

CER AMIC PRO

Coating Aftercare & Warranty Instructions

AFTERCARE INSTRUCTIONS



Congratulations!

You've taken the proactive step of protecting your vehicle with Ceramic Pro's Nanoceramic Coatings. Our revolutionary nanotechnology infused Ceramic Pro coatings help to protect your vehicle's factory clear coat. It is tremendously effective at doing so. However, it is not bulletproof and will require routine aftercare to maintain the integrity of the coating.

By following our manufacture recommended procedures, your vehicle will be eligible for warranties and your coating will hold up for many years.

Things You Must Avoid During the Two-Week Curing Process

Curing time for all ceramic pro coating packages is 2-3 weeks depending on environmental conditions such as humidity and temperature. Make sure to avoid the following during this time period.

- Exposure to water and rain. The ceramic coating needs time to cure. Exposure to rain, sprinklers, and water (including foggy conditions) may impact the coatings durability. It also can lead to water spotting on the coating.
- Do not wash a vehicle for at least two-weeks after receiving delivery of your ceramic coated vehicle.
- Avoid parking under trees: tree sap, leaves, and branches can cause etching and scratching on a ceramic coating.
- Avoid allowing bird droppings, bug splatter, sap, pollen to sit on the car for more than a few days. If your vehicle is exposed to these contaminates, use [AG - Detail Spray](#) to spot clean the area with a clean microfiber towel.
- If you feel as if your vehicle was exposed to the above situations, please contact your certified ceramic pro installer for guidance on how to remove contaminants.

*Visit ceramicpro.com/shop to purchase recommended products directly

What to Do & What Not to Do

CERAMIC COATING DO'S:

Car Washes:

- Hand wash – using the two bucket washing technique (Instructions on p. 9)
- Touch-less washing – such as a high-pressure hose, foam cannon, or foam gun. (Instructions on p. 10)
- Use [AG - Detail Spray](#) in-between maintenance car washes.

Home Washing:

- Ceramic Pro recommends washing with either [AG - Ceramic Aftercare Soap](#), [AG - Vinyl & PPF Soap](#) (for those with paint protection film added), or [AG - Rinseless Wash](#). Make sure any automotive soap you use is pH neutral.
- Use [Ceramic Pro CARE](#) as a drying aid after maintenance car washes. *Must be used while vehicle is wet. Do NOT apply while the vehicle is dry.
- Use microfiber washing mitts, or towels to wash and a microfiber drying towel to dry. Air drying with compressed air is acceptable. We recommend following up air drying with [AG - Detail Spray](#).
- Wash the vehicle in shade, a garage, or covered area – early in the morning or later in the afternoon.

CERAMIC COATING DON'TS:

Car Washes:

- Avoid automatic car wash using brushes, mitts, or other material that will touch the vehicle's surface.
- Do NOT wash any ceramic coated vehicle in direct sunlight or any vehicle surface that is warm to the touch.
- Do NOT use any car soaps or shampoos with wax, petroleum distillates, or a pH under 5.0 or above 9.0.
- Do NOT use any wax or paint sealant after washing the vehicle.
- Ceramic Pro does NOT recommend using any Ceramic Boost Sprays except Ceramic Pro CARE or Americana Global Detail Spray.
- Do NOT use abrasive towels or microfiber towels to wipe off debris on a dry surface.

Do's & Don'ts

do's



CAR WASHES:

- ✓ Hand Wash
- ✓ Touch-less Wash

HOME WASHING:

- ✓ Quality car wash products with no wax.
- ✓ No wax needed
- ✓ Use microfiber mitt/towel to wash and dry
- ✓ Wash in shade



CAR WASHES:

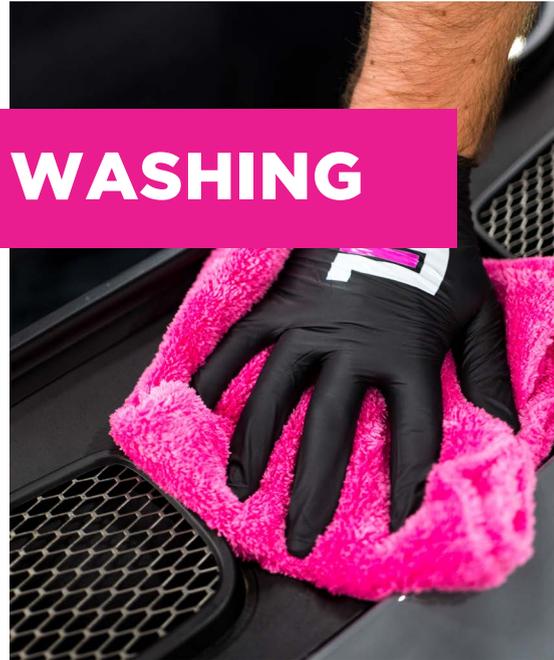
- ✗ Automatic Brush Wash

HOME WASHING:

