



## Frequently Asked Questions

Category / Product	Question	Answer
General	Where can I find data sheets for Hexis products?	The Technical Data Sheets are available on our site <a href="http://www.hexis-graphics.com">www.hexis-graphics.com</a> under Professionals / Data Sheets.
General	I am looking for advice on how to install Hexis products.	Detailed Technical Bulletins are available on our site <a href="http://www.hexis-graphics.com">www.hexis-graphics.com</a> under Professionals / Application Guides.
General	Does Hexis have F / M rated products (materials with fire / smoke rating)?	A certain number of products are certified with an F and/or M rating. A copy of the certificate is provided on request.
General	Can I print on plotter vinyl?	These products are not intended for printing. Even if they are able to accept a print, Hexis does guarantee neither the results nor the reproducibility.
General	The durability of removable films indicated in the Data Sheets is very short (several months). What happens after that period?	The given durability indicates the ease of removal at the end of the durability of the film without leaving any significant adhesive residues on the substrate. Beyond this durability, it will be harder to remove the vinyl without leaving a large amount of adhesive on the substrate. The behaviour of the product will be more like that of a permanent adhesive.
General	Installing coloured films on glass: Is there a risk of damaging the glass through a thermal shock?	<p>The covering of a part or the entirety of a glass surface with a tinted film may result in a localised heat build up compared to a non-covered area.</p> <p>The extent of such a build up of heat depends on the exposure, the type and the colour of the installed film.</p> <p>We know, for example, that the temperature increase can be up to:</p> <ul style="list-style-type: none"> <li>- +10 to +15 °C for etched glass and transparent vinyls,</li> <li>- + 30 °C for translucent films,</li> <li>- + 40 °C for opaque films.</li> </ul>

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General (continued)		In all cases such a build up of heat cannot by itself provoke the deterioration of the glass. Nevertheless if a fault in the glass existed beforehand, the build up of heat due to the film may provoke a crack in the glass. Therefore make sure the glass is in perfect condition before the installation of the film.
General	Can I install a film with a removable adhesive on top of a film with a permanent adhesive?	The adhesion of one film on top of another can be done without problem. Nevertheless you will lose the removability of the film on top of the film with the permanent adhesive. It will be more difficult to remove the film after a certain time.
General	What does the expression "180° peel" on the Technical Data Sheets mean (under adhesive properties)?	The measurements of the adhesive forces of our products are carried out on glass plates. To do this test, the film is partially applied on the plate. We then measure the force that is necessary to peel the film from the plate by pulling at 180° at the loose end of the strip.
General	What does the term "initial tack" indicated on the Technical Data Sheets mean (under adhesive properties)?	The tack is the value for the immediate adhesion of a film on a substrate, without having applied it. We measure the adhesion force on glass, without having applied any pressure on the film.
General DIGITAL PRINTING	How to choose a vinyl for screen-printing?	The vinyls for solvent / eco-solvent inkjet printed can be screenprinted. In the case of sites without humidity control or with strong variations in humidity levels, it is recommended to prefer films on a PE liner.
General DIGITAL PRINTING	Do I have to laminate a solvent, eco-solvent waterbased inkjet print?	This is strongly recommended. Laminating a print increases its durability. The laminate protects the print against abrasion and/or UV rays.
Choice of product	Which product should I use for installation on concrete surfaces, building walls, structured surfaces...?	Use VCSRI00WGI. Caution: the installation method is peculiar. Refer to the Technical Bulletin available on our website <a href="http://www.hexis-graphics.com">www.hexis-graphics.com</a> .
Choice of product	Which product can I use on a curtainsided lorry?	The vinyl curtains on lorries are a peculiar substrate as they tend to be rolled and unrolled frequently. At the moment Hexis does not offer a product suitable for constraints of this type.

