



# HERO CERAMIC COATING

## LIMITED WARRANTY INFORMATION

### WARRANTY ACTIVATION AND ELIGIBILITY

The **EVOLV** warranty is applicable to our range of **HERO CERAMIC COATING** products (excluding accessories), provided that they are used, transformed, and implemented in accordance with the specifications detailed in the **EVOLV** technical data sheets and application guides. To activate this warranty, you must register your product online at our website within 30 days following the installation of an **EVOLV HERO CERAMIC COATING**.

This warranty commences from the purchase date of your **EVOLV HERO CERAMIC COATING**, with the installer's invoice serving as proof of purchase. **EVOLV** warrants to the owner of the nominated vehicle that if the **EVOLV HERO CERAMIC COATING** is unsatisfactory in its performance of protecting the **EVOLV Car Wrap Film** or **PPF** film providing hydrophobicity to the vehicle's **PPF** or Vinyl.

Eligibility for this warranty requires installation by an **EVOLV-CERTIFIED** installer who has participated in **EVOLV** training within the last two years and has maintained proper care of the product.

It is your responsibility to verify and test the suitability of the provided information regarding the products for your specific application

### PERIOD DETAILS

#### ELIGIBILITY

**PRODUCT COVERAGE:** **EVOLV Ceramic Coating** products (excluding accessories).

**WARRANTY ACTIVATION:** Must register the product online within 30 days of installation.

**PROOF OF PURCHASE:** Installer's invoice serves as proof.

**CERTIFIED INSTALLER REQUIREMENT:** Installation must be performed by an **EVOLV-certified** installer who has completed training in the last two years.

**WARRANTY SCOPE:** Ensures the coating protects the **EVOLV Car Wrap Film** or **PPF Film**, providing hydrophobicity.

#### WARRANTY PERIOD

**DURATION:** 3 years from the date of application.

**SERVICE REQUIREMENT:** 6-month service inspections are mandatory. Failure to perform these inspections results in voidance of the warranty.

#### COVERAGE

**ORIGINAL PURCHASER:** The warranty is non-transferable and applicable only to the original purchaser.

**EXCLUSIONS:** Incidental costs, such as installation or replacement fees, are not covered. General Warranty Invalidations.

### CLIMATIC ZONE CLASSIFICATION

The warranty duration for **EVOLV HERO CERAMIC COATING** varies based on the geographical zone where the vehicle is located. The zones are classified as follows:

**Zone 1:** This zone includes countries with generally temperate climates. Countries in this zone include:

**Europe:** Germany, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Croatia, Denmark, Finland, France, Georgia, Hungary, Iceland, Ireland, Italy (north of Rome), Kazakhstan, Liechtenstein, Luxembourg, Moldova, Montenegro, Norway, the Baltic States, the Netherlands, Poland, Czech Republic, Romania, United Kingdom, Russia, Serbia, Slovakia, Slovenia, Sweden, Switzerland, Ukraine.

**North America:** Canada, Greenland, United States of America (excluding states listed in Zone 2).

**Zone 2:** This zone includes countries with more extreme climatic conditions, such as tropical, subtropical, and desert climates, as well as high altitude areas above 1000 meters. Countries and regions in this zone include:

**Europe:** Albania, Crete, Greece, Italy (south of Rome), Macedonia, Malta, Portugal, Spain.

**Americas:** Afghanistan, Bahamas, Barbados, Belize, Bolivia, Brazil, Bulgaria, Caribbean Islands, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Guyana, Haiti, Honduras, Jamaica, Mexico, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Suriname, United States of America (Arizona, Florida, Nevada, New Mexico, Texas, Utah), Uruguay, Venezuela.

