

PPFI

PPF INNOVATION

PAINT PROTECTION FILM (PPF)

LIMITED WARRANTY & CARE INSTRUCTIONS

Version 1.0 | 2026

BUILT TO LAST. BUILT TO PERFORM.

PPFI – PPF INNOVATION PAINT PROTECTION FILM (PPF) LIMITED WARRANTY &
CARE INSTRUCTIONS Version 1.0 | 2026

BUILT TO LAST. BUILT TO PERFORM.

IMPORTANT NOTICE This document sets out the general limited warranty conditions and recommended care instructions for PPF Innovation ("PPFI") Paint Protection Film products. The applicable warranty period for each PPFI product/series is the period stated on the original product specification, warranty card, invoice, or official sales documentation issued for that product and market.

Warranty coverage may vary by product series, country/region, vehicle use, and application. Local consumer rights that cannot legally be excluded or limited remain unaffected.

1. WARRANTY ELIGIBILITY

The PPFI Limited Warranty applies only when all of the following conditions are met:

- The product is genuine PPFI Paint Protection Film.
- The film is supplied through an authorized PPFI distributor, dealer, or installer.
- The film is professionally installed in accordance with PPFI-approved installation procedures.
- The customer retains the original invoice, warranty record, or other acceptable proof of purchase and installation.
- The vehicle and film have been maintained in accordance with the care requirements in this document.
- The film is used for its intended automotive application unless PPFI has approved another application in writing.

The warranty begins from the original date of installation unless otherwise stated in the applicable product warranty.

2. WHAT THE LIMITED WARRANTY COVERS

Subject to inspection and approval, PPFI warrants the covered film against manufacturing defects that cause abnormal or premature:

- Yellowing or significant discoloration • Cracking • Blistering or bubbling caused by a product defect • Delamination or separation of film layers • Adhesive failure attributable to a manufacturing defect • Abnormal film degradation attributable to defective material or manufacture

A visible change caused by normal aging, environmental exposure, maintenance conditions, or ordinary wear is not automatically considered a manufacturing defect.

PPFI is a sacrificial protective film. Its purpose is to help reduce damage to the underlying vehicle finish. The film itself may become marked, scratched, stained, chipped, punctured, or damaged while performing this protective function.

3. WHAT THE WARRANTY DOES NOT COVER

The PPFI Limited Warranty does not cover damage, deterioration, appearance changes, or failure caused by circumstances other than a confirmed manufacturing defect, including but not limited to:

A. ROAD & PHYSICAL DAMAGE • Stone chips, rock strikes, road debris, sand, gravel, or other impact damage • Cuts, punctures, tears, deep scratches, scuffs, dents, abrasion, or collision damage • Accidents, vandalism, fire, flood, hail, storms, or other external forces • Damage caused by vehicle parts, accessories, luggage, tools, machinery, or third parties

B. STAINS & ENVIRONMENTAL CONTAMINATION • Water spots or mineral deposits • Bird droppings, insect residue, tree sap, pollen, road tar, industrial fallout, rail dust, acid rain, fuel, oil, or other contaminants left on the surface for an excessive period • Permanent staining caused by environmental contamination • Surface contamination or discoloration caused by poor maintenance or prolonged outdoor

exposure • Damage caused by extreme environmental or chemical exposure beyond normal automotive use

C. IMPROPER CLEANING OR MAINTENANCE • Automatic brush/tunnel car wash

damage • Abrasive brushes, pads, compounds, polish, or aggressive cleaning tools • Strong solvents, harsh chemicals, acidic or alkaline cleaners, degreasers, or unapproved products • Pressure washing too close to film edges or using excessive pressure • Scraping, picking, lifting, or intentionally pulling film edges • Damage caused by polishing, machine compounding, sanding, or other corrective work not suitable for PPF

D. INSTALLATION / MODIFICATION ISSUES • Installation performed by an

unauthorized or unqualified installer • Incorrect installation, trimming, stretching, heating, handling, storage, or application • Installation over unsuitable, damaged, contaminated, unstable, or improperly prepared surfaces • Re-installation, alteration, repair, removal, or modification by an unauthorized third party • Damage caused by aftermarket accessories or modifications after PPF installation

E. VEHICLE PAINT & SUBSTRATE • Failure, peeling, lifting, cracking,

oxidation, corrosion, rust, or defects of the vehicle paint or substrate • Aftermarket, repainted, repaired, resprayed, touch-up, non-OEM, or poorly bonded paint • Clear-coat failure • Paint lifting or paint damage during PPF removal • Damage to body filler, carbon-fiber coating, decals, stripes, badges, or other non-OEM surfaces • Existing scratches, chips, dents, paint defects, contamination, or damage present before installation

