



CERAMIC PRO

PPF Aftercare & Warranty Instructions

AFTERCARE INSTRUCTIONS



Congratulations!

Congratulations on making the proactive and wise decision to protect your vehicle with Ceramic Pro/Kavaca Paint Protection Film. Your vehicle or industrial equipment is now protected from light to medium scratches, exposure to the elements, flying debris, and natural toxins. While this polyurethane-based film is exceptionally durable, pliable, and strong, using the wrong aftercare products or cleaning techniques can damage the films integrity. This may lead to discoloration, reduced hydrophobic properties, and premature failure of the PPF material.

As such, Ceramic Pro Americas has created this user-friendly aftercare and maintenance guide for the proper cleaning and care. Please refer to each section within this document for the required aftercare procedures to maintain the PPF's Manufacturers Warranty.

Aftercare Instructions

Understanding the Curing Process

The curing process for PPF after installation is 48 hours after the installation has been finished and the vehicle has been released to the customer. Once your vehicle has been released to you, please avoid washing the vehicle for two-full days.

If there are any visible moisture pockets or bubbles, do not press on them or try to pop them. If any moisture is still visible after the curing process, reach out to the certified Ceramic Pro installer who completed the job, so it can be fixed professionally.

***NOTE:** Squeegee lines/strokes can be seen on darker colored vehicles but will dissipate within a few hours.

Recommended Ceramic Coating Protection

Prior to purchase of your Paint Protection Film, your Ceramic Pro authorized installer may have recommended adding Ceramic Pro PPF & Vinyl coatings on top of the PPF. We strongly recommend adding our coatings to ALL Paint Protection Film SKUs we offer.

Ceramic Pro Vinyl & PPF coating is specifically formulated for porous materials – like films. We also recommend adding a layer of Top Coat. However, adding these coatings does not change our recommendations for aftercare or maintenance.

Whether you added a Ceramic Pro coating to your PPF or not, please follow these guidelines below.

Maintenance

To properly maintain your Paint Protection Film, it is important that you keep it clean and free from contamination. We recommend washing your vehicle weekly – especially if you live in dusty climates or those with excessive pollen.

If you notice any kind of bird droppings, tree sap, bug splatters, or water spotting on your vehicle's PPF, clean it off as soon as possible using [Americana Global Detail Spray](#) or [Rinseless Wash](#).



RECOMMENDED WASHING PROCESS



Ceramic Pro Americas recommends washing your PPF protected vehicle on a weekly or bi-weekly basis (if you have Ceramic Pro Coatings applied on top of your PPF. There are two methods for washing your vehicle that you can choose.

***Note** - For best results – do NOT wash your paint protection film when the surface is warm to the touch, or in direct sunlight. Make sure the surface is cool to the touch prior to washing.

In this process you will use:

- **Americana Global Rinseless wash**
- A 32oz Clean Spray Bottle
- (2) 3-to-5-gallon wash buckets
- **Ceramic Pro Pink Microfiber Towel**
- Ceramic Pro Pink/Gray Drying Towel
- **Americana Global Detail Spray**

Method 1 - Rinseless Wash

A rinseless car wash is a highly concentrated formulation that is used to wash a vehicle without using a hose. This washing method is best used on lightly soiled surfaces – with dust, and light debris stuck to the surface.

***Note** – If you use this washing method, ALWAYS use separate cleaning supplies to wash tires and wheels from those you use on other vehicle surfaces. DO NOT use the same wash media for cleaning PPF – as this will cause scratching due to embedded brake dust.

Step 1

Pour (1) oz of Americana Global [Rinseless Wash](#) concentrate into a 32oz spray bottle filled with tap water. For optimal results, use a deionized or distilled water – but it's not required. You can also use a pump sprayer device. Shake well prior to use.

***Note** - Please follow the dilution instructions – 1oz of concentrate per 256oz of water.

Step 2

Fill two wash buckets with 2 gallons of fresh water.