- ✗ Don't wash in sun
- ✗ Don't wax or polish
- ✗ Don't use abrasive towels/ microfiber towels on dry surface

don't

WASHING



Washing Your Vehicle at Home

Washing Your Vehicle at Home

When cured, Ceramic Pro nanoceramic coatings are extremely durable and produce a hydrophobic surface. This means that most debris will not bond to the coated surface within a few days of exposure. However, if sticky debris such as bird droppings, bug splatter, tree sap, pollen, or tar lands on the coating, and it's exposed to directly sunlight and heat, the contaminant may bond. Ceramic Pro highly recommends using [Americana Global Detail Spray](#) and a plush microfiber towel to spot clean areas of the vehicle that are contaminated with debris as soon as possible. This includes standing water caused by rain, puddles, sprinklers, and exposure to salt water.

If you don't have this product, use two, plush microfiber towels. Saturate the first one with water to remove any debris. Use the second dry microfiber towel to dry the surface.

Car Washing Schedule

For best results the car should be washed every two weeks to avoid excessive contamination build-up. Use only our recommended soaps listed above. While it is acceptable to use foam cannons with a high-pressure hose, we strongly recommend a two-bucket hand wash to be completed at least every 60-days.

Avoid automatic brush style car washes, and high pH detergent style cleaners, or any cleaning agents with added wax or petroleum distillates – as this may lead to scratching the coated surface.

WASHING METHODS



*Visit ceramicpro.com/shop to purchase recommended products

Standard Car Washing at Home

The best way to maintain the hydrophobic properties of a ceramic coating is to use the recommended supplies and techniques. Ceramic Pro partnered with Americana Global to develop [Ceramic Aftercare Soap](#) specifically formulated for our unique coating technology.

For hand washing, we recommend the two-bucket hand washing technique as follows:

Step 1: Collect Supplies including (3) 3 to 5-gallon buckets, [Americana Global Ceramic Aftercare Soap](#), Fresh water hose (or high-pressure hose with foam cannon), (2) microfiber wash mitts or wash media, a grit guard (strongly recommended), and dedicated microfiber drying towels.

Step 2: Pre-Rinse: Use a garden hose with a high-pressure nozzle to pre-rinse all vehicle surfaces of standing debris, dirt, mud, and other solid objects. If you have a foam cannon, you can use it as a pre-wash as directed on the back of the bottle of Americana Global Ceramic Aftercare Soap.

Step 3: Wash Wheels and Tires First. Using (1) dedicated wash mitt and bucket, rinse all brake dust and debris off each wheel first. Then, add 2oz of Americana Global Ceramic Aftercare Soap to the wash bucket and add 3-gallons of water.

Wash the wheels and tires then rinse with fresh water. Once all four tires and wheels are washed, pre-rinse the

vehicle again with fresh water, as brake dust may be stuck to the vehicle surface. Do NOT dry until completed with car washing.

*Do NOT reuse the same wash mitt or wash bucket used for washing wheels – as brake dust will be embedded in each and will likely scratch your coated surfaces on the vehicle's paint. Use separate buckets and wash media.

Step 4: Fill (2) wash buckets. Add the grit guard (optional but recommended) to one bucket and fill with 3 gallons of fresh water (no soap). Add 2oz of Americana Global [Ceramic Aftercare Soap](#) to the other bucket, then agitate by adding 3-gallons of high-pressure water. Make sure plenty of suds are produced.

Step 5: Wash one section at a time. For optimal results, begin by washing one panel or vehicle section at a time. Dip your wash mitt or microfiber rag in the soapy water, and wash the vehicle from top to bottom, left to right. Rinse off each section with fresh water as you complete the section to avoid cross contamination.

