



GYEON PPF MATERIAL HANDLING

1. HOW TO STORE AND HANDLE GYEON PPF?

FOR OPTIMAL STORAGE AND HANDLING OF GYEON PPF, WE RECOMMEND TO FOLLOW THESE GUIDELINES:

1. Do not bend or put pressure on the roll itself.
2. Handle the roll inside its transport box with care, to avoid pressure marks.
3. Store GYEON PPF in a stable environment, with temperatures between 10 and 30°C and relative humidity not exceeding 60%.
4. Apply GYEON PPF within one year from its purchase date.
5. Always transport the film in its original transport box.
6. If you need to repack the film, ensure that you do it in a clean environment to avoid any damage.
7. We recommend to repack smaller unused pieces of film in the same way it came originally – rolled, taped firmly in the transport box.
8. The adhesive properties of the liner can vary depending on:
 - Season
 - Temperature
 - Storage
9. Unopened GYEON PPF must be stored horizontally and fully supported along its length, either on floor or on shelves.
10. When you first open and remove a roll from its box, you should lift it using the end caps, not by gripping the roll (as this can cause pressure defects).
11. Once you open and partially use a roll, you have three safe options for storing the remainder of the roll:
 - Best practice – horizontal storage in original box with end caps in place and securely taped
 - Alternative practice – horizontal storage on a rack and securely taped
 - Alternative practice – vertical storage on a rack and securely taped (core must be fully supported)Consequences of not storing film properly may end in possible contamination, defects, voided warranty & financial loss.

2. PRODUCT WARRANTY RESTRICTIONS

1. If the product is not properly stored, handled or being misused all warranties are void.
2. If the cap sheet is removed entirely and the film rerolled, it might cause defects such as craters or dimples and cannot be referred to as manufacturer defects.
3. If the box is damaged upon delivery please report it to your GYEON Distributor or HQ with pictures attached immediately.
4. If you are using a plotter, make sure to remove the cap sheet on the area to be cut. If not removed before cutting, a defect called “tunnel” may appear and will not be accepted as manufacturer defect.
5. When removing the cap sheet, static energy may attract debris, which can stick to the film.
6. Quality of installation and installers skill may influence the end result and void the warranty.
7. Do not expose the vehicle to water 48h to 72h after the film installation, chemicals and harsh weather condition. The vehicle cannot be washed within 14 days after the application.
8. GYEON HQ must receive a claim with pictures/videos of the issue to verify the claim and approve any possible replacements.

3. CLAIM PROCESS

1. In case of a warranty claim, GYEON requires the following:
 - Pictures and video of the defect;
 - Roll and order number;
 - Accurate description of defects.

GYEON reserves the right to require the material to be shipped back to HQ via country Distributor.
2. GYEON will send a confirmation once final conclusion of the warranty claim will be decided.
3. GYEON HQ will issue a credit note to the customer if a warranty claim is approved for future purchases.
4. We will not accept any warranty claims once the defective material has been disposed and can't be inspected anymore.

DEFECTS, ISSUES AND SOLUTION

1. TYPE OF DEFECTS FOUND BEFORE INSTALLATION

BASIC RULES

- ALWAYS INSPECT THE FILM BEFORE INSTALLATION. IF ANY DEFECTS ARE FOUND, PLEASE TAKE VIDEOS AND PICTURES OF IT.
- A CLAIM DUE TO ONE OF THE BELOW DEFECTS MADE AFTER PRODUCT INSTALLATION WILL NOT BE ACCEPTED.

1. Tunnel:

- a) After receiving delivery, make sure to check the roll immediately for any tunnel(s).
- b) If the defect is present, take 2 pictures: One of the side of the roll, and the other one of the entire roll.
- c) Check if the rest of the film remains usable.

WARNING

- If the end roll tapes (red-coloured tape) are removed, a claim is unlikely to be accepted.
- Unrolling and rerolling the film may cause it to lose tension. Therefore, tunnels resulting in loss of tension cannot be taken as a valid claim.
- If the product is stored vertically, tunnelling may occur. Therefore, tunnels resulting from improper storage can not be taken as a valid claim.

2. Black dot:

After opening the roll, check the liner for any type of contamination.

WARNING

- Depending on the cleanliness of your working environment, the film might get contaminated after installation. This type of contamination is unlikely to be accepted as a valid claim.
- Due to static energy, to prevent debris from sticking to the film, remove the back liner and apply a generous amount of slip solution.

2. TYPE OF QUALITY DEFECTS FOUND BEFORE AND/OR AFTER INSTALLATION THAT CAN BE ACCEPTED AS A CLAIM

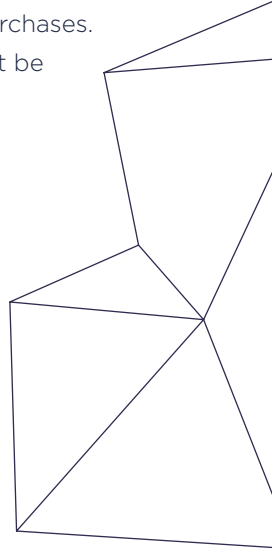
- ALWAYS INSPECT THE FILM BEFORE INSTALLATION. IF ANY DEFECTS ARE FOUND, PLEASE TAKE VIDEOS AND PICTURES OF IT.
- IF A DEFECT IS FOUND IN THE FILM BEFORE OR AFTER INSTALLATION, TAKE A PICTURE AND VIDEO FOR AS MUCH EVIDENCE AS POSSIBLE. THE TYPE OF MATERIAL IS REQUIRED TO DETERMINE THE AMOUNT OF FILM THAT HAS TO BE COMPENSATED.

