



CUSTOMER GUIDE

What is RUSTPROOFING (Rust Inhibitor)?

Rust Proofing is a generic term for automotive corrosion protection sometimes used as a synonym for Undercoating. More properly, rustproofing describes the product installed into a vehicles enclosed cavities to prevent inside-out corrosion perforation. ValuGard Rust Inhibitor is also commonly referred to as cavity wax or inner cavity treatment. We apply without drilling holes via noninvasive jet-atomization fogging method. Amber in color, ValuGard Rust Inhibitor is a mil-spec, solvent-borne, thixotropic, corrosion preventative compound that protects new vehicles hood, doors, rocker panels, tailgate/trunk and frame with a \$2,500 Lifetime warranty against rust-through perforation. Unlike annual oiling, ValuGard Rust Inhibitor is a single application that never needs to be reapplied. ValuGard Rust Inhibitor is OEM approved, tested and proven effective at stopping corrosion due to road salt and liquid de-icing chemical brines.

What is UNDERCOATING?

ValuGard Undercoat is a black, solvent & wax base, self-healing, abrasion & corrosion resistant coating. It is applied to the underbody and wheel wells (if applicable) to protect factory anticorrosion coatings (E-coat & paint) from damaging road exposure while insulating from heat/cold and deadening road noise/vibration. It will not freeze, crack, pocket and fail like outdated "rubberized" undercoats. ValuGard Undercoat is warranted for 7 years on new vehicles against peeling, flaking, or sagging and rust-through perforation of underbody panels.

WARRANTIES

New Vehicles or 1,000 Miles & Below

Rustproofing - Lifetime Warranty
Undercoating - 7 Year Warranty

Used Vehicles 10,000 20,000 Miles

NO WARRANTY
NO EXTRA CHARGES

Used Vehicles or 1,001 - 10,000 Miles

Rustproofing - 7 Year Warranty
Undercoating - 7 Year Warranty

Used Vehicles 20,000 Miles+

NO WARRANTY
EXTRA CHARGES MAY APPLY
(ASK YOUR SALESMAN FOR DETAILS)

Note: Vehicles with 20,001+ Miles take much longer to prep before the application process.
Keep this in mind for scheduling as these vehicles take longer than a new vehicle when undercoated.

NOTE: Be sure to read and go over the FAQ's on the back of this sheet!



FAQ'S

How long does it take to get my vehicle Rustproofed/Undercoated? Rustproofing and Undercoating is a minimum of a 24 hour process. Depending on the time of year, it can take a little longer. Winter time can slow down the process due to the prepping process with the vehicle being full of snow and salt. Busy sales times can also slow down the process due to high volume and may schedule out 2-4 days. NOTE: Vehicles with 20,000+ miles take awhile to prep before we begin the application process and typically have longer turnaround times.

Can I drive my vehicle as soon as it's done? Rustproofing- Since it's inside the metal, as soon as you pick up your vehicle you can drive it. Undercoating- You can drive the vehicle 24 hours after it's been applied. However, avoid gravel roads as undercoating takes a full week to cure.

Can I take my car through the car wash right away? Yes and No. If you are just washing the outside of the vehicle, no problem. Since undercoating takes a full week to cure, you cannot wash the under-body for a full week.

My vehicle was just undercoated, how come I see some areas not coated? There are a handful of areas we cannot coat. This being any part that gets warm/hot or has moving parts. Also there may be tough to reach areas where we cannot get the gun to fit or hit certain angles. However, we will then go back with our rustproofing wand and coat these areas with rustproofing. This typically being inside the frame and high up on your rockers/side panels.

I know my vehicle doesn't come with a warranty, but how come you didn't coat the frame? Your frame had a manufacturer coating on it. If the manufacturer coating is 80% off, we'll wire brush, sand, and use a rust converter where our product will bond the best as possible and coat it. If the manufacturer coating is failing but is still on the majority of the frame, we have to let it be.

I noticed you undercoated everything besides my frame, why? If a vehicle comes with a manufacturer coating, we cannot coat over that. Our product will not bond properly and will actually drip off the manufacturer's coating. If the manufacturer's coating fails on the frame, you'll have to ask your dealer about the warranty process.

Do you remove the spare tire when you undercoat? Yes, we remove the spare tire so we can coat on the back side. In rare cases, the spare tire may be rusted in where we cannot remove it.

My vehicle is a 2014 and has some rust underneath, what do you do to prep this before applying undercoat? We'll take wire brushes to existing rust to remove/smooth these areas. Once done cleaning up the bad areas, we'll then apply a "Rust Converter". Once this sets up we then can apply undercoat like any other vehicle.

My truck is only a year old! How come it doesn't come with a warranty? Unfortunately, your vehicle had some rust underneath the vehicle and/or your vehicle is over 10,000 miles. When this happens, it's hard to tell what kind of damage has already started to begin inside the metal. This is the reason we cannot give out a warranty. It's best to have it done right away when the vehicle is new.

My vehicle has wheel well protectors. Do these get removed so you can coat behind them? If the vehicle comes with wheel well protectors, we do not coat the wheel wells. We do, however, still go behind these protectors and coat with our rust inhibitor (rustproofing) for added protection. NOTE: If the wheel wells have no protector on the inside, we highly recommend the customer purchases "Husky Wheel Well Guards". Husky Wheel Well Guards retail for \$225 installed (rear set). If you purchase these with undercoating, your price is \$195 installed (rear set). We'll need to know the year, make & model of vehicle prior to appointment as these take 24 hours to get. If a customer uses gravel roads frequently, this avoids him having to come in to get the wheel wells touched up.

Why is the rust inhibitor leaking at the bottom of the doors? It's not leaking or dripping out the bottom of the doors. We actually coat the bottom of the doors with rust inhibitor for added protection due to these areas rusting. It may look yellow at the beginning but will become more clear as time goes by.

I noticed I have some over spray, it looks like undercoating. How can I remove this? We do our best to mask off certain areas that are known to have over spray. In some cases, even after we do our walk around, we may miss some spots. We would be happy to take care of this for you. Or you can remove it with a wet cloth. Undercoating doesn't set up rock hard like a Legacy Upfitters bedliner and can be removed with special solution or a wet rag.

If I have a warranty claim, what do I do? In the rare case you have a claim, call Legacy Upfitters directly (320-529-8555) and they can help you with this process. Some pictures will be needed along with a quote from a body shop which Legacy Upfitters will assist you with. Once going over it with Legacy Upfitters, paperwork will then need to be sent in to ValuGard to finish the claim process.

How come my claim has been denied? There could be a couple reasons. Make sure at the first sign of rust or you see the rustproof/undercoating failing, be sure to contact Legacy Upfitters right away. The longer you wait, the worse the area will get. If you wait too long, the claim may be denied. The sooner you can make a claim when a problem occurs, the repairs will be less expensive. If you wait a year after you notice something, the repair may be out of the warranty budget..... Another reason may be, you only got undercoating and no rustproofing or vice versa. Ex: If you only got undercoating and your paint starts to bubble above the wheel well, this wouldn't be covered. Bubbling means it's coming from inside the metal rusting inside out. Rustproofing would prevent this, not undercoating.