



Warranty Support:
Toll Free: (800) 280-6856
Email: contact@ceramicpro.com
CP HQ: 57 45 Kearny Villa Rd Suite 107
San Diego CA 92123

MANUFACTURER RECOMMENDED MAINTENANCE, ANNUAL INSPECTIONS AND WARRANTY

CARE INSTRUCTIONS

Ceramic Pro amongst other things is designed to protect your factory clear coat. It is tremendously effective at doing so. However, it is not bulletproof and will require basic maintenance. With simple care your coating will reward you for many, many, many years to come.

THINGS YOU MUST AVOID DURING THE CURING PROCESS

- Curing time is 2-3 weeks depending on environmental conditions such as humidity and temperature.
- Sprinklers. The coating will protect your clear coat from water spots. The coating is less likely to etch than your factory clear but it can get spots during the curing process and can be costly to remove.
- Parking under a shedding tree
- Allowing bird droppings, sap, pollen to sit on the car and bake in the sun
- Washing or abrading the paint

If you notice that your car gets water spots, bird droppings, tree sap etc. during these two weeks immediately remove it following our care instructions. Keep in mind the coating is softer so work on the paint very gently.

WASHING YOUR CAR AT HOME

Ceramic Pro is extremely slick meaning most things will dissolve and be pulled off by Ceramic Pro's self cleaning effect. Minimizing rubbing (especially with a dry towel) on the coating will ensure the best looks and longevity. Dry Bird droppings, bugs and tree sap can be dissolved using alcohol type solvents that would harm traditional sealants and then wiped off with a damp microfiber.

WASHING

1. For best results wash with recommended soaps: No Rinse or any PH neutral (mild) general purpose cleaner on a bi-weekly basis to avoid excessive contamination build up.
2. Avoid washing in direct sunlight to minimize streaking and water spotting.
3. Wash from the top down leaving the dirtiest sections for last to avoid cross contamination.
4. Use separate soap and sponge/mitt/towel for wheels to prevent cross contamination.

DRYING

1. Always dry completely and never leave to "air" dry. Tap water contains minerals that may leave deposits creating water spots.
2. Only use quality microfiber towels for best results and avoid aggressive wiping, allowing the material to absorb the water.

SPOT REMOVAL

1. Never use aggressive products to polish the coating or remove surface contamination.
2. Never use excessive force to remove spots.





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3. Bird droppings, tar, sap, etc. should be removed as soon as possible to avoid temporary staining or hardening on the coating. Any staining left behind from the bird droppings will break down over a few days without affecting the coating.

AFTER WASHING

Do not wax the coating. It is unnecessary and the wax will not bond to the coating. Instead we advise you to use Ceramic pro Sport our maintenance product.

AUTOMATED WASHING

Always go to a touch free wash! Using an automated car wash with brushes will void the warranty and dull the coating. Ceramic Pro 9H takes up to 2 weeks to achieve full hardness. Please handle with care and do not wash the vehicle for the first 2 weeks.

LEATHER AND FABRIC MAINTENANCE PROGRAM

1. For best results, clean all leather/vinyl surfaces bi-weekly with a leather protectant to avoid contaminant buildup and replenish the natural oils.
2. Vacuum carpets regularly and use carpet & fabric cleaners when necessary.
3. Immediately wipe off spills on leather, vinyl, or fabric.

ANNUAL INSPECTIONS

Annual Inspections are the recommended process for ensuring the coating is maintained and care for the vehicle is properly executed. Although durable and long lasting, annual inspections ensure maximum gloss and protection from Ceramic Pro coating.

1. Annual Inspections must be carried out by an approved applicator, within 30 days before the anniversary date of the last service to maintain the warranty.
2. Failure to undertake an annual inspection within the required period will change the period of cover the minimum number years depending on the warranty: Gold (Lifetime) warranties become 5 year warranties from the date of the last missed inspection, Silver (5 Year) warranties become 3 year warranties from the date of the last missed inspection. Bronze (2 Year) warranties become 1 year warranties from the date of the last missed inspection.
3. A fee determined by the approved applicator will be charged for the Annual Inspection, which includes – Exterior Wash, Decontamination and Inspection.

