

NOVA Paint Protection Film (PPF) Warranty & Handling Information

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1. Warranty Coverage

NOVA ("NOVA") warrants that its Paint Protection Film (PPF) products, when properly stored, handled, installed and maintained in accordance with NOVA's requirements, will be free from manufacturing defects for the applicable warranty period specified for each product line.

This limited manufacturer's warranty applies to defects arising from the manufacture of the film and does not constitute a guarantee against normal wear, environmental exposure, accidental damage or improper use.

1.1 Yellowing and Discolouration

Abnormal or premature yellowing or discolouration attributable to premature material degradation or a manufacturing-related colour shift may be considered a manufacturing defect and may be covered under this warranty.

Normal ageing or gradual changes in appearance resulting from UV exposure, oxidation, environmental conditions, contamination, improper cleaning or maintenance are not considered manufacturing defects and are excluded from warranty coverage.

1.2 Cracking, Blistering, Delamination and Peeling

Cracking, blistering, delamination or peeling attributable to a manufacturing defect may be covered, provided the film was properly stored, installed and maintained in accordance with NOVA's requirements.

1.3 Adhesive Performance

Failure of the adhesive under normal conditions of use may be covered where the failure is determined to result from a manufacturing defect.

Adhesion problems resulting from inadequate surface preparation, contamination, improper installation, excessive stretching, unsuitable substrates, chemicals or other installation-related factors are excluded.

1.4 Eligible Applications

Warranty coverage applies only to film installed on genuine OEM factory paintwork or other substrates expressly approved by NOVA.

Unless otherwise approved by NOVA in writing, film installed over repainted, repaired, damaged or otherwise non-original paintwork is excluded from this warranty.

2. Warranty Period

The applicable warranty period begins on the date of installation and depends on the NOVA product installed:

1. **NOVA One** — 13 years
2. **NOVA Gloss** — 10 years
3. **NOVA Frost** — 10 years
4. **NOVA Cosmos** — 7 years

The exact product, warranty period and installation date should be recorded on the customer's invoice and/or NOVA warranty registration.

Warranty coverage may be transferred to a subsequent vehicle owner where a valid NOVA warranty registration exists and the transfer requirements specified by NOVA have been satisfied.

3. Storage and Handling Requirements

Proper storage and handling are essential to maintaining the integrity and performance of NOVA PPF prior to installation.

3.1 Storage Conditions

NOVA PPF must:

- Be stored below **35°C**.
- Be stored in an environment maintained between **40–60% relative humidity** where reasonably practicable.
- Remain in its original packaging wherever possible.
- Remain on the original plastic core supplied with the product.
- Be protected from excessive pressure, impact, contamination and deformation.
- Be stored away from direct sunlight and other sources of excessive heat.

3.2 Roll Handling

Excessive pressure must not be applied to film rolls, as this may result in pressure marks or permanent deformation.

The external and internal packaging should be handled carefully to avoid crushing or damaging the roll.

Gloss films may temporarily experience reduced surface gloss following storage under pressure or elevated temperatures. Where appropriate, surface appearance may recover following controlled heating.

3.3 Product Shelf Life

NOVA PPF should be installed within **12 months of purchase or delivery**, unless NOVA has expressly approved a longer storage period in writing.

NOVA is not responsible for material degradation, deformation, contamination or installation issues resulting from improper storage, repackaging, excessive handling or use beyond the recommended storage period.

3.4 Partial Rolls

Following partial use, remaining film should be rewound securely and taped where appropriate to minimise tunnelling, edge curling or deformation.

Repackaging or rewinding should only be carried out where necessary and in a clean environment.

3.5 Installation Environment

Installation should be performed in a controlled environment at a temperature of **above 10°C**.

The installation area should be clean, dry and substantially free from dust, airborne contaminants and other environmental conditions that may affect installation quality.

3.6 Surface Preparation

The vehicle surface must be thoroughly cleaned and prepared before installation.

The surface must be free from waxes, oils, grease, silicone, sealants, polishing residue, contamination and other substances that may interfere with adhesive performance.

Failure to properly prepare the surface may result in adhesion issues and may invalidate warranty coverage for the affected area.