Step 6: Dry the vehicle. Ceramic Pro recommends drying your vehicle with a dedicated microfiber terry weave drying towel or high-pressure air – followed by a plush microfiber towel. Make sure to dry the vehicle as soon as you are done washing the vehicle.

Other Vehicle Maintenance Washing Options

Ceramic Pro understands that not everyone is comfortable washing their vehicles by hand or can at their home. If you are in this situation, we strongly recommend hiring a mobile detailer or your authorized Ceramic Pro Coating installer to complete maintenance washes at least once per month.

OTHER RECOMMENDED MAINTENANCE CAR WASH OPTIONS INCLUDE:

Non-Touch Car Wash

If you have a non-touch automated car washing facility located near you, you may use these facilities to wash your vehicle. However, we strongly recommend purchasing a dedicated large drying towel, to ensure your vehicle is completely dry prior to leaving the facility – as failure to do so may result in water spotting on the coated surface.

For self-operated facilities – begin by pre-rinsing the vehicle with water (no soap). Once all debris is removed, select the high-pressure soap, and apply to the entire vehicle. Let the soap dwell for a few minutes. DO NOT use any brushes provided at the location as this WILL scratch the coating and void any warranty.

Rinse car off with the high-pressure rinse. If available, select the spot-free low pressure water option to complete a final rinse. DO NOT select any ‘wax’ treatments. Dry with clean microfiber towels prior to leaving the facility.

High-Pressure / Foam Cannon

A great way to wash your Ceramic Pro coated vehicle every few weeks is by using a high-pressure washer, with a medium-grade pressure nozzle and foam cannon attachment. Americana Global manufactures two outstanding products that work well in foam cannon applications – [Ceramic Aftercare Soap](#) and [Vinyl & PPF Soap](#).

When using a 32oz foam cannon container, add 28oz of warm water to the foam cannon container first. Then, add

4oz of Americana Global soap. Shake well prior to attaching to the high-pressure washer.

Ceramic Pro recommends rinsing all debris off the vehicle with fresh water first, then apply the foam cannon soap to the entire vehicle. Let the soap dwell in a shaded non-warm to the touch area for 3 to 5 minutes. Rinse completely with fresh water, then dry.

If you prefer to use this washing method, we strongly recommend a traditional two-bucket hand wash every two months – as this will remove contaminants that may have bonded to the coating.

Drying Aid

[Ceramic Pro Care](#) is a great drying aid. Using Ceramic Pro Care and one damp microfiber to first dry the vehicle followed by using second microfiber to finish drying the vehicle. This process will give you the best results. Ceramic Pro Care MUST be applied when the vehicle is wet or on a wet microfiber towel. Do NOT apply Ceramic Pro Care on a dry surface.

Always dry completely and never leave to “naturally air” dry. Tap water contains minerals that may leave deposits creating water spots. Only use quality [microfiber towels](#) for best results and avoid aggressive wiping, allowing the material to absorb the water.

Spot Removal of Debris

If your vehicle gets dirty, or natural toxins like bird droppings, tree sap, or bug splatters – or if you simply want to detail your vehicle in-between maintenance car washes, use [AG - Detail Spray](#) to spot clean the area with a clean [microfiber towel](#).

- Never use aggressive products to polish the coating or remove surface contamination.

- Never use excessive force to remove spots.
- 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 bird droppings will break down over a few days without affecting the coating.
- For water spots, start by washing the vehicle as recommended. If water spots are still visible, start by using a 50/50 mix of white vinegar with distilled water (do not use tap water) in a spray bottle. Spray the mixed solution directly on the surface. Let it dwell for 30 seconds, then wipe clean and dry with a plush microfiber towel.

If water spots are still visible, please consult with your Ceramic Pro authorized installer.

Post Car Wash

Do not wax the coating. It is unnecessary and the wax will not bond to the coating. Ceramic Pro Care or Americana Global Detail Spray are the ONLY recommended maintenance and aftercare products. Ask your local installer about purchasing Ceramic Pro Care & Americana Global Detail Spray during your visit.

Leather and Fabric Maintenance

Interior ceramic coated materials such as textiles, leather, and plastics also require maintenance cleaning occasionally. We recommend wiping down ceramic coated surfaces with either a damp microfiber cloth or using Americana Global All-Purpose Cleaner (Ready to Use formulation).

