

# GENESIS

## MATTE PAINT CARE GUIDE



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# SPECIAL CARE NEEDED

Matte paint is a unique exterior treatment that gives your Genesis vehicle a distinctive appearance. Matte paint needs some special care to maintain its appearance.

Matte finishes are different from other automotive paints. Typical gloss paints use a clear-coat finish that reflects light and gives a shiny appearance. A matte finish uses a different coating that defuses light, providing its unique “flat” finish.

## **YOUR PAINT FINISH AND YOUR WARRANTY**

**Paint Warranty** – Paint repairs are covered for the first 36 months from the date of original retail delivery or date of first use or 60,000 kms, whichever occurs first. See your “Owner’s Handbook and Warranty Information” booklet for more details.

Please note that while the standard Genesis paint warranty applies to defects in material and/or workmanship, it does not cover the vehicle’s matte finish surface appearance. Maintaining the matte appearance is solely the responsibility of the vehicle owner.

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### **AFTER READING THIS GUIDE:**

If you have further questions about maintaining your vehicle’s matte paint appearance, please contact your Distributor Service Department.

# GENERAL MAINTENANCE TIPS



To enjoy your vehicle's matte appearance for many years to come, please follow these owner care and maintenance tips.

## DO'S AND DONT'S

**Do not** use wax, detail spray, ArmorAll®, or any products made for normal paint. Use only products specifically developed for matte finish paint.

**Do not** use products that are even mildly abrasive, such as polishes, glazes, or rubbing compounds.

**Do not** use mechanical cleaners or polishers.

**Do not** use terrycloth, cloth, or paper towels. Do not rub the finish vigorously, this will burnish the paint finish, causing a permanent shiny spot. Shiny spots cannot be removed.

**Do not** use commercial car wash facilities or their shine enhancement products. Most car wash brushes, large mechanized “towels”, and shine enhancement products can damage matte paint.

**Do** hand-wash with a soft wash mitt and mild cleaning product safe for matte paint (see Matte Finish Care Resources).

**Do** remove foreign substances such as insect remains, tar, and road debris using a soft applicator and a mild solvent; saturate and soak the area before cleaning—rub lightly.

**Do** use microfibre cleaning cloths with an alcohol-based window cleaner for basic surface clean-up.

## SPOT CLEANING

Generally, the preferred method for removing dirt and debris is pressure washing (see Washing Your Vehicle, pages 5–9), but for those times when you need to do a quick spot cleaning to remove tree sap or road debris before it causes damage to the finish, follow these recommendations.



Spot clean by spraying cloth and paint surface with matte paint cleaner first. Do not use a dry towel on the paint finish.

## SPOT CLEANING EQUIPMENT/SUPPLIES

- Alcohol-based window cleaner (not vinegar or ammonia-based), matte paint cleanser, or a solution of 50% alcohol/50% deionized water
- Tar remover or road debris solvent, if needed
- Microfibre soft cloth suitable for matte paint

## GENERAL SPOT CLEANING PROCEDURE

- Apply window cleaner or matte paint cleaner to cloth and surface to be cleaned; do not wipe a dry towel on paint finish—a dry towel will damage the finish
- Soak the spot and allow it to soften
- Lightly wipe the surface in a light forward and backward motion; avoid circular motions, which can leave swirls in the finish
- Rinse with water so cleaning product does not stay on the finish
- Repeat, if necessary

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### PROFESSIONAL TIP:

Always test products in a hidden area before using them in a visible area.



If needed, reapply window cleaner to area and microfiber towel and repeat cleaning—avoid circular motions.

### REMOVING NATURAL STAINS & ROAD DEBRIS

- First, spray the stained area with water to remove any loose debris
- Spray the area with an alcohol-based window cleaner, matte paint cleanser, or a solution of 50% alcohol / 50% deionized water
- Spray cleaning product on a damp microfiber sponge or microfiber towel
- Wipe vehicle finish lightly to remove debris
- Dry with damp microfiber soft cloth

### REMOVING TAR OR TREE SAP

- Spray the affected area with water to remove any loose debris
- Dampen remaining debris with tar remover and allow it to soak
- Apply tar remover to a damp microfiber towel
- Wipe car finish lightly to remove debris; let the solvent do the work, minimizing rubbing
- Once the debris is removed, wash with matte paint finish soap, using a damp microfiber cloth, then rinse well with water
- Dry with a clean, damp microfiber cloth

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#### PROFESSIONAL TIP:

Saturate microfiber towel with tar remover and place on the debris to soak for five minutes before washing.

# WASHING YOUR VEHICLE

## HAND WASH FOR BEST RESULTS

For hand washing, park the vehicle in a cool, shaded area, out of direct sunlight. Read these procedures thoroughly and prepare your equipment and supplies first before soaping up the vehicle.



Prepare your equipment and supplies first before soaping up the vehicle.

## PRE-WASH

Inspect the vehicle for areas with heavy soiling or spots and, if necessary, treat these areas first before washing the entire vehicle.

### PRE-WASH EQUIPMENT/SUPPLIES

- Tar remover, wax remover, or other solvents suitable for the type of debris on the paint  
OPTIONAL: Prewash or heavy soil remover for matte paint
- Hose and sprayer with a shut-off nozzle  
OPTIONAL: Pressure washer with a fan tip and pressure less than 2500 psi
- Microfiber cloth

### PRESSURE WASHING

- Pressure washing (with pressure no greater than 2500 psi) is the best way to remove heavy soiling before washing your vehicle. Use a fan tip and hold it at least 10 inches from the paint.
- For more stubborn stains, see Spot Cleaning section (page 3), and follow procedures to remove any spots on your vehicle's finish prior to washing it.

