



# PLATINUM PROTECT +

The latest technology in hybrid coatings.

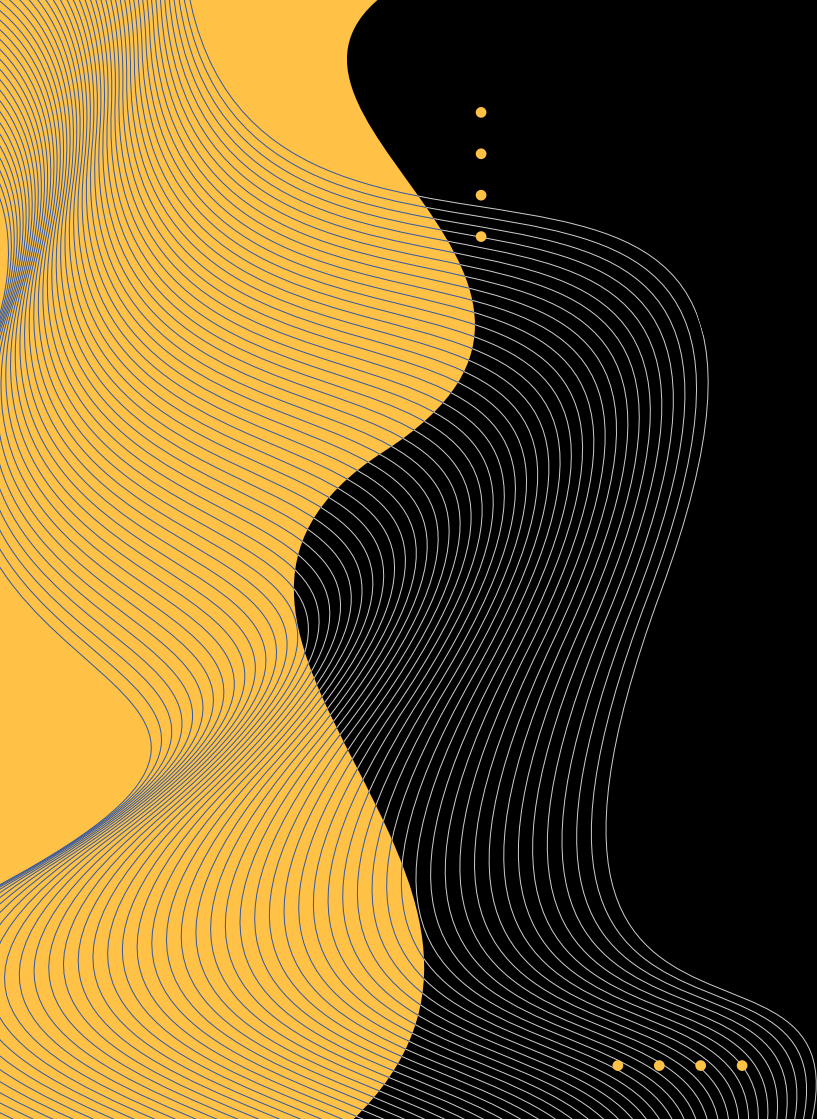
# Exterior + Interior + Tint

Care Instructions.

Warranty Terms & Conditions.

Contact Information.







**PLATINUM  
PROTECT<sup>+</sup>**

Thank you purchasing your vehicle from Westside Auto Wholesale and for choosing from the Platinum Protect<sup>+</sup> range of car care products.

We take great pride in our customer service, so please contact us any time if you require any information or further assistance with your motoring investment.

In this booklet you will find the terms and conditions of your warranty. Please take the time to read and store it away in a safe place. We will also keep your warranty details at the dealership for safe keeping and for future reference if required.

We wish you many years of safe and happy motoring.

**Congratulations.**



# Exterior Treatment

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## CARE INSTRUCTIONS

- Wash your vehicle regularly (recommended schedule is 2-3 weeks) using a pH neutral car shampoo. It is recommended that you use a shampoo for treated surfaces from an authorised retailer.
- Wash your vehicle in a cool, shady place; in warmer climates, allow the metal of your vehicle to cool prior to washing as a hot surface causes the washing agents to evaporate quickly, leading to water spotting.
- Hose your vehicle before washing to dislodge any loose dirt. Follow the instructions on the car shampoo bottle. Use a good quality clean sponge. Wash one panel at a time, then hose 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. To avoid water spotting dry the surface with a good quality chamois.
- DO NOT use any waxes or polish on your vehicle as these generally contain abrasive compounds or degrease and solvents. If you wish to further enhance the gloss of your coating, you can purchase the Platinum Protect+ cleaner for treated surfaces from your authorised dealerships.
- DO NOT use bore water to wash your vehicle. Bore water often has a very high mineral & salt content which will damage the paint protection.
- Animal or vegetable matter (e.g bird droppings and tree sap) should be removed as soon as possible in order to neutralise the corrosive effects of these contaminants. Apply (undiluted) shampoo directly to the affected area, allow the contaminant to soften over night then rinse with clean warm water.
- Do not use anything abrasive (e.g. scourers or brushes) to remove such contaminants.
- If the panels of your vehicle are re-sprayed, repaired or replaced, the Platinum Protect+ treatments must be re-applied to those panels. Please call +61 8 6145 0000 or email [platinumprotect@westsideauto.com.au](mailto:platinumprotect@westsideauto.com.au) to discuss any reapplication queries or to arrange reapplication.

