SURFACE PROTECTION FILM

ULTRAFIT CounterPro SERIES

• LIMITED WARRANTY

CounterPro GLOSSY	CounterPro NATURAL
5 Years	5 Years

This Limited Warranty is valid from the date of original installation.
Reinstallation or replacement does not extend, restart or reset the original warranty period.

• INTRODUCTION

Thank you for choosing **ULTRAFIT CounterPro** Surface Protection Film from ULTRAFIT to protect your countertops, tables, and other high-touch surfaces. With ULTRAFIT CounterPro Series, you will be getting top-notch features that have been tested and proven in the field.

Please go over the entire Warranty carefully to understand your coverage as well as your rights and duties as a customer in respect to the Warranty. If you have any questions or concerns about our product, please email us at info@ultrafitprotection.com and we will gladly assist you right away.

ULTRAFIT CounterPro Series' Warranty is non-transferable and will only cover films that are purchased directly from ULTRAFIT or an authorized distributor/dealer.

Authorized ULTRAFIT installers can be found at:
https://www.ultrafitprotection.com/en/etc/installer_locator.php

Some installers may offer additional warranties or remedies beyond the Limited Warranty provided by ULTRAFIT on their own behalf. Such additional warranties or remedies are the sole responsibility of the installer, and ULTRAFIT is not liable for or bound by any extended or modified warranties offered independently by installers.

• CLAIM FILING PROCEDURE

To file a warranty claim, the customer must first contact the authorized ULTRAFIT installer responsible for installing the Surface Protection Film.

Claims are processed through ULTRAFITCare. ULTRAFITCare is our online system developed specifically to handle warranty follow-up and claims. Claims must be filed within 15 days of noticing the defect to ensure the Warranty remains valid.

• A/S HANDLING STANDARDS

You must contact the dealer first before replacing the product — any reinstallation or replacement made without prior approval will not be covered under the Warranty.

All claims will be reviewed comprehensively in accordance with ULTRAFIT quality standards.

Physical inspection, photographs, proof of purchase, installation records, product details, maintenance records, or additional documentation may be required if necessary.

Compensation under this Warranty is limited to the product film only. Labor, removal, reinstallation, transportation, indirect damages, consequential damages, and other costs are not covered unless otherwise required by applicable law.

• COVERAGE

This Limited Warranty covers ULTRAFIT CounterPro GLOSSY and CounterPro NATURAL for a period of 5 years from the original date of installation.

Warranty coverage applies only when the product is installed by an official ULTRAFIT-certified installer who has completed official training. Self-installation, or installation by any installer who is not ULTRAFIT-certified, voids this Warranty.

This Limited Warranty is non-transferable and will only be available to the original client who purchased the product. The Warranty only covers the value of the material, and no additional costs. ULTRAFIT will be exclusively responsible for determining legitimacy of all claims and reserves the right to rebuff claims that do not meet the criteria listed below.

• INCLUDED

- **Discoloration :** The film is discolored, altering the color of the surface.
- **Staining :** The film arrives with marks of foreign substances or residues that do not come off prior to the installation.
- **Cracking :** The film has rips or holes that are noticeably affecting its overall performance.
- **Bubbling :** The film has air bubbles or pinholes.
- **Delamination :** The film's layers are coming off.
- **Improper Film Securing :** In cases where tunneling occurs due to improper film securing, or indentation marks are found upon receipt of the film.
  ※ Upon receipt, the film must be inspected to verify its condition.
  If any issues are identified, the point of purchase must be contacted immediately.
- **Peeling :** Lifting or separation of the film from the surface, which may occur at the edges, corners, or across the film. This results in a visible gap or detachment between the film and the surface.
- **Clouding or Haze :** Unexplained loss of clarity or the appearance of a hazy film across the surface, not caused by cleaning product residue, buildup, or physical damage.

• NOT INCLUDED

- **Cuts, scratches, or gouges caused by knives, utensils, or other sharp objects.**
- **Damage caused by placing hot cookware or other high-heat items directly on the film (the product is designed to withstand mild heat and humidity typical of kitchen environments, but not direct contact with hot cookware).**
- **Damage caused by the use of harsh chemicals, solvents, bleach, abrasive cleaning agents, scouring pads, steel wool, or other abrasive materials not approved for use with the product.**
- **Damage or discoloration caused by foods and sauces (e.g. curry).**
- **Physical abuse, impact damage, or intentional damage of any kind.**
- **Water pooling or prolonged moisture exposure beyond normal use.**
- **Normal wear and tear** : Normal wear and tear resulting from the user's ordinary use
- **Contamination** : Damage caused by water spots, mineral deposits, hard water staining, and other environmental causes that occurs during normal use after the installation is not considered a product defect and is excluded from warranty coverage.
- **Damage caused by the removal of the Surface Protection Film.**
- **Self-installation, or installation, reinstallation, or removal performed by anyone other than an ULTRAFIT-certified installer.**
- **Purchase from an unauthorized dealer.**

• LEGAL COMPLIANCE

It is the furniture owner's responsibility to verify whether the installation of Surface Protection Films is legally permitted. ULTRAFIT is not responsible for any issues resulting from an illegal installation, and the Warranty will be void in such cases.

• LIMITATIONS

No agent, representative, installer, dealer or employee has the authority to alter, extend, modify, or increase the obligations or limitations of this Limited Warranty.

• CARE INSTRUCTIONS

To maintain and preserve the condition of your ULTRAFIT CounterPro Series Surface Protection Film, proper care and cleaning will help it look its best for years to come. Listed below are some helpful tips for keeping your Surface Protection Film in top condition.

- After installation, wait 24 hours before using or cleaning the surface to allow the adhesive to fully bond.
- Clean using a soft cloth or sponge with mild soap and water.
- The product is designed to withstand mild heat and humidity typical of kitchen environments, but avoid placing hot cookware directly on the film; always use a trivet or heat-resistant pad.
- Avoid cutting directly on the film; always use a cutting board.
- Do not use bleach, acetone, ammonia-based cleaners, or other harsh chemicals on the film.
- Avoid abrasive sponges, scouring pads, or steel wool.
- Wipe up spills promptly to prevent staining or residue buildup.

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