

A close-up photograph showing a person's hands applying a dark, reflective window film to a curved surface, likely a car window. The film is being peeled away from a white backing paper. 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



CERAMIC  
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.

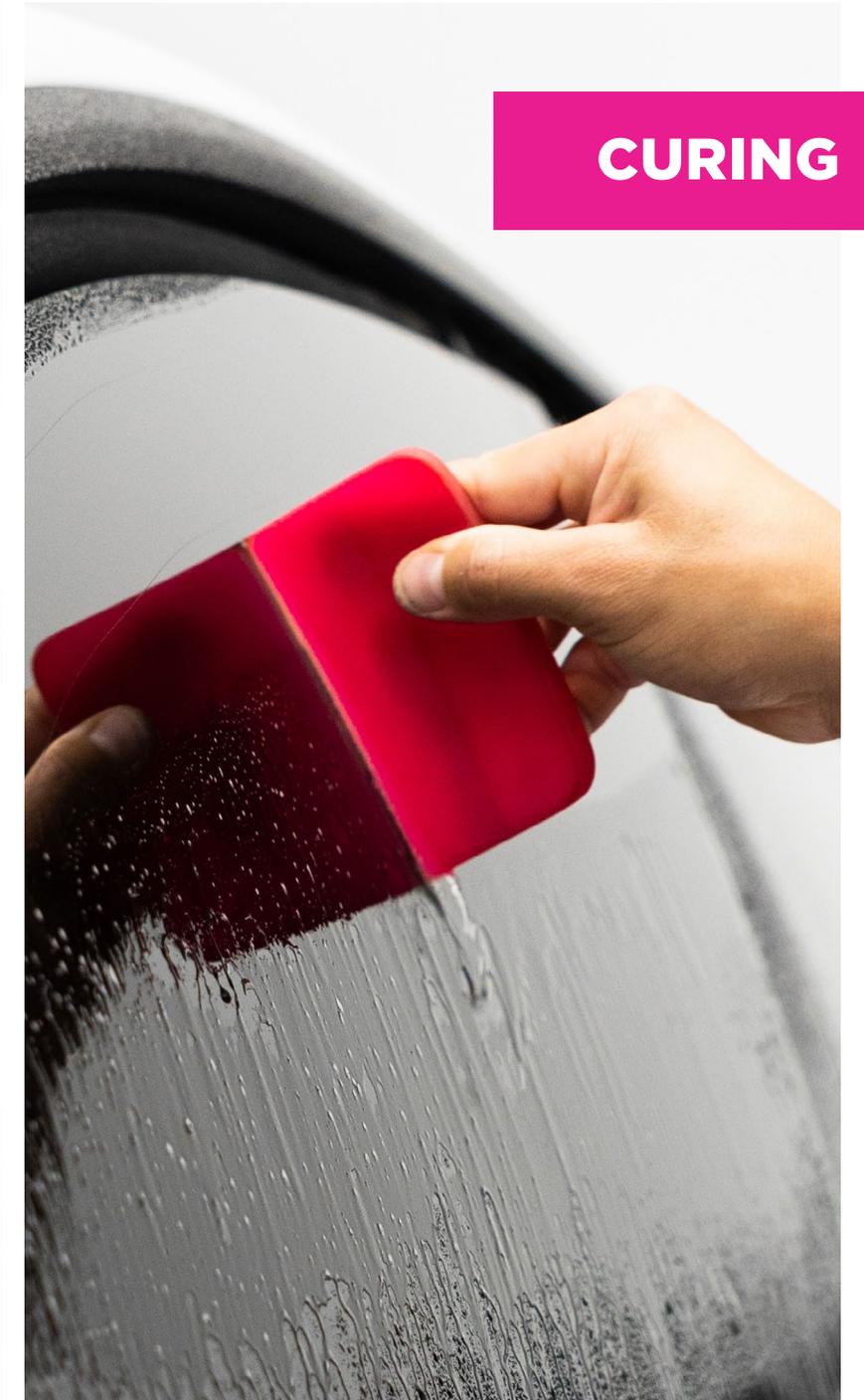
### Step 2: Be Aware of Some Common Side Effects

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 is due to this technology that using the recommended aftercare cleaners is required, to maintain its 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 manufacturer's 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

### 1.1 Warranty Coverage:

Ceramic Pro (“CP”) warrants all KAVACA window film against adhesive failure, bubbling, cracking/crazing, delamination, peeling, or other manufacturer’s defect; provided and on the condition that the Products were properly sold and installed on an appropriate automobile glass surface by an authorized dealer in accordance with all recommended installation procedures, and subject to the conditions described below in the “Not Covered by Warranty” section 6.