F. NORMAL WEAR & APPEARANCE • Normal wear and tear • Minor surface

scratches or swirl marks that do not constitute product failure • Gradual reduction in hydrophobicity, slickness, gloss, stain resistance, or self-healing performance due to use and environmental exposure • Minor texture, installation marks, edge visibility, seams, relief cuts, stretch marks, or other characteristics considered acceptable within professional PPF installation standards • Natural aging consistent with the product's age, mileage, climate, storage, and use

4. SELF-HEALING & HYDROPHOBIC PERFORMANCE

Self-healing technology is intended to reduce light surface scratches and swirl marks under suitable heat conditions. It does not guarantee the removal of deep scratches, cuts, punctures, stone-chip damage, or damage penetrating the topcoat or TPU layer.

Hydrophobic performance is a surface characteristic and may gradually decrease due to environmental exposure, contamination, cleaning chemicals, abrasion, mileage, and maintenance. A reduction in water beading alone is not considered a film manufacturing defect unless specifically stated otherwise in the applicable product warranty.

5. CARE AFTER INSTALLATION

For best adhesion and curing:

- Do not wash the vehicle for at least 72 hours after installation. •

During the initial curing period, small moisture pockets or light haze may temporarily appear beneath the film. These normally reduce as installation moisture evaporates. • Do not press, pick, or attempt to flatten newly installed film edges or moisture pockets yourself. • If an edge lifts or an abnormal installation issue appears, contact the original authorized installer promptly.

6. REGULAR WASHING & MAINTENANCE

PPFI recommends:

- Hand washing whenever possible. • Washing the vehicle regularly, especially after exposure to rain, salt, mud, insects, bird droppings, tree sap, road grime, or industrial contamination. • Washing the vehicle in a shaded area after the body surface has cooled. • Using a pH-neutral automotive shampoo suitable for PPF. • Using clean, soft microfiber wash media and drying towels. • Drying the vehicle after washing rather than allowing mineral-rich water to evaporate naturally. • Removing bird droppings, insects, tree sap, fuel, oil, and other aggressive contaminants as soon as reasonably possible. • Testing any unfamiliar detailing chemical on a small inconspicuous area before full use.

7. PRESSURE WASHING

Pressure washing must be used carefully.

- Avoid directing high-pressure water directly at film edges, seams, corners, or relief cuts.
- Keep a safe working distance from the film surface.
- Do not use concentrated high-pressure jets to intentionally lift contamination from film edges.
- Damage or edge lifting caused by improper pressure washing is not considered a manufacturing defect.

8. AUTOMATIC CAR WASHES

Brush-type and aggressive automatic tunnel car washes are not recommended. They may cause scratching, abrasion, edge lifting, or other film damage.

Touchless washing may reduce mechanical abrasion but strong chemicals used by some systems may still affect the film. Hand washing remains the preferred maintenance method.

9. WAXES, SEALANTS & CERAMIC COATINGS

Only PPF-compatible waxes, sealants, detailing products, or coatings should be used.

Products containing aggressive solvents, abrasive cleaners, strong dyes, petroleum distillates, or chemicals unsuitable for TPU/PPF should be avoided.

Where a ceramic coating is applied over PPF, compatibility should be confirmed before application. Damage caused by an incompatible third-party coating, chemical, or application process is excluded from the PPF Limited Warranty unless specifically approved by PPF.

10. MATTE / SATIN PPF CARE

For matte or satin PPF:

- Do not use abrasive polish or compounds intended to increase gloss.

Avoid waxes or products that may create uneven shine.

- Clean contamination promptly to reduce uneven staining.
- Use products specifically suitable for matte/satin PPF surfaces.

Changes in sheen caused by polishing, abrasion, improper chemicals, or incorrect maintenance are not covered.

11. REPAINTED OR REPAIRED PANELS

PPFI is primarily intended for installation on sound, properly cured automotive finishes.

Installation on repainted, repaired, aftermarket, or non-OEM paint is undertaken subject to the condition of that surface. PPFI does not warrant the integrity of the underlying paint or clear coat.

Where a panel has been repaired or repainted after PPF installation, the original film on that panel is considered removed/altered and must be replaced if continued film protection is required.

12. FILM REMOVAL

Professional removal by an authorized or qualified PPF installer is strongly recommended.

