FAQ

3M MCS WARRANTY
COLORADO M-SERIES

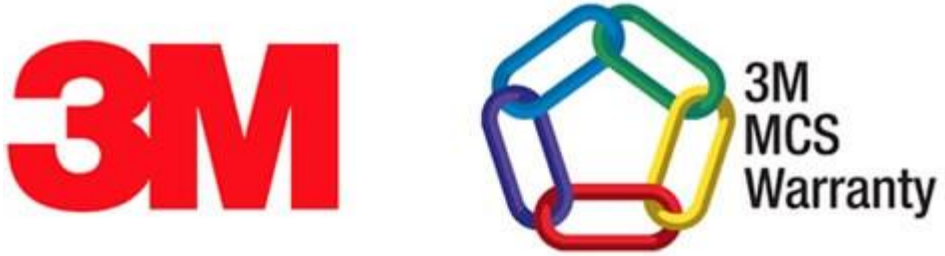
Nuray ISIK KAPUCU

EMEA PRODUCT MANAGER – R2R

19.07.2023

Canon

QUESTIONS? ANSWERS!



Q: Which models and colors are now included in this 3M MCS Warranty program?

A: All current Colorado models are approved for the 3M MCS Warrranty program, in every configuration.

This means :

- The Colorado 1650 (introduced in 2019)
- The Colorado 1630 (introduced in 2021)
- The complete Colorado M-series (newly introduced this year), including white ink:

✓ Colorado M3
✓ Colorado M3W
✓ Colorado M5
✓ Colorado M5W

- The integrated Colorado factory solutions:

✓ Colorado Wallpaper Factory
✓ Colorado UVgel Print Factory

The Colorado 1640 (a legacy product introduced in 2017) is not included.

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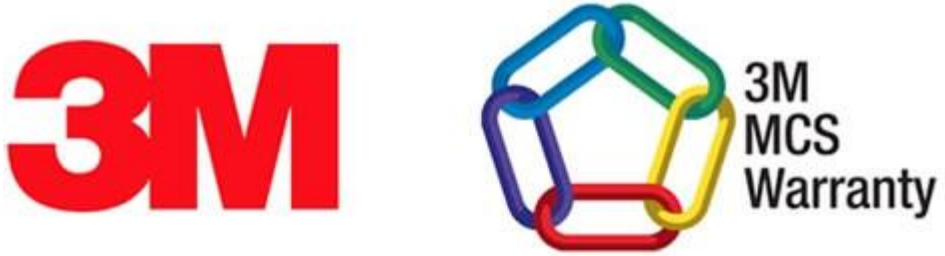
QUESTIONS? ANSWERS!



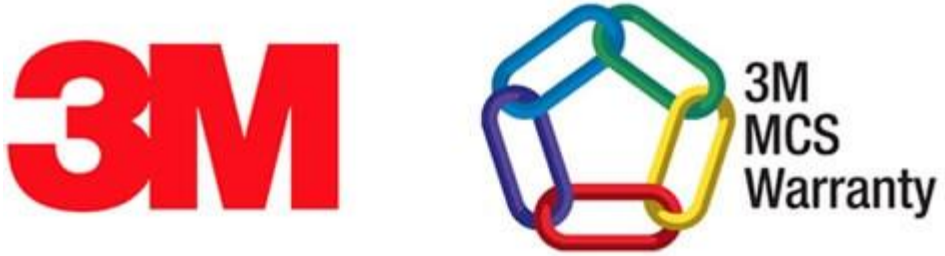
Q: Why is this such big deal?

A: 3M is the biggest media supplier in our LFG market, and they set the golden standard by creating a warranty system for applications on their media, including the print. They call it their 3M MCS or "Matched Component System" Warranty.

With this , they (3M) warrant the graphic print to look good for the lifetime that it is intended for (for example 5 years on the side of a truck). The guarantee is valid for the combination for inks, films and overlaminates that are part of that "MCS" system. Therefore, as a printer and ink manufacturer, it is important that you are part of that MCS program.

