

Oceanic Direct Pty Ltd

Wheel Maintenance, Service and Warranty Guidelines

(Last updated: 01/01/2023)

Maintaining the Finish on Chrome, Polished, Painted Wheels & Rims.

The first rule in caring for any automotive wheels regardless of finish is to keep them clean. From week to week during your Truck and Trailer wash cycle, it's best to clean them with a soft brush, soap and/or mild degreaser or quality spray-on non-caustic Wheel Cleaner. Avoid harsh or abrasive cleaners. Some cleaners are harsh and could damage your wheel finish. Also be aware that many Truck washes use strong chemicals to clean wheels and tyres that could cause damage to your wheel finish or even your automotive paint. NEVER CLEAN HOT WHEELS, allow wheels to cool or cool them with running water. Another important step is to seal your wheels with a sealant that will reduce static and resist brake dust.

Protect your investment, clean your wheels regularly. Our supplied aftermarket wheels were manufactured in one of Four finishes:

- Aluminium – Steel Chrome Plating (Applied to Either Aluminium Alloy or Steel).
- Polished Aluminium Alloy (No Protective Coating).
- Painted. (No Protective Coating).
- Powder coat (No Protective Coating).

To better understand the specific care and maintenance of your wheels, determine which finish applies to your wheels from the list above. After determining what finish applies to your wheels, go to the section below for suggestions and instructions for the detailing, care, and maintenance of your aftermarket supplied Wheels and Rims.

Aluminium or Steel Chrome Wheels & Rims

- Aluminium or Steel wheels plated with chrome (metal) are beautiful and can significantly change the appearance of your truck or Trailer by attracting light to base areas of your vehicle.
- If maintained, the chrome finish will produce a brilliant shine. To reflect light, which produces the attractive brilliant finish, the wheels must be cleaned regularly.
- It's best to clean them with a soft brush, soap and/or mild degreaser or quality non caustic spray-on Wheel Cleaner. Rinse thoroughly. After cleaning your wheels do not allow soap, chemicals, or water to sit on the surface and produce water spots - dry your wheels with a soft, non-abrasive towel.
- As stated above, it is important to keep wheels clean, not allowing road film, contaminants and brake dust (which retain moisture) to accumulate and sit on the surface especially if vehicle is parked for extend periods of time or If you live in a coastal, wet or humid climate area where salt and/or moisture is in contact with your Chrome wheels, regular cleaning is even more important.
- We recommend that you apply a protective polish to your aftermarket chrome wheels every 3 to 4 months, or some other quality non-abrasive chrome polish. We suggest 'Mothers Chrome Polish' or 'Bowden's Own Shiny Stuff'.
- For best results and to reduce cleaning efforts in the future, after polishing and/or cleaning, a hand-applied sealant product We suggest 'Autglym Wheel Protector' or 'Armour All Brake Dust Repellent' to prevent surface damage between washes to seal the surface - this should help avoid problems in the future and will reduce static so that your wheels are more resistant to brake dust.

Polished Aluminium Wheels

- Polished aluminium wheels are very popular, however they do require more periodic maintenance than other finishes, depending upon the climate, road conditions and your vehicle Truck care practices in general. Polished aluminium alloy wheels require the highest degree of maintenance, and a certain amount of oxidation is to be expected as the wheels naturally oxidize with age. Polished wheels can be re-polished commercially or by hand after many years of use, effectively restoring them to an almost factory original condition.
- When new, coat your polished wheels with a quality, hand-applied sealant product. This coating will assist in preventative maintenance by resisting brake dust and other contaminants. When your polished aluminium wheels begin to lose their shine or are dirty with road film or brake dust, begin by cleaning them as instructed above. If you use a brush, be careful to avoid

scratching the uncoated, polished aluminium alloy by using only a SOFT brush. Follow up by polishing them by hand, we suggest ‘Mothers Mag & Aluminium Polish’ or another quality metal or wheel polish. After polishing, coat them with according to the product instructions. ‘Autglym Wheel Protector’ or ‘Armour All Brake Dust Repellent’ to prevent surface damage between washes to seal the surface - this should help avoid problems in the future and will reduce static so that your wheels are more resistant to brake dust. If they are in bad condition, this will take some time, and polishing wheels is never an easy task.

- If your wheels have deeply imbedded brake dust, animal urine or other contaminants from lack of maintenance, you can try an aggressive spray-on wheel cleaner (be careful, some contain acid) with a brush, BUT DO NOT ALLOW IT TO SIT ON THE SURFACE AND ETCH THE POLISH SURFACE. Rinse your wheels thoroughly and dry with soft, non-abrasive cloth. Polished wheels look great but do require regular maintenance.

