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1.1. DAMAGES CAUSED BY TRANSPORTATION

Our products are covered by insurance until they reach the Customer's storage area. In order to obtain compensation from the insurance company in case of any damage that may occur during transportation, evidence proving the defect must be provided. Therefore, when the shipped material reaches your storage area, it must be inspected, and in case of any transportation-related damage, the Polilux Export / Sales Departments must be informed and the shipment must absolutely not be accepted before fulfilling the obligations mentioned below. Otherwise, the damaged material in question shall be deemed to have been accepted by the Customer.

- Damages that may occur due to transportation, such as breakage of pallets and endboards, wetting, and edge crushing, must be recorded on the relevant shipment documents.
- A report describing the damage and stating the quantity must be prepared and signed by the authorized persons of the transportation company and the Customer.
- Photographs showing the damage must be taken and attached to the report in order to detect and explain the damage. Polilux accepts returns arising from faulty transportation operations only if the above-mentioned items are complied with and Polilux is informed within 7 days from the delivery of the materials.

1.2. QUALITY CONTROL OF ROLLS

Within 7 working days after receipt of the material, the Customer must inspect and approve the compliance of the material with the order details, taking into consideration the points mentioned below.

- Type of material (film code, thickness)
- Dimensions (width, length, inner and outer diameter)
- Quantity
- Visible quality parameters
- Corona side and corona level
- Printing surface
- Coated surface
- Flatness of rolls and suitability for use

If any nonconformity is detected in the material, the products must not be taken into production, Polilux must be informed immediately, the problematic material must not be

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returned without Polilux's written approval and/or any invoice must not be issued. Opened packages must be re-packaged and contamination or damage to the rolls must be prevented.

Polilux guarantees the quality of its products only for the products specified in the technical data sheets (analysis certificates, TDSs) provided by the sales department.

Please note: The performance of printing machines varies from company to company. In some cases, it has been observed that a particular product is suitable for one customer in the same sector but not suitable for another. Therefore, when designing for a new application or a new customer, it is recommended to test a limited quantity of the product (1 roll). If the quality is approved by the end user, the customer may safely use the product on a large scale.

If the previous items are followed, it is possible that only one (1) rolls is defective and used before any defect is identified. However, in order to gain customer satisfaction and trust, if any problem occurs in customers' processes due to a possible quality issue detected in the film, Polilux will cover the cost of two unprinted rolls.

Polilux assumes full responsibility for the quality of the unprocessed (unprinted, unlaminated) product. With this approach, if any defect that renders the product unusable is detected in unprocessed films, Polilux will take back the relevant problematic rolls without requesting transportation costs from the customer and replace them with problem-free products.

Polilux is only responsible for the quality of products whose warranty period has not expired.

1.3. USAGE – RELATED DEFECTS

If any problem occurs during the use of the material, the process must be stopped and Polilux must be informed immediately. The problematic material must be set aside and kept for inspection; the material must not be returned and/or any invoice must not be issued without Polilux's written approval.

- Our customers must not use the rolls with problems. These rolls must be packaged in a way that prevents contamination and damage and stored in accordance with BOPP film storage conditions.
- Even if the problem is film-related, if these materials are knowingly or unknowingly used by our customers, Polilux accepts returns for a maximum of one standard

roll. It is expected that the user notices the problem during the use of the first roll. Use of more than one roll is the responsibility of the user. Polilux does not accept any direct or indirect damages that may occur in such cases.

- Defects that occur during use, such as corona weakness, are evaluated by taking into account the shelf life of the materials specified in Article 4. Complaints reported after the specified period are not accepted.

2. COMPLAINT PROCEDURE

2.1. Reporting Customer Complaints:

All complaints must be fully completed and reported to Polilux via e-mail. In addition to this e-mail, the documents and samples specified below must be sent depending on the type of complaint.

When sending a complaint/suggestion, please consider the following points to help us investigate the matter in the best and fastest way possible:

The following information is required to investigate a complaint regarding the quality of Polilux products. Please note that if any part of this information is missing, it will not be possible to investigate the issue and consequently Polilux will not be able to compensate possible damages. The requested information is listed below in order of preference:

- Number of rolls considered defective. The roll number is the product code uniquely assigned to a roll. This code can be found both on the roll and inside the core. (Figures 1, 2)
- A clear and comprehensive description of the case/problem/defect
- Quantity of the defective product in kilograms or number of rolls, and information about where the problem was observed on the roll (middle of the roll, end of the roll, roll edge, etc.)
- Preferably samples from the final, printed, and if necessary packaged-injected product together with unprinted film
- Photographs/videos showing the problem in the customer's warehouse or on the production line machines
- Product name, thickness
- Name and contact details of the person recording the complaint. Please introduce a person we can contact if further technical information is required.

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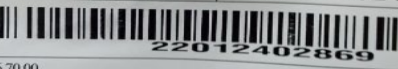
Please include all this information in your e-mail.

If the complaint relates to damage affecting the roll, core, or packaging, Polilux will act as stated in this document.

