

**after care &
warranty
ceramic pro**
AVIATION



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CARE INSTRUCTIONS

Ceramic Pro is designed to protect your factory clear coat, to provide a protective shield against the elements and to keep your aircraft looking new at all times. To maximise the effects of Ceramic Pro and to ensure your investment is long lasting, a few basic maintenance steps should be taken. With simple care, your coating will reward you for years to come.

The curing process

Curing time is 2-3 weeks depending on environmental conditions such as humidity and temperature. During this time, the following should be avoided:

1. Sprinklers. The coating will protect your clear coat from water spots. The coating is less likely to etch than your factory clear, but it can get spots during the curing process and can be costly to remove.
2. Scrubbing or abrading the coating.

Washing

1. Do not use coarse cleaning apparatus.
2. Avoid washing in direct sunlight to minimise streaking and water spotting.
3. Wash from the top down leaving the dirtiest sections for last to avoid cross contamination.
4. Use PH Neutral soap.
5. Use a foam gun (optimal) or microfiber wash mitt to soap down the fuselage. Rinse it off with a pressure washer (optimal) or hose. Dry with clean microfiber towels.

Drying

1. Always dry completely and never leave to "air" dry. Tap water contains minerals that may leave deposits creating water spots.
2. Only use quality microfiber towels for best results and avoid aggressive wiping, allowing the material to absorb the water.

Spot Removal

1. Never use aggressive products to polish the coating or remove surface contamination.
2. Never use excessive force to remove spots.
3. Bird droppings, tar, sap, etc. should be removed as soon as possible to avoid temporary staining or hardening on the coating. Any staining left behind from bird droppings will break down over a few days without affecting the coating.

After Washing

Do not wax the coating. It is unnecessary and the wax will not bond to the coating.

Annual Inspections or 100 hours flight time

Annual Inspections are the recommended process for ensuring the coating is maintained and care for the airplane is properly executed. Annual inspections should be carried out by an approved applicator within 30 days before the anniversary date of the last inspection to ensure peak performance. Although durable and long lasting, Annual inspections ensure maximum gloss and protection from the Ceramic Pro 9H coating.

MANUFACTURER WARRANTY

1. Ceramic Pro Warranty Program

1.1 General Terms & Conditions

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

- 1.1.1 Warranty term begins from the date of registration of warranty via website, warranty card/booklet, and airplane details.
- 1.1.2 Initial application must be performed by a Certified Ceramic Pro applicator.
- 1.1.3 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.
- 1.1.4 Ceramic Pro must be notified of any claim due to failure of product performance within 30 days of occurrence.

1.2 General Liability Limitations - Ceramic Pro Holdings shall not accept liability for the following:

- 1.2.1 Deterioration of factory-installed equipment or any other treated part of substandard specification, materials or workmanship by aircraft manufacturer, their dealership, third-party supplier or modifier, or professional detailers not authorised by Ceramic Pro Holdings.
- 1.2.2 Swirl marks, marring, scratches, scuff scrapes, chips to the painted surface, hard water spots.
- 1.2.3 Pre-existing damage or deterioration.
- 1.2.4 Any claim for matters which are covered by airplane manufacturers' warranty.
- 1.2.5 Damage caused by manual or automatic wash brushes, contaminated and/or abrasive cloths and sponges, untreated areas due to accident damage and/or their subsequent repairs, and/or damage caused by impact with a foreign object (i.e., stone chips).
- 1.2.6 Warranty is valid for factory clear-coated systems only and excludes any non-clear-coated or matte finishes.

1.3 General Warranty Invalidations - Ceramic Pro warranty for any product will be considered invalid if any of the following general conditions occur:

- 1.3.1 Neglect to maintain the airplane according to the standards and techniques recommended by Ceramic Pro.
- 1.3.2 Damage caused by abrasive compounds and polishes and third-party products.
- 1.3.3 Damage resulting from a collision or accident.
- 1.3.4 Failure to repair and re-treat surfaces subject to accident damage in accordance with the warranty.
- 1.3.5 Damage caused by any alteration or modification to the airplane's surfaces.
- 1.3.6 Damage caused by manufacturer's defects.
- 1.3.7 Damage to the airplane prior to product application.
- 1.3.8 Failure to adhere to any requirements listed under the terms and conditions of this warranty.

2.0 Ceramic Pro Exterior Paint Warranty

Ceramic Pro 9H Aviation Warranty is valid for 3 years from date of application. This warranty requires an annual inspection and becomes void if an inspection is missed.

2.1 Annual Inspection

2.1 Annual Inspections must be carried out by an approved applicator, within 30 days before the anniversary date of the last inspection to maintain the warranty.

2.2 Failure to undertake the annual inspection within the required period will result in the warranty being voided.

2.3 A fee determined by the approved applicator will be charged for the Annual Inspection, which includes - Exterior Wash, Decontamination and Inspection and possible reapplication of coating.

2.2 Ceramic Pro New and Used Airplane Warranty

Ceramic Pro Holdings warrants to the owner of the nominated airplane that if the Ceramic Pro application is unsatisfactory in its performance of protecting the airplane's factory paintwork, from oxidation; damage from bird droppings, bug splatter, tree sap; or 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.

2.3 Airplane Accident damage

Contact your insurer to ensure that any Ceramic Pro products and services are included in your insurance coverage. If the airplane sustains damage and reapplication is required, contact Ceramic Pro Holding to arrange any additional application.

3.0 Making a Claim

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

3.1 Ceramic Pro Holdings must be notified of any claim due to failure of product performance within 30 days of occurrence.

3.2 Any application, re-application, repair work or other work carried out on the coated surface must be applied / reapplied or repaired by an authorised Ceramic Pro applicator after claim approval from Ceramic Pro.

4.0 Ceramic Pro applicators

Ceramic Pro applicators are selected using strict guidelines and requirements. Only authorised applicators are permitted to install and service any Ceramic Pro products.

5.0 Warranty Limitation

In the event of a warranty claim, this warranty is limited to the following:

Ceramic Pro Holdings shall arrange the necessary approvals for warranty repairs and coating reapplication to be carried out at one of our approved applicators.

To make a claim contact Ceramic Pro at the number below.

WARRANTY SUPPORT

www.ceramicpro.co.za

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Only Ceramic Pro.