



# MANUFACTURER WARRANTY MARINE



CERAMIC PRO®



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## CERAMIC PRO WARRANTY PROGRAM

### 1.1 - General Terms And Conditions

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

1. Warranty term begins from the date of registration of warranty number, activation code, and vessels details;
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/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 Certified Ceramic Pro Installer after claim approval from Ceramic Pro;
5. The Ceramic Pro Agent must be notified of any claim due to failure of product performance within 30 days of occurrence;
6. Vessels over 3 months old must require a machine polish to be carried out by an approved applicator prior to application, newer vessels may also require a machine polish if advised by the approved applicator.
7. Vessel must remain continuously registered within the United States for the duration of the warranty; and
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 "1 year" from the date of the last service

### 1.2 - General Liability Limitations

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

1. 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;
2. Swirl marks, marring, scratches, scuffs, scrapes, chips to the painted surface, hard water spots.
3. Pre-existing damage or deterioration; and/or
4. Any claim for matters which are covered by vessel manufacturers' warranty.

### 1.3 - General Warranty Invalidation

Ceramic Pro warranty for any product will be considered invalid if any of the following general condition 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 the warranty;
6. Damage caused by any alteration or modification to the vessel surfaces;
7. Damage caused by manufacturer's defects;
8. Damage to the vehicle prior to product application; and
9. Failure to adhere to any requirements listed under the terms and conditions of this warranty.

## **2.0 - Ceramic Pro Exterior Paint/Gelcoat Warranty**

1. Ceramic Pro Warranty is valid for 1-3 years from the date of application.

### **2.1 - Annual Inspection**

1. Annual Inspections must be carried out by an approved applicator, within 30 days before the anniversary date of the last service to maintain the warranty.
2. Failure to undertake an annual inspection within the required period will change the period of cover the minimum number years stated in each different warranty in part 2.0 of this warranty document. Annual inspections are no longer required.
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 Vessel Warranty**

Ceramic Pro LLC warrant to the owner of the nominated vessel that if the Ceramic Pro is unsatisfactory in its performance of protecting the vessels factory paintwork from environmental induced contaminants, loss of gloss and total loss of water beading, 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 - Ceramic Pro Liability Limitations**

Ceramic Pro, LLC or its agents shall not accept liability for the following:

1. Deterioration of factory paint work or repaint 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 LLC;
2. Pre-existing damage or deterioration;
3. Any claim for matters which are covered by vessel manufacturers' warranty;
4. Damage caused by hard bristled 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
5. Warranty is valid for factory coated systems only and excludes matte finishes.

### **3.0 - Ceramic Pro Textile And Vinyl 1-Year Warranty**

Ceramic Pro 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 treated surfaces will remain free of permanent stains and UV damage, except as otherwise noted in the warranty.

### **3.2 - Ceramic Pro 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;
4. Damage caused by rips, tears, shredding;
5. Damage caused by alteration or modification of surfaces;
6. Damage caused by abrasive compounds and third party products; and
7. Damage caused by manufacturer's defects

#### **.4.0 - Vessel Accident Damage**

Contact your vessel insurer to ensure that any Ceramic Pro products and services is 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.

#### **5.0 - 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 claim due to failure of product performance within 30 days of occurrence;
2. Any application, re-application, repair work or other work carried out on the coated surface must be applied / reapplied or repaired by an authorized Ceramic Pro agent after claim approval from Ceramic Pro;

#### **6.0 - Ceramic Pro Agents / Certified Ceramic Pro Installer**

Ceramic Pro Agents / Certified Ceramic Pro Installers are selected using strict guidelines and requirements. Only authorized agents are permitted to install and service any Ceramic Pro products. To locate your nearest authorized agent, please contact Ceramic Pro to be connected to your nearest Certified Ceramic Pro Installer:

#### **7.0 - 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 vessel a maximum amount of \$2,000 or the cost of coating application (whichever is less) in full and final settlement of the customers claim under warranty.  
To make a claim contact Ceramic Pro at any of the following or contact your local agent:

#### **Warranty Support:**

Website: <http://www.CeramicPro.com>

Toll Free: (800) 280-6856

Email: [contact@ceramicpro.com](mailto:contact@ceramicpro.com)

CP HQ: 5751 Copley Drive Suite C

San Diego CA 92111