



CERAMIC PRO

Ultimate Armor Aftercare & Warranty Instructions

AFTERCARE INSTRUCTIONS



CER
AMIC
PRO

Congratulations!

Congratulations on making the proactive and wise decision to protect your vehicle with Ceramic Pro's Exclusive Ultimate Armor™ Package. Your vehicle is now protected from light to medium scratches, exposure to the elements, flying debris, and natural toxins – and for the lifetime of your vehicle.

While the combination of our advanced KAVACA Paint Protection Film and Ceramic Pro coatings provides exceptional protection against road debris and environmental damage, using the wrong aftercare products or cleaning techniques can damage the film and the coatings integrity.

This may lead to discoloration of the PPF, reduced hydrophobic properties on ceramic coated surfaces, 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 for your Ultimate Armor Package.

Please refer to each section within this document for the required aftercare procedures to maintain the Ultimate Armor Manufacturer's Warranty.

Aftercare Instructions

Understanding the Curing Process

The initial curing process for Ultimate Armor Package is 48 hours after the installation has been finished and the vehicle has been released to the customer. However, the coatings and film need a few weeks to fully bond and cure to the substrate.

Once your vehicle has been released to you, please avoid washing the vehicle for two-full weeks. If there are any visible moisture pockets or bubbles of the PPF, do not press on them or try to pop them. If any moisture is still visible after the curing process, reach out to the Elite Dealer 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.

Maintenance

To properly maintain your Ceramic Pro Ultimate Armor™ Package, it is important that you keep it clean and free from contamination. We recommend washing your vehicle every two weeks – 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 exterior surfaces – on either the PPF or ceramic coated sections - clean it off as soon as possible using [Americana Global Detail Spray](#) or [Rinseless Wash](#).

Recommended Ceramic Coating Protection

Ceramic Pro Americas recommends washing your Ultimate Armor protected vehicle on a bi-weekly basis. There are two methods for washing your vehicle that you can choose.

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



RECOMMENDED WASHING PROCESS



Ceramic Pro Americas recommends washing your PPF & Ceramic Coated vehicle on a weekly or bi-weekly basis. There are two methods for washing your vehicle that you can choose from.

***Note** - For best results – do NOT wash your vehicle 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 on exterior surfaces that are protected with PPF or Ceramic Coatings – 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 Americana Global Rinseless Wash to one of the wash buckets with water. Leave the other bucket filled with fresh water.

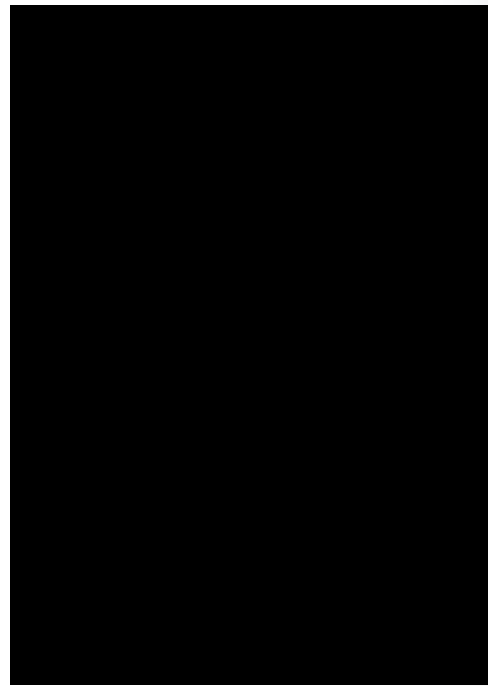
Step 4

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 Americana Global 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 recap – 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.

*Visit CeramicPro.com/Shop to purchase recommended products

In this process you will use:

- [Americana Global - Vinyl & 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 [Americana Global - Vinyl & PPF soap](#). We formulated it to be safe for paint protection film and vinyl primarily. However, this soap can be used to wash and maintain Ceramic Coated vehicles as well.

This makes it the perfect automotive shampoo for the Ultimate Armor Package.

***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 these car washing supplies.

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.

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 [Americana Global - 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 [Americana Global - 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](#) to purchase recommended products



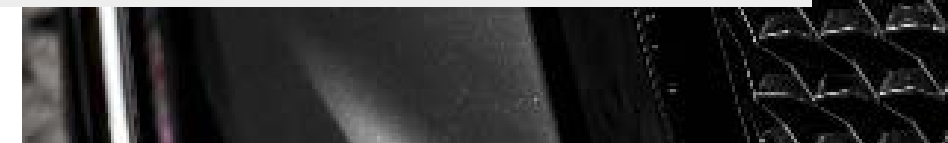
Key Tips On What To Avoid

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® Ultimate Armor Package

Lifetime Warranty Information

01. CERAMIC PRO ULTIMATE ARMOR WARRANTY PROGRAM

1.1 - Ceramic Pro Ultimate Armor Warranty

Ceramic Pro LLC warrants that for the lifetime of your vehicle, Ceramic Pro/KAVACA PPF installed on clear coated car panels and untreated stainless steel automotive panels, and Ceramic Pro Coatings installed on clear coated exterior paint is free of manufacturers defects and protection against yellowing from dirt and chemicals, yellowing from UV and at a rate faster than 1/2 per 1000 hours, delamination, staining and warping or any material failure.

The warranty excludes damage caused by normal wear and tear, misuse, accidents, or misapplication.

1. Initial application must be performed by a Ceramic Pro Elite Dealer.
2. Any application, re-application, repair work or other work carried out on the Ceramic Pro/KAVACA Paint Protection Film or Ceramic Pro Coatings must be applied, reapplied, or repaired by an Elite Dealer after claim approval from Ceramic Pro LLC.