4. Installation Requirements

NOVA PPF should be installed by a trained and/or authorised NOVA installer using appropriate installation techniques and products.

4.1 Installation Environment

Installation must be performed in a clean environment suitable for professional PPF installation.

4.2 Tool Use

Installers must take reasonable care to prevent scratching, gouging or otherwise damaging the film's top coat during installation.

Squeegees and installation tools should be inspected and tested before use.

Soft-edge or suitable PPF-specific squeegees should be used.

4.3 Film Stretching

The film must not be excessively stretched during installation.

Excessive stretching may affect the film's appearance, adhesive performance, dimensional stability and long-term durability.

4.4 Installation Products

Only installation solutions, chemicals, tools and procedures approved or recommended by NOVA should be used where required for warranty eligibility.

Installers should verify the compatibility of any chemical, coating, sealant or other product before application to NOVA PPF.

4.5 Post-Installation Care

The vehicle should not be washed for at least **7 days following installation**, unless otherwise instructed by NOVA.

High-pressure water should not be directed directly at exposed film edges or seams, as this may cause lifting or edge failure.

4.6 Self-Healing Properties

Where applicable, minor surface scratches affecting only the self-healing top coat may reduce or disappear following controlled exposure to heat.

Suitable heat sources may include warm water or a heat gun used carefully and in accordance with NOVA's recommended procedures.

Scratches, gouges or damage that penetrate through the self-healing top coat or into the underlying film may not self-heal and are not considered manufacturing defects.

5. Warranty Exclusions

This warranty does not cover damage, deterioration or failure resulting from:

5.1 External or Environmental Causes

- Collision or impact.
- Stone chips or road debris.
- Scratches, abrasions or vandalism.
- Fire or excessive heat.
- Chemicals or chemical contamination.
- Environmental fallout.
- Bird droppings, tree sap or other contaminants.
- Improper washing or cleaning.
- Neglect or misuse.
- Normal wear and tear.

5.2 Installation-Related Causes

- Improper installation.
- Excessive stretching.
- Inadequate surface preparation.
- Contaminated installation surfaces.
- Use of unapproved installation products or procedures.
- Damage caused by installation tools.
- Installation over unsuitable or unapproved substrates.
- Installation over damaged, failing or defective paintwork.

5.3 Paintwork and Substrate

Warranty coverage does not apply to film installed over:

- Non-OEM paintwork.
- Repainted panels.
- Poorly repaired panels.
- Damaged or failing paint.
- Loose or compromised clear coat.
- Non-approved substrates.

The installer is responsible for identifying and documenting visible or reasonably detectable paintwork defects prior to installation.

5.4 Storage and Product Handling

Warranty coverage does not apply to damage resulting from:

- Improper storage.
- Excessive heat or pressure.

- Improper packaging.
- Improper rewinding or handling.
- Contamination.
- Deformation.
- Use beyond the recommended shelf life.

5.5 Unauthorised Installation or Distribution

NOVA may decline warranty coverage where the film has been installed, distributed or resold through an unauthorised channel or where the product's authenticity, installation history or warranty registration cannot be verified.

6. Third-Party Products and Coatings

NOVA does not warrant damage, discolouration, yellowing, surface degradation or other changes caused by third-party products applied to the film.

This includes, but is not limited to:

- Ceramic coatings.
- Graphene coatings.
- Waxes.
- Paint sealants.
- Spray-on protectants.
- Chemical cleaners.
- Solvents.
- Other surface treatment products.

Because NOVA does not control the formulation, chemical composition or application method of third-party products, compatibility should be confirmed before use.

Where a third-party coating or treatment is applied, NOVA may require evidence that the product is compatible with the relevant NOVA PPF product before considering a related warranty claim.

7. Installer Responsibilities

The installer is responsible for conducting an appropriate inspection of the vehicle before installation.

Before commencing installation, the installer should inspect the relevant panels for:

- Existing paint defects.
- Previous repairs.
- Repainted areas.
- Clear coat failure.

- Scratches or damage.
- Contamination.
- Existing coatings or treatments.
- Other conditions that may affect film adhesion or removal.

Where a potential issue is identified, the installer should notify the customer before proceeding and document the condition with photographs where appropriate.