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Choice of product (continued)		Exception: we offer a reflective product for lorry curtains (reflective marking on banner material), which is used for a very specific application (reflective contour marking of lorries).																																																																																																												
Choice of product	Which product should I use for striping on the floor?	Use Suptac with a floor laminate GSOLI70 (Caution: indoor use only).																																																																																																												
Choice of product	Which product should I use on low energy plastics (polyethylene, polypropylene)?	Use a product with a reinforced adhesive, such as: <ul style="list-style-type: none"><li>- Digital printing media: VCR100WGI, VCR200WGI, VCR3000WGI.</li><li>- Plotter vinyl: VCRE3000.</li></ul>																																																																																																												
Choice of product – Solar films	How to choose a solar film for buildings?	<p>You can choose a solar film for buildings along the following criteria:</p> <ul style="list-style-type: none"><li>- The tint of the required film,</li><li>- whether you prefer installing the film on the inside or the outside of the window,</li><li>- the type of glass (simple, double glazing, tinted or not),</li><li>- the durability.</li></ul> <table><tr><th rowspan="2"></th><th colspan="2">Exposure</th><th rowspan="2">Tinte</th><th colspan="4">Compatibility with glass</th><th rowspan="2">Durability</th></tr><tr><th>Indoor</th><th>Oudoor</th><th>Clear flat glass</th><th>Tinted flat glass</th><th>Clear double glazing</th><th>Tinted double glazing</th></tr><tr><td>BSOR20i2</td><td>✓</td><td></td><td rowspan="5">Silver reflective</td><td>✓</td><td>✓</td><td></td><td></td><td>10 years</td></tr><tr><td>BSOR20x2</td><td></td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>3 years</td></tr><tr><td>BSOR35i2</td><td>✓</td><td></td><td>✓</td><td>✓</td><td>✓</td><td></td><td>10 years</td></tr><tr><td>BSOR35x2</td><td></td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>3 years</td></tr><tr><td>BSOR50i2</td><td>✓</td><td></td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>10 years</td></tr><tr><td>BSOB20i2</td><td>✓</td><td></td><td rowspan="2">Bronze</td><td>✓</td><td></td><td></td><td></td><td>10 years</td></tr><tr><td>BSOB20x2</td><td></td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>3 years</td></tr><tr><td>BSON20x2</td><td></td><td>✓</td><td rowspan="2">Grey, non reflective</td><td>✓</td><td>✓</td><td>✓</td><td>✓</td><td>3 years</td></tr><tr><td>BSON50i2</td><td>✓</td><td></td><td>✓</td><td></td><td></td><td></td><td>10 years</td></tr><tr><td>BSOT35i2</td><td>✓</td><td></td><td>Reflective (thermal reflection)</td><td>✓</td><td>✓</td><td>✓</td><td></td><td>5 years</td></tr><tr><td>BSOM15i2</td><td>✓</td><td></td><td>Mirror without tint</td><td>✓</td><td></td><td></td><td></td><td>10 years</td></tr></table>		Exposure		Tinte	Compatibility with glass				Durability	Indoor	Oudoor	Clear flat glass	Tinted flat glass	Clear double glazing	Tinted double glazing	BSOR20i2	✓		Silver reflective	✓	✓			10 years	BSOR20x2		✓	✓	✓	✓	✓	3 years	BSOR35i2	✓		✓	✓	✓		10 years	BSOR35x2		✓	✓	✓	✓	✓	3 years	BSOR50i2	✓		✓	✓	✓	✓	10 years	BSOB20i2	✓		Bronze	✓				10 years	BSOB20x2		✓	✓	✓	✓	✓	3 years	BSON20x2		✓	Grey, non reflective	✓	✓	✓	✓	3 years	BSON50i2	✓		✓				10 years	BSOT35i2	✓		Reflective (thermal reflection)	✓	✓	✓		5 years	BSOM15i2	✓		Mirror without tint	✓				10 years
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Special substrates	Can I apply on polycarbonate (e.g. Makrolon®), or on PMMA (e.g. Plexiglas®)?	These products outgas over a lapse of time. If this happens, bubbles may appear under the film. It is recommended to degas before the installation of a film. To do this, heat the substrate for a couple of seconds with the life flame of a blowtorch (blue tip of the flame). Be careful not to deteriorate the substrate (do not keep the flame for longer than one second on the same spot).
Special substrates	Can the film be applied on the hull of a ship?	Yes, as long as it is a rigid hull. Do not apply on inflatable boats (of the type Zodiac®). Avoid the use of products with Hex'Press liner. It is recommended to protect the edges of the film with a marine varnish. Wait for at least 48 hours before floating the ship.
Special substrates	Can it be installed in a swimming pool (total or partial immersion)?	The walls must be rigid (tiles, solid walls...). Make sure the film adheres to the substrate. Avoid the use of products with Hex'Press liner. Wait for at least 48 hours before refilling the pool. Hexis does not accept any responsibility in case the film peels on the edges.
Tips and tricks	How to remove an old vinyl film?	Use a heat gun. Start peeling the film in a corner / on the edge of the film. Pull the film, while heating with the heat gun. Progressively proceed with the peeling of the film, pulling gently while heating at the same time. If the film is too brittle, using the DECAPTOUT liquid will help ( <u>Careful</u> : beforehand always check the compatibility liquid – substrate). Leave the liquid to soak for a couple of moments. The liquid will soften up the film so that it becomes easy to scrape it with a squeegee. If any adhesive residues remain on the substrate, you can remove them with the DECOLL'VIT liquid. In the particular case of a vehicle body you may use the product I-REMOVER from the I-2-3 liquid cleaning system.
Transparent / Translucent	What is the difference the Transparent and Translucent ranges?	The coloured transparent film is intended for applications on glass. The translucent film is a semi-opaque product intended for lightboxes. In a backlit application the films becomes translucent.
Etched Glass Vinyl	What is the difference between the HX5DEPM and the S5DEPM?	The PVC films are identical (same durability). The HX5DEPM carries a structured adhesive to allow an easy evacuation of bubbles and a faster installation. This product is dry applied. The S5DEPM carries a smooth adhesive and be wet applied.

