THE PPG COMMERCIAL VEHICLE PAINT PERFORMANCE WARRANTY

GUARANTEED PEACE OF MIND OVER THE LONG HAUL
The list of PPG advantages just grew a little longer, and our commitment to you just got even stronger. PPG, world leaders in transportation and industrial finishes, proudly announces the PPG Commercial Vehicle Paint Performance Warranty, a comprehensive guarantee program that will benefit not only commercial vehicle owners, but original equipment manufacturers and commercial refinishers as well. Here’s how it works:

THE BEST PRODUCTS, THE BEST PEOPLE BACKED BY POWERFUL SUPPORT

We are so confident in our products and the people who apply them, that PPG will warrant, in writing, the durability of any paint work—either an original finish or repair—performed to PPG certification standards as outlined in the program. The duration of the warranty varies from 2- to 7-years, depending on the PPG product system used. Work must be performed by a PPG Certified Commercial Technician [Certified Technician]—specialists who are trained in the latest application procedures and products.

ADVANTAGES TO COMMERCIAL VEHICLE OWNERS AND MANUFACTURERS

With this warranty, your customers can be confident in knowing that their vehicle’s finish will perform to optimal standards. They will get outstanding durability, appearance and protection—critical requirements for today’s commercial vehicles. When repairs are needed, they will also have the peace of mind that comes with choosing the right facility, a PPG Certified Commercial Vehicle Paint Finishing Center [Certified Finishing Center], where technicians are properly trained in certified products and repair techniques.

ADVANTAGES TO CERTIFIED COMMERCIAL VEHICLE PAINT FINISHING CENTERS

Not only does the Commercial Vehicle Paint Performance Warranty [Warranty] provide added satisfaction to the vehicle owner, it enhances the Certified Finishing Center’s image as well. To qualify, a finishing center must meet certain criteria, including having specially trained personnel. Once a facility has been qualified, specially designed marketing items are used to identify the center as one which performs state-of-the-art repairs using high quality products. Other benefits to Certified Finishing Centers include a point-of-sale literature display containing warranty pamphlets, PPG Certified Finishing Center signage and access to special literature including new vehicle care brochures, and thank-you folders.

As part of the qualification process, PPG provides any necessary training to all technicians, certifying them in the latest application procedures. This not only helps improve workflow, but can also improve quality and workmanship. Certified Technicians are continually updated and recertified according to the program outline.
ADVANTAGES TO PPG CERTIFIED COMMERCIAL TECHNICIANS

In today’s competitive repair industry, PPG Certified Technicians have a definite edge over other technicians. PPG Certified Technicians not only gain valuable expertise and experience, they also become more valuable to the Certified Finishing Center—bringing a new level of quality and professionalism to your shop. Certified Technicians also have the support of PPG and continual opportunities for training.

TERMS & CONDITIONS

The Warranty covers units refinished with specified products for a period of 2-, 3-, 5- or 7-years beginning on the date the vehicle is delivered from the Certified Finishing Center to the vehicle owner. The refinished areas are covered for the following paint failures:

• Peeling or delamination of the topcoat and/or other layers of paint
• Cracking or checking due to failure of the product
• Excessive loss of gloss caused by cracking, checking and hazing

WARRANTY EXCLUSIONS

• Paint deterioration caused by blisters or other film degradation due to rust or corrosion originating from the substrate
• Hazing, chalking or loss of gloss caused by improper care, abrasive polishes, cleaning agents, heavy-duty pressure washing, or aggressive mechanical wash systems
• Paint deterioration caused by abuse, scratches, chips, gloss reduction, accidents, acid rain, chemical fallout or acts of nature
• Repairs done over previously refinished areas unless stripped to bare metal or appropriate substrate
• Claims presented without proper warranty documentation
• Failure on finishes containing non-PPG or non-PPG approved products
• Failure on finishes performed by non-PPG Certified Commercial Technicians
• Failure on finishes performed at non-PPG Certified Commercial Paint Finishing Centers
• Failure on finishes due to inadequate film build
• Failures due to improper cleaning or surface preparation or failure to follow product use instructions

These are the only warranties that PPG makes, and all other expressed or implied warranties, including without limitation, any warranty of fitness for a particular purpose or use, are disclaimed by PPG.

