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Taiwan

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Topaz

PPF WARRANTY BOOKLET

THANK YOU

On behalf of everyone here at Topaz we would like to thank you for choosing our Paint Protection Film. This booklet will act as a reference and contain instructions on how to maintain your PPF. This product provides your car with protection against wear and tear over a decade's use; providing reassurance that your car is being protected.



YEAR WARRANTY



To activate your PPF warranty, please register online via www.topazdetailing.com or scan the QR code.

Warranty Details

Customer Name:

Vehicle Make/Model:

Topaz Installation Centre:

Registration:

Invoice Number:

Vin Number:

Date of Issue:

Colour:

Date of Expiry:

Work Carried Out:

PPF After Care Instructions:

1

Do not wash your car in the first 7 days after PPF installation. The PPF is still drying and the use of shampoos might hinder the edges setting correctly.

2

Within the next 2 – 3 weeks you might notice some bubbles or slight haze in the film, but that is nothing to worry about. This can occur due to the 'wet' method of film installation and any remaining moisture will evaporate through the pores of the film.

3

Once the film has cured, you will be able to wash the car as normal. We highly recommend using pH neutral Topaz Car Care products and clean using the twin bucket method. If using a pressure washer, ensure low pressure and keep the spray lance at least 3 feet away from the surface of the film, especially the edges as the pressure might lift the film.

4

We do not recommend to use regular Automatic car washes and if using a hand car wash, please make sure that the PPF maintenance instructions are followed.

5

Any bird lime or bug splatters should be removed immediately. If left on, the acids within them might etch through the self-healing layer. This will not damage the paint work underneath but might leave a mark on the PPF.

6

Do not use polishes that have abrasives or products which contain petroleum and solvents. These products will damage the self-healing and adhesive layers of the film. Do not use abrasive or resin based products as they will cause a haze to the surface of the film.

7

Due to the self healing properties of the PPF, minor scratches and swirl marks in the film will heal over a period of time. To accelerate the process, pour warm water (not boiling) over the desired area. PPF will not self heal if the polythreonine layer have been damaged. For more information, please contact the Topaz team.

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We offer a complimentary first wash and PPF inspection, which we advise booking in around 7 – 10 days after your collection. This takes around one hour, and you are welcome to wait in our reception area equipped with coffee and Wi-Fi. Please do remember to give us a call with your details and book this in.

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Warranty Information

Topaz Detailing Limited (“Topaz”) will offer you a 10-year warranty (the “Warranty Term”) on Paint Protection Film (“PPF”) that has been manufactured and installed by Topaz’s team of certified installers. We also offer a 1-year warranty for Windscreen Protection Film and no warranty is offered for the PPF applied to wheels. We warrant your film against crackling or lifting (if the adhesive has not been removed by the purchaser) on automotive painted surfaces only for the Warranty Term. Discolouration of the film can occur if the film is not maintained regularly, please refer to our maintenance schedule. The warranty does not cover damage to PPF caused by accidents or collisions, intentional misuse or ordinary wear, nor damage, dents or chips to the protected surface or film caused by impact of rocks or any other debris.

Any PPF Topaz agrees to replace which is covered by this warranty will be done so at no extra cost. In such case, replacement of damaged film is the exclusive remedy; liability does not extend to any other damages, incidental, consequential or otherwise. PPF that is not covered by this warranty may be replaced at an additional cost to be agreed between you and Topaz.

The PPF is resilient to industry standard automotive after care products, specialised products such as: scratch removers, de-greasers, TFR (traffic film removers), abrasive polishes and waxes. However, chemical cleaners may harm the PPF. In such circumstances, the damage would not be covered under the warranty. Please refer to our After Care documentation for reference.

If the product is found to be defective and upon our inspection of the defective product and our determination that your claim falls within the scope of this warranty, we will arrange for the PPF to be replaced within sixty (60) days at our premises. If we are not able to replace your warranted product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for your purchase cost (as indicated on your proof of purchase), at our sole discretion. If we determine that the damage is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis. Replacement products, once installed, are covered for the remaining period of the warranty only. We own all warranted products returned to us that are exchanged for a replacement product. Topaz’s PPF Warranty does not cover the costs of transporting the vehicle to and from the premises.

If the Vehicle is sold within the Warranty Term, the warranty is transferable to the new owner of the Vehicle if 1) the new owner registers the change of ownership by completing the ‘Transfer of Warranty’ form found on Topaz Detailing London’s website (www.topazdetailing.com); and 2) there are six (6) months remaining on the warranty. For the avoidance of doubt, if there are less than six (6) months remaining on the warranty, this warranty will not be transferable to any subsequent owner of the Vehicle. Furthermore, if the requisite form is not completed for the transfer of warranty, Topaz London will not be held liable for any damage to PPF and this warranty will be deemed invalid. It is the responsibility of the new owner to register the change of ownership.

This warranty does not cover problems with a warranted product caused by normal wear and tear. It also does not cover problems with a warranted product resulting from external causes such as accident, abuse, misuse, mishandling, collision, alteration, negligence, fire, theft, vandalism, riot, explosion, natural disaster, or other acts of God. Moreover, it does not cover any problems resulting from a usage of a warranted product that is not in accordance with After Care instructions or resulting from a failure to follow product instructions or a failure to perform preventative maintenance to or parts replacement for your vehicle as suggested by the manufacturer in its maintenance schedule. Finally, it does not cover warranted products for which we have not yet received full payment.

WARNING: The PPF should not harm the manufacturer’s factory applied paint finish when professionally removed, however smart repairs and vehicles with partial and/or full respray finishes may peel. In this instance Topaz will not be held accountable for the repair/replacement of such incident. Topaz are not responsible for any derived costs as a result of a warranty claim, such as fuel, loss of earning or other consequential expense. This agreement is a product warranty and not insurance and is limited to one claim per panel. This warranty forms part of the Topaz Detailing Limited Standard Terms of Conditions.

Topaz

Essential Car Care Kit:

Through years of intensive research and development, the team at Topaz have developed a range of car care products which we consider to be essential in the ongoing maintenance of your vehicle. All of our products have been tested thoroughly to compliment the treatment carried out on your vehicle.

This kit will provide you with all the tools you need to continue the protection of your vehicle. It includes: 'Perfect' Wheel Cleaner, 'Cleanse' Luxury Shampoo, 'Purify' Glass Cleaner, 'Restore' Tyre Dressing, 'Rejuvenate' Interior Cleaner, 'Maintain' Quick Detailer, 450GSM Plush Microfibre Cloth, 450GSM Soft Waffle Weave Cloth and a 380GSM All Purpose Microfibre Cloth all inside a Durable Leather Carry Case.



To purchase the Essential Car Care Kit or view more car care products please visit our shop by scanning the QR code.



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YEAR WARRANTY

From the moment you drive off the forecourt, your new car is vulnerable to the everyday frustrations that the road throws at you. But with Topaz PPF, you no longer have to fear every little bit of road debris that will impact on your vehicle. Although Topaz can't prevent the inevitability of having to follow behind the road gritter, the muddy tractor or the rubble laden builder's van, it will give you the peace of mind that you won't have to suffer any lasting damage to your vehicle's paintwork and re-sale value.

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