Honda Genuine Car Care
Graphene Ceramic Paint Protection
Warranty Terms

THIS WARRANTY IS PROVIDED BY:
Protection Brands Pty Ltd
Head Office Address: Level 9, 3 Nexus Court, Mulgrave, VIC 3170
Phone: 1800 413 222
Email: auto.warranty@protectionbrands.com.au
Warranty Claim Portal:
https://spark.permagard.com.au/warrantyclaim/

GENERAL WARRANTY COVERAGE AND PERIOD

Subject to the terms, conditions and exclusions detailed in this warranty, Protection Brands warrants that this product will prevent weather induced discolouration, fading, oxidization, loss of gloss and damage caused by tree sap, bug splatter, bird & bat droppings to the treated paintwork of the vehicle for the warranty period.

Where a valid warranty claim is made, Protection Brands will do one or more of the following: clean or repair (at its option) the faulty area and re-apply the product to that area, or at its option, pay compensation.

If at the time of purchasing this product your vehicle is new, or it has been no more than 60 months from the build date of the vehicle, the product is covered by this general warranty for the lifetime of the vehicle.

If at the time of purchasing this product your vehicle is a used vehicle between 60 months and 120 months from the build date of the vehicle, the product is covered by this general warranty until the vehicle reaches 120 months from the build date. Used vehicles may be subject to an inspection by a Protection Brands representative prior to product application.

For the avoidance of doubt, the 10-year pro rata warranty period for vehicles over 5 years of age, is based on the following calculation:

AGE OF VEHICLE		WARRANTY PERIOD	
Months	**Years**	**Months**	**Years**
60	5	60	5
72	6	48	4
84	7	36	3
96	8	24	2
108	9	12	1

GENERAL PRODUCT APPLICATION NOTE

Product is applied to all exterior painted panels only. Product is not applied to any rubbers, non-painted plastics, piano plastics, glass, rims or wheels.

The application of the product creates a satin or gloss finish to the surface of the vehicle. This is not a defect of the product and does not affect the performance of the product. Protection Brands is not responsible for any change to the colour or finish of the paint surface of the vehicle, including without limitation the loss of matte finish or the resultant degree of shine.

WARRANTY EXCLUSIONS

This warranty does not cover:

1. Any damage to the vehicle paintwork caused by collision, stone chipping, rust, scratches, delamination, vandalism (e.g. Egg damage), abrasions, damage caused by the treated surface coming into contact with acids, dyes, oil based paints, bleaches or ammonia based products, fallout, or spillage caused by corrosive chemicals or materials;
2. Swirl marks, wash webbing and surface scratches as a result of abrasive car washing and or automatic car wash brushes.
3. Vehicle panels that have been altered, resprayed or replaced and which have not had the product re-applied;
4. Defects in the paintwork as a result of substandard repairs to panels of the vehicle;
5. Manufacturer's imperfections in the paintwork or items covered under the vehicle manufacturer's paintwork warranty;
6. Any painted accessories installed after application of the product (e.g. Ute lids, spoilers, canopies, side skirts), and which have not had the product applied;
7. Any sections of the vehicle which have been modified after the application of the product (e.g. Application of decals, stickers, magnetic signage);
8. Any damage caused to the vehicle paintwork as a result of polishing, waxing or buffing the paintwork;
9. Any damage caused to the vehicle paintwork as a result of cleaning the paintwork with a solvent, degreaser or any other agent that is not pH neutral or cleaning the paintwork with bore water;
10. Any damage caused to the vehicle paintwork as a result of failing to reasonably maintain due care to the treated surface including not following the care instructions.

TERMS AND CONDITIONS

1. Any claim under this warranty must be lodged with Protection Brands, in accordance with the claim procedure set out below, within 30 days of the fault appearing.
2. If the panels of the vehicle are re-sprayed, repaired or replaced, the product must be re-applied to those panels within 30 days after the re-spray, repair, or replacement. Please call 1800 413 222 to discuss any reapplication queries or to arrange a reapplication. You must bear the cost of the reapplication to the panels that have been re-sprayed, repaired or replaced.