1.2 - General Terms & Conditions

The following general terms and conditions apply to The Ultimate Armor Warranty Program products:

1. Warranty term begins from the date of application;
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 Ceramic Pro Elite Dealer;
4. Any application, re-application, repair work or other work carried out on the coated surface must be applied, reapplied, or repaired by a Ceramic Pro Elite Dealer

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 Elite Dealer within the required period will change the period of cover on the warranty transfer to "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. 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 Elite Dealer 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 Seven (7) years from last consecutive service, or application if

no service was performed. Annual services are no longer required after this change, but are recommended.

02. 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, but not limited to, high spots, streaks, debris under film, uneven edges;
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; and/or
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 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, 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 agents are permitted to install and service exclusive products, such as the Ultimate Armor package. 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-Elite Dealer, 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. 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 or exterior painted surface 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.

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.

To locate your nearest Elite Dealer, visit elitedealer.com or contact Ceramic Pro LLC.

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.

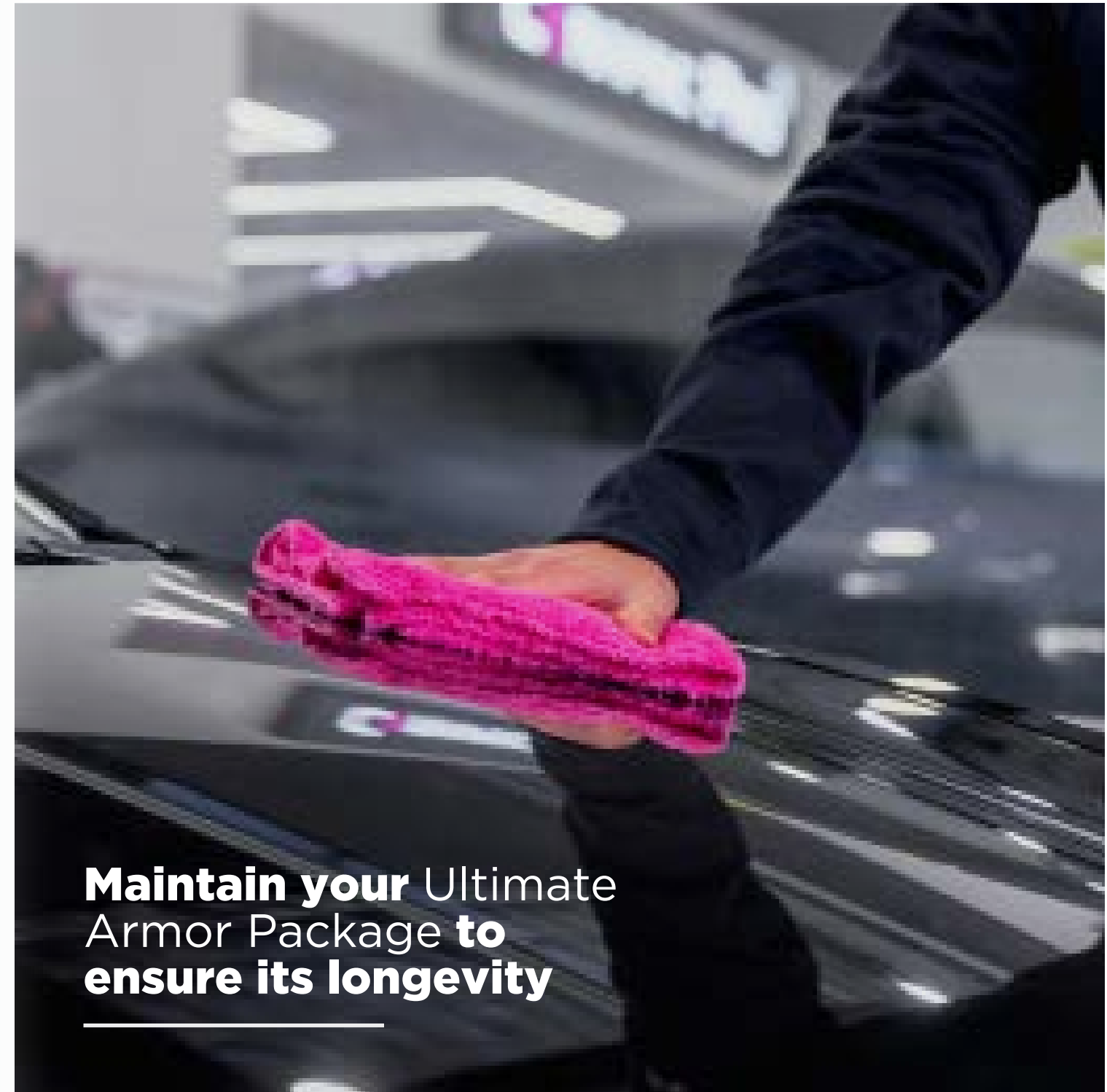
1. Ceramic Pro LLC or its agents shall arrange the necessary approvals for warranty repairs and coating reapplication to be carried out, or;
2. Pay the owner of the nominated vehicle a maximum amount of \$1,500 or the cost of coating application (whichever is less) in full and final settlement of the customers claim under warranty;
3. For paint protection film, pay the owner of the nominated vehicle a maximum amount of \$2,500 or the cost of PPF installation (whichever is less) in full and final settlement of the customers 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



**Maintain your Ultimate
Armor Package to
ensure its longevity**

CER AMIC PRO

www.ceramicpro.com