## WARRANTY (EXTERIOR TREATMENT)

If at the time of purchasing this product your vehicle is new, a lifetime warranty will apply. If at the time of purchasing this product your vehicle is younger than 5 years of age, a lifetime warranty will apply. If you have purchased a pre owned vehicle over 5 years of age, then a 10 year pro rata warranty will be given. The Warranty term on pre-owned vehicle's will be defined by subtracting the manufacture age of a vehicle at time of purchase from the maximum 10 year term. E.g vehicle manufacture date is 6 years, then the warranty will be the balance of the 10 years, being 4 years.

The warranty terms and conditions and exclusions for each individual product are set out below. Subject to the terms, conditions and exclusions detailed in this warranty, Platinum Protect+ Reactive Hybrid coating protects the vehicle's paint work from oxidation and fading, the damaging effects of acid rain, road salt and pollution, as well as the negative impact on the lacquer coating caused by bird life deposits, Insect remains and tree resin. It also guarantees a greater water repellent effect compared to standard waxes and polishes.

## THE WARRANTY DOES NOT COVER:

1. Damage to the vehicle's paintwork caused by stone damage from the road surface.
2. Damage caused by external factors, such as hail storms, "supernatural events or natural disasters".
3. Damage caused by collision, accidental damage, vandalism, alteration, malicious damage, fire, hail, flood, stones, collision, surface rust, rail dust, physical damage, paint over spray, water spots or vehicle manufacturer' defects, or defects which may be covered under a manufacturers or dealerships protection plan.
4. Damage or deterioration caused by scratching and hazing generated by handheld brushes or automatic car wash brushes.
5. Failure to follow the Care Instructions.

6. Pre-existing damage to the painted surface.
7. Swirl marks, marring, scratches, scuffs, scrapes and chips.
8. Failed clear coat – peeling, hazing and fading.
9. Areas that have not been retreated within 30 days after a paint repair.
10. External plastic parts that have been painted.

The Platinum Protect+ Warranty commences from the delivery date shown on your Contract of Sale. Any claim under this warranty must be lodged with Platinum Protect+ or the authorised representative within 30 days from the fault appearing. Where In Platinum Protect+'s reasonable opinion the Platinum Protect+ coating has not prevented damage to the vehicle exterior in accordance with this Platinum Protect+ Terms & Conditions, Platinum Protect+ warrants that it will, free of charge, clean or repair (at its option) the damaged section of the vehicle exterior and will reapply Platinum Protect+ coating to the damaged section, provided that the Platinum Protect+ Warranty Terms & Condition have been observed. The Platinum Protect+ Warranty is non transferable.

The Platinum Protect+ Warranty Terms & Conditions are contained in this document. 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. This Platinum Protection+ Permanent, Performance & Protection Warranty applies in addition to any statutory rights or remedies that you may have, including under the Australian Consumer Law. This Platinum Protect+ Warranty does not exclude, restrict, limit or modify those rights or remedies, except to the extent that their application may be lawfully excluded. To make a claim, request a claim email [platinumprotect@westsideauto.com.au](mailto:platinumprotect@westsideauto.com.au) or call +61 8 6145 0000.

# Interior Treatment

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## CARE INSTRUCTIONS

- Clean / vacuum the fabric/carpet/vinyl/leather of your vehicle regularly (recommended schedule is 2-3 weeks) to maintain the protected surfaces.
- If a spill occurs try to remove the spillage as soon as you can. If you do get a spill from water, coffee, tea, soft drinks or any similar liquids, use a clean non-coloured dry towel or absorbent paper. Vacuum if necessary. Use warm soapy water (no heavy detergents as this would void the warranty) or use the Platinum Protect+ multipurpose cleaner. Applying a 'dabbing' motion is always the best way to remove stains. The Platinum Protect+ lifetime warranty applies only to Platinum Protect+ treatments applied by us.
- If the fabric/carpet/vinyl/leather surface is repaired or replaced, the Platinum Protect+ treatments must be reapplied to those areas. Please call +61 8 6145 0000 to discuss any reapplication queries or to arrange reapplication.