WARRANTY TRANSFER

The general warranty is transferable where:

1. A transfer request is received by Protection Brands from the original purchaser of this product or the purchaser of the vehicle within 30 days of vehicle ownership change (proof of ownership change must be provided); and

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2. A vehicle inspection is carried out by a Protection Brands technician, at a Protection Brands approved centre, with no issues identified; and

3. An administration and inspection fee is paid to Protection Brands prior to the vehicle being presented to the Protection Brands approved centre for inspection.

WARRANTY VOID

This warranty will be void and you will not be able to make a claim if:

1. You fail to comply with this warranty.

2. Registration of the vehicle is transferred into any name other than the original purchaser stated in the Treatment Warranty Form and a warranty transfer request has not been approved in accordance with the transfer procedure set out above.

MAKING A WARRANTY CLAIM - WHAT TO DO

To make a warranty claim you must follow the procedure outlined below:

1. Visit https://spark.permagard.com.au/warrantyclaim/ and follow the prompts to enter the following details. If you do have internet access, please call 1800 413 222:

   a) Enter your name, address, phone number/s, email, your vehicle make, model, registration number, VIN number, the name of the supplying dealer, the products you purchased, additional details and/or comments surrounding your warranty claim

   b) Upload your Warranty Treatment Form as well as photos of the damage or area of concern.

2. Upon receipt of a completed and valid warranty claim form, Protection Brands will then provide you with a Claim Reference Number and arrange for an assessor to inspect the vehicle during normal business hours at a location nominated by Protection Brands.

NOTE: Your Warranty Treatment Form including this warranty and proof of purchase must be presented to the assessor at the time of assessment.

3. Following the vehicle assessment and subject to it being a valid warranty claim, Protection Brands will arrange a mutually convenient time at a location nominated by Protection Brands to rectify the fault or damage.

4. You must bear the cost of claiming this warranty including the cost of delivery and collection of the vehicle to and from the nominated location.

REAPPLICATIONS - WHAT TO DO

In the event of a panel repair, respray or replacement, you must contact Protection Brands in order to have the products reapplied to the repaired, resprayed or replaced panel.

To request a reapplication quotation and booking, you must follow the procedure outlined below:

1. Visit https://spark.permagard.com.au/warrantyclaim/ and follow the prompts to enter the following details. If you do have internet access, please call 1800 413 222:
   a) Enter your name, address, phone number/s, email, your vehicle make, model, registration number, VIN number and detail the products you purchased

In the comments section please include:

- Who your Insurance company is *(if applicable)*
- What the Insurance Claim Number is *(if applicable)*
- Which panels need reapplication
- How many panels need reapplication

Once this has all been loaded into the portal and provided to Protection Brands, you will receive an automated email with a Customer Reference Number (CRN). From there the reapplication request will be allocated to a team member who can provide you with a reapplication quotation.

Protection Brands has no other liability under this warranty, including liability for any loss of your time, or vehicle use, or for any rental vehicle or transport costs.

The benefits given to you by this warranty are in addition to the rights and remedies of the consumer under a law in relation to the goods the subject of this warranty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact Protection Brands on 1800 413 222 or auto.warranty@protectionbrands.com.au if you have any questions at any stage.

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Honda Genuine Car Care Graphene Ceramic Paint Protection Warranty Terms

EXTERIOR CARE INSTRUCTIONS

The Honda Genuine Car Care Graphene Ceramic Paint Protection is designed to prevent weather induced discolouration, fading, oxidization, loss of gloss & damage caused by tree sap & bug splatter as well as bird & bat droppings to the treated paintwork of the vehicle for the warranty period, unless otherwise specified in the warranty terms.

While the product has hydrophobic properties, when the vehicle is wet; dust, dirt & other contaminants that sit on the surface of your vehicle are collected by the water as it beads, sheets or runs off the surface of your vehicle (if it is in motion or on a slope); it is still a requirement to wash, clean & maintain your vehicle in order to remove all other remaining contaminants, including dirt.