Step 3

Add (1) oz of AG - Rinseless Wash to one of the wash buckets with water. Leave the other bucket filled with fresh water.

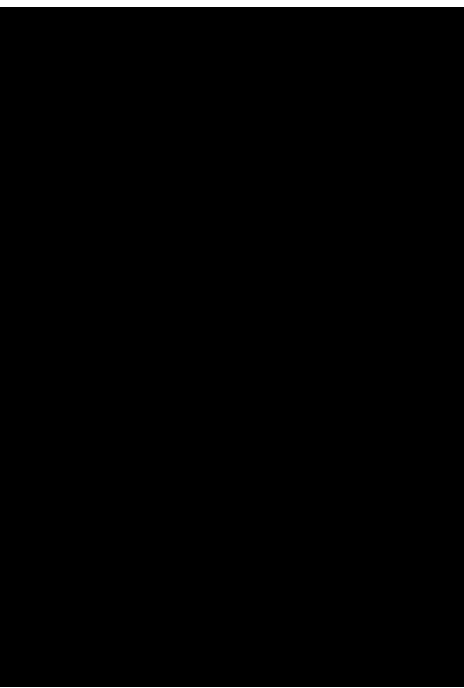
Step 4

Spray the mixed Rinseless Wash solution in a fine mist over the entire vehicle. Make sure to liberally spray the formula on the vehicle surfaces. Let it dwell on the surface until you continue to the next step.

Step 5

Wash (1) panel at a time. Start at the front of the vehicle with the hood and front bumper area. The washing process follows this technique.

1. Place a few microfiber wash towels in the bucket with the Rinseless Wash mix.
2. Take (1) saturated towel out of the wash bucket.
3. Slightly wring the towel to remove some of the wash solution (leave the towel wet with small drops of fluid).



4. Wash the vehicle from top to bottom, left to right with the wash media.
5. Place the used wash media (microfiber) in the clean fresh water bucket.
6. Dry the area you just cleaned with a dedicated drying towel.
7. Clean the dirty microfiber towel in the fresh water bucket by agitating the microfiber. Wring the microfiber towel dry, then insert it in the wash bucket with Rinseless wash solution.

***Note:** Use a fresh microfiber towel for each proceeding section and follow these same steps until you've washed the entire vehicle.

Step 6

Apply [AG - Detail Spray](#). Once the entire vehicle is cleaned and dry, use Americana Detail Spray as a final wipe down. Follow the directions listed on the bottle. For a quick re-cap – this is the procedure for using this product on ALL vehicle surfaces (not recommended for glass).

1. Fold a plush microfiber towel in four sections.
2. Spray a fine mist of Americana Global Detail Spray on the vehicle surface – from a distance of at least 2 feet from the vehicle.
3. Wipe the product on the surface from top to bottom.
4. When you've completely wiped down the panel, flip the microfiber towel to a dry section, and buff off the residue by repeating the wipe-down process.

In this process you will use:

- Americana Global Viny & PPF Soap
- Americana Global Detail Spray
- Americana Global Wheel & Tire Cleaner
- Ceramic Pro Pink/Gray Drying Towel
- Chenille Wash Mitt
- 2 Wash Buckets with Grit Guards

Method 2 - Two Bucket Soap & Water

This washing technique is known as the Two Bucket method. Ceramic Pro recommends using [AG - Vinyl & PPF shampoo](#). This car soap can also be used to wash and maintain ceramic coated vehicles, and is safe and effective on areas of the car that do not have PPF.

***Note:** Like the above method – DO NOT wash any vehicle that is warm to the touch. If washing outdoors in sunlight, make sure to wash the vehicle in the early AM or late afternoon hours.

Step 1 – Gather Supplies

To wash a paint protection film or ceramic coating protected vehicle, you'll first want to collect and set up your supplies. At the minimum, you'll want to collect the car washing supplies above.

