



Important Aftercare Guidelines - Please read carefully

Thank you for choosing Supagard, Asia's leading paint, fabric and leather protection technology.

We promise that you will find living with, and looking after your car, an absolute delight now that you have invested in Supagard's protection system. To get the most out of your investment however, you still need to care for your car and regularly wash it. Please carefully read and follow the important guidelines outlined below to ensure that your car stays looking as beautiful in 5 years' time as it does today!

EXTERIOR - POLYSILAZANE GLASS COATING

Collecting your car / curing time

- 1 - The car is dry to the touch and can be driven away as soon as the coating has been applied. It can be driven even in the rain.
- 2 - The curing time for the coating is 24 hours.
- 3 - If however, the car does get wet during the curing period do not let the water dry on the surface. Wipe it down with chamois or a micro fibre cloth before it is left to dry.
- 4 - Do not wash the car with shampoo during or put any other chemical products on the coating during the 24 hour curing period.

On-going Care

- 1 - Ensure that you wash your car on a regular basis. Once a week is optimal. You do not need to use a shampoo, simply hosing the car down and wiping with a sponge and then a micro fibre cloth or chamois leather will be enough to keep the car looking immaculate.
- 2 - You can, however use any brand shampoo you wish once it is cured. The shampoo not will adversely affect the coating. We recommend using Supagard's salt free, concentrated PH Neutral Shampoo.
- 3 - Always remove bird droppings as soon as you notice them. Supagard will protect the surface of your car against the corrosive effects of bird lime for up to a week, but may mark the coating if left longer.
- 4 - The coating will retain its brilliant shine so you will not need to wax or polish your car again, if however you want to, you can. Always use a wax/polish that is applied by hand, do not ever machine polish the car. We recommend Supagard's Calnuba based, Paintseal Cream; it offers an extra layer of protection with an extra high gloss finish. It will last on your car for about 4 weeks. It will eventually wash off leaving the coating underneath still protecting your car.

Watermarks

- 1 - If water marks appear, simply wipe them away with a damp micro-fibre cloth. Do this on a regular basis and water marks will not become an issue. Do not let watermark stand on the surface for a prolonged period of time especially if the car parked directly in the sun.
- 2 - If the car is neglected and watermarks become 'baked on', they will become more difficult to remove we recommend you use Supagard's Wipe Away to quickly and efficiently remove marks by hand.
- 3 - Never machine buff/polish the car, as this could potentially damage or even remove, the coating and your Guarantee will be null and void.

Hydrophobic beading effect

- 1 - The beautiful hydrophobic beading effect that occurs when the car gets wet is not covered in the Guarantee and can diminish in time, depending on how you look after the car.
- 2 - The diminishing of this effect does not mean that the coating is 'not on the car' or is 'not doing its job'. It simply means that microscopic dust particles and other containments have adhered themselves to the coating preventing the hydrophobic beading effect. To bring back the beading, all you need to do is remove the contaminants. This can be done by simply washing the car with a clay bar - this will bring the effect back immediately.
- 3 - To ensure that the hydrophobic effect never diminishes, we recommend that you use Supagard's Aqua Free waterless car wash. Regular washing with Aqua Free is not only the quickest and most convenient way to wash your car, giving the car an extra deep shine, it will also ensure that the beading effect will effortlessly be maintained.
- 4 - The car can be washed with Aqua Free even if it is quite dirty. The micro fibre cloth used with get black with dirt, but that is nothing to worry about as the Polysilazane coating is so tough that it is not susceptible to swirl marks as an unprotected car would be.

INTERIOR - FABRIC PROTECTOR

- 1 - Always clean beverage spills as soon as you can.
- 2 - If a spill is allowed to dry, use a micro fibre cloth and some soap and water to remove the 'stain' with a dabbing motion. Do not rub. The fabric protector ensures that food and drink spills will not penetrate the fibres - effectively making them stain proof. The cleaned area will still be protected as the cleaning will not remove or affect the protection.