Other media manufacturers have since set up something similar, but 3M is however the absolute reference and 'golden standard' of the industry.

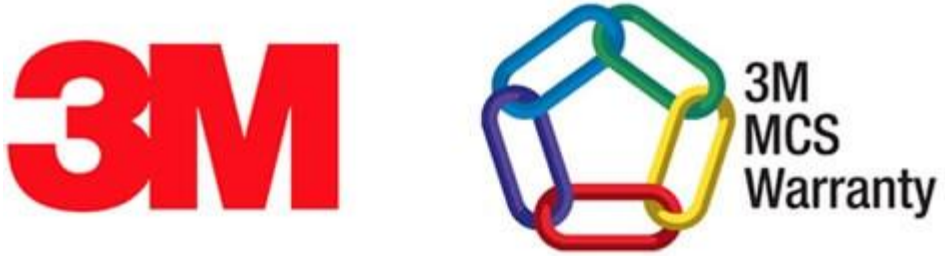
QUESTIONS? ANSWERS!



Q: Applications with white ink are usually on different media, will that be reflected in the 3M MCS matrix ?

A: Yes, specifically for white ink and its applications, 3M has tested their films that are used for those type of applications. Expect to see additional transparent films come into the matrix.

QUESTIONS? ANSWERS!



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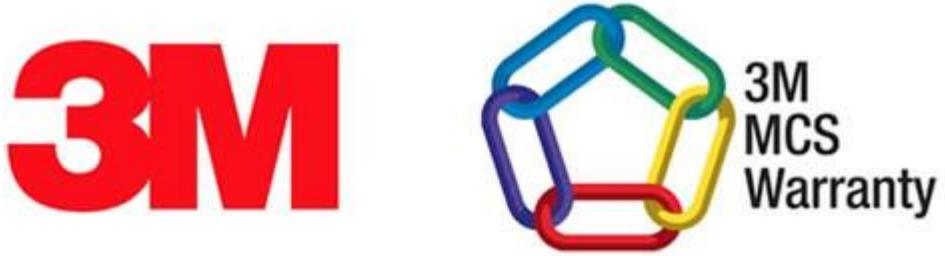

Q: Why is white ink so different, and why does this require a special mention?

A: White ink is different from the CMYK inks as it is more heavily doped with pigment as you need to create opacity, the ink itself is usually very thixotropic, and very maintenance intensive. So from an ink and print engine development point of view, it is already a challenge. But also on the application side, a lot of things come into play: depositing heavy ink layers ink can lead to cracking and adhesion issues, and especially with multilayer applications, you are working with a very narrow window to be able to produce the application with the right requirements.

UVgel has the intrinsic properties (such as being a very stable ink suspension, high opacity,…) to overcome these challenges.

For most technologies, 3M does not include the white ink variety into their program, but for the Colorado series with UVgel, 3M did!

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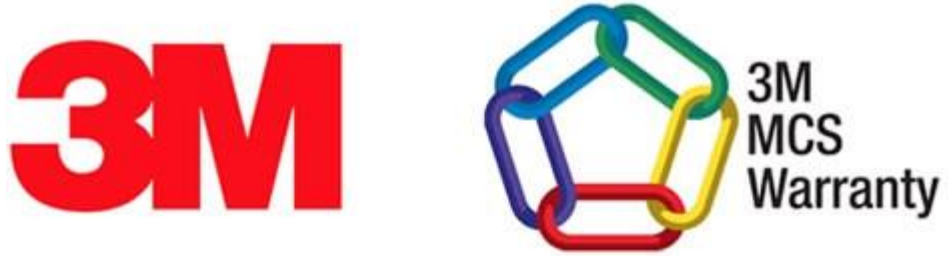
QUESTIONS? ANSWERS!



Q: What does this really mean now?

