

# ROUTINE MAINTENANCE GUIDANCE

for Vunyx Paint Protection Film



[www.onyxcoating.com](http://www.onyxcoating.com)

**ONYX**  
COATING

Congratulations on your wise choice to safeguard your car's paintwork against pollutants, contaminants, and minor damage.

You've opted for the premium paint protection film crafted by German experts, and to ensure its longevity, it requires some special care. Here are some helpful tips to keep your vehicle every day like brand new.

## MAINTAINING YOUR VUNYX PAINT PROTECTION FILM

- 1. Avoid Touching After Installation:** After installation, allow the protection film to settle and cure for at least 72 hours. During this period, refrain from touching the film, even if you notice some initial bubbling. It should disappear once the curing process is complete. Note that low temperatures and high humidity might extend the curing time.
- 2. Post-Installation Washing:** While the film is settling and curing, it's best to avoid washing your car or driving it whenever possible. If driving is unavoidable, take care not to apply pressure on the film to prevent any settling issues.
- 3. Mindful Cleaning Practices:** After film installation, it's advisable to forego commercial car washes for the sake of your film's longevity. Instead:
  - Use car wash soap with a clean microfiber mitt.
  - Soak stubborn spots in soap for several minutes.
  - For tough spots, consider using 99% isopropyl alcohol.
  - Dry the film using a microfiber towel.

Avoid using brushes, terry cloth, or paper products, as they can dull or damage the film. Promptly remove dead bugs, bird droppings, and dirt droppings to prevent permanent stains, paying particular attention to the film's edges. Never use abrasive materials.

- 4. Invest in Quality Cleaning Products:** Opt for high-quality car wash soap without harsh chemicals that could harm the film. Ensure your microfiber mitt is designed for auto care. If you choose to wax the film, make sure it's free of Naphtha or Kerosene with a concentration of over 5% and avoid waxes with dyes. Onyx Coating GmbH offers its own maintenance products, but top-notch car maintenance soaps, shampoos, and wax can also do an excellent job. Additionally, apply Onyx Coating PPF Ceramic Boost at least once every 6 to 12 months to preserve the high gloss. Minor scratches on the film will self-heal in 20-30 minutes at room temperature, or you can accelerate the process by pouring warm water (120°F) over the affected area. Be cautious not to use a pressure washer or high-pressure water near the film's edges, as it can cause lifting or damage. You can use Detailing Clay to remove contaminants from the film.

## ANNUAL INSPECTIONS

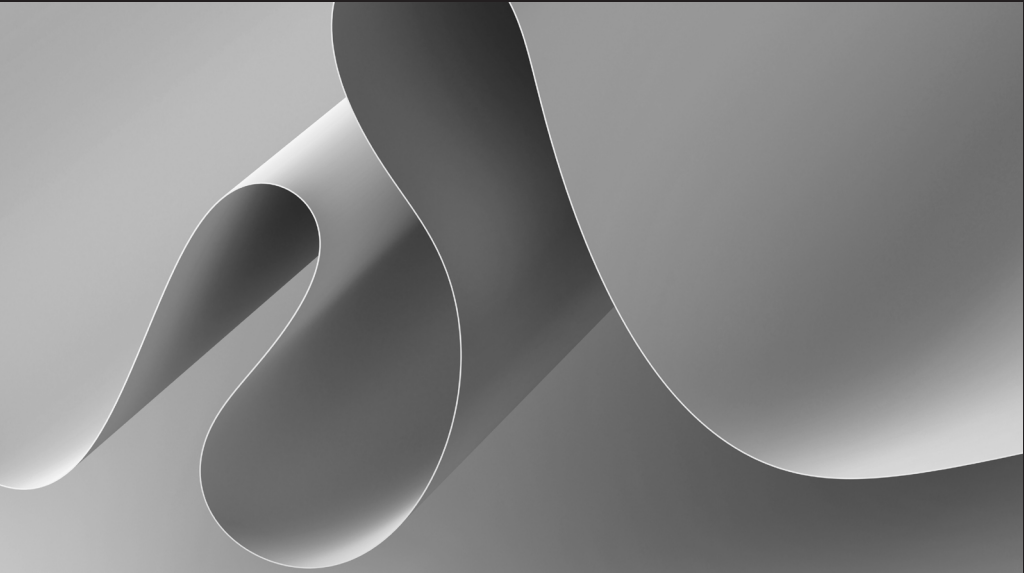
To uphold your product's warranty, an annual inspection is mandatory during the warranty period, as outlined in the product specifications. These inspections should be conducted by an ONYX COATING certified installer each year and completed within 10 days before or after the installation anniversary date or the date of any previous inspection or service.