INTERIOR - LEATHER PRESERVER

- 1 - The same rules apply as above for the fabric protector.
 - 2 - **IMPORTANT** - As leather is a natural material it will need regular maintenance. To this end we have supplied you with a pack of 36 leather disposable wipes; these will feed and nourish the leather, keeping it supple, prevent it from cracking and also maintain the invisible stain proof barrier.
 - 3 - All protected leather surfaces in the car are to be wiped with the wipes once a month. Please note: work quickly as they can dry up quite quickly. You may find that you need to use a couple of wipes to do all the seats in the car.
- Additional packs of leather wipes and the other products mentioned herein are available from your dealership or local Supagard specialist.



Guarantee Terms & Conditions

Definition of Terms

Definition of words

When the following words and phrases appear in this document, they have the specific meanings given below. These words are highlighted by the use of bold print.

Area of cover

Means Philippines.

Beneficiary, beneficiary's, beneficiaries

Means you, the car's registered keeper/owner.

Guarantee period

The guarantee period starts on the date of treatment of the covered vehicle from the Supplying Dealer and expires on the date you dispose of the covered vehicle via part exchange, private sale, scrappage, write off or any other means which removes you as registered keeper or owner of the covered vehicle.

Covered vehicle

Means the vehicle to which Supagard Paint and Interior Protection has been applied.

Paintwork or Interior Surface failure

Paint Sealant: A general or panel by panel, colour fading of the exterior paintwork or a noticeable deterioration of the gloss finish.

InteriorGard: Any permanent stains to the seating fabric or carpets as a result of spills from water, coffee, soft drinks and milk.

LeatherGard: Any permanent stains to the leather seating as a result of spills from water, coffee, soft drinks, milk or dye from clothing.

Private individual

Means a person who is using the covered vehicle for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

You, your, yours

Means the private individual or business named on the registration document in the case of whole ownership.

Supplying Dealer

Means the dealership/vehicle dealer where you purchased the vehicle and whom applied the Supagard Protection to the covered vehicle.

Vehicle Eligibility

Supagard Philippines Protection products can be applied to both passenger and commercial vehicles including but not limited to; motorcycles, passenger cars and LCVs. Your vehicle must not be used in a public service capacity, for example within a police force, military service or fire service without prior authority from Supagard Philippines.

Supagard Philippines, we, our, us, the company

Means Supagard Philippines, located at;

21/F 88 Corporate Center,
141 Valero St. cor. Sedeno St,
Salcedo Village,
1227 Makati City,
Philippines.

Introduction to the Supagard Philippines Guarantee

The Supagard Philippines Guarantee has been designed to help you understand the benefits and limitations of the cover provided with your covered vehicle's Supagard Paint and Interior protection.

This document gives you full details of your cover, please keep it in a safe place. All the details of how to make a claim together with conditions of your cover are set out in the following pages.

If however, you have any questions, your supplying dealer will be able to help you.

Summary of Cover and Coverage Limits

Paint Sealant: Should there be within the guarantee period, a general or panel by panel, colour fading of the exterior paintwork or a noticeable deterioration of the gloss finish, then Supagard Philippines, or an appointed representative will undertake to rectify your vehicle and if necessary, re-treat the area free of charge.

InteriorGard: Should there be within the guarantee period, any permanent stains to the seating fabric or carpets as a result of spills from water, coffee, soft drinks and milk then Supagard Philippines or their appointed representative will undertake to have the soiled area cleaned and the protective treatment/s reapplied free of charge.

LeatherGard: Should there be within the guarantee period, any permanent stains to the leather seating as a result of spills from water, coffee, soft drinks, milk or dye from clothing, then Supagard Philippines or their appointed representative will undertake to have the soiled area cleaned and the protective treatment/s reapplied free of charge.

How the cover works

This document forms the contract of cover between you and us. We will pay for claims you make which are covered by this guarantee, occurring during the guarantee period and within the area of cover.