### 1.2 Additional Warranty for Certain Products:

CP also warrants KAVACA Ceramic IR and Carbon CS products against excessive or unusual change of color, for the period of the applicable warranty coverage.

### 1.3 Covered Persons/Companies:

This warranty is provided and applies only to (1) independent window film dealer who purchased the Product from CP or from a CP distributor; (2) the registered owner of the automobile at the time the Product was installed; and (3) subsequent purchaser of the automobile, who properly transfers the warranty in accordance with the process referenced below in section 9. This warranty is the sole and exclusive warranty provided by CP to the persons and entities described above for the Products purchased.

### 1.4 Warranty Period:

This warranty coverage begins on the date the Product was installed and extends for the period of time the original registered owner of the automobile owns the automobile. Also, in the case of a valid transfer of the warranty to a subsequent purchaser in accordance with CP’s terms, the warranty coverage extends only for a period of five (5) years from the date of the original Product installation. This warranty terminates upon any sale of the automobile unless the warranty is transferred as provided below.

### 1.5 Not Covered by Warranty:

This warranty is voided by, and CP does not cover and hereby disclaims all liability for any loss, damage, expense, or cost, resulting from any one or more of the following:

1. Installation of the Product (whether or not (i) performed by dealer; or (ii) the installer is “Certified” by CP); or
2. Improper product care, maintenance, or cleaning; or
3. Product abuse; or
4. Glass breakage; or
5. Non-automotive applications and/or non-complying film uses; or
6. Any other acts, occurrences, defects, faults or damages not caused by CP.

### THIS WARRANTY ONLY APPLIES TO PRODUCT INSTALLED IN NORTH AMERICA

This Product is to be used in compliance with all applicable laws, statutes, rules, regulations, and ordinances (“Laws”) of the applicable country, state, province or local jurisdiction including, without limitation, tinted window laws.

**\*FAILURE TO COMPLY WITH SUCH LAWS VOIDS THE WARRANTY. IT IS THE AUTOMOBILE’S OWNER’S RESPONSIBILITY TO COMPLY WITH ALL APPLICABLE LAWS.**

### 1.6 Limitations:

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY CP FOR THE PRODUCT PURCHASED. THIS WARRANTY IS GIVEN IN LIEU OF, AND SUPERSEDES AND REPLACES, ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND/OR AGREEMENTS, INCLUDING, BUT NOT LIMITED TO, ALL WARRANTIES IMPLIED BY LAW, SUCH AS THE IMPLIED WARRANTY OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

IN THE EVENT OF ANY DEFECT IN, OR FAILURE OF, THE PRODUCT, OR IN THE EVENT THE PRODUCT FAILS TO PERFORM AS REPRESENTED OR EXPECTED, CP’S SOLE AND EXCLUSIVE OBLIGATION IS TO PROVIDE REPLACEMENT PRODUCT AND PAY FOR REPLACEMENT LABOR; SUBJECT TO THE LIMITATIONS SET FORTH IN THIS WARRANTY; PROVIDED, THAT IF THE SAME PRODUCT IS NOT AVAILABLE CP MAY REPLACE WITH A SIMILAR PRODUCT AT ITS SOLE DISCRETION.

IN NO EVENT SHALL CP BE LIABLE OR RESPONSIBLE FOR ANY OTHER COSTS, ATTORNEY’S FEES, EXPENSES, LOSSES OR DAMAGES (REGARDLESS OF WHETHER THEY ARE DEEMED TO BE DIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL) THAT ARE IN ANY WAY RELATED TO THE PRODUCT OR ANY FAILURE OF THE PRODUCT TO PERFORM AS REPRESENTED OR EXPECTED AND WHETHER ARISING IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT PRODUCTS LIABILITY, TORT, OR OTHERWISE.