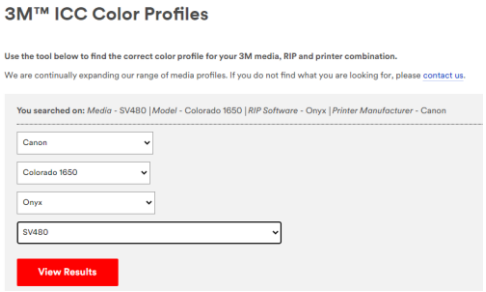
A: It means that the Colorado M-series and its UVgel technology are best possible solution you can find in the Large Format Graphics space, today *and* tomorrow. Not only do our 3000+ customers say so, also a media powerhouse like 3M is willing to vouch for it with its industry leading 3M MCS warranty program.

So print White Without Worry, and Level Up your Game!

QUESTIONS? ANSWERS!

3M MCS Warranty

Q: Is the 3M MCS program live?



→ Yes, since **January 1st 2023 for Colorado 1650**

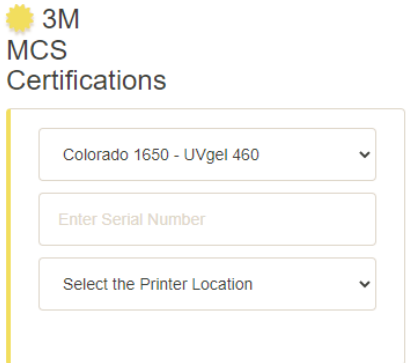
- Profiles available:

https://www.3m.com/3M/en_US/graphics-signage-us/resources/color-profiles/color-profiles-selector/

- Registration available:

https://get.3mskins.com/?utm_medium=redirect&utm_source=short-url&utm_campaign=#/mcsform

→ Yes, since **July 1st 2023 for Colorado 1630, Colorado M-series incl. White ink**



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QUESTIONS? ANSWERS!

Q: What does the 3M warranty include exactly?

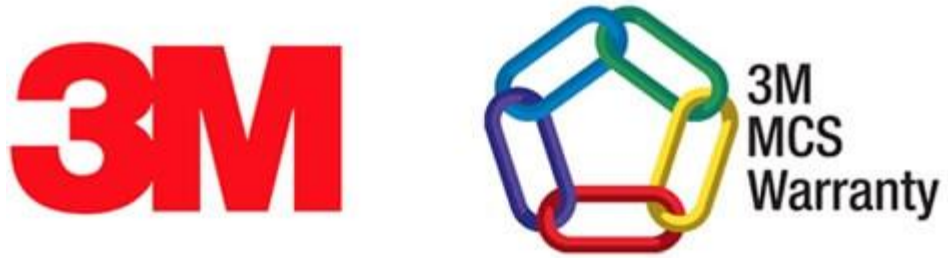
3M Graphics warranties for digitally printed finished graphics

Finished Graphics Life Cycle Chart

Stage 1	Stage 2	Stage 3	Stage 4	Stage 5	Stage 6
Remove material from box	Choose ink/printer	Finished graphic production	Installation	Life of finished graphic	Removal
What's covered 3M Basic Product Warranty ✔ Film ✔ Overlaminate	**Available options** ▸ 3M™ MCS™ Warranty eligible ink/printer ▸ 3M™ Performance Guarantee eligible ink/printer ▸ Other ink/printer	**What's covered** 3M™ MCS™ Warranty eligible ink/printer ✔ Film ✔ Ink ✔ Overlaminate 3M™ Performance Guarantee eligible ink/printer ✔ Film ✔ Ink ✔ Overlaminate Other ink/printer ✘ Film ✘ Ink ✘ Overlaminate	**What's covered** 3M™ MCS™ Warranty eligible ink/printer ✔ Film ✔ Ink ✔ Overlaminate 3M™ Performance Guarantee eligible ink/printer ✔ Film ✘ Ink ✔ Overlaminate Other ink/printer ✘ Film ✘ Ink ✘ Overlaminate	**What's covered** 3M™ MCS™ Warranty eligible ink/printer ✔ Film ✔ Ink ✔ Overlaminate 3M™ Performance Guarantee eligible ink/printer ✔ Film ✘ Ink ✔ Overlaminate Other ink/printer ✘ Film ✘ Ink ✘ Overlaminate	**What's covered** 3M™ MCS™ Warranty eligible ink/printer ✔ Film ✔ Ink ✔ Overlaminate 3M™ Performance Guarantee eligible ink/printer ✔ Film ✘ Ink ✔ Overlaminate Other ink/printer ✘ Film ✘ Ink ✘ Overlaminate
Specifics ▸ Obvious damage ▸ Adhesive defects ▸ Visual defects		**Specifics** ▸ Image defects ▸ Cutting defects	**Specifics** ▸ Adhesion failure on recommended substrates	**Specifics** ▸ Adhesion failure on recommended substrates ▸ Image cracking, peeling, crazing or blistering ▸ Excessive dimensional change ▸ Excessive image fading	**Specifics** ▸ Failure to remove as stated