Data protection

Information about this cover will be shared between your supplying dealer and any third-party administrator for administration purposes. You should understand that the information you provide will be used by us, our representatives and industry governing bodies and regulators to process your cover, handle claims and prevent fraud. This may involve transferring information to other countries (some of which may have limited or no data protection laws). We have taken steps to ensure your information is held securely.

Your information will not be shared with third parties for marketing purposes and you have the right to access your personal records should you wish to do so.

Governing law

Unless you and we agreed otherwise, English law will apply and all communications and documentation in relation to this cover will be in English. In the event of a dispute hereunder, the English courts shall have exclusive jurisdiction.

No term of this agreement is to be enforceable by any third party pursuant to the contracts (Rights of Third Parties) Act 1999.

Your statutory rights are not affected in any way by this guarantee. Nothing in these conditions will reduce your statutory rights relating to

faulty or incorrectly described goods. For further information about your statutory rights, contact your local authority Trading Standards Department or Citizens Advice Bureau.

Cancellation rights or refunds

Please note that this cover has no surrender or refund value.

Covered components

All factory-fitted painted body panels, seats and carpets are covered against a paintwork or interior surface failure.

Guarantee exclusions

This guarantee does not cover any injury, failure, loss or damage caused by, arising from or, in connection with the following: corrosion, fire, accidental damage, water ingress or flooding, theft or attempted theft.

- Any defect which is likely to have existed before the guarantee period. Eg; areas treated for SMART repairs or touch up paints
- Faulty repairs or manufacturer paint defects.
- Any vehicle used for competitions (including practice), track days, racing, pace making, rallies or speed or duration tests (whether timed or untimed), or power testing.
- Any vehicle which is owned by a business formed for the purpose of selling or servicing motor vehicles.
- Paintwork damage caused by stone chips.

Guarantee exclusions - Continued

- Birdlime unless removed with 7 days of being deposited
- Scuffs, scratches or industrial deposits such as railway brake dust and iron filings.
- Leather interior damage, caused by sharp or blunt objects which scratch, scuff or tear the leather seats.
- The stitching area of leather upholstery.
- Damage caused by paint or industrial oil spillages.
- Fabric Seats and Carpets interior damage from sharp or blunt objects which tear or scrape the fabric seats or carpets.
- Damage caused by paint or industrial oil spillages.
- Soft top cabriolet roofs, plastic mirror housings, interior headlining and alloy wheels.
- Losses or damage due in any way to any type of accident, misuse or any act or omission which is willful, unlawful or negligent.
- Any component which is either subject to recall by the covered vehicle's manufacturer, manufacturing defect or inherent design faults.

- Stains caused by bleach, beetroot, nail varnish, blood or flower pollen.
- We will not pay for any depreciation to your vehicle, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.
- Any vehicle that does not have the Supagard guarantee sticker on the body of the car at time of the claim inspection.

As your guarantee is intended to cover the retreatment and defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part unless specifically detailed in the terms and conditions. For example, your guarantee may cover repairs to or replacement of interior seating but would not cover any loss of earnings that you may suffer while your vehicle is being repaired. You should check whether you have any other policies that may cover additional damage or related costs or losses not covered by this guarantee.

- Ionising radiation or radioactive contamination from any nuclear fuel or the waste arising from burning nuclear fuel.

- Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
- War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
- Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Any costs covered under any other guarantee, insurance or covered part, unless otherwise stated in the terms and conditions.

Claim payments

The number of claims we will pay is unlimited and the maximum value of claims in total we will pay, is up to the maximum claims limit. We will not pay more than the manufacturer's list price for parts and official labour times/costs, which are necessary to repair or replace covered components.

Making a Claim

How to make a guarantee claim

Contact your Supplying Dealer and advise them that your covered vehicle is protected by the Supagard Philippines Paint and Interior Protection Guarantee. The Supplying Dealer will contact us regarding claims on your behalf. If this guarantee has been transferred to you by private sale, please contact us directly. We retain the right to choose whom completes the repairs on our behalf and to refer back to your Supplying Dealer to audit which Supagard protection products were applied to the covered vehicle. It is your responsibility to authorize any dismantling of the covered vehicle or any other work required to diagnose any faults with the covered vehicle.

