



CERAMIC MARINE PRO

Marine Warranty Instructions

Ceramic Pro® Marine

Manufacturer Warranty

1.0 - CERAMIC PRO MARINE WARRANTY PROGRAM

1.1 Ceramic Pro Marine Warranty

Ceramic Pro LLC warrants to the owner of the nominated vessel that if the Ceramic Pro is unsatisfactory in its performance of

- 1. Protecting the vessel’s factory paintwork and/or smooth gel-coat from environmental contaminants, loss of gloss, permanent stains or UV damage; and/or
- 2. Protecting the vessel’s interior textile, vinyl, and vinyl-like surfaces from permanent stains and UV damage;

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 retreat the affected area.

1.2 Warranty Terms & Conditions

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

- 1. Warranty term begins from the date of application;
- 2. This agreement excludes vessels 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 Marine 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. All Vessels must require a mechanical preparation either via machine polish (Silver and Gold Packages)

- or machine sanding (Platinum Package) to be carried out by an approved applicator prior to application;
- 7. Vessel must remain continuously registered within the United States for the duration of the Warranty;
- 8. Warranty is in the name of the vessel owner and can only be transferred if new owner attends to the annual service. Failure to undertake an annual service with a Ceramic Pro certified installer within the required period will change the period of cover to “one (1) year” from the date of the last service;
- 9. 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 the installation, the vessel 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 certified 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 for any reason within the required period will void any remaining Warranty with forfeiture of any extensions.

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

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

2.0 - WARRANTY LIABILITY LIMITS AND INVALIDATIONS

2.1 General Liability Limitations

Ceramic Pro, LLC or its agents will not accept liability for:

- 1. Workmanship errors and faulty workmanship are not covered; such as, but not limited to: high spots, streaks, low spots;
- 2. Deterioration of factory-installed equipment or any other treated part of substandard specification, materials or workmanship by vessel manufacturer, their dealership, third-party supplier or modifier, or professional detailers not authorized by Ceramic Pro;
- 3. Swirl marks, marring, scratches, scuffs, scrapes, chips to the surface, hard water spots;
- 4. Pre-existing damage or deterioration;
- 5. Coating applied to any non-skid surfaces, heavily textured surfaces, surfaces that are not smooth by design for safety reasons; and/or
- 6. Any claim for matters which are covered by vessel manufacturers’ Warranty.

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 vessel 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 vessel accidents;
- 4. 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;

- 5. Failure to repair and re-treat surfaces subject to accident damage in accordance with this Warranty;
- 6. Damage caused by any alteration or modification to the vessel surfaces;
- 7. Damage caused by manufacturer’s defects;
- 8. Damage to the vessel prior to product application; and
- 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 vessel 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.

3.0 - CERAMIC PRO EXTERIOR COATING WARRANTY

Ceramic Pro distinguishes between new vessels and used vessels, depending on the vessel’s age at the time it is coated. “New” vessels are vessels that have been purchased new from the dealer/manufacturer within twelve (12) months. “Used” vessels are vessels that were purchased used, or were purchased new from the dealer/manufacturer longer than twelve (12) months ago.

3.1 Ceramic Pro Platinum

Warranty is valid for Three (3) years from the date of application for New vessels, or Eighteen (18) months from the date of application for Used vessels.

3.2 Ceramic Pro Gold (Previously “Ceramic Pro 3 Year Warranty”)

Warranty is valid for Three (3) years from the date of application for New vessels with an extendable Warranty option on the 3rd year indefinitely upon completion of

scheduled service, or Eighteen (18) months from the date of application for Used vessels with no option for Warranty extension.

3.3 Ceramic Pro Silver (Previously “Ceramic Pro 18 Month Warranty”)

Warranty is valid for Eighteen (18) months from the date of application for New vessels. A Warranty is not available for Used vessels.

4.0 - CERAMIC PRO MARINE TEXTILE AND VINYL WARRANTY

4.1 Ceramic Pro Warranty Validity

The Warranty is valid for one (1) year from the date of application for any vessel. Ceramic Pro LLC warrants to the owner of the nominated vessel that the interior treated surfaces will remain free of permanent stains and UV damage, except as otherwise noted in this Warranty. Interior surfaces are surfaces that are indoors or typically covered by a hardtop or awning during normal operation.

4.2 Ceramic Pro Marine Textile and Vinyl 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, vinyl, vinyl-like surfaces, any other interior surfaces or any other treated part of substandard specification, materials or workmanship by vessel manufacturers, their dealerships, third-party suppliers or modifiers, or professional detailers not authorized by Ceramic Pro;
2. Neglect to maintain the vessel according to the standards and techniques recommended by Ceramic Pro;
3. Damage to any interior surface prior to Ceramic Pro application; Damage caused by rips, tears, shredding;
4. Damage caused by alteration or modification of surfaces;
5. Damage caused by abrasive compounds and third party products; and

6. Damage caused by manufacturer’s defects.

5.0 - MAKING A CLAIM

Contact your certified Ceramic Pro installer to assess the problem. 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.
5. Contact your vessel insurer to ensure that any Ceramic Pro products and services are included in your insurance coverage. If the vessel sustains damage and reapplication is required, contact Ceramic Pro LLC or your local agent to arrange any additional treatments at cost.

6.0 - 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 \$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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