CP DOES NOT ASSUME LIABILITY FOR ANY WARRANTY, LOSS OR DAMAGE OTHER THAN AS EXPRESSLY STATED IN THIS LIMITED WARRANTY. CP IS NOT LIABLE FOR ANY LOSSES OR DAMAGES RELATED TO OR INVOLVING GLASS BREAKAGE.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

CP will provide replacement film and reasonable labor

charges not to exceed the combined amount of the Product price and installation cost as stated on the original invoice. Payment of labor for partial window film replacement will be prorated based on the amount of defective film replaced and the amount charged for installation as stated in the original invoice.

CP’s total liability, whether for breach of contract, warranty, negligence, strict products liability, or commission of any other tort, violation of any statute, regulation, or ordinance, or otherwise, is limited to the purchase price of the particular product sold under this warranty as stated on the original invoice.

In the event that it is necessary to replace defective film, any such replacement will not extend the duration of this warranty coverage. CP reserves the right to approve the warranty repair service provider who will perform the warranty claim service. All warranty claim payments will be made to the warranty repair service provider who has been authorized by CP to perform the warranty service pursuant to the terms of this warranty.

Oral or written statements by any party other than in this warranty should not be relied upon by you, and are not part of this warranty. NO OTHER PERSON OR ENTITY, INCLUDING THE DEALER, HAS ANY AUTHORITY OR POWER TO MODIFY OR EXTEND THIS WARRANTY.

THIS LIMITED WARRANTY CAN ONLY BE MODIFIED BY A WRITTEN AGREEMENT SIGNED BY AN OFFICER OF CP.

### 1.7 Customer And Dealer Please Note:

The warranty card and online warranty registration must be completed by the dealer (and the customer) at the time of installation of the Product in order to make a warranty claim at a later date. PLEASE PRINT CLEARLY. WARRANT-

TIES THAT ARE NOT LEGIBLE AND/OR DO NOT PROVIDE COMPLETE INFORMATION MAY DELAY PROCESSING OF WARRANTY CLAIMS AND/OR RESULT IN THEIR DENIAL. FOR PROPER CARE AND MAINTENANCE, SEE THE CARE AND MAINTENANCE INSTRUCTIONS FOR THE PRODUCT INCLUDED WITH THIS WARRANTY PACKET, OR YOU CAN OBTAIN A COPY OF THE CARE INSTRUCTIONS AT <https://ceramicpro.com/warranty>.

### 1.8 To Transfer this Warranty:

This warranty may only be transferred to the subsequent purchaser of a covered automobile in accordance with the process and rules set forth at the Ceramic Pro website at <https://ceramicpro.com/warranty/>

### 1.9 To Make a Warranty Claim:

CP reserves the right to verify eligibility for this warranty coverage, and to inspect the affected window before approving a claim. To make a warranty service claim, it is required that the following steps be followed:

1. Contact your original installing dealer to initiate a warranty service claim. If your original installing dealer is not accessible, visit Ceramic Pro, at <https://ceramicpro.com/installers/> to locate your closest Ceramic Pro installer.
2. In order to process a warranty claim, a Ceramic Pro dealer must receive the following warranty claim support materials:
  - a. A copy of this fully completed Warranty agreement.
  - b. Proof of purchase from the installing dealer. This information is best provided by keeping a copy of your proof of purchase invoice attached to your warranty agreement.
3. Upon completion of the warranty repair service, the customer will be required to sign a warranty repair claim form. This form will enable the dealer to be reimbursed for the warranty repair service.
4. All warranty claim payments will be made to the warranty repair service provider who has been approved

in advance by CP to perform the warranty service pursuant to the terms of this warranty.

5. All warranty repair service claims must be submitted to CP by the authorized warranty repair service provider within forty-five (45) days of completion of the warranty work. For warranty claims greater than \$2,500.00, the authorized warranty repair service provider must obtain written pre-approval from CP before beginning the warranty repair service.



**For additional warranty claim questions contact:**

**Ceramic Pro - Warranty Claims Department**

5751 Copley Dr., Suite C  
San Diego, CA 92111

**E-mail:** [warrantyclaims@ceramicpro.com](mailto:warrantyclaims@ceramicpro.com)

**Phone:** (800) 280 - 6856

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