

The do's and don'ts of cleaning applied vinyl vehicle graphics

The Do's

- Please wait at least 2 weeks before washing your wrapped vehicle.
- Wash applied vinyl graphics with a blend of mild car wash detergent and clean water.
- Hand washing is the preferred method.
- Test any cleaning solution on a small section of the vinyl graphic before using.
- Always read warning labels on car care products for proper safety instructions.
- Once you've washed your wrapped vehicle with a soapy water blend, rinse with clean water.
- Either let air dry or dry with a microfiber cloth.
- For longer term vehicle wraps, it is recommended to wax your wrapped vehicle at least once a year to maintain the shine and life of the vehicle graphic.
- If you see part or your graphic peeling or lifting, you must contact us IMMEDIATELY so that we can help fix or repair the problem. *If you leave such issues unattended, you will void the warranty on your wrap.*

The Don'ts

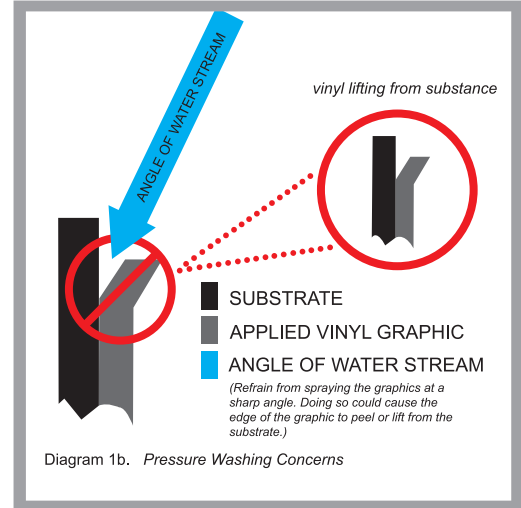
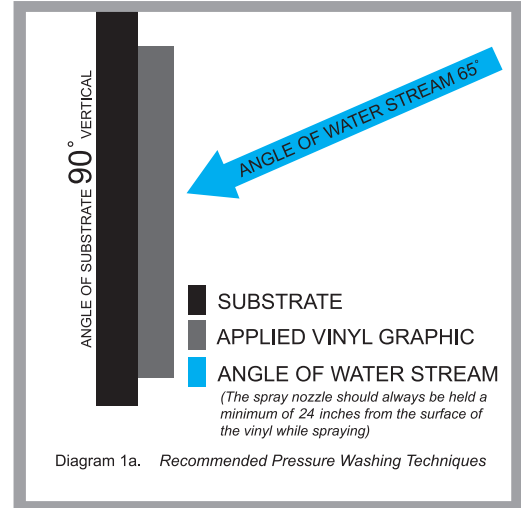
- DO NOT USE CLEANERS WITH AMMONIA OR BLEACH (Windex, Fantastic, 409, etc...)
- NEVER WAX PERFORATED WINDOW FILM
- DO NOT PRESSURE WASH PERFORATED WINDOW FILM.
- Do not allow fuels to stay in contact with the vinyl for extended periods of time. Clean all spills as soon as possible.
- Do not apply Carnauba-based wax over vehicle graphics.
- Do not wash wrapped vehicles in an automatic brush car wash. The brushes come into contact with the wrap and may potentially lift edges causing the wrap to release. The brushes will also dull the finish.
- Do not roll down windows that are decorated with perforated window film.

Concerns about pressure washing vinyl vehicle graphics

Pressure washing should only be used when all other cleaning methods have been exhausted. Keep the following in mind while performing this type of cleaning...

- Pressure washing can cause the vinyl graphics to lift around the edges and peel away from the vehicle (*For example See Diagram 1b.*)
- Over time, pressure washing can degrade the face film causing the graphic to lose its luster, fade, crack and even chip away from the substrate

Absolutely under no circumstances should a turbo pressure nozzle be used when pressure washing applied vehicle graphics.



Please consider the following to help prolong the life of the applied vehicle graphic when choosing to pressure wash: (*Based on vertical application*) (*For Example See Diagram 1.a*)

- Water Temperature...72°F+/-5°F
- Spray nozzle opening...40° wide pattern
- Spray angle...65°
- Angle of graphic...90° (vertical)
- Distance from graphic...24"
- Water pressure...<= 800 PSI
- Length of time...30 sec.

Use extreme care when aiming the water spray toward the edge of the vinyl graphic. Sharp spray angles can cause the vinyl graphic to lift from the vehicle.

How to properly hand wash vinyl vehicle graphics

Supplies Needed:

- Garden hose with standard spray nozzle attachment
 - Clean bucket
 - Mild car wash detergent
 - Soft cotton or microfiber sponge
 - Dry microfiber cloth
1. Rinse away the graphic with water to wash away any loose sediments, dust, or dirt using your garden hose with spray nozzle attachment
 2. Mix together water and mild car wash detergent into your bucket (*Make sure the bucket is free of dirt and small rocks as these will scratch your car and or vinyl graphics*)
 3. Soak your sponge with the water and soap mixture
 4. Clean the graphic starting from the top working down to the bottom
 5. This will allow the dirty contaminated water to run downward
 6. Rinse the graphic with clean water using the hose with spray nozzle attachment
 7. Once the graphic is rinsed off with water, allow it to air dry. You may also use a microfiber cloth to dry down the graphic
 8. Once dry, for added protection, you may apply a silicone or Teflon based polish designed for vehicle graphics (*Read and follow product manufacturers' directions and suggestions for frequency.*)

It is also highly recommended that you wax your vehicle wrap at least once a year (or more) to maintain the shine and the life of the vehicle graphic. The best wax is liquid, as it is easier to apply. (*Again, follow manufacturers' directions and suggestions for application.*) In most cases the wax will help reduce stains from airborne contaminants and road grime. **DO NOT WAX THE PERFORATED WINDOW FILM.**

For the convenience of our customers, Vehicle Wrap cleaning products are available for purchase from BIG Visual Group at 877-368-7330. These include Wrap Wash, Wrap Polish and Microfiber Cleaning Cloths.

Quick Fix Techniques and Instructions to repair your vehicle wrap

The most preferred method is to call and schedule an appointment to bring in your vehicle for repairs by our experienced staff. This service is part of our warranty program.

If you are not in a position to bring your vehicle in for an appointment and immediate repair, below are some suggestions to fix the problem until a qualified installer can address the issue.

Step 1 - Take a digital photo of the area of concern.

Step 2 - Contact us at 615-731-3700; ask for your sales rep or for a production manager. You will be prompted to e-mail the photos to us to assess the issue. In most cases, you will be able to fix the issue permanently or temporarily with little effort.

Follow these simple instructions:

1. If there is a bubble in the wrap, you can release the air by poking a hole into the edge of the bubble and working the air from the opposite side towards the small hole. Rule of thumb: If the bubble is smaller than a dime, then leave it, it will lay down on its own. If it is larger than a dime, use the procedure above.

2. Sometimes these are water bubbles where rain has gotten behind the wrap. Use the same procedure above and force the water out. Several holes may need to be made across the bottom edge of the bubble and the water forced out the bottom.

3. For peeling edges or peeling seams, clear the adhesive side of the peeling seam of dirt or trash and use the provided clear edge sealing tape to tape the seam down. If you do not have the edge sealing tape, you may use 2" wide clear packing tape.

4. In the event that a minor accident has removed a portion of the wrap, you may use any excess vinyl from the original wrap install to repair this area until the vehicle can be brought in for repairs.

5. If the perforated window film begins to lift or peel, immediately tape the edges down. Perforated window film has the least amount of adhesive on the back and will continue to release quickly if not addressed.