

TH Detailing Ltd

Lanoguard Underbody Protection

Service Terms

Effective date: 6 August 2026

QUICK REFERENCE - CUSTOMER CHECKLIST

This page is a practical summary only. The full Underbody Protection Service Terms, General Terms, quotation and booking confirmation apply.

WHAT THE SERVICE DOES

- Lanoguard is applied to accessible underbody surfaces to displace moisture, arrest existing rust and protect against further corrosion.
- It does not remove rust, repair structural corrosion or make an unsafe vehicle roadworthy.

CLEANING, ACCESS & EXTRA WORK

- We clean and prepare accessible areas, but severe contamination, seized fasteners, existing coatings or restricted access may limit treatment.
- We will explain material additional work and obtain approval before adding significant charges.

DRYING & CURING

- Allow at least 24 hours for initial drying. Avoid wet or muddy conditions where practical.
- For 7-10 days, avoid pressure washing, underbody sprays, deep puddles, heavy rain and muddy/off-road use.

MAINTENANCE & LATER REPAIRS

- Annual inspection and reapplication are recommended for regularly used vehicles; frequency depends on mileage, salt, weather and product wear.
- Repairs, welding, replacement parts or pressure cleaning may disturb the coating and require chargeable reapplication.

BEFORE YOUR APPOINTMENT

- Tell us about rust, repairs, leaks, previous underbody treatments, modifications and specialist lifting or startup procedures you know about or reasonably suspect.
- Provide the locking-wheel-nut key and any specialist wheel or security information.

WHEELS, COVERS & FASTENERS

- Wheels and suitable covers may be removed where safe and practical; some components will remain in place if removal risks damage or safety.
- Specialist or proprietary replacement fasteners may be chargeable.

APPEARANCE & NORMAL CHARACTERISTICS

- The product may look wet, tacky or uneven at first and can have a temporary lanolin smell or minor early drips.
- Heavily rusted surfaces may absorb the product and look less visibly coated; this does not by itself mean an area was missed.

IMPORTANT LIMITATIONS

- This service is not an MOT, structural survey or mechanical inspection. We will report obvious serious concerns noticed during the work.
- Report concerns promptly and allow TH Detailing a reasonable opportunity to inspect and remedy qualifying workmanship issues.

Questions before booking: 01384 929075 | tom@thdetailing.co.uk

These service-specific terms apply to all Lanoguard underbody protection services supplied by TH Detailing Ltd and must be read together with our General Terms & Conditions. If there is a conflict, these service-specific terms apply to the extent of that conflict. The quotation and booking confirmation take priority for the agreed service, price and appointment details.

1. Service Overview

Lanoguard is a lanolin-based underbody protection product intended to displace moisture, penetrate porous rust and create a protective barrier against salt, moisture and environmental contamination.

Lanoguard does not remove, convert or repair existing rust. In accordance with the manufacturer's stated product purpose, it is intended to arrest the progression of existing rust and protect exposed metal from further corrosion. Treated areas will generally retain their existing appearance; this is a protective treatment, not a cosmetic restoration or structural repair.

Important limitation

Underbody protection is not an MOT, mechanical inspection, structural survey or confirmation that the vehicle is roadworthy. We will report any obvious serious concern that becomes apparent during the service, but we are not responsible for identifying hidden defects or assessing the vehicle's overall mechanical or structural condition.

2. Vehicle Suitability, Disclosure and Inspection

2.1 Information You Must Provide

Before the appointment, you must tell us about any condition you know about or reasonably suspect that may affect the service, including:

- Previous underbody treatments, coatings or repairs
- Known rust, corrosion, perforation or accident damage
- Oil, fuel, coolant, brake-fluid or other leaks
- Mechanical, electrical or safety issues
- Modified suspension, low ground clearance, non-standard jacking points or specialist lifting requirements
- Electric or hybrid vehicle lifting, isolation or service-mode requirements
- Trackers, immobilisers, alarms, startup procedures, tags, fobs, apps or codes needed to start, move or secure the vehicle
- Aftermarket wheels, spacers, wheel fasteners or non-standard torque requirements

You are not expected to guarantee the complete history of a used vehicle. If we discover a condition that you did not know about and could not reasonably have known about, we will explain the issue and agree how to proceed.

