

Performance Guarantee

Kodak Wide-Format Inkjet Media

Performance Guarantee for Wide-Format Media Overview

Kodak Wide-Format Inkjet Media is backed up by our industry leading Performance Guarantee. As described below, the performance of the complete line of **Kodak** Wide-Format Media is guaranteed for imaging applications (“Performance Guarantee”). This guarantee covers a variety of **Kodak**, **Hewlett-Packard**, and **Epson** Printers, Inks, and all **Kodak** Wide-Format Media. The result is an indoor and outdoor performance guarantee users can depend on to achieve consistent and reliable results.

Wide-Format Media Covered Under the Performance Guarantee

The Performance Guarantee is targeted to those customers that are involved in imaging applications and use a portfolio of media intended for producing high-quality, image-intense output. The table below lists all of the media covered by the Performance Guarantee and whether it is included in the indoor and/or outdoor guarantee. The Performance Guarantee consists of both Indoor and Outdoor Performance Guarantees.

Indoor Outdoor Media

X		Kodak Premium Rapid-Dry Photographic Glossy Paper / 260 g
X		Kodak Premium Rapid-Dry Photographic Luster Paper / 260 g
X		Kodak Rapid-Dry Photographic Glossy Paper / 190 g
X		Kodak Rapid-Dry Photographic Satin Paper / 190 g
X		Kodak Premium Photographic Glossy Paper / 270 g
X		Kodak Premium Photographic Glossy Paper / 180 g
X		Kodak Premium Photographic Satin Paper / 180 g
X		Kodak Premium Photographic Matte Paper / 180 g
X		Kodak Production Photographic Glossy Paper / 170 g
X		Kodak Production Photographic Satin Paper / 170 g
X		Kodak Premium Backlit Film / 7 mil.
X	X	Kodak Universal Backlit / 8 mil.
X		Kodak Production Backlit Film/ 7 mil.
X	X	Kodak Reverse Print Backlit Film / 6 mil.
X		Kodak Premium White Film / 5 mil.
X	X	Kodak Production Glossy Poly Poster Plus / 8 mil.
X	X	Kodak Production Satin Poly Poster Plus / 8 mil.
X	X	Kodak Production Self-Adhesive Glossy Poly Poster Plus / 6 mil.
X	X	Kodak Production Self-Adhesive Satin Poly Poster Plus / 6 mil.
X	X	Kodak Coated Matte Print Paper / 140 g
X	X	Kodak Coated Matte Print Paper / 90 g
X	X	Kodak Self-Adhesive Coated Matte Print Paper / 100 g
X	X	Kodak Water-Resistant Removable Vinyl / 6 mil.
X	X	Kodak Water-Resistant Self-Adhesive Vinyl / 6 mil.
X	X	Kodak Water-Resistant Scrim Banner / 17 mil.

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X	X	Kodak Water-Resistant Poly Poster Matte / 8 mil.
X	X	Kodak Water-Resistant Self-Adhesive Poly Poster Matte / 9 mil.
X	X	Kodak Production Removable Glossy Vinyl / 6 mil.
X	X	Kodak Production Removable Satin Vinyl / 6 mil.
X		Kodak Artists' Semi-Gloss Canvas / 20 mil.
X	X	Kodak Matte Canvas / 19 mil.

Systems Covered

The Performance Guarantee for **Kodak** Wide-Format Inkjet Media covers imaging applications that are created with one of the following systems:

Manufacturer	Printer	Ink type
Encad	500, 600, 700, 800 series	Encad GS/GS+/GX/GO+ Inks
Encad	800 series	Encad GS plus Inks (8-color) Encad GX Inks (8-color) Encad GO+ Inks (8-color)
Encad	1000i	Kodak Qi Dye and Pigment Inks
Kodak	1200i	Kodak Qi Dye and Pigment Inks
Hewlett-Packard	2000, 3000 series	HP Dye Inks HP UV Inks
Hewlett-Packard	5000	HP Dye Inks HP UV Inks
Epson	9600, 7600, 10600, 10000	Epson Photo Dye Inks
Epson	1000, 10600	Epson Archival Inks
Epson	4000, 9600, 7600, 10600	Epson UltraChrome Inks
Epson	7000, 9000	Epson Dye Inks
Epson	9500	Epson Archival & Pigment Inks