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Etched Glass Vinyl	What is the difference between the S5DEPM and the V203EG?	The PVC films are identical (same durability). The S5DEPM is intended for cutting plotter application. The V203EG is intended for solvent inkjet printing; in production it is controlled in view of such an application.
Erasable whiteboard	Can it be printed?	No. This product is designed to impede the fixing on inks on its surface (erasability) and therefore cannot be printed. To obtain a printed, erasable substrate, proceed as follows: print the graphic on a white printable vinyl, leave to dry for at least 24 hours and then laminate with a clear erasable whiteboard film.
Erasable whiteboard	Can it be used outdoors?	No, indoor use only (not resistant to UV rays).
Erasable whiteboard	The product cannot be erased anymore. What can I do?	The film can be cleaned with a window cleaner or with ethyl alcohol.
Flex	Who does it work?	To find out about the applications, refer to the Technical Data Sheet and the Technical Bulletin available from our website Internet <a href="http://www.hexis-graphics.com">www.hexis-graphics.com</a> .
Flex	What are the conditions for the transfer onto a fabric?	This will depend on the flex and the fabric used. Refer to the Technical Data Sheet and the Technical Bulletin available from our website Internet <a href="http://www.hexis-graphics.com">www.hexis-graphics.com</a> .
Flex	What are the conditions for laundering Flex?	Wash inside out at 40°C (104°F) maximum. Can be tumble dried. Iron inside out.
Flex	Can the Flex be used outdoors (on awnings)?	The product is not intended for such applications (in particular as far as resistance to outdoor conditions is concerned).
Flex PLOTTER VINYL	Can I superpose two flex PLOTTER VINYLs?	Yes.
Flex	On which fabrics can I apply Flex?	The fabric must be resistant to the operation conditions of the press. In case of any doubt, carry out a preliminary test to check the compatibility of the fabric. It is also possible to put a sheet of baking paper between the Flex and the hot plate of the press. This will allow protecting the fabric against the heat to some extent.