While the product is designed to repel as many contaminants as possible, your vehicle will still get dirty through use or weather events, it is essential to wash your vehicle regularly to maintain the integrity of the product. Recommended schedule is every 2 to 3 weeks.

To minimise the risk of creating swirl marks or scratches in the paint & to continually enhance the paint protection, we recommend the following techniques & products:

NOTE: All wash, cleaning & maintenance products suggested are available for purchase from your supplying dealer & or at www.shopprotectionbrands.com.au

STEP-BY-STEP WASH GUIDE:

What You'll Need:

- 2 buckets *(ideally with grit guards)*
- HGCC Vehicle Wash *(pH Neutral)*
- 2 High-quality microfiber wash mitts or sponges
- 2 High quality microfiber cloths
- Microfiber drying towels or chamois
- A hose or pressure washer
- *Optional:* Leaf blower / Air blower

1. Set Up Your Buckets
   - Bucket 1 (Soap Bucket): Fill the first bucket with warm water & the recommended amount of HGCC vehicle wash soap.
   - Bucket 2 (Rinse Bucket): Fill the second bucket with clean, plain warm water. This bucket will be used to rinse your wash mitt/sponge & remove dirt & debris during the wash process.

Grit Guards are optional but recommended. Place a grit guard at the bottom of each bucket to trap dirt particles at the bottom, preventing them from being picked up by your wash mitt/sponge again.

2. Rinse the Vehicle: In a cool, shady location & before you start washing, rinse the entire vehicle with water using a hose or pressure washer. This helps to remove loose dirt, dust, & debris from the surface, reducing the risk of dragging contaminants across the paint.

3. Start Washing (Top to Bottom): Dip the wash mitt/sponge into the soap bucket & begin washing the vehicle, starting from the top & working your way down. The top of the vehicle is typically cleaner, while the lower sections collect more dirt, so washing from top to bottom reduces the risk of transferring dirt.

   Wash one section at a time (e.g., roof, windows, hood, doors). Use straight-line motions rather than circular motions to reduce the likelihood of creating swirl marks.

4. Rinse the Wash Mitt/Sponge: After washing each section, rinse the wash mitt/sponge in the rinse bucket to remove dirt & contaminants. Rub the mitt/sponge against the grit guard (if you have one) at the bottom of the bucket to dislodge any particles trapped in the fibers.

5. Re-soap the Mitt/Sponge: Once rinsed, dip the clean mitt/sponge back into the soap bucket & repeat the process for the next section of the vehicle.

6. Repeat the Process: Continue this process of washing, rinsing the mitt/sponge, & re-soaping for each section of the vehicle, working from the top down. Pay extra attention to heavily soiled areas like the lower doors, fenders, & bumpers.

7. Clean the Wheels Last: Use a separate sponge, brush, or mitt/sponge for the wheels & tires, as they tend to collect brake dust, grime, & other harsh contaminants.

   DO NOT use the same mitt/sponge for the wheels & the paint to avoid transferring abrasive particles onto the vehicle's surface.

8. Final Rinse: After you've washed the entire vehicle, give it a final rinse with clean water to remove any remaining soap residue.

9. Dry the Vehicle: Use a microfiber drying towel or a chamois to dry the vehicle, starting from the top & working your way down. Drying the vehicle immediately after washing helps prevent water spots from forming.

   Additionally, you can use a leaf blower or a dedicated car dryer to blow water out of hard-to-reach areas like mirrors, emblems, & door jambs.

Suggested Additional Care & Maintenance Product:

- The HGCC Detailing Spray.

Utilising Nano Ceramic Quartz Technology to enhance the shine & energise the coating, this product has a simple application, comes ready to use with no dilution required. Spray directly onto your vehicles recently cleaned exterior surface & buff dry with a clean dry high quality microfibre cloth.

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Bird / Bat Droppings: Bird & Bat droppings can be acidic & can potentially damage the protective coating as well as vehicle paint causing thousands of dollars in repairs, so it's essential to clean them off as soon as possible.