2.2 Vehicle Condition and Suitability

We may refuse, delay, restrict or stop the service where the vehicle cannot be lifted or worked on safely, where structural corrosion or active leaks require repair first, or where the treatment would provide no meaningful benefit.

Vehicles with structural rust, perforation or rust-through must have the affected areas professionally repaired before treatment. Lanoguard cannot restore structural integrity or make an unsafe component safe.

3. Cleaning and Preparation

3.1 Standard Preparation

The service includes reasonable cleaning and preparation of accessible underbody areas to remove road dirt, mud, loose rust scale, salt deposits, grease, oil residue and surface contamination so that the product can be applied effectively.

3.2 Cleaning Limitations

Heavy rust scale, baked-on contamination, thick oil deposits, old coatings or severely neglected surfaces may not clean completely. Some contamination may remain where further cleaning would risk damage or require specialist mechanical work.

Where the vehicle is materially more contaminated, corroded or complex than described or reasonably expected, additional cleaning or preparation may be required. We will explain any material additional work and obtain your approval before adding significant charges.

3.3 Active Leaks

Active oil, fuel, coolant, brake-fluid or other leaks may prevent proper preparation, contaminate treated areas or wash the product away after application. We may exclude the affected area, pause the work or require mechanical repair before proceeding. Reasonable work already completed remains chargeable.

4. Component Removal, Wheels and Access

4.1 Components Normally Removed

Where operationally feasible and safe, we may remove wheels, wheel-arch liners, splash guards, undertrays, belly pans and plastic underbody covers to improve access. Front or rear bumper removal is not included unless expressly stated in the quotation.

We will not remove structural components, exhaust heat shields, covers carrying wiring or fluid lines, or components requiring disconnection of brake, fuel, hydraulic, coolant or electrical systems unless separately agreed and appropriate for the service.

4.2 Wheel Security and Reinstallation

You must provide any locking-wheel-nut key, adaptor or specialist tool required to remove the wheels. You must also tell us about wheel spacers, aftermarket bolts or nuts, centre-lock systems or non-standard torque requirements.

Wheels removed by us will be reinstalled and tightened using appropriate equipment and the relevant manufacturer specification where available. You should follow the vehicle or wheel manufacturer's guidance on any subsequent wheel-fastener check or re-torque.

4.3 Corroded or Damaged Fasteners

Corroded, seized, rounded, brittle or damaged fasteners may break or be unsafe to remove despite careful technique. We may leave a component in place rather than risk unnecessary damage, in which case treatment will be limited to the areas that remain safely accessible.

Standard replacement clips or fasteners may be replaced where reasonably available. Specialist, proprietary or discontinued hardware may incur an additional charge, which we will discuss before proceeding where practicable.

4.4 Access Limitations

Coverage is limited by vehicle design, safely removable components, clearances and available access. Some areas may receive lighter coverage or remain untreated where safe access is not possible. This is not, by itself, an incomplete service.

5. Product Application and Treatment Areas

5.1 Treatment Level

The appropriate product volume, application thickness, use of Lanoguard Spray or Grease and number of coats will be determined by us according to the vehicle's condition. Heavier treatment of porous, rusted or exposed areas forms part of the service where reasonably required and is not presented as a separate upgrade.