We will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this cover. If you are VAT registered you remain responsible for settling the VAT content of any claim separately.

The company reserve the right to examine the covered vehicle and to subject it to expert assessment in order to determine if your claim is covered and how much we will pay for repairs. If you or anyone acting on your behalf acts in a way which prevents us from being able to determine the cause of failure by inspecting the covered vehicle or defective components, then we may not pay all or any part of your claim.

General terms and conditions

These conditions apply to all sections of your guarantee cover and you must meet them before we make a payment or provide a service.

Providing Information; we will only provide the cover described in this document if, as far as you know, the information you gave at the time of taking out this cover is true and complete.

You must tell us about anything that may affect your cover (including also any changes during the guarantee period). If you are not sure whether something is relevant, you must tell us anyway. You should keep a record of any extra

information you give us. If you do not tell us about something that may be relevant, your cover may be invalidated and we may not cover any related claims.

Claims - your duties

If you suspect a claimable incident has occurred you must comply with the relevant claims procedures described in this document within 5 working days.

Claims - our rights

We can take over and carry out the defence or settlement of any claim. After we have made a payment, we can pay to take legal action to get back any payment we have made under this cover. If we want to, we will examine the covered vehicle and will test damaged components.

Looking after your vehicle

You must take all reasonable steps to safeguard the covered vehicle against paintwork or interior surface failure.

Important

Exterior Cleaning: Regular cleaning and regular washing with Supagard PH Neutral Shampoo will help to avoid excess build-up of pollution. Ensure any animal or vegetable deposits are washed away as quickly as possible.

Interior Cleaning: Leather cleaning - a monthly application of the Supagard Leather Wipes or Supagard Leather Barrier Cream will help clean, preserve and protect leather seats. If liquid spills occur, remove as soon as possible by pressing (do not rub) a clean dry towel or any other clean dry absorbent material against the spill to remove

most of the liquid. If necessary clean the area using a mild cleaning solution. This will not damage the treatment.

Road Traffic Collision Damage

In the event of accident damage – inform the repairer assessing the damage that the vehicle has been Supagard treated, so that re-treatment of the repaired panel(s) can be included in the quote to the insurance company. Upon completion of the repair, obtain documentary evidence of the re-treatment.

How to make a complaint

We aim to provide you with first class cover and service. However, there may be times when you feel we have not done so. If this is the case, please tell us about it so that we can do our best to solve the problem. If you make a complaint your legal rights will not be affected. In the first instance, please contact:

Supagard Philippines
21/F 88 Corporate Center,
141 Valero St. cor. Sedeno St.,
Salcedo Village,
Makati City, 1227 Philippines
Phone: +63 917 776 1751

Please supply us with your name, address, guarantee number/vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help us to deal with your complaint in the shortest possible time. You will be required to provide a photo of the affected area to accompany your complaint.

Fraud

If you or any beneficiary claiming under this cover makes a claim that is false or dishonest in any way, this guarantee will be cancelled and you will lose all benefits under it. We reserve the right to report suspected fraudulent activity to the appropriate authorities and seek compensation.



Change of Address or Personalised Plate Change Form

Please complete the details below and send to the address below:

Supagard Philippines, 21/F 88 Corporate Center, 141 Valero St.cor.Sedeno St, Salcedo Village, 1227 Makati City, Philippines.

Covered vehicle details:

Title (Mr/Mrs/Miss/Ms/Other) Guarantee Number

Full Name

Registration/CS Number Chassis Number (VIN)

Details of the new address:

Street

Town

City Postcode

Tel. Home Mobile

Email Address

New Registration Number (if applicable)

Details of new company address: (Please complete this section for a company vehicle only)

Company Name

Street

Town

City Postcode

Tel. Office Mobile

Email Address