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Flex (continued)		<div>Refer to the following compatibility chart:</div> <table><tr><td></td><td>Reference</td><td>Cotton</td><td>Nylon</td><td>Polyester</td><td>Sublimated Polyester</td><td>Lycra</td></tr><tr><td rowspan="5">DIGITAL PRINTING</td><td>Uflex 3</td><td>✓</td><td></td><td>✓</td><td></td><td>✓</td></tr><tr><td>Uflex 5</td><td>✓</td><td></td><td>✓</td><td>With precautions*</td><td>✓</td></tr><tr><td>UFI 200</td><td>✓</td><td>✓</td><td>✓</td><td></td><td>✓</td></tr><tr><td>UFI 250</td><td>✓</td><td></td><td></td><td></td><td></td></tr><tr><td>UFI 400</td><td></td><td></td><td></td><td>✓</td><td></td></tr><tr><td rowspan="5">PLOTTER VINYL</td><td>Flex200</td><td>✓</td><td></td><td>✓</td><td></td><td>✓</td></tr><tr><td>Flex300</td><td></td><td>✓</td><td></td><td></td><td></td></tr><tr><td>Flex400</td><td></td><td></td><td></td><td>✓</td><td></td></tr><tr><td>Flex697C (reflective)</td><td>✓</td><td></td><td>✓</td><td></td><td>✓</td></tr><tr><td>Flex697N (reflective)</td><td></td><td>✓</td><td></td><td></td><td></td></tr></table> <div>* Refer to the Technical Bulletin for flex DIGITAL PRINTING.</div>		Reference	Cotton	Nylon	Polyester	Sublimated Polyester	Lycra	DIGITAL PRINTING	Uflex 3	✓		✓		✓	Uflex 5	✓		✓	With precautions*	✓	UFI 200	✓	✓	✓		✓	UFI 250	✓					UFI 400				✓		PLOTTER VINYL	Flex200	✓		✓		✓	Flex300		✓				Flex400				✓		Flex697C (reflective)	✓		✓		✓	Flex697N (reflective)		✓			
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Liquids	What do I use to remove an old vinyl?	Use DECAPTOUT or DECOLL’VIT. Be careful with the substrate: always carry out a preliminary test before the use of a liquid to ensure it does not damage the substrate.																																																																					
Liquids	How do I remove traces of adhesive left after the removal of an old vinyl?	Use DECOLL’VIT. In the case of a vehicle body, you may use the product I-REMOVER of the liquid cleaning system I-2-3. Be careful with the substrate: always carry out a preliminary test before the use of a liquid to ensure it does not damage the substrate.																																																																					
Liquids	How do I clean an antigraffiti film (AG700, AG800)?	Use HEX’AG.																																																																					
Magnetic	Can it be cut in a plotter?	No, the product is too thick. It can be cut with a box cutter.																																																																					
Magnetic	Can it be printed?	It is preferable to print on a printable white, which can then be applied on the Magnetic.																																																																					
Magnetic	Can it be used on vehicles?	Yes, by complying with a certain number of precautions outlined in the Technical Data Sheet. Refer to the data sheet before any application on a vehicle.																																																																					

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Microperforated	How to choose a microperforated film?	Depending on the application, Hexis offers a range of microperforated films:															
		<table><tr><td>Reference</td><td>Use</td></tr><tr><td>Micro2</td><td>Long-term applications (durability of 3 years (printed, laminated)). Print with solvent, eco-solvent, HP-latex inkjet.</td></tr><tr><td>Micro4</td><td>Short-term applications. Removal with no significant adhesive residues (depending on the substrate, within 3 months after application). Print with solvent, eco-solvent, HP-latex inkjet.</td></tr><tr><td>MicroI40UV</td><td>Specially designed for printing with UV curing inks.</td></tr><tr><td>MicroM0</td><td>If you need an M0 fire rating (outdoor application): Use the MicroM0.</td></tr></table>	Reference	Use	Micro2	Long-term applications (durability of 3 years (printed, laminated)). Print with solvent, eco-solvent, HP-latex inkjet.	Micro4	Short-term applications. Removal with no significant adhesive residues (depending on the substrate, within 3 months after application). Print with solvent, eco-solvent, HP-latex inkjet.	MicroI40UV	Specially designed for printing with UV curing inks.	MicroM0	If you need an M0 fire rating (outdoor application): Use the MicroM0.					
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		Micro2	Long-term applications (durability of 3 years (printed, laminated)). Print with solvent, eco-solvent, HP-latex inkjet.														
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MicroM0	If you need an M0 fire rating (outdoor application): Use the MicroM0.																
Microperforated	What is the rate of perforation / hole size of the microperforated films?	<table><tr><td>Reference</td><td>Hole size (mm)</td><td>Perforation (%)</td></tr><tr><td>Micro2</td><td>1,5</td><td>32</td></tr><tr><td>Micro4</td><td>1,5</td><td>32</td></tr><tr><td>MicroI40UV</td><td>1,5</td><td>40</td></tr><tr><td>MicroM0</td><td>1,5</td><td>50</td></tr></table>	Reference	Hole size (mm)	Perforation (%)	Micro2	1,5	32	Micro4	1,5	32	MicroI40UV	1,5	40	MicroM0	1,5	50
		Reference	Hole size (mm)	Perforation (%)													
		Micro2	1,5	32													
		Micro4	1,5	32													
		MicroI40UV	1,5	40													
MicroM0	1,5	50															
Microperforated	Can it be installed on the emergency exits of public transport vehicles?	No, the law does not allow the installation of films on emergency exits.															
Microperforated	Which laminate should I use on a microperforated film?	PC50MICP2 for curved windows (rear windows of vehicles). PG836 for flat windows (buildings).															
Microperforated	Can I print a microperforated film with UV curing inks?	Because of its specific liner, the MicroI40UV is specially designed for printing with UV curing inks. The other references of the Microperforated film are not compatible with this technology, as the UV inks may clog up the holes in the film.															

