



## Custom Graphic by VISCO LIMITED WARRANTY

Parts provided by Visual Image Systems Company LLC (VISCO), are warranted to be free from defects in materials or workmanship on products properly installed per the installation instructions provided with the product. This warranty covers repair or replacement of any defective product at no charge during the applicable warranty period listed below. Labor for replacement or service of defective product is not paid or reimbursed by VISCO.

### Terms and Conditions:

1. **Warranty Claim Process:** All warranty claims must be submitted through our website at [warranty.visco.graphics](https://warranty.visco.graphics).  
*We do not accept claims via phone or email.*
2. **Defects in Workmanship:** Any defect in workmanship, such as print, cutting, or registration, must be identified and reported BEFORE installation to qualify for coverage under this warranty.
3. **Exclusions:**
  - a. This limited warranty does not cover any damage, defect or malfunction caused by misuse, abuse, accident, improper installation, modification or improper or lack of maintenance.
  - b. In no event shall VISCO be liable for any direct, indirect, punitive, incidental, special, or consequential damages arising out of, or in any way connected with, the use of our products.
  - c. We do not cover damages resulting from improper installation. It is the responsibility of the installer to ensure proper surface preparation, adherence to temperature guidelines, and correct installation methods. Any damage caused by improper installation will not be covered under this warranty.
4. **Warranty Period:** The warranty period covers the life expectancy of our products. Adhesion and peeling is only covered under the warranty if the graphics were installed by an authorized Ford Dealership.
  - a. Products on New Vehicle Monroney Label (window sticker):
    - i. USA: Matches new vehicle warranty: Ford – 3 years or 36,000 miles; Lincoln – 4 years or 50,000 miles.
    - ii. OUTSIDE USA: Matches new vehicle warranty: Ford – 3 years or 60,000 kilometers; Lincoln – 4 years or 80,000 kilometers.
  - b. Parts purchased and installed during or after original vehicle warranty:
    - i. USA: Either 1 year/unlimited miles or remainder of new vehicle warranty, whichever provides greater benefit.
    - ii. OUTSIDE USA: Either year/unlimited kilometers or remainder of new vehicle warranty, whichever provides greater benefit.

**Note:** This warranty statement is subject to change without prior notice. Please refer to our website for the most up-to-date warranty terms and conditions.

For any further inquiries or assistance regarding warranty claims, contact us by visiting <https://visco.graphics/>.

I-Sheet	OW-Mustang-Dual Hood Stripe
Product Code	VJR3Z 6320000 A & B
Release Letter	A
Release Date	October 2017
Vehicle Make	Ford
Vehicle Model	2018 Mustang
Design Description	Dual Hood Stripe

## BEFORE YOU BEGIN:

1. Ensure you have the correct graphics before starting. (see Parts Manifest)
2. Read the entire I-Sheet before beginning installation. It contains important application information, necessary tools, materials, safety information, cleaning instructions, etc...
3. Clean the graphic application area. See cleaning page for details.

