

A close-up photograph showing a person's hands applying a dark, reflective ceramic window film to a curved surface, likely a car window. The film is being held in place by one hand while the other hand smooths it down. The background is a blurred indoor setting. The text 'CERAMIC PRO' is overlaid in the center in a bold, white, sans-serif font.

# CERAMIC PRO

**Window Film Aftercare & Warranty Instructions**

## AFTERCARE INSTRUCTIONS



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PRO

## Congratulations!

Thank you for making the proactive decision to protect your interior and passengers by installing Ceramic Pro's KAVACA Window Film. Regardless of which premium grade window film you selected, for it to provide a lifetime of protection, we need you to follow some simple curing and aftercare techniques.

We've also partnered with Americana Global to formulate a window tint specific Ceramic Glass Cleaner that we recommend for ALL cleaning tasks (on the inside and outside of windows). You can purchase [Americana Global Ceramic Glass Cleaner](https://www.americanglobal.com/) directly at [www.ceramicpro.com/Shop/](https://www.ceramicpro.com/Shop/)

\*visit [ceramicpro.com/shop](https://www.ceramicpro.com/Shop/) to purchase recommended products

## Understanding The Curing Process

Your Ceramic Pro KAVACA Window Film was installed by certified tinters. While the tint has initially bonded to the inside of your windows prior to it being released to you, the adhesive needs some time to cure. Please follow these directions to ensure your window film cures correctly.

### Step 1: Do not roll down windows for 3-5 days

The film may take 1-4 weeks to completely cure depending on environmental conditions such as temperature and how much sun the vehicle sees. The more sun and heat the vehicle sees, the faster the drying process.

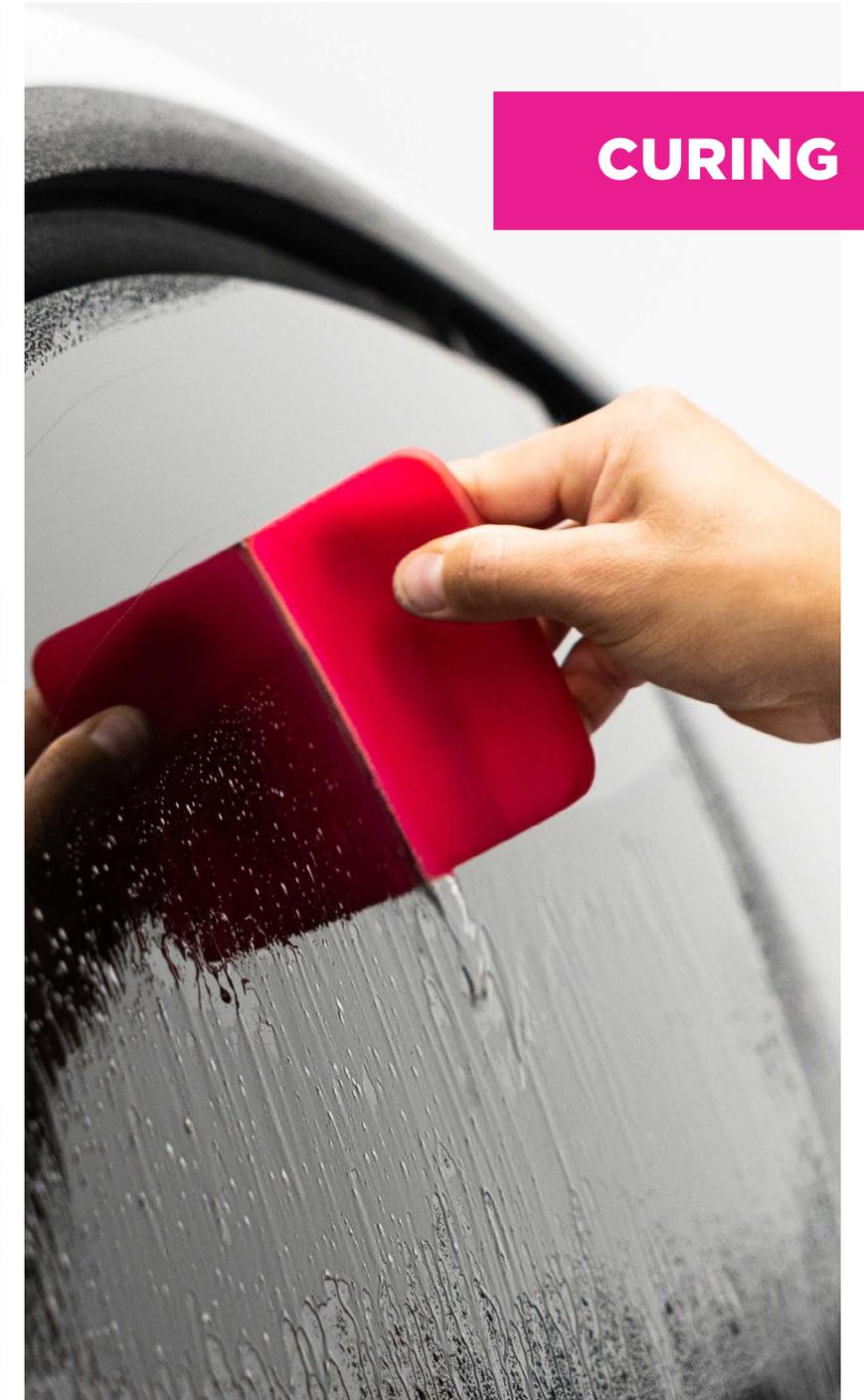
### Step 2: Be Aware of Some Common Side Effects