Due to the time-dependent nature of some quality characteristics of the products, please pay attention to the product warranty period specified in Section 6 of this document.

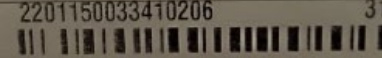


polilux MADE IN TURKEY

Customer		Customer Reference	
[Redacted]		[Redacted]	
Film Type	Thickness (μ)	Width (mm)	Polilux Film Order No
UHE 421	35	380	LUX-D-211215-06
Gross Weight (kg)	Number of Rolls	Net Weight (kg)	Date
241,5	2	208,30	2022/01/24
Barcode & Pallet Number:  22012402869			
Tel: +90 282 686 70 00 www.polilux.com			



polilux MADE IN TURKEY

Film Type UHE 421			
Thickness (μ)	Width (mm)	Net Weight (kg)	
35	820	225.3	
Length (m)	Treated Side	Production Date	Quality
11000	OUT	2022/01/24	A
Barcode & Roll Number:  2201150033410206		313872	

Additional details regarding “roll number” and “pallet number”:

Roll Number: The number uniquely assigned to a roll that enables the manufacturer to track the production history. Having this number is very important during the investigation of a complaint. This number can be found on the label on the roll and on the label inside the core.

- Immediately after Polilux is informed with the required documents and samples, technical departments begin their examination in accordance with the complaint procedure. The shipped products are manufactured in accordance with the product specifications distributed to our customers, and these specifications are accepted as reference in case of any problem. The complaint is concluded within 2 weeks after the receipt of documents and samples from a technical and commercial perspective. All details and samples included in the e-mail sent to Polilux regarding the complaint will enable us to provide better technical service and respond to the complaint in a shorter time.

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- Our customers may use their own complaint forms in accordance with their own quality assurance systems. However, it is essential that these forms include the information requested in the Polilux Customer Complaints Required Information Form provided in the annex.

2.2. Technical Service

If the cause of the problem stated in the customer complaint cannot be determined through examinations based on Polilux records, it may be decided to inspect the rolls claimed to be problematic on site. This information is conveyed to our customer by the relevant Polilux sales representative. In this case, our customer is expected to demonstrate the alleged problem on site to the Polilux technical service personnel who will visit. Special attention should be paid to the following issues:

- The products subject to the complaint must be made available in a location where the technical service personnel can conduct inspections, with the customer's technical authorities present. (Information such as roll labels, complaint quantities, cause of the problem, etc. must be ready.)
- If the alleged complaint occurs during machine operation, our customer must demonstrate this problem on the machine. Therefore, this issue must be taken into consideration when determining the travel date.
- For non-conforming materials that have been separated as printed and that our customer will not remove from their own area and therefore cannot return to Polilux, a non-conforming report may be prepared. This report indicates that the problematic materials were inspected on site. Polilux reserves the right not to accept any return. Therefore, until a response is received from Polilux (maximum 1 month), our customer must retain the non-conforming materials. Materials may only be disposed of with Polilux's approval.
- If a suitable technical service conditions cannot be provided and service cannot be provided on the scheduled technical service date due to customer-related reasons, the expenses of the technical service personnel may be requested.
- After returning from the trip, the technical service personnel prepares a report on the subject and distributes it to the relevant units.

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2.3. Return

Products evaluated as defective by the customer must be properly stored with their labels intact until a complaint is investigated and resolved.

If, after examination of the relevant complaint by the quality department, it is decided to return a defective product, the returned rolls must be packaged in accordance with transportation organization requirements and returned to Polilux without any impact, damage, or markings (pen or marker). This will help Polilux determine the source of the problem and avoid it in subsequent deliveries.

When the return vehicle arrives, it must be checked whether the vehicle is suitable for roll shipment.

Inspection parameters:

- *The inside of the vehicle must be clean
It must not be wet
The vehicle must be covered or tarpaulin-covered, and the materials must not be affected by weather conditions.*
- *The responsibility for safely loading the materials to be returned without causing any damage lies with our customer.
After loading, the relevant shipment information must be notified to Polilux.*

Printed and/or laminated films cannot be returned. As stated previously, if it is proven that the problem originates from the film, Polilux will compensate only the cost of two unprinted rolls.

The return is inspected and approved at Polilux by Quality Assurance and relevant expert personnel in line with shipment information and technical service reports. In case of any nonconformity, approval is not granted, and a return invoice is not accepted without mutual agreement with our customer.

3. STORAGE CONDITIONS

Delivered rolls must be transported and stored as packaged by Polilux.

Products must be protected from direct sunlight and physical impacts. Any roll deformation caused by high temperature or physical impacts cannot be restored to its original condition.

Maximum care must be taken regarding storage conditions. That is, during unloading, warehousing, storage, and consumption stages, any impact on the product must be prevented.

Transfer and storage of products must be carried out in a way that they are exposed to minimum pressure. The following items are recommended in this regard:

Horizontally packaged roll pallets should be stacked at a maximum of two layers.

Vertically packaged roll pallets can be stacked up to three layers. However, in this case, it is better that the storage period is not long in order to prevent edge crushing.