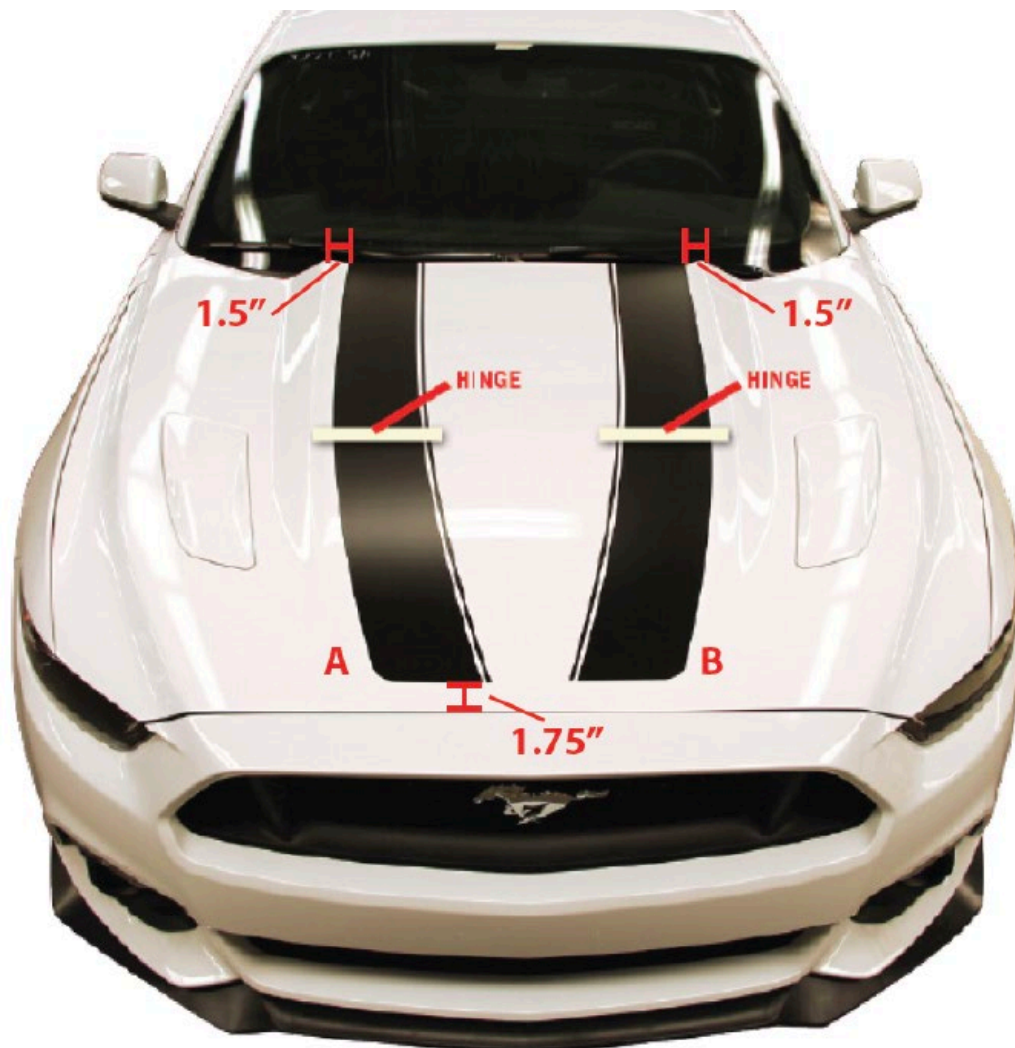
## Installer Skill Level



## Final Image Diagram



## Placement Diagram



## Parts Manifest



## Application Instructions

1. Place parts A and B as shown in Placement Diagram.
  - a. Using a few small pieces of masking tape or magnets, tape the graphics to the cleaned vehicle.
2. Make a tape “hinge” by applying masking tape as shown in the Placement Diagram centered on the graphic.

**NOTE:** Verify all graphics are placed in proper location before applying.

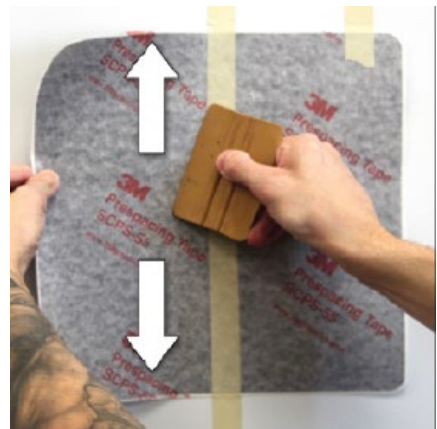


3. Lift the graphic away from the vehicle and gently separate the paper liner from the film all the way to the hinge. At the hinge make a straight cut across the liner, using care not to scratch the vehicle or damage the part.

**NOTE:** Some graphics may not require taping a “hinge.” See Placement Diagram for details.



4. Use slight tension while positioning the graphic. Position the graphic and press down at the furthest edge. Starting at the center of the hinge, squeegee with firm pressure along the hinge from center-to-the-left and from center-to-the-right. Continue squeegeeing in a similar fashion with overlapping strokes, working your way to the bottom edge of the graphic.
5. Remove the tape at the hinge and then remove the remaining paper liner.
6. Repeat Step 4 for the remainder of the graphic.
7. Repeat Steps 2-5 for all graphic parts.



