Vehicle Graphics
Application Terms & Conditions

Aura Services

Aura Services, our installation operation, will carry out your graphics application. If you require further information regarding these services please use the contact details below or contact your customer service centre.

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Overview

We work hard to provide the highest standards of excellence in the application of your graphics.

To facilitate this, ensure we meet your expectations and avoid unnecessary extra costs for downtime or vehicle preparation prior to application, you can help by following the checklist below.

The steps below should be completed, or alternative arrangements agreed and in place, prior to each application to provide a valid warranty and ensure delays or additional charges are not incurred.

Vehicle & Site Conditions

- All vehicles must be presented to our technicians clean and dry; free from pre-delivery wax, grease etc. upon their arrival.
- All vehicles must be sited undercover with a minimum ambient temperature of twelve degrees Celsius (12°C) or the minimum temperature stated on any relevant material datasheets, where advised.
- Adequate lighting, utilities and clear unrestricted access around the vehicle(s) are necessary.
- On site risk assessments will be conducted by our applicators before commencing application. Their working environment must be well ventilated, clear and clean of obstructions and reasonably dirt and dust free.

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- Any scheduled graphics application not completed due to vehicle non-appearance or any other reason beyond our control (including missing or incorrect free-issue graphics **not** supplied by Aura Graphics) will be charged in full as per our quote/prevailing rates.
- Any return visit to complete graphic application resulting from reasons out of our control will be charged for in full as per our quote/prevailing rates.
- Unforeseen costs resulting from the above will be charged where appropriate, including waiting time, overtime, travel, subsistence and accommodation.

Wrapped vehicles.

- All vehicles subject to the above.
- Aura Services reserve the right to employ stress relief cuts in the vinyl where deep recesses etc. may be deemed unsuitable for seamless wrapping.
- Ambient temperature must be maintained at 12 degrees Celsius (12°C) both during wrapping and for a 'stand down' period of 12 hours to allow the adhesive to perform optimally.
- Any existing vehicle damage, or irregular paint surface etc, including corrosion or rust will compromise the overall finish and performance of vinyl wrapping films and will invalidate any warranty; expressed or implied.

Cancellation of Booking

- Any graphics application may be cancelled up to 48 hours before its scheduled commencement time without charge.
- Bookings cancelled within 48 hours may be subject to a cancellation charge up to the full amount of our quote/prevailing rates.

Vehicle Insurance

- Aura Services has no insurable interest in any customer's vehicle delivered to our premises and will not be held responsible for loss or damage to customer's vehicles.
- It will always remain the responsibility of our customers to ensure their vehicles are fully insured whilst on our site.

Project Specific Conditions

Certain project specific conditions may also apply. Please refer to your proposal or quotation documentation for further details.

Aftercare – Simple steps to safeguard your graphics

Aura Graphics will always endeavour to specify the correct product and skill set for every graphic application. This ensures your investment will reward you with many years of excellent service and trouble free performance for its expected life.

To ensure this and not invalidate any warranty please adopt a proper aftercare policy by following the guidelines below:

Safeguard your graphics by observing the following

! On receipt of your vehicle, please do not wash it for 7 days. This will ensure full adhesion of the graphics.

! Before cleaning, test your detergent on a small inconspicuous area of the graphic to ensure it does not cause any damage.

Hand Washing

1. Rinse off surface or loose dirt particles with a spray of clean water.
2. Use a non-abrasive detergent free from strong solvents or alcohols and high acid or alkaline levels.
3. Wash with a soft clean cloth or sponge to remove dirt.
4. Rinse thoroughly with clean water. To reduce water spotting use a Chamois to remove water and finish with a clean micro-fibre cloth.

Automated Vehicle Wash

1. DO NOT USE a rotating brush type wash as this may damage the graphics.
2. Brushless washes are acceptable.

Pressure Washing

Vinyl is easily cleaned using pressure washing – however Improper handling of the water spray or incorrectly blending cleaning solutions can just as easily damage it. In order to avoid degrading the graphics or lifting the edges of the film during pressure washing observe the following:

1. Use a detergent as described in Point 2 of Hand Washing above.
2. Ensure the nozzle pressure is kept below 1200psi (80bar).
3. Keep the water temperature below 60°C (140°F).
4. Use a spray nozzle with a 40° wide-angle spray pattern.
5. Keep the nozzle at least 750mm (2.5^{ft}) away from and at 90° to the graphics.

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Warnings

! Sharp-angled water jets from power cleaners may damage the edges of the graphics and cause de-lamination or lifting.

! High pressure steam cleaning should be avoided as the extreme heat can interfere with the adhesion of the graphic film.

Important Notes

Difficult Contaminants

Soften difficult contaminants such as tar, bug splatter, bird droppings, tree sap and similar pollutants by soaking them for several minutes with hot soapy water, rinse thoroughly and dry.

Fuel Spills

Wipe off immediately, then wash, rinse and dry as soon as possible as per the Hand Washing instructions.

Storage

Like paint, graphic films are degraded by prolonged exposure to the sun and atmospheric pollutants, whenever possible garage the vehicle or park in a shaded area during the day.

! If your graphics are damaged or you see signs of lifting, peeling or excessive print fading etc, contact your Fleet Department immediately.

For further information, assistance or to order replacement graphics please contact us.

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