



# Ferrari North America

## Technical Information

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**Subject: "Pro-Team" anti stone-chipping film**

In response to repeated cases entered as warranty claims in Modis, we have decided to clarify a number of matters concerning the warranty coverage of the "Pro-Team" anti stone-chipping film.

This item is sold as an optional product (**OPT**) and is covered by a specific warranty issued by the supplier **Pro-Team**. This warranty has a duration of **24 months** from the date of sale of the vehicle. The film may only be installed or replaced under warranty by Pro-Team personnel or by personnel as advised by Pro-Team. Warranty Reimbursement will be completed through **Pro-Team**. No claim should be entered into Modis.

Every vehicle sold with this product comes with a specific warranty contract illustrating the contractual terms and conditions of the warranty (see attachment at foot of page), and which must be compiled in full.

Pro-Team has its own aftersales support network which covers almost all of the countries in which Ferrari vehicles are sold. If any defects regarding the quality of this product are found, it is necessary to contact Pro-Team, which will evaluate the claim and, if necessary, replace the film under warranty.

If Pro-Team confirms the defect and provided that the relative claim is made within the 24 month warranty period, Pro-Team will replace the product with a new product of equivalent commercial value.

### - IMPORTANT -

**Ferrari will reject any warranty claims concerning this product with the exception of the following cases:**

- Where Pro-team does not cover the relative market;
- Where Pro-team cannot replace the product immediately.

**Thank you for your co-operation.**

## INSTRUCTIONS AND MAINTENANCE

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### 1) After installation:

Once the anti stone-chipping kit has been installed, the car must not get wet for at least 48 hours. Cleaning the film can be carried out using normal products for washing the car, nothing in contrary to the use brushes.

Normal cream can be used on the film surface (do not use abrasive pastes, solvents and thinners polish. Don't use pressure washer or high pressure washer).

(A specific kit for cleaning the anti stone-chipping film is available through Spares Dept.)

### 2) In the case of repairs to the bodywork:

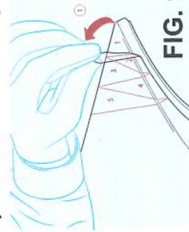


FIG. 1

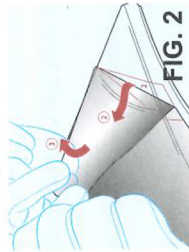


FIG. 2

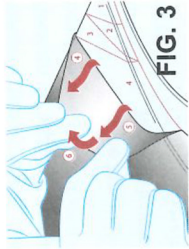


FIG. 3

The anti stone-chipping film is removed raising a corner and pulling on parallel with the vehicle surface, detaching small portions with a moderate force and changing the pulling direction in such a way as to always keep a triangular-shaped detachment surface. Please see the relevant pictures.

The vehicle manufacturer and Proteam cannot in any way be considered liable for any damage to the bodywork following film removal operations without adhering to the above instructions.

The film withstands the heat of paint drying ovens up to a maximum temperature of 90° degrees centigrade.

### 3) How to eliminate any traces of glue:

Any remains of glue after removing the film are removed using normal anti-silicone products.

### 4) Substances and actions that damage the film:

Apart from the specific purpose for which it has been studied, namely to protect the paint in the event of impact with small stones, everything that damages the paint also damages the film (clearly within the limits of the type of protection, the film undergoes damage, protecting the paint underneath). Do not spill denatured ethyl alcohol, acetone, isopropyl alcohol, heptane or substances containing these components on the film. Do not apply any other adhesives over the film. During cleaning do not use metal wool or abrasives in general and acid chemical substances, take care with brake fluid as it dulls the film.

Do not use solvents at the edges of the film to avoid detachments due to the penetration of them in the glue layer.

You are advised to change the film every 24 months in the case of cars with Avus White, Alloy Grey and Nurburgring Silver paint, on which a slight aesthetic deterioration might be noticeable (yellowing) due to the inclusion of dirt in the film pores. It should be understood that with regular and accurate cleaning (monthly washing plus wax at least twice a year) it is possible to avoid deterioration.

For any further information, please contact: **PROTEAM s.r.l.** via Di Porto 20/a 50018 Scandicci (FI) Italy Toll-free number +39 055 791146 - [www.proteamgroup.it](http://www.proteamgroup.it)

PROTEAM

## 2 year Guarantee - valid from date of application

### Warnings:

For best protection and results, follow the instructions and maintenance provided after the film was applied to your car.

Apply polish to the film as you would to the paintwork directly. Keep this guarantee together with your receipt as you will need both for the service guarantee to be valid.

### PROTEAM s.r.l. guarantee

Proteam s.r.l. guarantees that the anti stone chipping kit:

- will have no defects in the material or its application. Possible confrontation on the workmanship must reach within 15 days from the installation.
- will not yellow for three years (excluded the carriages of colour White Avus, Grey Alloy, silver Nurburgring)\*
- perforation resistance (astm d-1000 36 kg cm q)
- resistant against tearing when stretched 370%
- maximum temperature 90 degrees centigrade

The guarantee is valid only if applied by technicians authorised by PROTEAM.

*\*White cars must be cleaned monthly and the guarantee as outlined above for the waxed so that the protection is effective against dirt, acid rain and pollution, etc. which could cause yellowing. Failure to follow this procedure invalidates the guarantee.*

Certain countries do not permit the cancellation of our responsibilities under this guarantee at any time. In these circumstances, the terms of this guarantee do not apply.

This guarantee does not cover any other defect other than those already mentioned. If the anti stone chipping kit does not conform to the terms of the guarantee during the period of guarantee, PROTEAM will replace the product using an authorised technician.

Customers who wish to invoke the guarantee must contact their nearest authorised technician or write to PROTEAM s.r.l. Via Di Porto 20/a 50018 Scandicci, [info@proteamgroup.it](mailto:info@proteamgroup.it), or +39 055 791146.

This guarantee only obliges PROTEAM s.r.l. to replace the film according to the terms of

Do not accept this guarantee if the technician has not completed all the information required below. Keep this guarantee safe.

Make ..... Model .....

Colour ..... date ..... Matriculation .....

New car  yes  no

First Application  yes  no

Repair  yes  no

Repair under guarantee  yes  no

**Area worked on:**

Complete  yes  no

Left side  yes  no

Right side  yes  no

Front  yes  no

\_\_\_\_\_  
Dealer's stamp and signature

\_\_\_\_\_  
Proteam technician's stamp and signature

Make ..... Model .....

Colour ..... date ..... Matriculation .....

New car  yes  no

First Application  yes  no

Repair  yes  no

Repair under guarantee  yes  no

**Area worked on:**

Complete  yes  no

Left side  yes  no

Right side  yes  no

Front  yes  no

*The dealer declares not to be had made paint additional touches on the parts interested by the film application in the last 7 days.*

\_\_\_\_\_  
Dealer's stamp and signature

\_\_\_\_\_  
Proteam technician's stamp and signature