5.2 Typical Coverage Areas

Subject to safe access, treatment may include:

- Chassis rails, subframes and accessible structural members
- Suspension components and wheel wells
- Accessible floor sections and underbody panels
- Fuel-tank exterior and surrounding accessible areas
- Axle and differential housings, exterior only
- Accessible exhaust sections once completely cool
- Crevices, seams and rusted areas where Lanoguard Grease is appropriate

5.3 Areas Not Treated

For safety and performance reasons, Lanoguard will not be applied to braking surfaces or friction components, ABS tone rings, belts, alternators, electrical connectors, hot exhaust components, catalytic converters, turbochargers, air-intake components or any other area where application could create a safety or operating risk.

We will use reasonable masking and controlled application methods. If unintended contamination of a safety-critical component occurs, it will be cleaned and checked before the vehicle is released.

6. Existing Treatments and Additional Work

6.1 Existing Underbody Treatments

Previous Lanoguard applications are generally compatible. Other oil-based, wax-based, rubberised, polymer, bed-liner or spray-on treatments may be compatible, partly compatible or unsuitable depending on the product and condition.

You must disclose any existing treatment you know about or reasonably suspect. If an incompatible treatment is discovered, we may recommend removal, restrict the scope of the service or decline to proceed.

6.2 Removal and Additional Charges

Removal of incompatible coatings, heavy contamination, seized components, damaged undertrays, missing fixings, specialist fasteners or unexpectedly severe rust is not included unless stated in the quotation.

We will explain the issue, the proposed work and any material additional charge before proceeding. If you do not approve the additional work, we may complete only the safely achievable parts of the original service, reinstall the vehicle and charge for reasonable work and materials already used.

7. Drying, Curing and Immediate Aftercare

7.1 Initial 24-Hour Drying Period

Lanoguard requires a minimum initial drying period of 24 hours. During this time, the vehicle should remain stationary where possible. Light driving may be possible if necessary, but you should avoid rain, standing water, deep puddles, mud and off-road conditions.

7.2 Full 7–10 Day Curing Period

Full curing typically requires 7–10 days depending on temperature, humidity and vehicle condition. During this period, do not pressure-wash the underbody, use an automatic wash with underbody spray, drive through deep standing water or use the vehicle in muddy or off-road conditions.

7.3 Consequences of Ignoring Aftercare

Wet, muddy or high-pressure conditions during curing may displace the product, reduce coverage or shorten protection. Warranty or remedial responsibility may be reduced only to the extent that failure to follow these instructions caused or materially contributed to the issue being claimed.

7.4 Product Smell, Residue and Appearance

A temporary lanolin smell, tacky feel, wet appearance, minor residue or occasional small drips may be present during the initial drying period. The finish may vary according to rust porosity, surface texture and product absorption. These characteristics are normal and do not, by themselves, indicate inadequate application.

8. Existing Rust and Realistic Expectations

Lanoguard is intended to arrest the progression of existing rust and protect accessible exposed metal, but it does not remove rust, restore lost metal, repair perforation or reverse structural deterioration.

On heavily rusted or porous surfaces, the product may soak in and appear less visible than on smooth metal. This is expected. The visible finish is not a reliable measure of the amount of protection present.

The future condition of the vehicle will still depend on starting condition, hidden corrosion, mileage, salt exposure, climate, underbody impacts, later repairs, maintenance and reapplication.

9. Maintenance, Inspection and Reapplication

9.1 Annual Inspection and Reapplication

Lanoguard recommends annual reapplication for vehicles in regular daily use. We recommend an annual underbody inspection, particularly before winter, and reapplication where product wear, road salt, mileage, impacts or repairs have reduced coverage.

The amount of any top-up treatment will depend on actual product wear and vehicle use. Garaged or lightly used vehicles may require less frequent or less extensive reapplication than vehicles used daily in harsh conditions.

9.2 Later Repairs or Mechanical Work

Welding, mechanical repairs, component replacement, degreasing, steam cleaning or pressure washing may remove or disturb the treatment. Areas affected by later work may require reapplication, which is chargeable unless expressly included in another agreement.