Window film is applied with soapy water and as the water evaporates, the film bonds to the glass.

#### During this time the film may look:

- Hazy
- Foggy
- Streaked
- Orange peel texture
- Water blisters

This is a natural side-effect of the installation process. All of these will go away as the film cures. Do not push or move any water that is trapped in between the glass and the film.



## CLEANING & DETAILING



### Cleaning & Detailing

KAVACA Window Films utilize nanotechnology within the multiple layers of film and the adhesive to provide superior protection against UV and IR emissions from the sun. It due to this technology that using the recommended aftercare cleaners is required, to maintain it's integrity and reduce damage to the film.

It is CRITICAL to not use ANY cleaning solutions with ammonia or alcohols in the chemical. Most glass cleaners (such as Windex) utilize these two ingredients in their cleaning products.

**\*NOTE: Ammonia and Alcohols WILL eventually break down the integrity of the film, leading to fading, cracking, and discoloration. Using ammonia or alcohol-based cleaners will void any manufacturers warranty.**

**Step 1:** Do NOT clean your windows for at least seven days after your tint was installed and the vehicle released back to you.

**Step 2:** For the remainder of the curing process (first full month), you can clean your windows but be sure to use light pressure especially on all edges of the film.

**Step 3:** Secure the recommended cleaning supplies. For proper cleaning of KAVACA Window Film, you will use:

- [Americana Global Ceramic Glass Cleaner](#)
- [Ceramic Pro Grey Waffle Weave Microfiber Towel](#)
- [Ceramic Pro Blue Flat Microfiber Towel](#)

\*You can purchase these products directly at [www.ceramicpro.com/shop](http://www.ceramicpro.com/shop)

**Step 4:** Prior to starting the window cleaning process, verify that the windows are cool to the touch. For best results the windows should be cool and out of direct sunlight.

**Step 5:** Shake up the bottle of AG - Ceramic Glass Cleaner prior to use.

**Step 6:** Spray a fine mist of AG - Ceramic Glass Cleaner onto the glass surface. A little goes a long way, so there is no need to saturate the glass surface.

**Step 7:** Fold a Ceramic Pro Microfiber Waffle Weave towel into four parts. Use one side of a clean and dry Ceramic Pro Microfiber Waffle Weave towel to wipe the window.