This represents an example. Go to 3M.com/graphics to see all 3M Graphics Warranty matrices and 3M Product and Instruction Bulletins for details.

QUESTIONS? ANSWERS!



Q: Where can I find the matrices/ .pdf's ?

→ See our graphiPLAZA certification section:

https://graphiplaza.cpp.canon/applications/product/certificates/

(3M will update their website asap)

UVgel MCS Warranty

Name	Type	Release Date
Colorado 1630 1650 UVgel 460 Inks-Z1 MCS Warranty Matrix for Climate Zone 1	Certificate	6th Jul 2023
Colorado 1630 1650 UVgel 460 Inks-Z2 MCS Warranty Matrix for Climate Zone 2	Certificate	6th Jul 2023
Colorado 1630 1650 UVgel 460 Inks-Z3 MCS Warranty Matrix for Climate Zone 3	Certificate	6th Jul 2023
Colorado M- UVgel 460 Inks-Z1 MCS Warranty Matrix for Climate Zone 1	Certificate	6th Jul 2023
Colorado M- UVgel 460 Inks-Z2 MCS Warranty Matrix for Climate Zone 2	Certificate	6th Jul 2023
Colorado M- UVgel 460 Inks-Z3 MCS Warranty Matrix for Climate Zone 3	Certificate	6th Jul 2023

(1 - 6 of 6 items)

QUESTIONS? ANSWERS!

Q: What does a 3M MCS .pdf's look like? For how long is the warranty valid for?

A: Please see next slides

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Canon Colorado M-series

Uvgel 460 Inks, a 3M™ MCS™ Warranty Component

Warranty includes white ink

3M™ MCS™ Warranty | Warranty is stated in years for ZONE 2 | First number represents vertical / second number non-vertical warranty of graphics | Release: June 2023

	Transportation				Exterior				Interior				Watercraft			
Please review the notes below the table and on the last page of this document. Product offering may vary from country to country. Local availability of selected graphics constructions should be clarified with your local 3M subsidiary.	Vehicle, Bus, Fleet Box, Trailer, Oil Tanker, Passenger Rail, Freight Train				Exterior Sign				Interior Sign				Inland and Seagoing Watercrafts			
	Good	Better	Best	Special	Good	Better	Best	Special	Good	Better	Best	Special	Good	Better	Best	Special
LX/SV480, IJ180 (excl. UR), IJ170, IJ70	3	5/1	5/2	5/3	2	3	4	4	8	8	8	5	-	2	2	-
IJ180mC-10UR, IJ3552C	-	2	-	-	-	2	-	-	-	2	-	-	-	-	-	-
IJ280	-	5/1	5/2	5/3	-	-	-	-	-	-	-	-	-	-	-	-
IJ3690LF	-	-	-	-	2	3	-	-	5	5	-	-	-	-	-	-
IJ680, IJ680CR, 780	3	5/1	5/2	5/3	2	3	4	4	8	8	8	5	-	-	-	-
IJ8150	-	3	-	3/1	-	3	-	3	-	5	-	5	-	-	-	-
IJ3650, IJ3630, IJ3730	-	-	-	-	2	3	4	-	5	8	8	-	-	-	-	-
PIII, FS-1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8170-P40 /-50, 8173	-	1	-	-	-	2	-	-	-	5	-	-	-	-	-	-
3635-200	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Protection options:	Good	Better	Best	Special
LX/SV480, IJ180 (excl. UR), IJ170, IJ70	8993	8428G, 8518/19/20, 8588G, 8590M, 8915, 8900	8548G, 8549L, 8550M	8528,*8995-124, *8600
IJ180mC-10UR, IJ3552C		8518/19/20, 8915	-	-
IJ280	-	8428G, 8518/19/20, 8915, 8900	8548G, 8549L, 8550M	8528
IJ3690LF		8518/19/20, 8915	-	-
IJ680, IJ680CR, 780	8993	8428G, 8518/19	8548G, 8549L	8528
IJ8150		8150, 8518	-	8528
IJ3650, IJ3630, IJ3730		8518/19/20, 8915	3619, 3620, 3658G, 3660M	-
PIII, FS-1	-	8518/19/20, 8915	3619, 3620, 3658G, 3660M	-
8170-P40 /-50, 8173	-	8518, 8914, 8914i	-	-
3635-200	-	-	3619, 3620, 3658G, 3660M	-