Collect the following:

- (3) wash buckets – Use one for the wheels and tires – and two for the car's paint.
- (2) microfiber wash mitts or towels – Use one for the wheels and one for the car's paint.
- A water hose with a spray nozzle. If you have a high-pressure washer – this is optimal. Add a foam cannon to pre-wash the car beforehand washing for optimal results.
- Americana Global Vinyl & PPF Soap
- A dedicated microfiber or terry weave drying towel. If you have a high-pressure 'leaf blower' – you can air dry the vehicle, but sometimes this will create tiny water spots.

Step 2 – Pre-Wash the Vehicle

Once you've gathered your supplies and have them all set up for easy access, start by spraying off the entire vehicle with fresh water. DO NOT USE A HIGH-PRESSURE HOSE. Spray off with a standard spray nozzle – as high-pressure water can damage the PPF.

This will remove any large contaminants and debris from the surface. Make sure to spray off those wheels and tires, too – as there will be a lot of brake dust in the wheels and the wheel wells.

Bonus tip: Some people like to use high-suds or snow foam soap as a pre-wash. This is an excellent idea for PPF and Ceramic Coated vehicles, as it can break down dirt and debris as it dwells on the paint. We recommend using [AG - Vinyl & PPF soap](#) as a pre-wash using a foam cannon.

For FOAM CANNONS & FOAM GUNS – Mix 4oz of AG - Vinyl & PPF Soap per 32oz of water. Fill the foam cannon container with warm tap water first. Then add AG - Vinyl & PPF Soap. Slightly shake the bottle, then attach to the foam cannon attachment.

Spray it on the entire vehicle, then let it dwell on the surface for 4 to 5 minutes while you wash the wheels and tires.

*NOTE – ALWAYS USE LOWEST PRESSURE ON ANY FOAM CANNON

Step 3 – Wash Wheels & Tires

Many substances can scratch ceramic coatings in brake dust. The primary contaminant is iron – which is in most brake systems. If you use the same wash bucket and mitt to wash wheels and your car, you may scratch your coating – and in some cases, all the way through the coating to the clear coat.

Here is how we like to wash our wheels:

- Foam cannon or pre-rinse all wheels and tires first. · Spray [Americana Global Wheel & Tire Cleaner](#) on all

wheels – let it dwell for a few minutes.

- Use a dedicated wheel brush and tire brush to agitate the soap and Wheel & Tire cleaner.
- Rinse off each wheel and tire as you finish.
- Wait to dry off once you're done with the entire car wash – last step.

Step 4 – Two Bucket Hand Wash

Car enthusiasts and detailers should use two buckets to hand wash a PPF and ceramic coated vehicle. One bucket will have fresh water with a grit guard. This is the bucket you use to wash the microfiber towel or mitt after each panel. The other bucket will have soapy water.

- In a 5-gallon bucket, add two ounces of soap to the bottom of the bucket (about half full of water).
- Spray the water with a spray nozzle into the bucket to 'foam it up'.
- Use your wash mitt and soak it with soapy water.
- Start at the top of each panel, and work from left to the right – top to bottom. Once you reach the bottom, make sure to get those hard-to-reach areas.
- Rinse the soapy mitt in the freshwater bucket and rinse that panel off with fresh water.
- Proceed to all parts of the vehicle until finished – then dry with a microfiber towel.

Step 5 – Post Wash Detail Spray

After the vehicle is dry, apply a fine mist of [AG - Detail Spray](#). Use a Ceramic Pro purple microfiber towel and wipe off the detail spray with the high pile side of the towel. Then flip over the towel to the flat side and wipe off any excess detail spray with a buffing motion. The detail spray can be applied in direct sunlight.

*Visit [CeramicPro.com/Shop](https://ceramicpro.com/shop) to purchase recommended products

Key Tips On What To Avoid

A paint protection film can be damaged due to using harsh chemicals – such as those used at commercial car washing facilities. These soaps are essentially the same as dish soap, meaning they are highly concentrated, with an extremely high pH level.

