

### **Durability**

Durability is the period of time the product is expected to perform satisfactorily, considering that the film is stored and installed properly and applied in exposure conditions by zone as defined in the lists below. **The term of CYS Platinum's or CYS Premium's warranty is equal to the product's durability.**

Products containing petroleum distillates or solvents (i.e. waxes, soaps, polish, protective coatings, ceramic coatings), fuel spills, lack of maintenance, environmental conditions, abrasion, and loss of gloss, man-made scratches and cracks, incorrect maintenance methods, or any other damages by a third party are NOT covered under warranty. These changes are considered normal wear and tear.

Other factors which may reduce the durability of this product series include: surface texture, surface preparation, cleaning & maintenance, and application method.

Matte finished materials are subject to extreme color and gloss shift when exposed to cleaners, wax, and polish. The end user assumes complete responsibility to ensure that matte finishes are not affected during cleaning or protecting. Test an inconspicuous area before using any cleaners, wax, and polish.

CYS platinum series products have virtually no orange peel on themselves. Different brands of vehicles and their OEM paint quality may have an effect on the vinyl, which may cause orange peel to occur over time. Orange peel occurrence on the films/vehicle/watercraft is not covered under warranty

When removing the film, it should be professionally removed by the Dealer, Installer, or Distributor who carried out your installation. CYS and the Dealers will not be liable for damage to the film or the car paint caused by the unauthorized operation of the owner.

CYS is not responsible for any warranty offered outside the scope of the company's terms and conditions.

**CYS does not warrant removability from the following substrates**

- Surfaces with poor paint-to-substrate adhesion
- Pre existing graphics that must remain intact; damage to existing graphic when film is removed
- Improperly cured pain
- Oxidized or chalked substrates
- Stainless Steel

**CYS makes no warranty for**

- Paint/Clear Coat Staining: CIS does not warrant vehicle paint staining that may be visible after removing material which has cracked or discolored.
- Ease or speed of removal of any graphic
- Removal from automotive paint that is greater than 5 years old
- Removal from paint that is improperly cured
- Removal from aged paint or metals, surface oxidation or chalking; user must test, approve and accept liability for such applications
- Saltwater marine applications
- Marine applications below the water line

**Warranty Claim**

Our Warranty only applies when installation is performed by professional Dealers, Installers or Distributors. To make a claim, please contact the Dealer, Installer, or Distributor who carried out your installation at the first time and provide the warranty information. In case your Dealer, Installer, or Distributor is unavailable please contact us at [support@cys-films.com](mailto:support@cys-films.com) Please prepare the following information:

- Dealer, Installer, or Distributor Information
- Date of Installation
- Pictures of Defective Parts
- Copy of Installation Receipt
- LOT number

Please DO NOT remove the film until it has been examined by the Dealer, Installer, Distributor or CIS. CIS reserves the right to not provide after-sales service to those do not meet the above conditions.

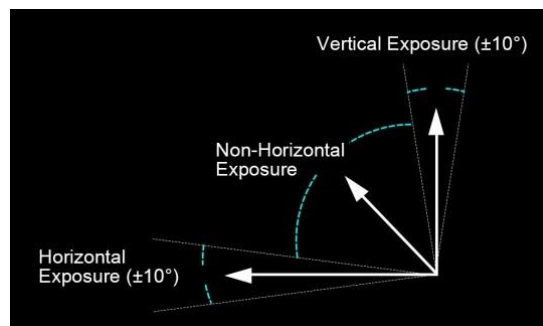
If the case falls within the scope of warranty, CIS will provide timely products for replacement, and the Dealers, Installers or Distributors will provide after-sales service