**Asia & Middle East:** Bahrain, Bangladesh, Bhutan, Burma (Myanmar), Cambodia, China, Cyprus, East Timor, India, Indonesia, Iran, Iraq, Israel, Japan, Jordan, Kuwait, Kyrgyzstan, Laos, Lebanon, Malaysia, Maldives, Mongolia, Nepal, Oman, Pakistan, Philippines, Qatar, Saudi Arabia, Singapore, South Korea, Sri Lanka, Syria, Taiwan, Tajikistan, Thailand, Turkey, Turkmenistan, United Arab Emirates, Uzbekistan, Vietnam, Yemen.

**Africa:** Algeria, Angola, Bahrain, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Democratic Republic of Congo, Djibouti, Egypt, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Ivory Coast, Kenya, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mauritius, Morocco, Mozambique, Namibia, Niger, Nigeria, Rwanda, Senegal, Sierra Leone, Somalia, South Africa, Sudan, Swaziland, Tanzania, Togo, Tunisia, Uganda, Western Sahara, Zambia, Zimbabwe. All desert areas.

**Oceania:** Australia (northern states and desert areas), New Zealand, Fiji, Papua New Guinea.

**Note:** Specific regions within these countries, including all desert areas and all areas at altitudes above 1000 meters, are included in Zone 2 regardless of the country classification.

# GENERAL WARRANTY INVALIDATIONS

## THE WARRANTY WILL BE INVALID IF ANY OF THE FOLLOWING OCCUR:

- 01- **NEGLECT OF MAINTENANCE:** Failure to maintain the vehicle per **EVOLV's** standards.
  - 02- **USE OF NON-APPROVED PRODUCTS:** Damage caused by abrasive or non-**EVOLV** approved products.
  - 03- **ACCIDENTAL DAMAGE:** Damage from collisions, failure to repair and re-treat.
  - 04- **RACING OR ABUSE:** Damage due to racing or extreme conditions.
  - 05- **ENVIRONMENTAL DAMAGE:** Damage from fire, flood, extreme weather, etc.
  - 06- **ALTERATIONS OR MODIFICATIONS:** Unauthorized changes to the vehicle's surface.
  - 07- **PRE-EXISTING CONDITIONS:** Any pre-existing damage prior to coating application.
  - 08- **UNAUTHORIZED INSTALLATION:** Installation by non-**EVOLV** certified installers or unauthorized products.
  - 09- **SEASONAL NEGLECT:** Failure to clean during road salt/chemical exposure in winter.
  - 10- **FINANCIAL DISPUTES:** Chargeback or refunds for services void the warranty.
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## ADDITIONAL LIMITATIONS

**NO LIABILITY FOR LABOR:** Labor costs or surface damage (e.g., paint damage) are not covered.

**COMMON WEAR AND TEAR:** Includes hard water spots, scratches, chips, etc.

**UNTREATED AREAS:** Areas not treated with **EVOLV** products, e.g., accident-damaged sections.

**INSTALLATION ERRORS:** Issues like high/low spots during application are not covered.

**SUBSTANDARD VEHICLE COMPONENTS:** Warranty does not cover factory defects or pre-existing issues.

## CARE INSTRUCTIONS

Avoid abrasive cleaners, rubbing compounds, solvent-based degreasers, or high-speed buffing equipment.

## LEGAL COMPLIANCE & LIABILITY

**LEGAL COMPLIANCE:** Product must comply with local laws.

**LIABILITY:** **EVOLV** is not responsible for damage caused by improper treatment or unapproved applications.

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## IMPORTANT NOTICE

**EVOLV** products are rigorously tested to ensure quality and performance. However, the published information is based on research and does not constitute a warranty. Purchasers should evaluate the product's suitability for their specific application, as **EVOLV** does not guarantee performance in all conditions. Specifications may change without notice.

## CLAIM PROCESS

**TIMEFRAME:** Claims must be reported within 90 days of the issue.

**REQUIRED DOCUMENTATION:** Complete paperwork must be submitted; incomplete claims may be denied.

**DEALER LIMITATIONS:** Dealers cannot modify or extend this warranty.