



Matte Finish Paint Owner's Guide

IONIQ 5

HYUNDAI



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Special care needed

Definition of warranty

Matte paint is a unique exterior treatment that gives your IONIQ 5 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.

PAINT FINISH AND WARRANTY COVERAGE PERIOD

- Paint Warranty Defects are covered for the first **36 months/ 60,000 kilometers**, please see inside back cover, from the date of original retail delivery or date of first use, whichever occurs first.
- Please note that while the standard Hyundai 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.



General maintenance tips

Dos and Don'ts

To help to sustain the matte appearance of the vehicle the following must be followed:

DOS AND DON'TS

- Remove foreign substances such as insect remains, tar, birdlime and road debris using a soft applicator and a mild solvent; saturate and soak area before cleaning – rub lightly.
 - Hand-wash with a soft wash mitt and mild cleaning product safe for matte paint.
 - Use microfibre cleaning cloths with alcohol-based window cleaner for basic surface clean-up.
 - 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.



General maintenance tips

Spot cleaning

Generally, the preferred method for removing dirt and debris is pressure washing (see Washing the vehicle, page 10), 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 paint finish and always test products in a hidden area before using in a visible area.

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 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 finish.
- Repeat, if necessary.



TIP:

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

General maintenance tips

Spot cleaning

REMOVING NATURAL STAINS AND 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 0% alcohol/ 50% deionized water.
- Spray cleaning product on a damp microfibre sponge or microfibre towel.
- Wipe car finish lightly to remove debris.
- Dry with damp microfibre 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 microfibre towel.
- Wipe car finish lightly removing debris and let the solvent do the work, minimizing rubbing.
- Once debris is removed, wash with matte paint finish soap, using a damp microfibre cloth, then rinse well with water.
- Dry with a clean, damp microfibre cloth.



TIP:

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



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

Washing the vehicle

Pre-Wash

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 car.

EQUIPMENT REQUIRED:

- Car wash soap made specifically for matte paint.
- Soft car wash mitt, wash pad, or microfibre sponge.
- Hose and sprayer with shut-off nozzle.
- Chamois cloth, for drying.
- **OPTIONAL:** Pressure washer with fan tip and pressure less than 2,500 psi, held at least 10 inches from the paint.
- Two buckets with dirt separators (grit guards) see photo to the right.





Washing the vehicle

Pre-Wash

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

PRE-WASH EQUIPMENT

- Tar remover, wax remover, or other solvent suitable for the type of debris on the paint.
- **OPTIONAL:** Pre-wash or heavy soil remover for matte paint.
- Hose and sprayer with shut-off nozzle.
- **OPTIONAL:** Pressure washer with fan tip and pressure less than 2,500 psi.
- Microfibre cloth.



TIP:

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

Washing the vehicle

Pressure washing and wheels

PRESSURE WASHING

Pressure washing (with pressure no greater than 2,500 psi) is the best way to remove heavy soiling before washing your vehicle. Use a fan tip and hold it at least 250 mm from the paint.



WHEELS

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



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.

Washing the vehicle

Washing procedure

- 1 Pre-rinse the car with 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.
- 2 Prepare one bucket (with dirt separator grid at the bottom) with matte paint car wash solution and water, according to manufacturer's recommendations.

Fill a second bucket with clean water for rinsing the wash mitt. Your strategy when washing the car will be to put only a clean mitt into the wash solution. Therefore, you will always rinse the mitt first.

Soak the wash mitt in the wash solution and wash the vehicle lightly, working in small sections from the bottom to the top.

- 3 Wash a section, and then use the hose to rinse the soapy section of the vehicle completely before moving to another section. Continue washing each section and repeat the rinse, wash, and rinse steps until the vehicle is clean.



TIP:

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



Drying the vehicle

Drying

For best appearance, use a clean damp chamois, sponge cloth, or microfibre towel to dry your vehicle before it air dries. If 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 matte finish to dry the paint surface.





Matte finish protection

Matte finish

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.



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 product suppliers

Suppliers

Here is a list of products for matte finish paint maintenance. You may also have your own local supplier recommendations. To the right is a list of matte finish care resources:



SWISSVAX BRAND OPAQUE PRODUCTS

www.swissvax.us

DR. BEASLEY'S BRAND MATTE SERIES

www.drbeasleys.com/shop-drbeasleys/products/matte-car-care.html

CHEMICAL GUYS BRAND METICULOUS MATTE PRODUCTS

www.chemicalguys.com

CAR CARE PRODUCTS

www.absorber.com

SUPPLY RETAILERS

Water bucket grit guards can be purchased online, from auto detailing supply retailers.

Wash mitts, microfibre towels, and artificial chamois can be found at most major auto supply retailers or discount stores.

Matte Finish Paint Owner's Guide

Customer Acknowledgment

I understand that I will need to take special care of the matte finish paint on my new Hyundai 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.
- Hyundai'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 car.
- 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 car. Each includes an element of mottling, ghost patterns, and dust nibs. These cannot be modified and are part of the nature of the finish.



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.

SALES CONSULTANT	DATE	/	/
SALES MANAGER	DATE	/	/
CUSTOMER	DATE	/	/