Series	Zone 1 (Horizontal)	Zone 2 (Horizontal)
Carbon (CCF)	4 Years	3 Years
Glossy (CG)	4 Years	3 Years
Gloss Metallic (CGM)	4 Years	3 Years
Gloss Metallic Flip (CGF)	4 Years	3 Years
Gloss Pearl (CGP)	4 Years	3 Years
Satin & Matte (CSP, CM, CME, CS, CMP)	3 Years	2 Years
Chrome (CGC, CSC)*	1 Years	1 Years
PPF (CCF-102, CAGG-190, CAGS, CACG)	10 Years	10 Years

\*CYS warrants that its products meet its specifications. *CYS gives no other express or implied guarantees or warranties with respect to the Chrome series. The **CYS Chrome** series are sold with the understanding that the buyer has independently determined the suitability of such products for its purposes. The Chrome Series may scratch during application. The scratching of the film and or surface imperfections although uncommon are not covered by the warranty and cannot be considered a defect.*

- Non-vertical: The face of the graphic is between 10° to 45° from vertical. Non-vertical exposure performance will be calculated using the Horizontal exposure value.
- Horizontal: The face of the graphic is between 45° to 90° from vertical.
- Vertical: The face of graphic is between 0° and 10° from vertical.



**Zones**

<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
<p>Andorra, Armenia, Austria, Azerbaijan, Belorussia, Belgium, Bosnia- Herzegovina, Canada, Croatia, Czech Republic, Denmark, Estonia, Finland, metropolitan France, Georgia, Germany, Greenland, Hungary, Island, Ireland, Italy (north of Rome), Kazakhstan, Latvia, Lichtenstein, Lithuania, Luxemburg, Moldavia, Montenegro, Norway, the Netherlands, Poland, Romania, United Kingdom, Russia, Serbia, Slovakia, Slovenia, Sweden, Switzerland, Ukraine, USA (except states listed in area 2).</p>	<p>Afghanistan, Albania, Argentina, Australia (southern States), Bahamas, Barbados, Belize, Bangladesh, Bhutan, Burma, Bolivia, Brazil, Bulgaria, Cap-Vert, Caribbean islands, Chile, China, Cooperative Republic of Guyana, Cuba, Cyprus, Colombia, Costa Rica, Crete, Ecuador, El Salvador, Fiji, French West Indies (Guadeloupe, Martinique...), Greece, Guatemala, Guyana, Haiti, Honduras, India, Indonesia, Italy (south of Rome), Jamaica, Japan, Kampuchea, Kirghizstan, Korea, Laos, Lesotho, Macedonia, Malaysia, Maldives, Malta, , Mongolia, Nepal, Nicaragua, New Zealand, Pakistan, Panama, Papua-New-Guinea, Paraguay, Peru, Philippines, Polynesia, Porto Rico, Portugal, Dominican Republic, Sardinia, Singapore, South Africa, Spain, Sri Lanka, Surinam, Swaziland, Syria, Tajikistan, Taiwan, Thailand, East Timor, Turkey, Turkmenistan, Uruguay, USA (Arizona, California, Florida, Nevada, New Mexico, Texas, Utah), Uzbekistan, Venezuela, Vietnam, West Indies.</p>	<p>Algeria, Angola, Australia (northern and desert states), Bahrain, Benin, Botswana, Burkina Faso, Burundi, Cameroun, Central African Republic, Chad, Congo, Democratic Republic of Congo, Djibouti, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Iraq, Iran, Israel, Ivory Coast, Jordan, Kenya, Kuwait, Lebanon, Liberia, Libya, Madagascar, Malawi, Mali, Morocco, Mauritius, Mauritania, Mexico, Mozambique, Namibia, Niger, Nigeria, Oman, Palestine, Qatar, Reunion Island, Rwanda, Senegal, Saudi Arabia, Sierra Leone, Somalia, Sudan, Tanzania, Togo, Tunisia, Uganda, United Arab Emirates, Western Sahara, Yemen, Zambia, Zimbabwe.</p> <p style="text-align: center;">All desert areas. Areas in altitudes above 1000 m (3300 ft.).</p>