8. If application tape is used, peel the tape away from the rest of the graphic parts at a 180° angle (back onto itself). Re-squeegee the graphic after removing the tape.
9. Post heat the graphic using a heat gun to ensure good adhesion.
10. Repeat this process for all other parts installed on the vehicle.

**NOTE:** When using a heat gun, make sure the graphic surface temperature does not exceed 212°F (100°C).





## Materials and Tools

NOTE: Some of these tools may not be used for each installation.

- Lint free cloths
- Solvent Cleaner (e.g., 3M™ General Purpose Adhesive Cleaner)
- Isopropyl alcohol (IPA) cleaner (70% rubbing alcohol or mix 2 parts IPA to 1 part water)
- 3M™ Tape Primer 94
- Scotch™ Masking Tape – 1" to 2" roll
- 3M™ Squeegee PA1-G Gold (one edge covered with 3M™ Fastener SJ3523 (Loop) from 3M™ Hook and Loop Fasteners and other edge covered with PTFE tape)
- Protected cutter
- Tape measure
- Temperature-controlled electric heat gun capable of attaining at least 500°F (260°C)
- Infrared temperature sensor (e.g., 3M™ Infrared Thermometer IR-500)

## Health and Safety

CAUTION: When handling any chemical products, read the manufacturers' container labels and the Safety Data Sheets (SDS) for important health, safety and environmental information. To obtain SDS sheets for 3M products go to 3M.com/MSDS, or by mail or in case of an emergency, call 1-800-364-3577 or 1-651-737-6501.

CAUTION: When using any equipment, always follow the manufacturers' instructions for safe operation.

CAUTION: Any activity performed for a long period of time in an awkward position or with a high amount of force is potentially a risk for causing musculoskeletal strain, pain or injury. When applying film, follow these practices to improve comfort and avoid injury:

- Alternative your tasks during the application.
- Schedule regular breaks.
- Perform stretches or do exercises to improve circulation.
- Avoid awkward reaching.

Air Quality Regulations: State Volatile Organic Compound (VOC) regulations may prohibit the use of certain cleaning chemicals with VOC's in graphic arts coatings and printing operations. For example, the California South Coast Air Quality Management District prohibits use of certain solvent-based solutions without a permit and other California AQMD's prohibit use of certain solutions without a permit or a regulatory exemption. Check with your State environmental authorities to determine whether use of this solution may be restricted or prohibited.

## Pre-Application Instructions

For best results with your film application, ensure the following conditions are met prior to application.

1. Do not wash vehicle within 12 hours of the application time. If washed in an automatic car wash, do not select the "spot-free rinse" option.
2. Ensure the vehicle surface is completely dry.
3. Maintain the vehicle and ambient temperature between 16° to 32°C (61° to 90°F).
4. Ensure the application environment is clean and well lit.
5. Sweep the work area clean to remove any loose dirt or particles.
6. Use a clean tabletop for handling the film. Do not place the film on the floor.

## Clean the Vehicle

1. Dampen a lint free cloth with the solvent based cleaner.
2. Wipe the hood with the damp cloth. Then, immediately wipe dry with a dry cloth.
3. Repeat Steps 1 and 2 using the alcohol based cleaner.
4. It is essential that the underside of the hood be cleaned too, all the way to the body seam, as the film will be wrapped to that point.

## After Application

Assuming the ambient application temperature was above the recommended minimum of 16° C (61° F), keep the vehicle indoors as follows:

- 16°C (61° F) and above: not required
- 5° to 16°C (40 to 60°F): 1 hour
- Below 5°C (40°F): 3 hours

3M Glove Box Warranty

Ensure your customer receives the 3M Glove Box Warranty for Personalized Vehicle Graphics found at the end of the I-Sheet.

## Disclaimer

The information contained and techniques described herein are believed to be reliable, but 3M makes no warranties, express or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose.

## Limitation of Liability

Except where prohibited by law, 3M SHALL NOT UNDER ANY CIRCUMSTANCES BE LIABLE TO PURCHASER OR USER FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LABOR, NON-3M MATERIAL CHARGES, LOSS OF PROFITS, REVENUE, BUSINESS, OPPORTUNITY, OR GOODWILL) RESULTING FROM OR IN ANY WAY RELATED TO SELLER'S PRODUCTS OR SERVICES. This limitation of liability applies regardless of the legal or equitable theory under which such losses or damages are sought including breach of contract, breach of warranty, negligence, strict liability, or any other legal or equitable theory.