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#### PROFESSIONAL TIP:

Always test products in a hidden area before using them in a visible area.

## WASHING

### WASH EQUIPMENT/SUPPLIES

- Car wash soap made specifically for matte paint
  - Soft car wash mitt, wash pad, or microfibre sponge
  - Hose and sprayer with a shut-off nozzle
  - Chamois cloth, for drying
- OPTIONAL: Pressure washer with a fan tip and pressure less than 2500 psi, held at least 10 inches from the paint
- Two buckets with dirt separators (grit guards) at the bottom (see photos below)



A grit guard placed at the bottom of the bucket will keep debris from soiling the wash mitt and possibly scratching the finish.

## WHEELS

If you plan to clean the wheels, do this before washing the vehicle. Use a product developed for cleaning coated alloy wheels. Follow the manufacturer's instructions.



If washing wheels, wash them first with a separate mitt.

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### PROFESSIONAL TIP:

Do not use the same wash mitt used to wash your matte finish to clean the wheels. Use separate microfibre cloths. Take care not to get any wheel cleaner on your matte finish—if this happens, wash and rinse this area immediately.



Pre-rinse the vehicle with a hose or pressure washer to cool it and remove debris that can scratch the paint.



Wash the vehicle lightly, working in small sections from bottom to top.



Rinse each soapy section of the vehicle completely before moving to another section. Keep the clean sections wet.

## WASH PROCEDURE

- 01 Pre-rinse the vehicle with a hose or pressure washer to cool it and to remove large pieces of dirt that can scratch the paint. Keep the hose handy for frequent rinsing.
- 02 Prepare one bucket (with dirt separator grid at the bottom) with matte paint car wash solution and water, according to the manufacturer's recommendations.
- 03 Fill a second bucket with clean water for rinsing the wash mitt. Your strategy when washing the vehicle will be to put only a clean mitt into the wash solution. therefore, you will always rinse the mitt first.
- 04 Soak the wash mitt in the wash solution and wash the vehicle lightly, working in small sections from the bottom to the top.
- 05 Wash a section, then use the hose to rinse the soapy section of the vehicle completely before moving to another section.
- 06 Continue washing each section and repeat the rinse, wash, and rinse steps until the vehicle is clean.

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### PROFESSIONAL TIP:

Keep the clean sections wet as you finish the next section. This thoroughly rinses any remaining soap residue and prevents water spots from forming.

## DRYING

For best appearance, use a clean damp chamois, sponge cloth, or microfibre towel to dry your vehicle before it air dries. If the paint surface is starting to air dry, dampen the areas that you are not drying.



Always use a slightly damp chamois, artificial chamois, or microfibre towel appropriate for a matte finish to dry the paint surface.

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### PROFESSIONAL TIP:

Do not allow paint surface to air dry. Air drying will allow water spots to form.

# MATTE FINISH PROTECTION

Treating your matte finish paint regularly with paint protection products such as Swissvax Opaque Matte Paint Wax made specifically for matte paint and Dr. Beasley's Matte Paint and Sealant will protect the finish, make it easier to keep clean, and prevent water spots from forming.

- Be sure to follow the manufacturer's recommendations. As always, test the product first in a hidden area
- Apply the product evenly with a minimum of wiping to prevent burnishing the matte finish

# MATTE FINISH CARE RESOURCES

Here is a list of products for matte finish paint maintenance. Your dealer may have additional local recommendations.

- Swissvax brand Opaque products
- Dr. Beasley's brand Matte series
- Water bucket grit guards can be purchased online, from auto detailing supply shops, or from custodian supply stores
- Wash mitts, microfibre towels, and artificial chamois can be found at most major auto supply retailers or discount stores

## PROFESSIONAL TIP:

Use a light forward-and-back wiping motion. Do not wipe in a circular motion; this can leave swirls on your paint finish.

# MATTE FINISH PAINT GUEST ACKNOWLEDGMENT

## THIS DOCUMENT MUST BE REVIEWED AND SIGNED BY THE GUEST AT PURCHASE.

I understand that I will need to take special care of the matte finish paint on my new Genesis vehicle according to the recommendations in the Matte Finish Paint Owner's Guide (attached).

I understand that the maintenance of the matte finish is my responsibility. By signing below, I acknowledge:

- Matte paint has special care requirements; I understood these requirements before purchasing this vehicle.
- Genesis's Anti-Perforation Limited Warranty applies to defects in material and/or workmanship but does not cover the matte finish appearance.
- Commercial car wash facilities and products are likely to damage the matte finish of this vehicle.
- Matte paint must be hand washed and cared for following the instructions in the Matte Finish Paint Owner's Guide (attached). I can control the products and techniques used only when I personally wash the vehicle.
- Failure to follow the instructions in this Guide may cause irreparable damage to the matte appearance.
- Contact with fabrics, chemicals, bird droppings, and road debris may cause damage to the matte appearance.
- The matte appearance is unique to every vehicle. Each includes an element of mottling, ghost patterns, and dust nibs. These cannot be modified and are part of the nature of the finish.

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Genesis Experience Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Guest Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Guest Email

**THIS INSERT MUST BE SIGNED AT THE TIME OF VEHICLE SALE. SIGNED COPY MUST BE KEPT IN THE SALES JACKET, ATTACHED TO THE SALES CONTRACT.**







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