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MANUFACTURER WARRANTY

1.0 - CERAMIC PRO WARRANTY PROGRAM

1.1 - GENERAL TERMS AND CONDITIONS

The following general terms and conditions apply to any and all Ceramic Pro Warranty Program products:

1. Warranty term begins from the date of registration of warranty number, activation code, and vehicle details;
2. This agreement excludes vehicles used for commercial purposes at any time previous to, presently, or during the course of this warranty period;
3. Initial application must be performed by a Certified Ceramic Pro Installer.
4. Any application, re-application, repair work or other work carried out on the coated surface must be applied, reapplied, or repaired by a Certified Ceramic Pro Installer after claim approval from Ceramic Pro;
5. The Ceramic Pro Agent must be notified of any claim due to failure of product performance within 30 days of occurrence;
6. Vehicles over 3 months old must require a machine polish to be carried out by an approved applicator prior to application, newer vehicles may also require a machine polish if advised by the approved applicator.
7. Vehicle must remain continuously registered within the United States for the duration of the warranty; and
8. Warranty is in the name of the vehicle owner and can only be transferred if new owner attends to the annual service. Failure to undertake an annual service with a Ceramic Pro certified installer within the required period will change the period of cover to "1 year" from the date of the last service

1.2 - GENERAL LIABILITY LIMITATIONS

Ceramic Pro, LLC or its agents will not accept liability for:

1. Deterioration of factory-installed equipment or any other treated part of substandard specification, materials or workmanship by vehicle manufacturer, their dealership, third-party supplier or modifier, or professional detailers not authorized by Ceramic Pro;
2. Swirl marks, marring, scratches, scuffs, scrapes, chips to the painted surface, hard water spots.
3. Pre-existing damage or deterioration; and/or
4. Any claim for matters which are covered by vehicle manufacturers' warranty.

1.3 - GENERAL WARRANTY INVALIDATION

Ceramic Pro warranty for any product will be considered invalid if any of the following general condition occur:

1. Neglect to maintain the vehicle according to the standards and techniques recommended by Ceramic Pro.
2. Damage caused by abrasive compounds and polishes and third-party products;
3. Damage resulting from a collision or other vehicle accidents;
4. Damage, either accidental or malicious, including but not limited to fire, flood, extreme weather conditions, secondary effects that may result from the foregoing, or any other force majeure;
5. Failure to repair and re-treat surfaces subject to accident damage in accordance with the warranty;
6. Damage caused by any alteration or modification to the vehicle surfaces;
7. Damage caused by manufacturer's defects;
8. Damage to the vehicle prior to product application; and





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9. Failure to adhere to any requirements listed under the terms and conditions of this warranty.

2.0 - CERAMIC PRO EXTERIOR PAINT WARRANTY

1. Ceramic Pro Gold Warranty is valid for Lifetime of a vehicle from the date of application for any vehicle. This warranty requires annual inspections and becomes a 5 year Warranty from the date of last inspection if an inspection is missed.
2. Ceramic Pro Silver Warranty is valid for Five (5) years from the date of application for any vehicle. This warranty requires annual inspections and becomes a 3 year Warranty from the date of last inspection if an inspection is missed.
4. Ceramic Pro Bronze Warranty is valid for Two (2) years from the date of application for any vehicle. This warranty requires annual inspections and becomes a 1 year Warranty from the date of last inspection if an inspection is missed.

2.1 - ANNUAL INSPECTION

1. Annual Inspections must be carried out by an approved applicator, within 30 days before the anniversary date of the last service to maintain the warranty.
2. Failure to undertake an annual inspection within the required period will change the period of cover the minimum number years stated in each different warranty in part 2.0 of this warranty document. Annual inspections are no longer required.
3. A fee determined by the approved applicator will be charged for the Annual Inspection, which includes – Exterior Wash, Decontamination and Inspection and possible reapplication of coating.