**Step 8:** Flip to dry side of towel and buff off the entire window for a streak free finish.

**Step 9:** If streaks are still visible, use a dry Ceramic Pro Flat Microfiber Glass Towel to polish the glass.

**Step 10:** Repeat the process on both sides of the window.

## Cleaning Instructions



## Key Tips On What To Avoid

- Never use cleaning solutions with ammonia in them.
- Avoid buildup of sand and dirt in the bottom gasket of a moving window. Use compressed air to blow out the bottom gasket of window seals occasionally.
- Prevent dog claws or anything sharp rubbing on the inside of the window.
- Avoid swinging seatbelt buckle into side window when unbuckling. For more information about Ceramic Pro KAVACA Window Films, please visit our website - [www.ceramicpro.com/kavaca/window-tint/](http://www.ceramicpro.com/kavaca/window-tint/)

## Limited Lifetime Warranty Information

### 01. CERAMIC PRO KAVACA WINDOW FILM WARRANTY PROGRAM

#### 1.1 Window Tint Warranty

Ceramic Pro LLC warrants Kavaca Window Film to be free of manufacturer defects for the lifetime of the vehicle from the date of application.

1. Initial application must be performed by a certified Kavaca tint installer.
2. Any application, re-application, repair work or other work carried out on the Kavaca Window Film must be applied, re-applied, or repaired by a Kavaca certified installer after claim approval from Ceramic Pro LLC.

#### 1.2 General Terms & Conditions

The following general terms and conditions apply to any and all Ceramic Pro Kavaca Window Film Warranty program products:

1. Warranty term begins from the date of application of the Kavaca Window Film;
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 Kavaca installer;
4. Any application, re-application, repair work or other work carried out on the Kavaca Window Film must be applied, re-applied, or repaired by a Kavaca certified installer after claim approval from Ceramic Pro LLC;
5. Ceramic Pro LLC must be notified of any claim due to failure of product within 30 days of occurrence;
6. Vehicle must remain continuously registered and lo-

7. cated within North America for the duration of the warranty; and
7. Warranty is in the name of the vehicle owner at the time of installation. If a vehicle is sold, the warranty holder OR new owner may contact Ceramic Pro LLC directly to have the warranty transferred. Transfer must be completed within one year of purchase of vehicle, or warranty is void.
8. It is the responsibility of the installer to register the warranty. If the installer fails to register the warranty 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

No annual inspection is required to maintain the warranty.

### 2.0 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 installation are not covered - such as, but not limited to, debris under film, uneven edges, paint cuts, excessive air or moisture pockets;
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. Swirls, scratches, scuffs, chips or other physical damage to the film from abrasive materials or impact with a foreign object;
4. Pre-existing damage or deterioration;
5. Any claim for matters which are covered by vehicle manufacturers' warranty;
6. 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.
7. Kavaca Window Film is to be used in compliance with all applicable laws, statutes, rules, regulations, and ordinances ("Laws") of the applicable state, province, or local jurisdiction including, without limitation, tinted window laws. It is the vehicle owner's responsibility to be aware of the window tint laws in their local jurisdiction. Many locales set a limit for the maximum VLT or restrict windshield tint in part or in whole. Ceramic Pro LLC is not liable for any fines, citations, or legal repercussions resulting from an illegal tint application.

#### 2.2 General Warranty Invalidations

Ceramic Pro Kavaca Window Film 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 materials and/or third-party products;
3. Damage resulting from a collision or other vehicle accidents, or damage resulting from contact with a foreign object;

4. Damage or structural failure which occurs as the result of racing applications or willful abuse;
5. Double lamination in which the window film is not applied directly to the vehicle's glass or there are multiple layers of window film applied.
6. Kavaca Window Film is to be used in compliance with all applicable laws, statutes, rules, regulations, and ordinances ("Laws") of the applicable state, province, or local jurisdiction including, without limitation, tinted window laws. It is the vehicle owner's responsibility to be aware of the window tint laws in their local jurisdiction. Many locales set a limit for the maximum VLT or restrict windshield tint in part or in whole. Any window film application that does not comply with local laws is ineligible for warranty.
7. A chargeback or refund for the service(s) rendered has been completed.

### 3.0 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 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 Window Film must be applied, reapplied or repaired by an authorized Ceramic Pro LLC 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.

5. 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 your local Ceramic Pro installer or contact Ceramic Pro LLC to be connected to your nearest installer to arrange any additional applications 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:

1. Ceramic Pro LLC or its agents shall arrange the necessary approvals for warranty rework or repair to be carried out, or;
2. Pay the owner of the nominated vehicle a maximum amount of \$1,500 or the cost of the window film installation (whichever is less) in full and final settlement of the warranty holder'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/>

Last updated: 7/2024



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