For optimal results:

- Vacuum carpets, seats, and other solid surfaces every few weeks to remove dust, debris, and other contaminants.
- Immediately clean off any spilled liquids with a damp microfiber towel, then use a clean and dry microfiber towel to dry.
- Do NOT use leather conditioners or interior detail sprays with added wax.

*Visit ceramicpro.com/shop to purchase recommended products

CERAMIC PRO



Manufacturer Warranty

01. Ceramic Pro Warranty Program

1.1 Ceramic Pro Coatings Warranty

Ceramic Pro warrants to the owner of the nominated vehicle that if the Ceramic Pro is unsatisfactory in its performance of:

1. Protecting the vehicle's Factory Paintwork from oxidation; damage from bird droppings, bug splatter, tree sap; or UV damage; and/or
2. Protecting the vehicle's Wheels/Rims from oxidation or environmental staining; and/or
3. Protecting the vehicle's interior from permanent stains and UV damage; and/or
4. Providing hydrophobicity to the vehicle's PPF, Vinyl or Glass;

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 re-treat the affected area.

1.2 Warranty Terms & Conditions

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

1. Warranty term begins from the date of application or warranty booklet (for pre-2021 warranties);
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 LLC;
5. Ceramic Pro LLC must be notified of any claim due to failure of product performance within 30 days of occurrence;

6. Vehicle must remain continuously registered and located within North America for the duration of the warranty; and
7. Warranty is in the name of the vehicle owner and can only be transferred if new owner attends to the annual service. Failure to transfer through an annual service with a Ceramic Pro certified installer within the required period will change the period of cover on the warranty transfer to "1 year" from the date of the last consecutive service or installation if no annual service is performed; and
8. Vehicles over three months old are strongly recommended to have a machine polish to be carried out by the approved installer. Any coating will amplify any pre-existing damage on the substrate. It is strongly recommended that imperfections such as chips, scuffs, scrapes, etc. be addressed before application.
9. It is the responsibility of the installer to register the warranty. If the installer fails to register the warranty (or provide a warranty booklet for pre-2021 installations) and was active with Ceramic Pro LLC at the time of install, the vehicle owner may submit their paid invoice to have their warranty registered. The invoice must list the Ceramic Pro service and be marked as paid. Ceramic Pro LLC cannot register warranties without proper documentation.

1.3 Annual Service

Annual services must be carried out by a Ceramic Pro installer within 30 days before or after the anniversary date of the original application or last service to maintain the warranty. Failure to undertake an annual service within the required period will change the period of cover to the minimum number years stated in each different package warranty section in Sections 3 and 4 of this warranty document. Annual services are no longer required after this change, but are recommended.

A fee determined by the Ceramic Pro installer will be charged for the Annual Service, which includes:

- Exterior wash

- Decontamination
- Visual inspection
- Sport coating/booster/reapplication

02. WARRANTY LIABILITY LIMITS AND INVALIDATIONS

2.1 General Liability Limitations

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

1. Workmanship errors and faulty workmanship are not covered; such as, but not limited to: high spots, streaks, and low spots;
2. 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 LLC;
3. Hard water spots, swirl marks, marring, scratches, scuffs, scrapes, chips to the painted surface;
4. Pre-existing damage or deterioration;
5. Any claim for matters which are covered by vehicle manufacturers' warranty;
6. Damage caused by manual or automatic wash brushes, abrasive cloths, sponges or materials;
7. Untreated areas due to accident damage and/or their subsequent repairs;
8. Damage caused by impact with a foreign object (i.e., stone chips); and
9. Warranty is valid for factory clear-coated systems only and excludes any non-clear-coated or matte finishes.

2.2 General Warranty Invalidations

Ceramic Pro warranty for any product will be considered invalid if any of the following general conditions 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, and failure to repair and re-treat surfaces subject to accident damage in accordance with the warranty;
4. Damage or structural failure occurs as the result of racing applications or willful abuse
5. 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.
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;
9. Failure to adhere to any requirements listed under the terms and conditions of this warranty.
10. Only authorized installers are permitted to install and service any Ceramic Pro products. If a vehicle is found to have non-Ceramic Pro product, product obtained from a distributor other than Ceramic Pro LLC, or product applied by a non-Ceramic Pro installer, any warranty will be voided.
11. Many areas of the country use road salts and chemicals during the winter months that can cause adverse effects on your vehicle and wheels, it is recommended to clean more frequently during this season. Failure to do so may greatly reduce the life of the product.
12. A chargeback or refund for the service(s) rendered has been completed.