Failure to meet this requirement will void the Limited Warranty. Any charges incurred by the ONYX COATING GMBH Certified Installer for the annual inspection, including exterior wash, decontamination, and inspection, will be the owner's responsibility. Please retain proof of all inspections, as they may be necessary for Limited Warranty-related issues





# Warranty terms and conditions for vunyx paint protection film



## **LIMITED WARRANTY FOR:**

1. Vunyx Master Pro Film
2. Vunyx Shield Pro Film
3. Vunyx Value Film

Onyx Coating GmbH (referred to as "the Company") hereby provides an explicit warranty to the vehicle owner that, for a specified period (see Durability below) from the initial installation date (referred to as the "Warranty Period"), the following products will be covered:

PRODUCT NAME	LIMITED WARRANTY
Vunyx Master Pro Film	Lifetime
Vunyx ShielF Pro Film	5 Years
Vunyx Value Film	3 Years

This warranty from the Company covers manufacturer defects found in Vunyx paint protection films, including issues such as yellowing, cracking, blistering, delamination, or adhesive failure. Please note that this Limited Warranty only applies to Vunyx paint protection films installed in accordance with the guidelines recommended by Onyx Coating GmbH.

If a manufacturing defect is solely responsible for the failure or inadequate performance of the Product within the Warranty Period, Onyx Coating GmbH will, at its discretion, either remove or replace the Product without any charges. If replacement is chosen, an authorized installer selected by Onyx Coating GmbH will carry out the removal and reapplication of the Product to areas determined by Onyx Coating GmbH at

its sole discretion to be covered by this Limited Warranty. The Company will cover both parts and labor. Replacement of the defective film constitutes the exclusive remedy for all Products covered under this Limited Warranty.

Throughout the entire Warranty Period, Onyx Coating GmbH's obligation to repair or replace is further limited to the repair or replacement of only the specific Product suffering from a manufacturing defect. Any repaired or replaced Product will remain subject to the original Warranty Period and will not extend it or initiate a new warranty period. These are the exclusive remedies available for Vunyx paint protection films.

## HOW TO FILE A WARRANTY CLAIM

ONYX Coating GmbH retains the right to validate eligibility for warranty coverage and inspect the affected installation before approving a claim. All approved warranty service claims must be directed to the independent dealer authorized by ONYX Coating GmbH or Official Distributors to perform such service, following the terms outlined in this document.

ONYX Coating GmbH or Official Distributors also reserves the right to approve the independent dealer conducting the warranty service. To initiate a warranty service claim, adhere to these steps:

1. Contact your original installing dealer to initiate a warranty service claim. If your original installing dealer is unavailable, please reach out to the Warranty Service Department at ONYX COATING GmbH | Hardenbergstr. 12 | 10623 Berlin, or send an email to [info@onyxcoating.com](mailto:info@onyxcoating.com), or call +49 308 878 9772.
2. To process a warranty claim, the following documentation is required:
  - A. Original warranty certificate or the detailed information contained within it.
  - B. Proof of purchase from the installing dealer, ideally retained by attaching a copy of your original invoice/receipt to your original ONYX Coating warranty certificate.
3. The authorized warranty repair service provider must submit these documents to ONYX Coating GmbH and obtain written pre-approval before commencing the warranty repair service.
4. Upon completion of the warranty repair service, the customer will be asked to sign a warranty repair claim form. This form facilitates reimbursement for the warranty repair service to the dealer.
5. All warranty claim payments will be directed to the authorized warranty repair service provider who received prior approval from ONYX Coating GmbH, in conjunction with Official Distributors, to perform the warranty service, according to the terms of this warranty.
6. Warranty repair claim forms must be submitted to ONYX Coating GmbH by the authorized dealer within fifteen (15) days after completing the warranty replacement work.



For any further inquiries regarding warranty claims, please contact:

**CUSTOMER SERVICE**

ONYX COATING GmbH  
Hardenbergstr. 12  
10623 Berlin  
Phone: +49 308 878 9772  
Email: [info@onyxcoating.com](mailto:info@onyxcoating.com)

The warranty can be transferred to a new owner only when the new owner submits proof of the original installation date to the Company. Transferring the Limited Warranty only grants the new owner coverage for the remaining duration of the original Warranty Period, and written approval confirming the limited warranty transfer is necessary.



## DISCLAIMER OF WARRANTIES

Vunyx Films must be stored, handled, installed, used, and maintained in accordance with the instructions provided by Onyx Coating GmbH, and this Limited Warranty is contingent upon compliance with all such instructions. Copies of the Company's guides can be obtained from Onyx Coating GmbH at the address provided below, or by contacting the Company at [info@onyxcoating.com](mailto:info@onyxcoating.com) or visiting the Company's website at [www.onyxcoating.com](http://www.onyxcoating.com).

Vunyx Paint Protection films serve as an effective sacrificial layer, delivering robust paint protection.