NOVA is not responsible for pre-existing paintwork defects or damage that was present before installation.

8. Warranty Registration

Warranty registration should be completed through the applicable NOVA warranty registration system within **7 days of the customer's invoice date**, unless otherwise specified by NOVA.

The installer/customer should retain:

- Original invoice.
- Product information.
- Vehicle identification details.
- Installation date.
- Warranty registration details.
- Relevant installation records.
- Photographic evidence where appropriate.

A valid warranty registration may be required to verify warranty eligibility.

9. Warranty Claim Procedure

Warranty claims should be submitted to NOVA or through the authorised NOVA installer as soon as reasonably practicable after a suspected defect is identified.

The claimant may be required to provide:

1. Customer invoice or proof of purchase.
2. Warranty registration information.
3. Vehicle make, model and identification details.
4. Product name and installation date.
5. Clear photographs and/or videos showing the affected area.
6. Details of the circumstances in which the issue occurred.
7. Maintenance and/or treatment information where relevant.

NOVA may request additional information or arrange an inspection of the affected film before determining whether the issue constitutes a manufacturing defect.

If NOVA determines that a covered manufacturing defect exists, NOVA may, at its discretion and subject to applicable Australian Consumer Law:

- Repair the affected area;
- Replace the affected film; or
- Provide another appropriate remedy.

Any replacement film will be subject to the remaining period of the original warranty unless otherwise determined by NOVA.

10. Scope of Manufacturer's Warranty

This warranty is a limited manufacturer's warranty covering manufacturing defects in NOVA PPF.

To the extent permitted by law, NOVA's responsibility under this manufacturer's warranty is limited to the affected product or affected film area.

NOVA does not accept responsibility for costs that arise independently of a manufacturing defect, including costs associated with improper installation, vehicle damage, paint correction, third-party products or other excluded circumstances.

Nothing in this warranty is intended to exclude, restrict or modify any rights or remedies that cannot lawfully be excluded, restricted or modified under applicable Australian Consumer Law.

11. Important Notes

11.1 Warranty Transfer

The warranty may remain with the vehicle and be transferable to a subsequent owner, provided that the original installation and warranty registration can be verified and any applicable transfer requirements have been satisfied.

11.2 Product Authenticity

NOVA warranty coverage applies only to genuine NOVA products obtained through NOVA or an authorised NOVA distribution channel.

11.3 Seasonal Conditions

Minor changes in adhesive behaviour may occur due to variations in temperature and environmental conditions. Such temporary changes do not necessarily constitute a manufacturing defect.

11.4 Maintenance

The vehicle owner is responsible for maintaining the PPF in accordance with NOVA's recommended care and maintenance procedures.

Failure to properly maintain the film may affect its appearance and performance and may exclude related issues from warranty coverage.

12. Limitation of Liability

To the extent permitted by applicable law, NOVA will not be responsible for incidental, indirect or consequential losses arising from a warranty claim, including loss of vehicle use, business interruption, loss of revenue or diminution in vehicle value.

Nothing in this warranty excludes or limits any consumer guarantee, right or remedy that cannot legally be excluded under Australian law.

13. Australian Consumer Law

This warranty is provided in addition to any rights and remedies available to consumers under the **Australian Consumer Law** and other applicable legislation.

Our warranty does not exclude, restrict or modify rights or remedies where doing so would be prohibited by law.

14. Governing Law

This warranty is governed by the laws applicable in the State of Victoria, Australia.

To the extent permitted by law, disputes relating to this warranty will be subject to the jurisdiction of the courts of Victoria, Australia.

15. NOVA Product Warranty Summary

NOVA Product	Product Type	Warranty Period
NOVA One	Gloss PPF	13 years
NOVA Gloss	Gloss PPF	10 years
NOVA Frost	Satin / Matte PPF	10 years

NOVA Product	Product Type	Warranty Period
NOVA Cosmos	Colour PPF	7 years

NOVA reserves the right to update product specifications, installation requirements and warranty procedures from time to time. The warranty applicable to an individual installation is the warranty in effect at the relevant time of purchase and installation, subject to applicable law.

NOVA — Paint Protection Film

Protecting the finish. Preserving the future.