## Trademarks

3M and Scotch are trademarks of 3M. Ford and Mustang are trademarks or registered trademarks of Ford Motor Company. All other trademarks are the property of their rightful owners.

## Contact Information



800.277.0059  
502.491.2300  
support@viscoweb.com

## Congratulations!

You have chosen to make your vehicle uniquely your own by having it decorated with **VISCO Personalized Vehicle Graphics**. These graphics are designed for satisfactory performance and are warranted by 3M for the term stated below when the graphics are maintained as stated in this Warranty. This Warranty starts on the day of Wrap installation.

### Warranty Coverage

3 years or 36,000 miles (60,000 kilometers) from install date, whichever comes first. Includes film replacement and reinstallation (see terms below).

### Recommended Graphic Maintenance

To help keep your entire vehicle showroom perfect, treat the paint and your new graphics with care. Aggressive or abrasive mechanical washing may damage the finish on any vehicle, including your graphics, and may cause premature lifting of the graphic edges.

- Hand washing is always the best way to care for your car. We recommend using 3M or Meguiar's car care products. Then, immediately rinse well and dry the graphic with a soft squeegee and/or soft cloth to help restore the luster of the paint and graphic.
- Touchless car washing systems may be used. To avoid water spotting on the paint or graphics, always go through the dry cycle. Do not use high pressure water sprayers as these may damage the wrap.
- To remove tar and bugs from the graphics, use a commercial cleaner designed for such use, but do not rub vigorously. Immediately wash with your regular cleaning solution, rinse with water and dry.

### The Warranty Does Not Cover the Following

Most of these exclusions are applicable to your new car's paint finish, too.


- Reasonable fading or wear over time.
- Damage, including abrasion, scratching, fading or loss of sheen due to aggressive cleaning or not using the recommended cleaning methods.
- Damage from wax or other solvent based products. See Recommended Graphic Maintenance above.
- Intentional or unintentional damage caused by: humans, such as graffiti or picking at the edges; animal scratching or waste products, severe weather, such as hail or debris carried by the wind; spotting from hard water; pitting or scratching from normal road spray; off-road driving; excessive exposure to salt that is not regularly cleaned off; or vehicle damage that results in graphic damage.
- Damage to the vehicle substrate or finish, including paint adhesion failure or rust.
- Damage to the vehicle during Wrap removal if it is not removed by a professional installer.
- A difference in gloss between the exposed paint and the areas that were covered by graphics after the graphics are removed unless such gloss differences cannot be buffed out by a professional. Buffing expenses are not covered.
- A difference in color between the exposed paint color and the areas that were covered by the Wrap after the Wrap is removed.
- Transfer of warranty to a new owner of the vehicle.

### Remedy and Limitations

Any claim for graphic failure must be made before the last day of your warranty. The only resolution for an approved warranty claim is a remake and reapplication of the same graphics on the same vehicle. VISCO and its representatives do not cover the cost of your time or inconvenience, rental of a substitute vehicle, or any other indirect cost you or the dealer may incur as a result of a warranty claim. Replacement graphics carry only the remainder of your original warranty. For example, for a 36 month/36,000 mile (60,000 kilometers) warranty, if you made a claim one month before the expiration of the warranty or at 35,000 miles (56,000 kilometers) (whichever came first), and the claim was approved, the replacement graphics would be warranted only for one month or 1,000 miles (1,600 kilometers) (whichever comes first).

### How to Make a Warranty Claim

Contact your dealer. They will arrange for an assessment of your claim and process any valid claim in a timely manner.

Glove Box Warranty for Personalized Vehicle Graphics		
Vehicle Information		
VIN#		
Vehicle Make/Model		
Warranty Information		Personalized Vehicle Graphics
Install Date		Warranty is Install Date + 3 years
Odometer Reading		Warranty is Odometer Reading @ Install Date + 36,000 miles (60,000 kilometers)