

SURFACE PROTECTION: Protektiv Hydro, Meridian, HYDRO G9+

This warranty is provided by:

MotorOne Group Pty Ltd ACN 097 188 219 (**MotorOne**)
Level 9, 3 Nexus Court
Mulgrave, VIC 3170
Phone: 1300 801 917

Warranty coverage and period

Limited Lifetime Warranty - General

Subject to the terms, conditions and exclusions detailed in this warranty, MotorOne warrants that this product will prevent:

- weather induced discolouration, fading, oxidization, and loss of gloss;
- bore water etching and paint softening;
- damage caused by water marks, sunscreen, tree sap, fallen leaves, bug splatter & droppings, bird & bat droppings, and rail dust,

to the treated paintwork of the vehicle (hereafter, the **General Warranty**).

Limited Lifetime Warranty

If at the time of purchasing this product it has been no more than 60 months from the date of first registration of the vehicle, this product is covered by the General Warranty for the lifetime of the vehicle.

6 Year Limited Warranty – Clear Coat Delamination

If at the time of purchasing this product, it has been no more than 12 months from the date of first registration of the vehicle, this product is covered by the below limited warranty for 6 years from the date of purchase of the product in addition to the above General Warranty.

Subject to the terms, conditions and exclusions detailed in this warranty, MotorOne warrants that this product will prevent clear coat delamination to the treated paintwork of the vehicle.

Where a valid warranty claim is made under either of the above surface protection warranties, MotorOne will clean or repair (at its option) the faulty area and re-apply the product to that area.

Pro Rata Warranty - Used Vehicles

If at the time of purchasing this product your vehicle is a used vehicle between 5 years and 10 years old (from date of first compliance), this product is covered under the above limited General Warranty from the date of purchase until the vehicle reaches 10 years of age (from date of first compliance). Used vehicles are subject to an inspection by a MotorOne representative prior to product application.

Where a valid claim is made under the above Pro Rata Warranty, MotorOne will clean or repair (at its option) the faulty area and re-apply the product to that area.

The Pro Rata Warranty period expires if the limit of liability set out below has been reached.

Limit of Liability for Pro Rata Warranty

MotorOne's liability for cleaning, repairing and paying compensation for all claims made under this Pro Rata Warranty during the warranty period is limited in total to \$2,500. MotorOne's costs for cleaning or repairing are to be determined by MotorOne acting reasonably.

Warranty exclusions

This warranty does not cover:

1. any damage to the vehicle paintwork caused by collision, stone chipping, rust, scratches, vandalism (e.g. egg damage), abrasions or damage caused by the treated surface coming into contact with acids, dyes, oil based paints, bleaches or ammonia based products, fall out or spillage caused by corrosive chemicals or materials;
2. swirl marks, wash webbing and surface scratches as a result of abrasive car washing;
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 (e.g. ute lids, spoilers, canopies, side skirts);
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 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;
10. any damage caused to the vehicle paintwork as a result of failing to reasonably maintain due care to the treated surface.

Terms and conditions

1. Any claim under this warranty must be lodged with MotorOne, in accordance with the claim procedure set out below, within 30 days of the fault appearing.
2. This warranty is not transferable and applies only to the original purchaser of this product, the details of who are stated on this warranty.
3. 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 1300 801 917 to discuss any reapplication queries or to arrange a reapplication. You must bear the cost of the reapplication.

Warranty void

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

1. registration of the vehicle is transferred into any name other than the original purchaser stated in this warranty;
2. you fail to comply with the terms and conditions of this warranty.

Making a claim - what to do

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

1. Contact MotorOne on 1300 801 917 and provide your name, contact details, vehicle details, warranty number and brief description of the fault/damage.
2. MotorOne will then provide you with a claim form which you must complete and email to MotorOne at warrantyclaims@motorone.com or send to the MotorOne office nominated in your claim form documentation.
3. Upon receipt of a completed and valid warranty claim form, MotorOne will arrange for an assessor to inspect the vehicle during normal business hours at a location nominated by MotorOne. This warranty and proof of purchase must be presented to the assessor at the time of assessment.
4. Following the vehicle assessment and subject to it being a valid warranty claim, MotorOne will arrange a mutually convenient time at a location nominated by MotorOne to rectify the fault or damage.
5. 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.

MotorOne 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 to you given 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.

MAINTENANCE SCHEDULE: How to care for your product

SURFACE PROTECTION

- Avoid using car wash/shampoo during first 3 days – use only clear water to wash vehicle during this period if required.
- Wash your vehicle as required using a PH neutral car wash/shampoo. It is recommended that you use a car wash/shampoo from the MotorOne range. These can be purchased from your selling dealer or the MotorOne head office in your State.
- Wash your vehicle in a cool, shady area, and in warmer climates, allow the metal of your vehicle to cool prior to washing. A hot surface causes the washing agents to evaporate quickly, leading to water spotting.
- Hose your vehicle prior to washing to dislodge any loose dirt, dust or mud. Follow the instructions on the car wash/shampoo bottle (most MotorOne products only require 2 capfuls in a 10 litre bucket of warm water). Use a good quality clean sponge. Wash one panel at a time, then flush the surface thoroughly with clean water. As dirt and contaminants can become trapped in the sponge (which can lead to scratches and swirl marks on the paint surface), rinse the sponge with clean water regularly. For best results, dry your vehicle with a good quality chamois.

- Do not use any polishes on your vehicle which can be abrasive, or any washing agents that may contain degreasers or solvents. Use of these products may reduce the life of the coating.
- Remove environmental contaminants (e.g. bird droppings, bug splatter and tree sap) as soon as possible in order to neutralise the acidic affects of these contaminants. Apply the MotorOne or PH neutral car wash/shampoo (do not dilute) directly to the affected area, allow the contaminant to soften, then wash as per instructions above. Do not use anything abrasive (e.g. scourers, brushes or fingernails) to remove such contaminants.
- Do not take your vehicle through an automated car wash that uses abrasive washing actions such as brushes, this can lead to scratching and swirl marks.
- If the panels of your vehicle are re-sprayed, repaired or replaced, the MotorOne product must be re-applied to those panels. Please call 1300 801 917 to discuss any reapplication queries or to arrange reapplication.