2.2 - CERAMIC PRO NEW AND USED VEHICLE WARRANTY

Ceramic Pro LLC warrant to the owner of the nominated vehicle that if the Ceramic Pro is unsatisfactory in its performance of protecting the vehicles factory paintwork from oxidation; damage from bird droppings, bug splatter, tree sap; or UV damage, whilst being maintained in accordance with the terms and conditions of this warranty, Ceramic Pro or its agents will at no cost to the owner repair, clean, and/or retreat the affected area.

2.3 – CERAMIC PRO LIABILITY LIMITATIONS

Ceramic Pro, LLC or its agents shall not accept liability for the following:

1. Deterioration of factory paint work or repaint or any other treated part of substandard specification, materials or workmanship by vehicle manufacturers, their dealerships, third-party suppliers or modifiers, or professional detailers not authorized by Ceramic Pro LLC;
2. Pre-existing damage or deterioration;
3. Any claim for matters which are covered by vehicle manufacturers' warranty;
4. Damage caused by manual or automatic wash brushes, contaminated and/or abrasive cloths and sponges, untreated areas due to accident damage and/or their subsequent repairs, and/or damage caused by impact with a foreign object (i.e., stone chips); and
5. Warranty is valid for factory clear-coated systems only and excludes any non-clear-coated or matte finishes.

3.0 – CERAMIC PRO TEXTILE AND LEATHER 3-YEAR WARRANTY

3.1 - Ceramic Pro Warranty is valid for Three (3) years from the date of application for any car. Ceramic Pro, LLC warrants to the owner of the nominated vehicle that the treated surfaces will remain free of permanent stains and UV damage, except as otherwise noted in the warranty.

3.2 - CERAMIC PRO TEXTILE AND LEATHER LIABILITY LIMITATIONS

Ceramic Pro, LLC or its agents shall not accept liability for the following:

1. Deterioration of factory interior surfaces including but not limited to the carpeting, upholstery, leather, leather-like surfaces, any other interior surfaces or any other treated part of substandard specification, materials or workmanship by vehicle manufacturers, their





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dealerships, third-party suppliers or modifiers, or professional detailers not authorized by Ceramic Pro;

2. Neglect to maintain the vehicle according to the standards and techniques recommended by Ceramic Pro.
3. Damage to any interior surface prior to Ceramic Pro application;
4. Damage caused by rips, tears, shredding;
5. Damage caused by alteration or modification of surfaces;
6. Damage caused by abrasive compounds and third party products; and
7. Damage caused by manufacturer's defects.
8. Alcatara interiors are excluded.

4.0 – VEHICLE ACCIDENT DAMAGE Contact your vehicle insurer to ensure that any Ceramic Pro products and services is included in your insurance coverage. If the vehicle sustains damage and reapplication is required, contact Ceramic Pro, LLC or your local agent to arrange any additional treatments.

5.0 – MAKING A CLAIM

The following applies to making a claim for any product defects or failures:

1. Ceramic Pro agent must be notified of any claim due to failure of product performance within 30 days of occurrence;
2. Any application, re-application, repair work or other work carried out on the coated surface must be applied / reapplied or repaired by an authorized Ceramic Pro agent after claim approval from Ceramic Pro;

6.0 – CERAMIC PRO AGENTS / CERTIFIED CERAMIC PRO INSTALLER

Ceramic Pro Agents / Certified Ceramic Pro Installers are selected using strict guidelines and requirements. Only authorized agents are permitted to install and service any Ceramic Pro products. To locate your nearest authorized agent, please contact Ceramic Pro to be connected to your nearest Certified Ceramic Pro Installer:

7.0 – WARRANTY LIMITS

In the event of a warranty claim, this warranty is limited to the following maximum amounts at Ceramic Pro, LLC's option

1. Ceramic Pro, LLC or its agents shall arrange the necessary approvals for warranty repairs and coating reapplication to be carried out, or;
2. Pay the owner of the nominated vehicle a maximum amount of \$2,000 or the cost of coating application (whichever is less) in full and final settlement of the customers claim under warranty.

To make a claim contact Ceramic Pro at any of the following or contact your local agent:

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