All boxes with 1 number DO NOT have a non-vertical warranty.

Only graphics manufacturers having a current Certificate of 3M™ MCS™ Warranty are eligible to extend this Warranty to their customers.

To find the best combination of protection and film for your graphic application including conformability, gloss, adhesion to substrate and other attributes, please review product and instruction bulletins.

Applications requiring high stretch performance (e.g., deep contours or complex curves) may not be recommended with this ink. Read and follow IB 5.36 and Specification of Products. Customer is responsible for determining suitability for intended use.

* For Interior Surface & Sign applications only

Notes

- For additional warranty information, follow the link to 3M Graphics Warranty Bulletin.
- All statements based on the recommended types of graphics and end uses of the product. See the product bulletin for limitations of end use.
- Graphics used on the exterior of any type of vehicle or subjected to abrasion or chemical require a 3M Graphic Protection (overlaminate or clear).
- Note the specific requirements for applications on watercrafts given in Instruction Bulletin 5.42.

Geographical Zones

Zone 1:
Austria, Belarus, Belgium, Bosnia, Croatia, Czech Republic, Denmark, Estonia, Finland, France (except Corsica), Germany, Greenland, Hungary, Iceland, Ireland, Italy (north of Rome), Kazakhstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Moldova, Mongolia , Montenegro, Netherlands, Norway, Poland, Romania, Russia, Serbia, Slovakia, Slovenia, Sweden, Switzerland, UK, Ukraine

Zone 2:
Albania, Armenia, Australia (south of Brisbane - Perth line), Azerbaijan, Benin, Brunei, Bulgaria, Burundi, Cambodia, Canada, Central African Republic, China, Congo, Cote, Crete, Cuba, Djibouti, Fiji, France (Corsica), Gabon, Georgia, Ghana, Gibraltar, Greece (except Crete), Guam, Guinea-Bissau, Hong Kong, Indonesia, Italy (south of Rome and Sardinia), Ivory Coast, Kenya, Kyrgyzstan, Laos, Lesotho , Liberia, Macedonia, Malawi, Malaysia, Malta, Marshall Islands, Mozambique, New Caledonia, New Zealand, Nigeria, North Vietnam, Papa New Guinea, Philippines, Portugal, Rwanda, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa (except of Kalahari desert and Namib dessert area), South Korea, South Vietnam, Spain (except Canary Islands), Sumatra, Taiwan, Tajikistan, Tanzania, Tasmania, Thailand, Togo, Tonga, Turkey, Turkmenistan, Tuvalu, Uganda, USA (except desert south west area), Uzbekistan, Zaire