If the Bird / Bat Dropping does not wash off the vehicle during the Step-by-Step Wash Guide detailed, we recommend the following process:

1. For stubborn stains, spray the droppings generously with warm water, the HGCC Detailing Spray or the HGCC Multipurpose Cleaner or drip undiluted HGCC Vehicle Wash directly onto the droppings & allow to soak for a few minutes. This softens the dried material, making it easier to remove.

2. Wipe away the droppings gently using a sponge. Avoid scrubbing, as this can spread the mess & scratch the paint.

3. Rinse the cleaned area with clean water, then dry it with a clean microfiber cloth/towel to prevent water spots.

Water Spotting: All vehicles (with/without a surface/paint protection of any brand) can be affected by water spotting.

Water Spotting is dirty water that has dried leaving behind deposited dirt or minerals. Depending on your environment, rainwater, tank water, recycled water & or even in some places general tap water may not go through a very heavy filtering process. These types of water can be heavily mineralised & leave behind a white ring stain if allowed to dry on the surface.

Mineralised water spots (the white stains) can be very acidic with limestone. The Diamond Protec range provides a barrier between the water spot & the paint giving you sufficient time to re-wash the vehicle & dry off the spots before the acidic compound within the stain burns the coating & your paint.

While the coating has hydrophobic properties & water will bead & sheet off when it is in motion or on vertical panels, on horizontal panels the water may sit, pool & dry on the vehicle.

The only way to avoid water spotting in any format is to dry the vehicle with a high quality microfibre towel or chamois after its wash.

Bore Water: Using bore water to clean a vehicle is not recommended (and will void your warranty) due to a few key reasons:

- High Mineral Content: Bore water contains minerals like calcium, magnesium, & iron, which leave stubborn spots & streaks on your vehicle's paint & windows.

- Corrosive Elements: Bore water can contain salts & other elements that are corrosive, particularly to metal. Over time, these elements can contribute to rust & the deterioration of your vehicle's coating, paint, metal trims, & undercarriage.

- Discoloration: The iron content in bore water can cause yellow or brown stains, particularly on lighter paint, making the vehicle look less clean rather than more.

- Potential Paint Damage: Some bore water contains small amounts of chemicals or minerals that, when dried on the vehicle, can etch into the coating & paint, leaving marks that are extremely difficult to remove.

WE DO NOT RECOMMEND:

- Acidic or Alkaline cleaning products: Cleaning products that are not pH neutral can not only degrade & strip the coating but the painted surface as well. Use of these products may void your warranty.

- Wax or cleaning products that contain wax: As wax melts at a low temperature & softens when exposed to the heat of the sun, it creates a soft sticky layer on the vehicle that may trap airborne dust & contaminates. These contaminants then set into the wax coating as it cools & rehardens. When a waxed vehicle is washed at a later date the embedded particles may now scratch the paint.

- Automatic Brush or Brushless Car Washes: There are multiple reasons why both of these types of car washes should be avoided & in fact, automatic car wash machines can do more harm than good for your coating & vehicle, potentially causing thousands of dollars in damage. Some of these are:

    - Ineffective Vehicle Cleaning: The dirty bristles & recycled water of automatic car washes can actually make your car dirtier. The hard-to-reach areas of your vehicle will be untouched & these surfaces often need the most attention.

    - Scratches & Damage**:** While your vehicle might initially look clean, you may not see all the micro-abrasions covering the surface caused by the brushes & dirty bristles. The dirty bristles & harsh mechanics of these washes result in abrasive substances thrown toward your vehicle at high speeds. In the worst cases, you may find visible scratches to your paint.

    - Recycled (dirty) Water & Hard Water Stains: Automatic car washes do not dry vehicles properly & can leave dirty water stains covering the surface of your vehicle.

    - Harsh Chemicals & Wax: In order to clean a vehicle quicker & "break down" any dirt of contaminants on the surface of your vehicle, Automatic Car Washes generally use harsh acidic chemicals to do the "cleaning". This will not only cut through all the grime on your vehicle but also degrade the coating & ultimately your paintwork too. The addition of Wax can also create a soft sticky surface for contaminants to stick to as well.

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