Indoor Performance Guarantee

The **Kodak** Wide-Format Inkjet Media portfolio is backed with a Performance Guarantee for indoor longevity. For the specified guarantee timeframe which may vary depending on, among other things, the media, ink, and printer system used to generate the print, your print will remain in excellent condition¹. Kodak will guarantee the resulting wide-format print from the compatible systems against noticeable fading, cracking, yellowing, and bleeding when the print is viewed from its intended viewing distance.

The Indoor Performance Guarantee duration will vary based on the media/printer/ink system. The stated durations assume the media is displayed indoors under fluorescent light (average intensity 450 LUX, 12 hours/day) and/or with indirect sunlight exposure². Depending on which **Kodak** Wide-Format Inkjet Media is used, the guarantees will cover either laminated prints or unlaminated prints as noted on the Indoor Performance Guarantee table. The unlaminated guarantee assumes the **Kodak** Wide-Format Inkjet Media will be displayed in a typical office environment and it will not be exposed to a high level of pollutants (above and typical ozone level for an office environment). In addition, in order for a print to be covered under the Indoor Performance Guarantee, **Plexiglas** or **Lexan** Sheets or a similar sheet must protect all backlit products. Also, the average light box illumination is not expected to exceed 5000-lux fluorescent. For specific lamination requirements, please see the lamination details section of this document.

¹ All products listed on the attached Indoor and Outdoor Performance Guarantee Tables that include a coverage timeframe have been tested by Kodak using the appropriate profile or print path specific to the defined media, ink, and printer system and are deemed compatible. Refer to <http://graphics.kodak.com> for the media compatibility chart and technical data sheets for all products.

² Indirect sunlight exposure assumes the print is positioned a minimum of six (6) feet from a window, with no direct sunlight.



Outdoor Performance Guarantee

Outdoor exposure, including exposure to UV radiation, moisture, oxidation, and chemical pollutants all influence the final outdoor longevity of a graphic image. Subject to the terms and conditions below, Kodak guarantees that the effects of those exposures will not affect the quality and suitability of the graphic image print, based upon accepted industry test standards, for advertising purposes and other customary outdoor display uses. Specifically, subject to the guarantee limitations and exclusions set forth herein, Kodak guarantees prints generated as specified herein on **Kodak** Wide Format Inkjet Media against excessive fading, peeling, cracking, yellowing, bleeding, and running for the periods set forth below and subject to the conditions set forth herein. In addition, in order for the GO Water-Resistant Backlit Film to be covered under the Outdoor Performance Guarantee, the print must be protected by **Plexiglas** or **Lexan** Sheets or a similar sheet. Also, the average light box illumination is expected not to exceed 5000-lux fluorescent.

Processing Conditions

All Performance Guarantees are voided if any of the processing and installation conditions listed in the relevant *Product Technical Information Instruction Sheet* are not followed. For your convenience, we have included the following sections that highlight some of those requirements. However, please consult the relevant *Product Technical Information Instruction Sheet* for additional, more detailed requirements and any updates, revisions, or modifications to the requirements listed below. All materials should be tested for the application in which they will be used, following the recommendations contained in this guarantee, and other publications from Kodak concerning equipment, processing, techniques, or chemical products. You are responsible to first satisfy yourself that you can comply with all processing and installation requirements and that the product is suitable for the intended purpose, including any safety and health standards applicable to the use of the final product. Processing conditions necessary for the laminated guarantee for media can be found below in the lamination details.

Lamination Details

Follow these guidelines to help ensure consistent, high-quality results when laminating your media. Failure to follow these guidelines, as well as those listed in the *Product Technical Information Instruction Sheet* will void the Performance Guarantee.