Paint or Powder Coated Wheels

- Oceanic Direct supplies many styles of aftermarket Wheels & Rims most are two pack enamel paint finish. Your painted wheels should require only soap or a quality Wheel Cleaner product, water, and a soft brush. Powder coated wheels use the same cleaning method.
- Failure to follow these Surface Maintenance guidelines may void any warranty claim for surface damage.

Service Manual

The following is the Warranty periods offered by Oceanic Direct’s supplied Wheels & Rims. In accordance with our company Terms and Conditions and listed Service Manuals, the warranty period starts from the date of manufacture stamped onto the wheel surface, note if the wheel stamping is no longer visible or has been buffed off during deep polishing, no warranty discussion will be entered.

Steel Wheels & Rims

Off the shelf Painted	12 months (M&D)
Off the shelf Chrome Plated	12 months (M&D)
	12 months (Surface) #
Custom Made to Order Painted – Power coated	12 Months (M&D)

Aluminium – Fully Forged and CNC Machined Wheels

Off the shelf Mill – Machine Finish	60 months (M&D) Pro – Rata*
Off the shelf Polished Finish	60 months (M&D) Pro – Rata*
	Nil Surface Finish
Off the shelf Full Chrome Finish	36 months (M&D) Pro – Rata**
	12 months (Surface) #

Key: M&D:
 Manufacturing & Design faults
 Surface:
 Chrome plating surface finish, common- peeling or bubbles under surface, or Stains from plating process (will be visible at fitment and must advise Oceanic Direct with in 7 days of purchase)
 Note: surface finish cracking in chrome wheels indicates an Inservice impact or incorrect tyre or wheel mounting process.

WHEEL AND RIM SURFACE WARRANTY INSPECTION POLICY

To the Original Purchaser, all wheels and rims for warranty must be returned and inspected at our warehouse, then we return them to the Wheel importer for final analysis and report. Contact our Sales / Product Control team' on 03 97873418 to discuss an issue, please ensure you have a copy of your original purchase invoice must be quoted and validated.

Local Melbourne customer.

- A pre-arranged appointed time needs to be made for the inspection.

Country Vic or Interstate.

- Any Wheels or Rims for warranty inspection would need to be returned to Oceanic Direct, (address and label will be provided) These wheels or rims would need to be shipped to Oceanic Direct at the purchaser's expense pre-paid. Once inspected by the Sale / Product Control team and wheel importer and the wheels or rims are covered by our warranty policy / replacement action would be discussed and issued.
- Oceanic Direct will not replace any products until a visual inspection is made by the Sales / Product Control team. If the vehicle is not able to come in for inspection or wheels / rims sent to us for inspection, the purchaser is welcome to purchase replacement wheels or rims which would be dispatched at the purchaser's expense.
- Once inspected by the 'Sales / Product Control team' and the wheels or rims are covered by the Importers warranty policy we will dispatch the replacement products them back to the purchaser at Oceanic Direct's cost and a credit will be issued to the purchaser.
- If the Wheels or rims are not covered by the importers warranty policy, they will be returned to the purchaser at the receiver's expense.

The maintenance of the surface finish is the responsibility of the purchaser, failure to follow the Service & Maintenance Manual attached will void the product finish warranty.

Warranty Conditions

Oceanic Direct will not replace or offer an adjustment for any wheel which has been misused for the purpose the wheel is designed for.

- Incorrect Tyre Fitment as outlined in the current Tyre & Rim Association of Australia Standards Manual Exceeding the Maximum applicable load as stamped onto the wheel.
- Incorrect Wheel Mounting procedure, Damage to Chrome Surface causing chrome plating cracking at the stud hole by use of impact wrenches or incorrect nut tensioning sequence.
- Failing to maintain the surface finish in accordance with the above Service Manual. Surface scratches, marks and surface blemishes resulting from wheel washing or commercial washes acidic or alkaline corrosive chemicals, brushes, scoring pads.
- Modifying the wheel appearance by drilling, welding, or heating to repair or suit an application the wheel or rim is not intended for by design. In service damage by way of impact, road accidents, abnormal or severe operating conditions, Incorrect tyre and wheel mounting practices, and tyre failure resulting in wheel flange damage.
- Oceanic Direct will not warrant any Chrome Aluminium 8.25x22.5 10/285.75 American wheel used in steer application.

Wheels Cleaning & Protection products

Oceanic Direct's suggested cleaning and surface protection products are available in store or online from Supercheap Auto. Please follow the products application and warning advise as stated on the packaging. Oceanic Direct will not be responsible for incorrect use of cleaning products.