10. Service Quality, Warranty and Liability

10.1 What We Commit To

We will perform the service with reasonable care and skill, use genuine Lanoguard products, prepare and treat accessible areas using appropriate techniques, and reinstall components we remove with reasonable care.

10.2 Performance Limitations

We do not guarantee that rust will never progress, that every area of hidden corrosion will be reached, or that the treatment will last for a fixed period. Vehicle condition and post-service use are outside our control, and Lanoguard is a maintenance treatment rather than a permanent one-time solution.

10.3 Responsibility for Pre-Existing Conditions

We are not responsible for structural failure, corrosion, breakage or damage caused by a pre-existing or hidden weakness, severe rust, deterioration or active leak where the issue occurs despite reasonable care and skill. We remain responsible for direct loss or damage caused by our failure to exercise reasonable care and skill.

10.4 Customer-Caused or Third-Party Issues

We are not responsible for reduced performance caused by failure to follow aftercare instructions, later pressure washing, underbody damage, third-party repairs, removal of treated components or failure to carry out reasonable inspection and reapplication.

Nothing in these terms excludes or limits any statutory right or liability that cannot legally be excluded or limited.

11. Documentation and Significant Findings

We may photograph the underbody before, during and after the service to document existing corrosion or damage, restricted-access areas, components that could not safely be removed, product coverage and any significant concern identified.

These images are service records. Promotional use of vehicle images is governed by the separate photography and marketing provisions in our General Terms & Conditions.

12. Service Timing, Vehicle Operation and Collection

The service normally requires approximately 1–2 days, but timing depends on vehicle size, condition, cleaning requirements, component access, drying conditions and any additional work agreed with you. Completion times are estimates, and we will communicate material changes promptly.

By authorising the service, you permit us to operate, move, lift and store the vehicle as reasonably necessary; remove and reinstall accessible components; and use any codes, tags, fobs, apps or startup procedure you have provided for that purpose.

Where heavy rain or unsuitable conditions are expected during the initial drying period, we may recommend delaying collection. Reasonable weather-related collection delays requested by us will not attract storage charges.

13. Pricing and What Is Included

13.1 Standard Service

Unless the quotation states otherwise, the agreed price includes reasonable underbody cleaning and preparation, removal and reinstallation of safely accessible wheels, arch liners and undertrays, treatment of all safely accessible areas at the level we consider appropriate for the vehicle's condition, and wheel reinstallation.

13.2 Services That May Cost Extra

Additional charges may apply for bumper removal, removal of incompatible coatings, unusually extensive cleaning, specialist or proprietary fasteners, repair or replacement of damaged components, or other work outside the agreed service. We will obtain your approval before incurring material additional charges.

Approved additional charges are payable with the remaining balance before the vehicle is released.

14. Customer Responsibilities Summary

By authorising the service, you confirm that you will:

- Tell us about conditions, treatments, leaks, modifications, security systems and specialist procedures you know about or reasonably suspect
- Provide locking-wheel-nut keys, adaptors, tags, fobs, codes and startup instructions required to operate or work on the vehicle
- Understand that Lanoguard arrests rust progression but does not remove rust, repair metal or restore structural integrity
- Accept that some areas may remain untreated where access is unsafe or impracticable
- Follow the 24-hour initial drying and 7–10-day curing instructions
- Arrange repair of any active leak, structural corrosion or safety issue identified before treatment continues where necessary
- Understand that annual inspection and reapplication are recommended for ongoing protection
- Allow us a reasonable opportunity to inspect any concern before third-party remedial work is arranged, except where urgent action is required for safety or to prevent further damage

15. Questions and Support

Please contact us before your appointment if you are unsure whether the vehicle is suitable, whether an existing coating is compatible, what areas can be accessed, or what maintenance will be required.

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Agreement

By booking or authorising the service, you confirm that you have received, read and understood these Underbody Protection Service Terms and the General Terms & Conditions, and agree to be bound by them.