- Only use laminates within the lamination class specified on the *Product Technical Data Sheets* found on the <http://graphics.kodak.com> Web site.
- Follow the finishing/lamination tips sections specific to the media you are using. Including, but not limited to the following tips:
 - Be sure your finished print is dry to the touch. Please note, ink takes longer to dry in cool temperatures or high humidity.
 - Choose a mounting service that is durable, has the correct surface roughness and shape, and is free from contaminants.
 - Laminate as soon as possible after your print is dry, preferably within 24 hours of printing
 - For outdoor products, size the overlamine to provide ¼ to ¾ in. (6.5 to 19 mm) excess on each edge of the image.
 - For indoor products, lamination requires encapsulating. Flush-cut lamination is not acceptable.



Guarantee Limitations and Exclusions

- You assume all responsibility and risk of loss, or other damages, relating to the printer and the images thereon, as well as all liability and responsibility relating to or arising from damages, defects or images of unacceptable quality resulting from the misuse of **Kodak** Consumable Products.
- This guarantee is subject to revision without prior notice at Kodak's sole discretion.

Installation Conditions Required in Order for the Kodak Wide Format Inkjet Media to be Covered Under the Outdoor Performance Guarantee

(a) Installation Conditions for All Outdoor Media

- Flat surface with minimum to no curvature.
- Substrate mounted with 0-5 degree tilt.

(b) Installation Conditions for Outdoor Self-Adhesive Media

- Mounting on a smooth surface.
- Environmental conditions at time of mounting must have a humidity range of 30-60% and temperature range at time of mounting of 50° - 86°F (10° - 30°C).

(c) Conditional Environmental Exposure

- For desert areas and areas of extreme UV exposure, the Performance Guarantee for any outdoor product will be ½ the length specified in the table.
- Slight fading of colors, cracking, peeling, blemishes, yellowing, bleeding or ink running within the accepted industry test standards used by Kodak are to be expected and are not covered by the Performance Guarantee.
- The Performance Guarantee also does not apply to damage caused by extreme or unusual environmental exposures.

(d) Non-Compliance with Product Data Sheets and Application Notes

- Failure to comply with all processing and installation conditions listed in Product Data Sheets and Application Notes will void coverage under the Performance Guarantee.
- Materials exposed beyond the environmental limits stated in the product data sheets are not covered by the Performance Guarantee.

(e) Expired Shelf Life

- **Kodak** Wide Format Inkjet Media whose shelf-life has expired, as documented in the Product Technical Data Sheets, is not covered by the Performance Guarantee.


LIMITATION OF LIABILITY

Kodak's liability for any claims arising from or relating to the Performance Guarantee is limited to solely the replacement of the alleged defective media. Kodak will not have any liability or responsibility for any other damages arising from or relating to the alleged failure of the media to meet the Performance Guarantee.

THIS GUARANTEE IS INTENDED TO REPLACE ALL OTHER GUARANTEES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED GUARANTEE OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR ANY INDUSTRY PRACTICE, OR CUSTOM OR TRADE USAGE. UNDER NO CIRCUMSTANCES SHALL KODAK BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, REVENUE OR BUSINESS, ARISING FROM THE PERFORMANCE, USE OR INABILITY TO USE ANY OF THE PRINTS, MEDIA OR OTHER SYSTEMS DESCRIBED HEREIN.



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Defects or failures caused by acts of God, war, extreme weather conditions or other forces or conditions beyond Kodak's control are not covered by this guarantee. The contents of this publication are subject to change by Kodak without notice.

Claim Procedure

To initiate a claim, you must complete the *Performance Guarantee Claim Form* in its entirety. Not providing necessary information—including, but not limited to, samples, dates, lot numbers, and processing conditions—will result in a delay in processing and possibly result in the denial of a claim. Visit <http://graphics.kodak.com> for details regarding the Performance Guarantee Program or call Kodak Technical Support at 877-362-2387. Customers outside the United States should contact their authorized Kodak reseller for claims. Send the completed form to Kodak, Attention: Performance Guarantee Claim/**Kodak** Wide-Format Media Technical Support, 16275 Technology Drive, San Diego, CA 92127. Please include samples, photographs, and any other information requested in the Claim Form. The completed form can also be faxed to 858-673-3276. In order to qualify for guarantee coverage, claims arising during the guarantee period must be properly submitted to Kodak no later than three months after expiration of the guarantee period.



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