



Optiwrap Warranty Terms & Conditions

Optiwrap offers a 5 -year warranty (“Warranty Term”) on Paint Protection Film (PPF) that has been manufactured and installed by Optiwrap’s team of certified installers. We also provide a 1-year warranty for Windscreen Protection Film, but no warranty is offered for PPF applied to wheels. This warranty covers the PPF against cracking or lifting, provided that the adhesive has not been removed by the purchaser, on automotive painted surfaces only for the Warranty Term. Discoloration of the film can occur if the film is not maintained regularly; please refer to our maintenance guidelines. The warranty does not cover damage to PPF caused by accidents, collisions, intentional misuse, ordinary wear, or damage, dents, or chips to the protected surface or film caused by the impact of rocks or other debris.

If Optiwrap agrees to replace film covered by this warranty, it will be done at no extra cost. In each case, replacement of damaged film is the exclusive remedy, and liability does not extend to any other damages, incidental, consequential, or otherwise. PPF that is not covered by this warranty may be replaced at an additional cost, to be agreed upon between you and Optiwrap.

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The PPF is resilient to industry-standard automotive aftercare products, including specialized products such as scratch removers, degreasers, TFR (traffic film removers), abrasive polishes, and waxes. However, chemical cleaners may harm the PPF. In such circumstances, the damage would not be covered under the warranty. Please refer to our After Care documentation for reference.

If the product is found to be defective, upon our inspection of the defective product and our determination that your claim falls within the scope of this warranty, we will arrange for the PPF to be replaced within sixty (60) days at our premises. If we are unable to replace your warranted product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for your purchase cost (as indicated on your proof of purchase), at our sole discretion. If we determine that the damage is not covered under this warranty, we will notify you and inform you of service alternatives available to you on a fee basis. Replacement products, once installed, are covered for the remaining period of the warranty only.

We own all warranted products returned to us that are exchanged for a replacement product. Optiwrap's PPF Warranty does not cover the costs of transporting the vehicle to and from our premises.

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If the vehicle is sold within the Warranty Term, the warranty is transferable to the new owner of the vehicle if: 1) the new owner registers the change of ownership by completing the Transfer of Warranty form found on Optiwrap's website; and 2) there are six (6) months remaining on the warranty. For clarity, if there are less than six (6) months remaining on the warranty, this warranty will not be transferable to any subsequent owner of the vehicle.

Furthermore, if the requisite form is not completed for the transfer of warranty, Optiwrap will not be held liable for any damage to the PPF, and this warranty will be deemed invalid. It is the responsibility of the new owner to register the change of ownership.

This warranty does not cover problems with a warranted product caused by normal wear and tear. It also does not cover problems resulting from external causes such as accidents, abuse, misuse, mishandling, collisions, alteration, negligence, fire, theft, vandalism, riot, explosion, natural disaster, or other acts of God. Moreover, it does not cover any problems resulting from the usage of a warranted product that is not in accordance with After Care instructions or resulting from a failure to follow product instructions or a failure to perform preventative maintenance or parts replacement for your vehicle as suggested by the manufacturer in its maintenance schedule. Finally, it does not cover warranted products for which we have not yet received full payment.

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WARNING: The PPF should not harm the manufacturer's factory-applied paint finish when professionally removed; however, smart repairs and vehicles with partial and/or full respray finishes may peel. In this instance, Optiwrap will not be held accountable for the repair/replacement of such incidents. Optiwrap is not responsible for any derived costs as a result of a warranty claim, such as fuel, loss of earnings, or other consequential expenses. This agreement is a product warranty and not insurance and is limited to one claim per panel. This warranty forms part of Optiwrap's Standard Terms and Conditions.



Paint Protection Film After Care Instructions

- During the short period while the film is curing, you may notice some bubbles or a slight haze in the film, but there's nothing to worry about. Any moisture will evaporate through the pores of the film over the next 2-3 weeks. Bubbles can appear and disappear due to the 'wet' method of installation.
- Once the film has cured, you can wash the car as usual (if possible, use the twin bucket method and a lambswool wash mitt). If using a pressure washer, ensure you keep the spray lance at least 3 feet away from the surface of the film, especially the edges, as the pressure may lift the film.
- The best products to use on the film are PH-neutral Opti Car Care products. If you need advice, speak to our sales team for recommendations.
- If you encounter bug splatter or bird droppings, you should remove them immediately. If left on, the acids in the droppings can etch through the self-healing layer. The ambient heat produced by the car may accelerate this process. The best way to remove bug splatter is by using pressurized water from 3 feet away. To remove bird droppings, pour warm water on the area, let it soften for a minute, and then gently wipe off with a microfiber cloth only.

