved procedures for storing and handling materials and for making inkjet prints. These procedures assure quality results. Failure to follow these procedures can cause printing problems and could void the EFI VUTEK and EFI INKWARE warranty.

1. Be sure all EFI VUTEK PressVu, QS Series and QSr UV inks and substrate materials are stored in accordance with the manufacturers' recommendations, as below.
2. EFI VUTEK PressVu, QS Series and QSr UV ink should be stored indoors tightly capped at a temperature between 35 and 105 degrees F. (between 1.7 and 40.5 degrees C.)
3. Store all substrate materials indoors at a temperature range between 35 and 85 degrees F (between 1.7 and 29.4 degrees C.)
4. Verify that the ink and substrate shelf-life has not expired and note the lot # and dates.
5. Ink shelf-life is 1 year, when stored as above.
6. EFI VUTEK PressVu, QS Series and QSr UV ink should be mixed by inverting the ink bottles back and forth carefully, to avoid creating air bubbles, before loading ink into PressVu QS Series and QSr UV caddy system.
7. Care must be taken to avoid contamination of inks and substrates. Avoid handprints, dust and spillage of liquids.
8. For cleaning substrate, use warm water containing a mild soap. Abrasive cleaners and solvents should not be used.
9. Check that the preheat settings are as recommended.
10. An EFI VUTEK test pattern should be run prior to the job to confirm that all inkjet heads are firing properly and that the vertical and horizontal alignments are correct.
11. Be sure the CMYK swatch is printed in the bleed area of the image. See the Warranty Activation procedure on Page 2 of the EFI Inkware and EFI VUTEK Limited Warranty.
12. If multiple substrate panels are required for one image, make sure they are all from the same substrate lot.
13. Monitor the printing process to assure that print quality remains constant.