CLAIMS PROCEDURE

Should a vehicle covered by this PPG Commercial Vehicle Paint Performance Warranty show evidence of a covered paint failure, the vehicle owner is to contact the Certified Finishing Center for inspection by authorized PPG personnel. Any paint defects found not to be consistent with the terms of the Warranty will be the responsibility of the above-mentioned facility. PPG Authorized Personnel must first approve repairs covered by the Warranty before an authorization to begin repairs will be issued. No claims will be authorized without approval from authorized PPG personnel.

COMMERCIAL VEHICLE PAINT FINISHING CENTER CERTIFICATION

Finishing centers will be considered eligible for participation in PPG’s Commercial Vehicle Warranty Program upon inspection and approval by the local PPG Sales Representative.

ELIGIBILITY

The Finishing Center agrees to properly maintain all equipment including spray facilities, air filtration devices, compressors, application equipment and all respiratory devices in good, clean, safe operating condition.

The Finishing Center management agrees to employ at least one Certified Technician to repair those vehicles covered by this Warranty at all times. In the event that the Certified Technician leaves the Certified Finishing Center, the Finishing Center must contact PPG to arrange training for the new technician.

This warranty will only be issued when products included in the specified list are used in a safe manner and in accordance with accepted application procedures as outlined in PPG’s Product Information Bulletins.

The Certified Finishing Center must prominently display all identification criteria related to PPG’s Warranty Program. PPG reserves the right to revise application procedures or recommendations pertaining to this Warranty. In this event, all Certified Technicians will be notified of any changes.

This agreement may be revoked by either party at any time by means of a written notice either hand delivered or sent by certified mail. All previously specified warranty commitments will continue to be honored.

COMMERCIAL TECHNICIAN CERTIFICATION

PPG qualification of the technician is an integral part of the PPG Commercial Vehicle Paint Performance Warranty Program. Proper training in the use of PPG product ensures consistent job quality and enables PPG to support each Certified Finishing Center with a Warranty to the vehicle owner.

PPG qualification requires that the technician attend a qualified training course specifically tailored to the product systems covered by this Warranty. Courses are offered at PPG Business Development Centers across the country. These training sessions include a minimum of eight hours of classroom and hands-on training. Certified Technicians previously attending PPG training programs may be eligible for qualification upon completion of a product update program.

Technicians attending the training course will receive a PPG Qualification Certificate.

Should the Certified Technician change place of employment, the qualification is TRANSFERABLE to any other Certified Finishing Center.
CUSTOMER PROMOTIONAL MATERIALS

EVERYTHING YOU NEED TO PROMOTE THE GUARANTEE TO YOUR CUSTOMERS
As a Certified Finishing Center participating in the PPG Warranty Program, your business can make use of a variety of materials to promote the Warranty to customers and prospects. Many can be customized with your shop location and information.

CONSUMER PAMPHLET WITH DISPLAY HOLDER
This customizable pamphlet promotes the benefits of the Warranty to your prospects as further indication of your shop’s quality assurance. The pamphlet is also available with a counter display easel.

DOCUMENT HOLDER
This folder is provided to the customer upon completion of the repair. Use it to present your final paperwork in a professional manner. It’s designed to be stored in the vehicle should it ever be needed for reference. A Warranty customer registration form is also available.

LOBBY POSTERS
A selection of eye-catching posters are available for display in your lobby to promote the Warranty to customers and prospects. The horizontal posters measure 24” x 36”.

INTERIOR CAB HANGER
This customizable hang tag reinforces the Warranty promise, and provides the customer with simple tips on how to care for the vehicle’s finish and keep it looking good.

AND MUCH MORE!