PPFI does not guarantee that paint, clear coat, decals, repairs, or aftermarket finishes will remain unaffected during removal, particularly where the underlying surface is non-OEM, previously repaired, poorly bonded, aged, damaged, or otherwise unstable.

13. WARRANTY INSPECTION

PPFI recommends periodic inspection by an authorized PPFI installer.

Customers should have the film inspected whenever they observe:

- Edge lifting • Abnormal bubbling • Layer separation • Unusual yellowing or discoloration • Cracking • Adhesive-related failure • Any condition believed to be a manufacturing defect

Early inspection may prevent a localized issue from becoming more extensive.

14. WARRANTY CLAIM PROCEDURE

To request warranty assessment, the customer should contact the original authorized PPFI installer or the authorized PPFI distributor for the applicable market.

The following information may be required:

- Customer name and contact details
- Vehicle make, model, year, registration/VIN where applicable
- Original installation date
- PPFI product/series installed
- Areas/panels covered
- Original invoice or proof of purchase
- Warranty registration/card, if applicable
- Installer/dealer information
- Clear photographs and/or video of the reported issue
- Maintenance or inspection records where reasonably required

The vehicle may need to be physically inspected before a claim can be approved.

PPFI reserves the right to examine the film, installation, vehicle surface, maintenance condition, and relevant records to determine whether the issue is covered by the applicable warranty.

15. WARRANTY REMEDY

If PPFI confirms that a covered failure resulted from a manufacturing defect during the applicable warranty period, PPFI may, at its discretion and subject to local warranty terms:

- Repair the affected area where appropriate; or
- Replace the confirmed defective PPF on the affected panel/area; or
- Provide replacement film/material or another remedy considered appropriate under the applicable market warranty.

Unless expressly stated in the applicable product warranty, warranty coverage applies only to the specific film or area confirmed to have failed. It does not automatically entitle the customer to replacement of unaffected panels or an entire vehicle wrap.

Replacement or repair does not restart or extend the original warranty period. The repaired/replaced area remains covered only for the remainder of the original applicable warranty period unless required otherwise by law.

Any labour coverage, removal/reinstallation allowance, transport cost, detailing cost, loss-of-use cost, or other associated expense is subject to the specific PPFI warranty program applicable in the country/region and must be approved before work begins.

16. WARRANTY LIMITATIONS

To the maximum extent permitted by applicable law:

- PPFI's warranty relates to the PPF product and confirmed covered defects, not to unrelated vehicle damage.
- PPFI is not responsible for indirect, incidental, consequential, or economic loss arising from vehicle downtime, loss of use, loss of income, loss of business, inconvenience, or other secondary loss.
- No installer, distributor, salesperson, or third party may expand or modify PPFI's manufacturer warranty unless such modification is issued or approved by PPFI in writing.
- Local dealers/installers may offer separate workmanship warranties. Such warranties are the responsibility of the issuing dealer/installer unless expressly adopted by PPFI.

17. TRANSFER OF WARRANTY

Warranty transferability, if available, is governed by the warranty terms applicable to the specific PPFI product and market.

Where transfer is permitted, the new vehicle owner may be required to provide the original installation documentation, proof of the original installation date, vehicle details, and any transfer registration required by PPFI. A transfer does not restart the warranty period.

18. OWNER RESPONSIBILITY

The vehicle owner is responsible for reasonable care of the film and for responding promptly to contamination, edge damage, or visible problems.

The service life and appearance of PPF can be affected by:

- Climate and UV exposure
- Indoor or outdoor parking
- Vehicle mileage
- Road and weather conditions
- Frequency and method of washing
- Chemical exposure
- Contamination
- Driving environment
- Maintenance

practices

More severe conditions require more frequent care.

19. IMPORTANT DISTINCTION: PROTECTION VS. WARRANTY

PPFI Paint Protection Film is engineered to help protect automotive surfaces from common road and environmental hazards. Product protection capability does not mean that every type of physical or environmental damage is warrantable.

For example, PPF may reduce the severity of stone-chip damage while the stone impact itself remains outside manufacturing-defect warranty coverage. Likewise, stain-resistant or self-healing properties improve performance but do not make the film immune to permanent staining, deep scratches, chemical damage, or physical impact.

20. FINAL WARRANTY AUTHORITY

The official warranty documentation applicable to the specific PPFI product, country/region, and installation date takes precedence over general marketing statements or verbal representations.

PPFI reserves the right to update care recommendations, warranty administration procedures, and product-specific warranty terms for future installations.

For current product information and warranty support: PPF Innovation
(PPFI) Official Website: ppf-innovation.com

BUILT TO LAST. BUILT TO PERFORM.