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Laminates	Can I wet apply a laminate on a solvent print?	Yes.
Laminates	What do I use to laminate a graphic printed with UV curing inks?	Use: - the VCR750, - or the AGCR700 if, in addition, you want to add anti-graffiti protection to the print.
Laminates	Can I use the floor laminate (GSOLI70) for outdoor applications?	No, this product is intended for indoor use only.
Paintmask	Which paintmask do I use for which application?	For an application of paint on smooth surfaces (smooth walls, glass, banner...) → use the STENCIL paintmask. For an application of paint on canvas, awnings, canopies... → use the Lambrequin paintmask. For an application of paint on hard surfaces (marble, granite, glass...) → use the MI000. paintmask
Blackboard	Can I write with chalk pens (or felt pens)?	No, only with chalk.
Blackboard	Can it be used outdoors?	No, indoor use only.
Tapes	Which tape to choose for which plotter application?	There are tapes with more or less tack (= adhesion): - to transfer small sized cuts, use a tape with a high tack. - to transfer mat vinyl, it is recommended to use a high tack tape. - to transfer large sized cuts, use a tape with a low tack. - for “difficult” products (HX5DEPM), fluorescents (F610 range), carbon vinyls (HX30CA000B, S5CANB range), we recommend the use of the tape HEX588.
Tapes	What is the difference between the paper tapes and the clear tapes?	Clear tapes have the advantage of being transparent and they thus make the positioning on the cut vinyl easier. However the choice of material is above all a matter of personal preference: some users prefer paper tapes, others clear tapes.

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Tapes	How long can I leave a tape on a cut vinyl before the transfer?	It is recommended to put the tape on the cut vinyl just before the application. If you need to leave the tape on the cut vinyl for any length of time before the application, it is recommended to use a special tape for "kits": HEX100 or HEX910 (cf. next line).
Tapes	I need a tape that I can leave on the cut vinyl for a rather long time without peeling off (e.g. for kits).	There are two tapes specially for kits: - the HEX100 paper tape. - the HEX910 clear tape.
Tapes	I find it difficult to transfer my cut vinyl with my tape. I cannot lift the cut vinyl off the liner. What can I do?	First try and proceed the other way round: - Put the tape on the cut vinyl. - Vigorously apply the tape with the help of a squeegee. - Turn the whole complex over, liner (protective paper) up. - Carefully remove the liner at an angle of 180°. If necessary aid the lifting off of the film from the edge with a finger. The cut vinyl should stay on the tape.  If this does not help, try a tape with a higher tack For "difficult" products (HX5DEPM, fluorescents (F610 range), carbon vinyl (HX30CA000B, S5CANB range)), we recommend the use of the tape Hex588.
Tyvek / Robuskin	What is the difference between Tyvek and Robuskin?	The ROBUSKIN is the thinner of the two. It has a "smooth" surface appearance. The TYVEK is thicker and more resistant. It has a "parchment" appearance. It is rated « tear resistant».
Sealing VR7077	varnish How to remove an old sealing varnish?	Use acetone.
Sealing VR7077	varnish The product is too thick / turned solid in the container; how can I liquefy it?	Dilute with a small quantity of xylene or white spirit.

Note: Because of the great variety of substrates and new possible application methods, the user must examine the suitability of the media for each application.

*All published data are based on measurements carried out regularly under laboratory conditions. They do not, however, constitute an intangible guarantee. The seller assumes no liability for indirect damage and will only assume financial responsibility for a sum corresponding to the price of his products. All our specifications are subject to changes without prior notification. The specifications listed on our website are automatically updated: [www.hexis-graphics.com](http://www.hexis-graphics.com).*



HEXIS S.A.  
Z.I. Horizons Sud - CS 970003  
34118 FRONTIGNAN CEDEX

Tel.: +33 - 4 67 18 66 80  
Fax: +33 - 4 67 48 38 79  
e-mail: [marketing@hexis.fr](mailto:marketing@hexis.fr)

[www.hexis-graphics.com](http://www.hexis-graphics.com)