## **WARRANTY (INTERIOR TREATMENT)**

If at the time of purchasing this product your vehicle is new, a lifetime warranty will apply. If at the time of purchasing this product your vehicle is younger than 5 years of age, a lifetime warranty will apply. If you have purchased a pre owned vehicle over 5 years of age, then a 10 year pro rata warranty will be given. The Warranty term on pre-owned vehicle's will be defined by subtracting the manufacture age of a vehicle at time of purchase from the maximum 10 year term. E.g vehicle manufacture date is 6 years, then the warranty will be the balance of the 10 years, being 4 years.

The warranty terms and conditions and exclusions for each individual product are set out below. Subject to the terms, conditions and exclusions detailed in this warranty, Platinum Protect+ protector will assist in retaining the colour, lustre and soft feel of the vehicle's interior surfaces as well as promoting longer life. It will repel the spillage of liquids and allow any spillage to be removed with an absorbent cloth. It will resist permanent staining caused by cosmetics & ink.

## **THE WARRANTY DOES NOT COVER:**

1. Any cracking, splitting, staining or discolouration to materials which have been ripped, torn, or subjected to vandalism, accident, alteration or burning;
2. Any cracking, splitting stains, burns or discolouration caused by caustic or corrosive material, acids, clothing dye transfer, inks, bleaches, gum, paint;
3. Any damage or discolouration arising from general wear and tear;
4. Stains, marks or discolouration existing prior to the application of the product noted by the applicator in a Condition report;
5. Damage covered under the vehicle manufacturer's warranty;
6. Manufacturer's imperfections in the fabric/carpet/vinyl/leather;
7. Treated areas which have been altered, removed or over coated with a different product;

8. Any damage to the fabric/carpet/vinyl/leather of the vehicle caused by steam cleaning, cleaning the surface with a coloured cloth or any agent that is not PH neutral;
9. Any staining or discolouration caused as a result of failing to reasonably maintain due care to the treated surface;

The Platinum Protect+ Warranty commences from the delivery date shown on your Contract of Sale. Any claim under this warranty must be lodged with Platinum Protect+ or the authorised representative within 30 days from the fault appearing. Where In Platinum Protect+'s reasonable opinion the Platinum Protect+ coating has not prevented damage to the vehicle interior in accordance with this Platinum Protect+ Terms & Conditions, Platinum Protect+ warrants that it will, free of charge, clean or repair (at its option) the damaged section of the vehicle interior and will reapply Platinum Protect+ coating to the damaged section, provided that the Platinum Protect+ Warranty Terms & Condition have been observed. The Platinum Protect+ Warranty is non transferable.

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# Window Film (Tint)

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## CARE INSTRUCTIONS

- DO NOT roll down windows for at least 72 hours so that film may cure properly.
- Your film could take up to 21 days to fully dry and cure, during this period it is normal to have a hazy appearance. This condition is temporary, caused by the moisture used during application, and will disappear as the moisture dries during the curing process.
- Platinum Protect+ window films may be washed with common washing solutions 21 days after installation.
- DO NOT use abrasive pads, cleaners, or industrial strength glass cleaners on any Platinum Protect+ treated windows.
- USE a soft cloth with general cleaning solution (such as mild soap and water) to clean film.
- DO NOT peel or scrub the edges of the film.



## **WARRANTY (WINDOW FILM)**

The Platinum Protect+ Window Film on the nominated vehicle is provided with a 10 year warranty against bubbling, cracking, discolouring and peeling subject to the terms, conditions and exclusions set out below.

### **THE WARRANTY DOES NOT COVER:**

Issues where the product has been subjected to abuse or cared for improperly.

The Platinum Protect+ Warranty commences from the delivery date shown on your Contract of Sale. Any claim under this warranty must be lodged with Platinum Protect+ or the authorised representative within 30 days from the fault appearing. Where in Platinum Protect+'s reasonable opinion the Platinum Protect+ window film has performed in accordance with this Platinum Protect+ Terms & Conditions, Platinum Protect+ warrants that it will, free of charge, replace or repair (at its option) the damaged section of the Platinum Protect+ window film, provided that the Platinum Protect+ Warranty Terms & Condition have been observed. The Platinum Protect+ Warranty is non transferable.

The Platinum Protect+ Warranty Terms & Conditions are contained in this document. 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. This Platinum Protect+ Performance & Protection Warranty applies in addition to any statutory rights or remedies that you may have, including under the Australian Consumer Law. This Platinum Protect+ Warranty does not exclude, restrict, limit or modify those rights or remedies, except to the extent that their application may be lawfully excluded. To make a claim, request a claim email [platinumprotect@westsideauto.com.au](mailto:platinumprotect@westsideauto.com.au) or call +61 8 6145 0000.



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For any queries in regards to your products or for any warranty enquiries please use the contact details below.

**Email:      [platinumprotect@westsideauto.com.au](mailto:platinumprotect@westsideauto.com.au)**

**Phone:      +61 8 6145 0000**

**Happy Motoring.**