03. CERAMIC PRO EXTERIOR PAINT WARRANTY

3.1 Ceramic Pro Ultimate ION

Warranty is valid for Lifetime of a vehicle from the date of application. This warranty requires annual services and becomes a 7-year Warranty from the date of last consecutive inspection if an inspection is missed.

3.2 Ceramic Pro Gold

Warranty is valid for Lifetime of a vehicle from the date of application. This warranty requires annual services and becomes a 5-year Warranty from the date of last consecutive inspection if an inspection is missed.

3.3 - Ceramic Pro ION

Warranty is valid for Seven (7) years from the date of application. This warranty requires annual services and becomes a 3-year Warranty from the date of last consecutive inspection if an inspection is missed.

3.4 Ceramic Pro Silver

Warranty is valid for Five (5) years from the date of application. This warranty requires annual services and becomes a 2-year Warranty from the date of last consecutive inspection if an inspection is missed.

3.5 Ceramic Pro Bronze

Warranty is valid for Two (2) years from the date of application. This warranty requires annual services and becomes a 1-year Warranty from the date of last consecutive inspection if an inspection is missed.

3.6 Ceramic Pro Sport

Warranty is valid for Six (6) Months from the date of application and does not require any annual service.

3.7 Ceramic Pro PPF & Vinyl Warranty

1. Ceramic Pro warranties to enhance the substrate it is applied to and make that substrate hydrophobic and easier to maintain for the length of the warranty on the substrate it is applied to.
2. Ceramic Pro warranties to remedy any warranty claim processed through the substrates warranty with a reapplication of the Ceramic Pro product at no cost.
3. All Warranties are subject to the warranty of the PPF or Vinyl they are installed on and will not be warranted longer than the length of coverage from the warranty of the substrate, nor for any additional coverage than

warranty of the substrate.

4. Change of finish (i.e. from gloss to matte) is not warrantied. We highly recommend the use of small samples of each substrate prior to purchasing the Ceramic Coating. A 50/50 sample will let customer decide and accept the finish with coating.

3.8 Ceramic Pro Glass Warranty

Ceramic Pro Glass Warranty is valid for Twelve (12) months from date of application against loss of hydrophobicity and environmental contaminant staining.

3.9 Ceramic Pro Wheel & Caliper Warranty

Ceramic Pro Wheel & Caliper Warranty is valid for Thirty Six (36) Months from the date of application against loss of hydrophobicity and environmental contaminant staining. Surface rust, pitting or discoloration resulting from improper maintenance is not covered by this warranty.

04. CERAMIC PRO TEXTILE AND LEATHER 2-YEAR WARRANTY

4.1 Ceramic Pro Warranty Validity

The warranty is valid for Two (2) years from the date of application. 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. Alcantara interiors are excluded from any warranty.

4.2 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 standard specification, materials or workmanship by vehicle manufacturers, their 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. Failure to attend annual service will change this

warranty to a 1-year Interior warranty

4. Damage to any interior surface prior to Ceramic Pro application;
5. Damage caused by rips, tears, shredding;
6. Damage caused by alteration or modification of surfaces;
7. Damage caused by abrasive compounds and third-party products; and
8. Damage caused by manufacturer's defects.

05. 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 failure of product performance within 30 days of occurrence via warranty claim;
2. Any application, re-application, repair work or other work carried out on the exterior painted surface must be applied, reapplied or repaired by an authorized Ceramic Pro agent after claim approval from Ceramic Pro;
3. Prior to commencement of warranty work or repair, the warranty holder may be required to sign a pre-work liability waiver; and
4. Once claim is approved, warranty work must be completed within 30 days of authorization.

Contact your vehicle insurer to ensure that any Ceramic Pro products and services are 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 at cost.

06. 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 \$2,000.00 or the cost of coating application (whichever is less) in full and final settlement of the customer's claim under warranty.

To make a claim, complete the submission form at
<http://www.ceramicpro.com/warranty-support/>

All required fields must be completed for claim to be considered valid. No other forms of claim submission will be accepted.

Warranty terms may be revised from time to time. The most current version is available at:
<http://www.ceramicpro.com/warranty/>

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