Zone 3:
Afghanistan, Algeria, Angola, Antigua, Argentina (except Gran Chaco area), Aruba, Australia (north of Brisbane - Perth line), Bahamas, Bahrain, Bangladesh, Barbados, Barbuda, Belize , Bhutan, Bolivia, Botswana, Brazil, Burkina, Cameroon, Cayman Islands, Chad, Chile (except Atacama area), Colombia, Costa Rica, Curacao, Cyprus, Dominica, Dominican Republic, Dubai, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Gambia, Greece (Crete), Guatemala, Guinea, Guyana, Haiti, Honduras, India, Iran, Iraq, Israel, Jamaica, Jordan, Kuwait, Lebanon, Libya, Madagascar, Maldives , Mali, Mauritania, Mauritius , México (except Sonora, Chihuahua, Baja California, Sur y Baja California area), Morocco, Myanmar, Namibia, Nepal, Netherland Antilles, Nicaragua, Niger, Oman, Pakistan, Panamá, Paraguay, Perú, Puerto Rico, Qatar, Sao Tome & Principe, Saudi Arabia, Senegal, Spain (Canary Islands), Sri Lanka, St. Martin, Sudan, Surinam, Swaziland, Syria, Trinidad and Tobago, Tunisia, United Arabic Emirates, Uruguay, USA (desert south west area), Venezuela, Virgin Islands, Western Sahara, Yemen, Zambia, Zimbabwe

Definitions

Transportation: Application to any kind of vehicle that is in regular use (no static exposure of graphic).

Exterior: Application with a static geographic direction without exposure to any adjacent reflecting surface.

Interior: Application inside a building without direct exposure to the elements.

Watercraft: Application to any type of water vehicle above the static water line.

Warranty and Limited Liability

The following is made in lieu of all other express or implied warranties, including any implied warranty of merchantability or fitness for a particular purpose. All 3M products are warranted to be free of defects in materials and manufacture at the time of shipment and to meet the specifications stated in the film or media's Product Bulletin. All questions of warranty and liability relating to this product are governed by the terms and conditions of the sale, subject, where applicable, to the prevailing law.

Types of exposure

Vertical: The face of the graphic is ±15° from vertical. Unless otherwise noted this type of exposure is the base for the mentioned warranty periods.

Non-vertical: The face of the graphic is greater than 15° from vertical to horizontal.

DISCLAIMER: With the exception of 3M branded products, 3M does not represent that any printer or printer accessory recommended in 3M literature will meet customer requirements, any federal, state or local regulations, or any applicable safety standards. Such determination is the responsibility of the printer owner.

3M, Controltac, Comply, Envision, MCS, Panagraphics, Scotchcal, Scotchlite and Scotchgard are trademarks of 3M Company. All other trademarks are the property of their respective owners. The use of trademark signs and brand names in this bulletin is based upon US standards. These standards may vary from country to country outside the USA.

QUESTIONS? ANSWERS!

Q: Is the wrapping of the vehicle (the labor) a part of the warranty offered by 3M ?

A: This depends on the size and relation of the manufacturer with 3M. There are cases that this is added to the claims and some not.

QUESTIONS? ANSWERS!

Q: Does 3M produce all these types of vinyl?

A: Cast – monomeric – polymeric and also PVC free versions!

QUESTIONS? ANSWERS!

Q: They produce IJ480LX (Latex) and IJ480SV (Solvent), what is the recommended equivalent for UV inks?

→ The GO to media types would be solvent based ones which would also be appropriate for UVgel **IJ480SV (Solvent)**

3M Science. Applied to Life.

Canon Colorado 1650

UVgel 460 Inks, a 3M™ MCS™ Warranty Component

3M™ MCS™ Warranty	Warranty is stated in years for ZONE 2				First number represents vertical / second number non-vertical warranty of graphics									
	Transportation				Exterior				Interior					
Please review the notes below the table and on the last page of this document. Product offering may vary from country to country. Local availability of selected graphics constructions should be clarified with your local 3M subsidiary.	Vehicle, Bus, Fleet Box, Trailer, Oil Tanker, Passenger Rail, Freight Train				Exterior Sign				Interior Sign				Inla	
	Good	Better	Best	Special	Good	Better	Best	Special	Good	Better	Best	Special	Good	
IJ280	-	5/1	5/2	5/3	-	-	-	-	-	-	-	-	-	
SV480, IJ180 (excl. UR), IJ170, IJ70	3	5/1	5/2	5/3	2	3	4	4	8	8	8	5	-	
IJ180mC-10UR, IJ3552C	-	2	-	-	-	2	-	-	-	2	-	-	-	
IJ380	-	-	5/2	-	-	-	-	-	-	-	-	-	-	
IJ3690LF	-	-	-	-	2	3	-	-	5	5	-	-	-	

QUESTIONS? ANSWERS!