However, PPF can also be scratched or torn when used with extremely high pressure washing as well. It is also prone to collecting water spots – when exposed to water.

As such, **ALWAYS** avoid the following:

- Avoid taking your vehicle through any kind of automatic car wash or brushless car wash. Always hand wash your vehicle. If you use a high-pressure hose, make sure to use the lightest spray pressure fitting.
- Never use a pressure washer while washing your vehicle with PPF. A pressure washer can create too much pressure and lift the edges of the film off the paint.
- Avoid parking near sprinklers, under trees, or under light posts.

Ceramic Pro® / Kavaca® Paint Protection Film Warranty

Paint Protection Film Warranty

1.0 - CERAMIC PRO CLEAR PPF WARRANTY PROGRAM

1.1 Ceramic Pro Clear PPF Warranty

Ceramic Pro LLC warrants that the Ceramic Pro/KAVACA Paint Protection Film, installed on exterior factory clear-coated automotive panels and untreated stainless steel automotive panels, free of manufacturers defects such as cracking, delamination, factory discoloration prior to install, and yellowing from UV exposure at a faster rate than $\Delta Y_i 2$ per 1000 hours. The warranty excludes damage caused by normal wear and tear, misuse, accidents, or misapplication.

The Ceramic Pro PPF and Ceramic Pro Matte PPF warranty is valid for the lifetime of the vehicle's original factory paint, starting from the date of installation. The warranty becomes a 16-year warranty from the date of original installation or last annual service (whichever is most recent) if an annual service is missed.

The Kavaca Ceramic Coated PPF and Kavaca Matte PPF warranty is valid for the lifetime of the vehicle's original factory paint, starting from the date of installation. The warranty becomes a 12-year warranty from the date of original installation or last annual service (whichever is most recent) if an annual service is missed.

The Ceramic Pro Urban film warranty is valid for ten (10) years from the installation date. If an annual service is missed, the warranty is reduced to seven (7) years from either the original installation date or the most recent annual service—whichever is later. However, in all cases, the warranty will not exceed a total of ten (10) years.

The warranty for retired films is valid for twelve (12) years from the installation date. If an annual service is missed, the warranty is reduced to five (5) years from either the original installation date or the most recent annual service—whichever is later. However, in all cases, the warranty will not exceed a total of twelve (12) years.

1.2 Warranty Terms & Conditions

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 film 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.
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 one (1) year from the date of the last service.
8. Vehicles over three months old are strongly recommended to have a machine polish to be carried out by the approved installer. It is strongly recommended that imperfections such as chips, scuffs, scrapes, etc. be addressed before application to avoid issues such as paint lifting.
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 starting from the last consecutive service, or application if not service was performed (see section 1.1 for terms). 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

2.0 - WARRANTY LIABILITY LIMITS AND INVALIDATIONS

2.1 General Liability Limits

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

1. Workmanship errors and faulty workmanship such as, but not limited to: debris under film, uneven edges, paint cuts, air/moisture pockets beyond normal, lifting not related to manufacturer defect;
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, lifting from use of pressure washer or high-powered jets of water;
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);
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.

3.0 - MAKING A CLAIM

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

1. Ceramic Pro LLC 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 Ceramic Pro/Kavaca Paint Protection Film must be applied, reapplied or repaired by an authorized Ceramic Pro agent after claim approval from Ceramic Pro LLC;
 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.
1. Ceramic Pro, LLC or its agents shall arrange the necessary approvals for warranty repairs and film reapplication to be carried out, or;
 2. Pay the owner of the nominated vehicle a maximum amount of \$4,000 or the cost of PPF installation (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/>

Warranty work/repair will depend on the products available at the time; if the same product is not available then a comparable product will be used. Only the specific failing product will be replaced.

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.

4.0 - WARRANTY LIMITS

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



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