It is recommended that the temperature in the storage area does not exceed 30°C and the relative humidity does not exceed 60% RH.

BOPP films must not be exposed to the following conditions:

- Wind impact
- Proximity to any heat and/or temperature source
- Rain and even humid air
- Direct sunlight

Otherwise, the following problems may occur:

- Corona level decreases.
- Adhesion decreases; the surface becomes unable to hold ink and adhesive.
- Coefficient of friction decreases, and due to excessive slipping, control of the film on the machine becomes difficult.
- Haze increases.
- Gloss decreases. Due to excessive migration of additives, blocking is observed in the inner layers of the roll and also on the roll edges due to ambient humidity. BOPP rolls must never be exposed to moisture. Blocking caused by moisture leads to breaks during use. The stretch film wrapped around the pallet for protection must remain on until the roll is put into use. Stretch film and packaging materials on the pallets must be opened carefully. Because a small cut that may occur on the roll while cutting the stretch and straps on the pallet may render the roll unusable. Especially, there is a high risk of static electricity accumulation on pallet stretch film. Therefore, it must not be opened in places where flammable and combustible materials are present. Roll pallets must not be stacked on top of each other; extra weight on the roll may cause edge crushing and blocking.

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4. SHELF LIFE

Storage conditions are very important in determining the shelf life of materials. Under the recommended storage conditions, the shelf life periods of our films, determined especially considering surface tension and corona values, are specified in Annex 1. At temperatures above 30°C, the surface tension of the film may decrease in a short time. In places where daily temperature differences are high, temperature-dependent shrinkage and relaxation of the film cause bagginess and edge sagging problems. In high-humidity environments, condensation on roll edges due to temperature differences between night and day causes blocking, and breaks may occur during roll unwinding. Keeping the temperature below 30°C and relative humidity below 60% RH will eliminate the possibility of such deformations. The production date of the product may be considered as the shipment date.

5. GUIDELINES FOR THE USE OF ROLLS

Before using the rolls, it is the responsibility of our customer to check their compliance with the technical criteria specified in our specifications.

5.1. Printing

- In order to bring the rolls to ambient temperature, they must be brought to the printing area 12 hours before printing; in cold winter months, this period must be at least 48 hours.
- The printing surface of the roll is indicated on the label on the roll. Roll labels must be preserved until the end of printing, and in case of any problem, the roll must be set aside without damage together with the label in order to submit a roll complaint notification.
- In order to prevent problems that may arise from static electricity, the use of an antistatic bar is recommended during roll unwinding and before winding.
- Corona treatment may be applied if better results are desired in printing and lamination; however, the applied corona must not exceed 40 dyne/cm.
- It is strongly recommended that the inks to be used are applied to the film in a laboratory

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environment before printing and adhesion tests are carried out. Therefore, losses that may occur during printing are not accepted.

- The inks to be used may affect the thermal sealing and slip properties of the films. Therefore, paying attention to these issues when selecting suitable inks will prevent possible damages.

5.2. Drying

Since ink drying after printing depends on the printing design, properties of the ink used, design of the drying units, and machine speed, it is not possible to define a general drying condition. However, it is recommended that drying oven temperatures do not exceed 80°C. High temperature and high tension may cause narrowing of the film width and register problems in printing.

5.3. Winding

After printing, the film must be brought to ambient temperature. However, care must be taken that very low cooling roller temperatures do not cause condensation-related blocking in humid environments. Since shrinkage may occur after winding in rolls that are not cooled to ambient temperature, winding problems may arise. High tension causes stretching in the film, which may naturally cause cracking-type deformations in rigid coatings and weakening of the barrier properties of the film.

5.4. Slitting

For proper slitting, it is recommended to use rotary/disc knives for cavitated films and ceramic-coated knives for white additive films. Soft winding is recommended in cold glue applications.

5.5. Packaging

- It is recommended that the rolls intended for packaging be transferred to the packaging area at least one day in advance, particularly during winter months. Otherwise, adhesion issues may occur due to condensation forming on rolls brought from a cold area into a warm packaging area, as well as due to the film failing to reach the required sealing temperature under identical machine settings.

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• On hot summer days, friction problems may occur due to high temperatures in the areas where the packaging passes through the packaging machine. The film may not run properly on the machine because it sticks to hot surfaces. In such cases, applying a suitable Teflon tape to the hot surfaces is the most practical solution.

6. PRODUCT WARRANTY

Provided that our company's storage conditions are fully complied with, the warranty period of all products is **6 MONTHS**.

7. ADDITIONAL NOTES

The width of the rolls may be up to 2 mm larger than the value requested by the customer.

Corona pens behave differently on different surfaces. Therefore, the standard way to test the surface tension of a film is by the quality of the final print or by testing with a standard corona solution in a laboratory.

Note: All information given above is valid based on our current experience and knowledge. In matters of doubt, Polilux technical units should be contacted. Since the information, recommendations, and applications provided are beyond our control, they are not covered by any warranty.