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- Abrasive polishes and products containing petroleum or solvents should not be used on the PPF. These products will damage the surface and compromise the self-healing and adhesive layers of the film.
- Minor paint scratches and swirl marks in the film will heal over time. To accelerate this process, pour warm water (not boiling) over the affected area. This will help the uppermost layer of the film return to its original state. Please see your Opti Detailing PPF Warranty for full details.
- We offer a complimentary first thorough wash and PPF inspection, which we advise booking around 7-10 days after pick-up. This process takes about an hour, and you are welcome to wait in our reception area, equipped with coffee and WiFi. We'd also be happy to give you a tour of our facilities at the same time! Please remember to call us with your details to book this appointment.



Vinyl Wrap & Vehicle Signage Aftercare Instructions

After getting an Opti vinyl wrap on your vehicle, proper aftercare is essential to ensure the wrap maintains its appearance and longevity. Here are some detailed aftercare instructions tailored for Opti vinyl wraps, including our recommendation for maintaining its pristine condition:

1. Immediate Aftercare (First Week)

- **Avoid Washing:** Do not wash the vehicle for at least the first 7 days after your Opti wrap installation. This allows the vinyl adhesive to cure properly.
- **Avoid High-Speed Driving:** If possible, avoid driving at high speeds or in heavy rain immediately after installation. This helps prevent the edges from lifting and ensures the wrap adheres properly.

2. Regular Cleaning

- **Hand Wash Only:** Use a soft cloth or sponge with a mild, non-abrasive detergent to wash your Opti wrap. Avoid using brushes or harsh cleaning tools that might scratch the vinyl.
- **Water Temperature:** Use lukewarm water for washing. Avoid very hot or cold water, as extreme temperatures can affect the vinyl.

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- **Rinse Thoroughly:** Rinse the vehicle with clean water after washing to remove all soap residues and prevent water spots.
- **Drying:** Dry the Opti wrap using a microfibre cloth to prevent streaks and water spots. Avoid air drying, which can leave marks.

3. Opti Wash Subscription

- **Maintain Quality:** To ensure your Opti wrap stays in top condition, we recommend subscribing to an Opti Wash plan. Our subscription service offers regular professional cleaning using products and techniques specifically designed for vinyl wraps, ensuring that your vehicle maintains its vibrant look.
- **Convenience:** With the Opti Wash subscription, you can schedule regular wash appointments at your convenience, helping you keep your wrap clean without any hassle.

4. Pressure Washing

- **Use Low Pressure:** If you need to use a pressure washer, set it below 2000 psi with a wide-angle spray nozzle.
- **Maintain Distance:** Keep the nozzle at least 12 inches away from the wrap, and spray at a 45-degree angle to avoid damaging the wrap.
- **Avoid Seams and Edges:** Be especially careful around the edges and seams of your Opti wrap, as high pressure can cause lifting or peeling.



5. Avoiding Damage

- **No Automatic Car Washes:** Avoid using automatic car washes, especially those with brushes, as they can scratch and damage your Opti wrap.
- **No Wax or Polishes:** Do not use wax, polish, or similar products on your Opti wrap. These can harm the finish and degrade the vinyl.
- **Remove Contaminants Promptly:** Clean off bird droppings, bug splatter, tree sap, and other contaminants as soon as possible to prevent staining. Use a soft cloth and a mild cleaner for gentle removal.

6. Protection from the Elements

- **Shade and Shelter:** Whenever possible, park your vehicle in a shaded area or under cover to protect the Opti wrap from prolonged UV exposure, which can cause fading over time.
- **Avoid Extreme Temperatures:** Try to avoid exposing the vehicle to extreme heat or cold, as these conditions can cause the vinyl to expand and contract, potentially leading to cracking or peeling.

7. Maintenance Checks

- **Regular Inspection:** Regularly inspect your Opti wrap for any signs of damage, such as lifting edges, tears, or discoloration. Addressing these issues early can prevent more significant damage.

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- **Repair Minor Damage:** Small tears or scratches can sometimes be fixed with vinyl repair kits. If you notice any damage, consult with your Opti installer or a professional for advice.

8. Long-Term Care

- **Professional Cleaning:** Consider having the vehicle professionally cleaned and maintained periodically. A professional detailer experienced with vinyl wraps can clean the vehicle thoroughly and ensure the wrap is in good condition.
- **Reapplication of Wrap:** Over time, depending on exposure and usage, the wrap may show signs of wear. Consult with a professional about the lifespan of your specific Opti vinyl wrap and when it may need to be replaced.

9. Storage Tips

- **Indoor Storage:** If storing the vehicle for a long period, try to keep it indoors or under a high-quality car cover designed for vinyl-wrapped vehicles.
- **Temperature-Controlled Environment:** If possible, store the vehicle in a temperature-controlled environment to avoid exposure to extreme temperature fluctuations. By following these aftercare instructions and considering an Opti Wash subscription, you can help ensure that your Opti wrap stays looking great and lasts for many years. Always consult with your installer for any specific recommendations or products they suggest for your particular type of vinyl wrap.