Q: Is there a claim process that the customer would go through if the product fails?

→ The end customer (print buyer) goes to the Print Service provider (= issuer of the warranty)
→ The Print Service Provider files the claim with 3M

https://multimedia.3m.com/mws/media/1034875O/3m-graphics-warranty-bulletin.pdf?fn=Warranty%20Bulletin.pdf

7. Claims Procedure

End Users

Contact your graphics manufacturer who may submit a claim on your behalf.

Distributors and Graphics Manufacturers

3M Contract Holders looking for pricing and other information should lot into their account here: LINK NEEDED

If you purchase direct from 3M, the required method for initiating a claim is to use the on-line product quality complaint form. Go to 3M.com/graphics and click on "My Account" (this site requires registration) to access this form. Any questions about access to the site can be directed to Quality Direct (QD) at 1-800-511-3705. To be eligible for adjustment, 3M must receive notice within sixty (60) days after the reason for the claim was discovered.

Note: In order for a claim to be properly processed, a sample should be sent directly to Quality Direct.

QUESTIONS? ANSWERS!

Q: Why hasn't any (eco-) solvent OEM have their white ink 3M MCS certified?

→ 3M only issues its MCS Warranty when the **technical requirements** are met…

AND

→ 3M only issues its MCS Warranty when the applications are **meeting the market expectations**

QUESTIONS? ANSWERS!

3M MCS Warranty

Q: What will now be shown on the ink bottles?

- → Going forward, **ALL UVgel 460 ink** bottles will feature the 3M MCS logo in its label…
- → Phasing in from current batches/ gentlemen's agreement with 3M that from July1st MCS program is active)

References

REFERENCES

https://www.3m.com/

https://www.3m.com/3M/en_US/graphics-signage-us/resources/warranties/

https://multimedia.3m.com/mws/media/451274O/3m-graphics-warranties-brochure.pdf?fn=Warranty%20Brochure.pdf

https://multimedia.3m.com/mws/media/1034875O/3m-graphics-warranty-bulletin.pdf?fn=Warranty%20Bulletin.pdf

https://kura.canon-europe.com/otmm/ux-html/index.html?p=folders%2F1c91fae4eb3d2873f070b7ae0036265707c54557%40Q29sb3JhZG8lMjBNLXNlcmllcyUyMEVuZ2xpc2glMjBNYXN0ZXJz%253A_%253AARTESIA.PUBLIC.TREEN%253A34f5cb412eda0605d0a0d5de8938106705421ac1%253A0baa95a566c14e52af3da86303722e29a541e354%253A5eadca84ed55158c2186b2119fac9638956093b2%253A41d64d86e8f5f32bd8cfe7b746fa5429e5f8deda%253A11593d7c3eaf067aa767f12916997a60a108ad4a%253Aba944e25762f694d66f2d049e95d8c75ac2b1264%253A1c91fae4eb3d2873f070b7ae0036265707c54557%40%400x200xdescxCREATION_DATE%40%40bm9uZQ%253D%253D%40bm9uZQ%253D%253D%40ZW5fVVM%253D%40MA%253D%253D%40JTIyJTdCJTVDJTIyZmFjZXRzJTVDJTIyJTNBJTVCJTVEJTdEJTIy%40%2522%257B%257D%2522%40bm9uZQ%253D%253D

https://graphiplaza.cpp.canon/hardware/product/colorado-m-series/

https://graphiplaza.cpp.canon/colorado-m-series-including-white-ink-approved-for-3m-mcs-warranty-program/

https://graphiplaza.cpp.canon/applications/product/certificates/

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