This Limited Warranty does not encompass defects arising from:

1. Failure to comply with the Company's guide or instructions, including exposure to physical or chemical abuse (e.g., harsh cleansers and solvents), thermal abuse or shock (e.g., excessive heat or cold), or misuse.
2. Incorrect storage, installation, handling, and/or use of the Product.
3. Damage not resulting from manufacturing defects that occur while the Product is in the customer's possession.
4. Unreasonable or unintended Product use.
5. Installation of Products known to have visible manufacturing defects at the time of installation, including scratches, scuffs, scrapes, or chips to the painted surface.
6. Stains and scratches.
7. Damage to the wrapped surface due to improper wash techniques, automatic car washes, or the use of incorrect wash tools that may cause abrasion or by third parties not authorized by the Company.
8. Water spots, which are caused by mineral deposits and may leave stains if allowed to dry on the paint protection film (not covered).
9. Damage resulting from collision, accidental damage, vandalism, fire, hail, flood, surface rust, rail dust, physical damage, paint overspray, or paint manufacturer defects (may be covered under a manufacturer's protection plan).
10. Non-automotive applications.
11. Use of non-onyx coating branded ceramic coatings.
12. Damage caused by external forces, such as the physical impact of rocks or road debris.

## CUSTOMER NOTE

In the event of a Vunyx paint protection film warranty claim, ONYX Coating GmbH will require the information contained in this document. Please review and ensure its completion by both the Vunyx Films dealer/installer and the customer. Warranties that are illegible or provide incomplete information may delay the processing of warranty claims.

Any information or suggestions provided by the Company regarding the Products, including applications, specifications, or compliance with codes and standards, are solely for reference and convenience. They are provided without any representation as to accuracy or suitability. Customers must verify and test the suitability of any information concerning the Products for their specific applications.



## LIMITATION OF LIABILITY

This limited warranty represents the exclusive warranties and remedies offered by onyx coating gmbh and replaces any other express or implied warranties and/or agreements, including implied warranties of merchantability and fitness for a particular purpose, to the extent permitted by applicable law.

In the event of a product defect or failure to perform as represented or expected, onyx coating's sole and exclusive obligation is to provide replacement film, subject to the limitations outlined in this warranty. Onyx coating's total liability arising from this limited warranty shall not exceed the cost of the replacement product.

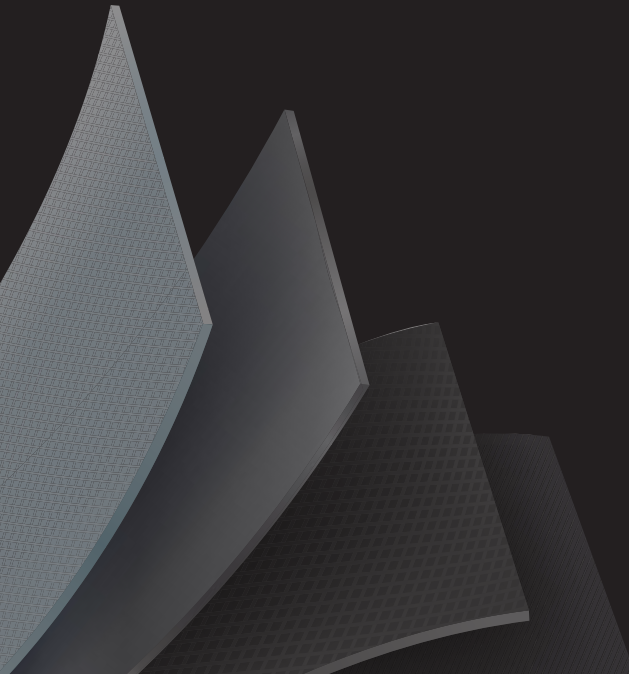
Onyx coating gmbh shall not be liable for any other costs, expenses, losses, or damages, whether deemed direct, special, consequential, or incidental, arising in any way related to vunyx films. This includes property damage, film quality, film use, product defects, or failure to perform as represented or expected. Onyx coating gmbh is not liable for paint finish damage.

This limited warranty can only be altered by a written agreement signed by an officer of onyx coating gmbh. Certain jurisdictions may not allow the exclusion or limitation of incidental or consequential damages. This warranty provides specific legal rights, and additional rights may be available depending on the state or province of residence.

## ANNUAL INSPECTIONS

To maintain the warranty on your product, an annual inspection is required throughout the warranty period, as specified in the product specifications. This inspection must be conducted by an ONYX COATING certified Installer every year and must be completed within 10 days before or after the anniversary date of installation or the date of any previous inspection or service.

Failure to complete the inspection within the required time will void the Limited Warranty. Any fees or charges incurred by the ONYX COATING GMBH Certified Installer for the annual inspection, including exterior wash, decontamination, and inspection, will be the owner's responsibility. Please retain proof of all inspections, as they must be provided if you have a Limited Warranty-related issue.





# ONYX COATING

Every Day Like Brand New

## ONYX COATING GmbH

HQ Office  
Hardenbergstr. 12  
10623 Berlin  
Phone: +49 308 878 9772

## ONYX COATING USA Inc.

98 Cuttermill Road  
Suite 466 S  
Great Neck, NY 11021  
Toll-Free USA: 800 774 3928  
Outside USA: +1 800 774 3928

## SEND ALL CLAIMS/ WARRANTY ISSUES ATTENTION:

Warranty Department  
Website address: [www.onyxcoating.com](http://www.onyxcoating.com)  
Email address: [info@onyxcoating.com](mailto:info@onyxcoating.com)



Official Partner



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