



## iZone Products & Services FAQ

### **What is iZone product?**

iZone is durable, digitally imaged high pressure laminate. We term it *DHPL*. We make it by layering a digital print and melamine sheets, with a core of phenolic resin-impregnated sheets. The assembly is then pressed at high heat and pressure for an extended period of time. While still under pressure it is allowed to cool. As the melamine resin flows, it absorbs the print and all the materials are consolidated into a single panel of thermoset plastic.

### **What is the image material “glued to?”**

It's not glued to anything; it's one solid piece! When pressed, the layers become a single, solidified composite, completely consolidated with the graphics. There is nothing to delaminate or come apart. This is also why the material is easy to cut and shape.

### **Can I use it outdoors?**

Yes, iZone is suitable for both indoor and outdoor applications. More steps are required to make it robust for outdoor use, so exterior material is a bit more costly. Therefore, knowing the future application of iZone could save you money.

### **What thicknesses are available?**

1/16" (0.040" actual) Has a sanded back to be adhered to substrates. Requires the support of a backer material. Typically ships untrimmed, to be adhered to the surface by customer and then trimmed to finished size. Also available with black, un-sanded back for graphics applications.

1/10" (0.100") Has a smooth, black back. Requires support of a backer material. May be mechanically attached to vertical surface, or framed for all surfaces.

1/8" (0.125") Has a smooth, black back. Requires support of a backer material. May be mechanically attached to vertical surface, or framed for all surfaces.

1/4" (0.250") Has a smooth, black back. Requires support along the edges and back. May be mechanically attached to vertical surface, or framed on all surfaces.

1/2" (0.5") Has a smooth, black back and is self-supporting. May be used for freestanding elements and shaped pieces. May be edge polished. May have threaded hardware inserted directly into the rear of the material for installation.

3/4" (0.75") Has a smooth, black back and is self-supporting. May be used for tabletops, freestanding elements or shaped elements. Also accepts hardware inserts.

**What thickness should I choose?**

It depends on the panel mounting. The rule of thumb is, 1/2" and thicker are self-supporting and do not need a stiffening framework. For thicknesses less than 1/2", panels must be captured in a frame or perimeter fastened. So, it comes down to the look you desire.

**How big of a panel can I order?**

Our maximum standard sheet size is 58"x 142". Longer lead times may be required for panels over 48"x 96". We have assembled murals of over 100 feet long by tiling index-cut panels.

**What are the finishing options?***- Custom Shapes*

Since our material is so "shape friendly," we can computer-cut it for you to nearly any conceivable configuration. Examples are: human and animal shapes, arched panel tops, ovals, circles or freeform shapes. "If you can draw it, we can cut it."

*- Double-Faced Signs*

iZone can create both sides of a double-faced sign and permanently bond them back to back. We then finish the edges, giving the appearance of a monolithic panel.

*- Polished and Shaped Edges*

Thick stock edges are polished to a satin black sheen. They may also be beveled, bullnosed, or given nearly any other edge configuration.

*- Surface Mounted Appliqués*

For a different look, iZone can surface mount elements to add dimension to your graphics.

*- Bonding to Substrates*

If required, iZone can bond your images to a suitable substrate, seal and paint the finished edges, supplying them ready to install.

**What are the mounting options?***- "Screw-and-Glue"*

Panels less than 1/2" thickness, which are not placed in a frame, should be securely fastened with perimeter screws and adhesive.

*- Threaded inserts*

Stainless steel studs may be inserted into panels 1/2" or thicker, giving a "frameless" appearance.

*- Frames and Bases*

iZone will produce your signs or graphics with custom made frames or supports, crafted in construction-grade aluminum and powder coated to your desired color.

#### - Custom Mounting

Custom mounting options are too numerous to list. Give us a call to discuss!

#### **How should I prepare my artwork?**

Download the *Artwork Guidelines* PDF document from our website, [www.izoneimaging.com](http://www.izoneimaging.com). It will walk you through preparing files in the most efficient and economical manner.

#### **What about scans?**

We prefer that you obtain your own professional scans. Download the *Artwork Guidelines* PDF document from our website, [www.izoneimaging.com](http://www.izoneimaging.com).

#### **Can I get help with layout and file preparation?**

If your files are “nearly there” but you need assistance with applying colors, creating TIF files, formatting text, copy fitting, resizing of output files, or other pre-press services, we can assist you. Although many of our customers have contract design professionals to design and assemble production artwork, others prefer that we prepare the artwork. If you have a rough idea of your requirements, photos or illustrations and written text, iZone can take it from there. Advice on file preparation, of course, is always given freely. Just call us and ask.

#### **What is your lead-time?**

Our standard lead-time is three weeks from start to finish! Large or complex projects may require more time. Review your proofs as quickly as possible to avoid delaying production. We often beat our published lead-time, but these are realistic assumptions for project planning. There are many separate steps involved in producing iZone products, and the more time we have, the better we can serve you.

#### **How can I get a quote?**

We need to know: how many panels, interior or exterior, sizes, desired thickness, and any other details, such as inserts for mounting, frames or supports, shaping or special treatment.

#### **Where do I send my files to begin a project?**

There are several ways to send your files to iZone:

- EMAIL: files under 4MB total may be sent in an email to your iZone sales person.
- FTP: click “send a file” on the iZone home page [www.izoneimaging.com](http://www.izoneimaging.com).
- USB drive, DVD, or Hard drive: mail your files (and proofs!) to our office in Temple TX.

#### **How do I clean my iZone panel?**

Mild soap and water is always best for general cleaning. Rinse with clean water after washing. DO NOT use abrasive cleaners, acids or acetone. They will damage the surface of the panel. Graffiti (paint, crayon, felt tip markers, etc.) can be removed using organic solvents, such as Simple Green, Goof-Off, or similar non-abrasive, graffiti removers. Very stubborn graffiti may require stronger solvents, such as mineral spirits or industry grade graffiti removers. Always rinse with clean water after cleaning.