1. Craters/Dimples

If you found craters that penetrated through the adhesive layer, they are not possibly considered as manufacturing defects. They are result of wrong handling.

WARNING

- Removing and reapplying the cap sheet on the film may cause dimples, in that case, it will not be accepted as a valid claim. Before the removal of the cap sheet, apply the slip solution to reduce static energy.



- If the cap sheet is removed without using a slip solution, the static energy may attract debris, causing craters. These craters will not be accepted as a valid claim.
- Not using enough slip solution during the installation of the film may create craters. These craters will not be accepted as a valid claim.

2. White dot:

- a) If the white dot present on the film appears to be in a dent or bump, this defect will be considered as handling issue.
- b) If the film is stretched and the white dots stretch with the film, it will be considered a manufacturing defect.
- c) This type of defect generally appears as a group.

WARNING

- Ensure cleanliness of your work environment. Dust and debris can look like white dots. In this case these it will not be accepted as a valid claim.
- To avoid contamination due to static energy, use a moderate amount of slip solution while removing the adhesive liner.

3. Lines:

- a) Uniform, thick single line that goes along the length of the film while maintaining the same distance from the width of the roll may be considered a valid claim.
- b) Uniform, parallel lines found on the roll may be considered a valid claim.

WARNING

- If the film is folded at any point once the cap sheet or adhesive liner removed, lines may appear. In this case, this will not be accepted as a valid claim.
- If the film is not handled as per GYEON guidelines, it can result in lines and will not be accepted as a valid claim.

4. Clumping of the Top Coat or Pressure Sensitive Adhesive layer:

Once not enough slip solution used, the adhesive will not be activated and may create clumping, resulting in a tadpole-shaped bulge on the film.

- Ensure cleanliness of your work environment. Dust and debris can look like white dots. In this case these it will not be accepted as a valid claim.
- To avoid contamination due to static energy, use a consequent amount of slip solution while removing the adhesive liner.

5. Orange Peel:

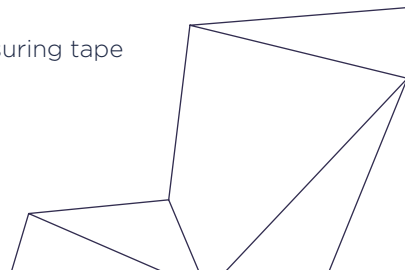
- a) Orange peel can be seen in the film. This can be due to the surface the film is installed on, already having an orange peel texture.
- b) If orange peel is found on the film itself in large amount, this can be considered as a valid claim.

WARNING

Orange peel can be can appear when not enough slip-solution is used during the application and squeegeeing the film. It will not be accepted as a valid claim.

REQUESTED PICTURES AND VIDEOS FOR VALID CLAIM REQUEST.

1. Make sure to circle the part of the film that has a defect. If the defect is present in a large area, mark it with arrows.
 - If the defect is on a film already installed, make sure to take a picture of the area in question at its instaled date.
 - On black or coloured surface, a defect might be difficult to show. In such a situation, mark the defect(s) with masking tape and point to the defect(s) while taking the pictures.
2. The defect must be in the centre of the picture - if it cannot be shown by picture, try to take a video instead.
 - We request a minimum of 2 photos of each defect at close range and wide-angle to have a complete overview of the area.
 - If the defects are present on large area make sure to include measuring tape as a reference before taking the picture.
 - If the defects are repetitive on the film (ex: lines), take multiple pictures with measuring tape to reference the distance between each of them.
3. Take a picture of the roll number, present in the core of the film roll.



TIPS & TRICKS

TO ENSURE DURABILITY AND OPTIMAL PERFORMANCE OF GYEON PPF, WE RECOMMEND TO FOLLOW THE GUIDELINES BELOW:

1. We recommend the use of rubber tools to avoid and minimize damage to the film during its installation. Always test your tools before application.
2. We recommend installing GYEON PPF in a clean environment with stable conditions to reduce the risk of contamination during the application.
3. All GYEON PPF do not require the application of an additional coating when new. We advise maintaining the film with Q²M PPF Maintain, our dedicated silica-based spray. The application of Q² PPF can be done only on GYEON PPF that does not present hydrophobic properties.
4. All GYEON PPF have a self-healing topcoat. When exposed to a source of heat, such as hot air, hot water or simply the sun itself, light scratches will disappear. If a scratch is cut through the top-coat, the self-healing properties are not effective anymore.
5. GYEON PPF adhesive layer is highly resistant to cracking as well as lift lines. But be aware that excessive force applied during the application can damage the film itself. All PPF have their own physical limits when it comes to extreme flexibility, therefore we recommend to test and practice your application on tight corners, depressions and other complex shapes.
6. We recommend following our maintenance guidelines to keep your GYEON PPF in the best shape possible. Find out more about our maintenance procedure right here: gyeonservices.com/en/maintenance
7. If you need to remove GYEON PPF, always ensure to pull the film at an angle lower than 90° from the surface it's applied to. For old film, we recommend using a steamer or other heat sources to soften the material. After removal, if adhesive residue is present on the surface of the vehicle, we recommend using Q²M Tar.

