

**Q. Does Ming allow my paint to breathe?**

- A.** Paint does not breathe in the sense of air passing in and through it. Paint is a petroleum based, inorganic combination of pigments, solvents and binders that do not require oxygen to properly function. In fact, oxygen and sunlight are the chief causes of oxidation - that clouding of the paint - which makes even a new car look old. Oxidation is accelerated when the pores of the paint fill with harmful materials. Waxes and polishes cover-up these pores for a period of time. The Ming process cleans and closes them so that harmful materials cannot collect in the paint.

**Q. Does Ming only work on new cars?**

- A.** No, the Ming process also works extremely well on used cars. It cleans old waxes, polishes and dirt, removes fine scratches & scuffs and returns your used vehicle to a shine that will make your car look new again.

**Q. Can I Ming my clearcoat?**

- A.** Yes. The "clearcoat" is an upper layer of paint finish that has no pigmentation. It still has the same pits and valleys (pores) as any other applied paint. These pores can collect dirt and become clouded when they fill with material. The Ming process cleans, enhances and protects that clearcoat finish giving it an increased luster and longer lasting shine.

**Q. How does the Ming "Mirror Finish" improve my paint?**

- A.** Along with removing the pits and valleys, the Ming process toughens and hardens the paint making it more resistant to chips, scratches and the detrimental effects of the elements. The process enhances the paint finish without altering the composition or base thickness of the paint. Nor does it alter the flexibility of the paint surface in extreme temperatures.

**Q. Do the new "high tech" car paints need the Ming Mirror Finish?**

- A.** Yes. The Ming process removes the pores that are part of every paint finish. Every paint can benefit from the Mirror Finish. Ming's goal is to provide the highest quality finish protection available. This goal requires that Ming work closely with the various paint manufacturers to keep current on changes in paint technology. The Ming process has been updated and improved through the years to maintain our commitment to high quality. Today's advanced Ming Mirror Finish is still the perfect answer to today's advanced paints.

**Q. Does the Ming process "burn" my paint finish?**

- A.** No. Heat is a component of the Ming process, but there is never enough heat to "burn" the paint. Further, Ming technicians are quality certified to understand your vehicle's paint requirements and provide exacting care.

**You are always welcome at the Ming Centers to drop in and ask questions. Our trained technicians will be pleased to work with you on protecting and enhancing your vehicle's appearance.**

**Ask the technician to perform a free "demonstration" so you can see what the Ming process will do for your vehicle.**

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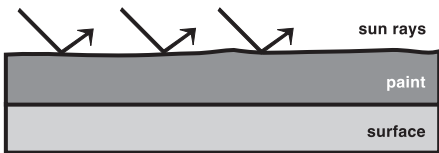
**COMMON QUESTIONS ASKED ABOUT...  
THE MING MIRROR FINISH**

**Q. How is the Ming “Mirror Finish” different from a wax or polish coating?**

- A.** Actually, Ming is neither a wax or a polish. In fact, Ming is more of a process than a product. The Ming process enhances the natural paint finish by smoothing the pits and valleys (sometimes called “pores”) in every painted surface where dirt, grime and pollutants can collect.



Once the process is complete, no chemical residue or coating is left on the paint.



In a conventional treatment, waxes or polishes are rubbed or buffed into these pores to cover the paint. The shine comes from the ingredients of the wax or polish. With Ming, the shine you see is the reflection of the natural paint surface, not a wax or polish.

**Q. Yes, but doesn't my car's paint need some kind of covering to protect it?**

- A.** No, not if the paint has been treated and strengthened. The Ming process bonds the paint making it much more resistant than otherwise. The paint is then protected from the damaging effects of dirt, grime, sunlight or pollutants. The only upkeep necessary is a gentle, regular washing with liquid Car Wash Soap. You don't need to wax or polish your vehicle again .

**Q. What is “The Ming Guarantee?”**

- A.** The Ming Guarantee promises you satisfaction with your Ming “Mirror Finish” for five years after the Ming process is performed . There are no yearly maintenance visits, no hidden yearly charges and no required re-application. Your vehicle will retain the same “Mirror Finish” gloss enhanced by your regular washing and care. The guarantee is only subject to the condition of the paint prior to the Ming processing and does not apply to areas damaged by abrasion, collision or repainting that may occur after processing .

If you are not satisfied with the appearance of your vehicle, simply return your vehicle to any authorized Ming Center with your invoice and signed guarantee. Our certified technicians will process it again under the terms of the warranty.

**Q. How do I know Ming will stand by its guarantee?**

- A.** Ming has been in the auto beauty business since 1935. We value the longevity of our business and the high perception customers have of our quality. Our Centers are operated by reputable, concerned business people who understand the importance of customer service.

Our objective is to provide our expertise in protecting and maintaining the beautiful appearance of your new or used vehicle.

**Q. What types of chemicals are used in the Ming Process?**

- A.** The secret Ming chemicals used to perform the Ming process are a mixture of water soluble ingredients specially formulated to protect a vehicle's finish. They are safe for both the finish and the environment.

**Q. If I have an accident which requires repainting, do I have to re-Ming the entire car?**

- A.** No, just the area that has been repainted. Ming Centers will Ming the repainted area for you at a nominal charge. Insurance companies usually cover the cost of the re-treatment.

**Q. Does Ming only provide the “Mirror Finish?”**

- A.** No. Ming offers a full range of auto beauty protection treatments for your vehicle. In addition to the “ Mirror Finish “ , Ming provides quality:

***Rust Protection  
Undercoating  
Fabric Protection  
Vinyl & Leather Protection  
Shampooing & Detailing  
Anti-Bacterial Treatment  
Odour Removal  
Window Tinting  
Scratch and Dent Repair  
Complete Appearance Reconditioning  
Paint Protection Film  
Ceramic Paint Coating***

**Q. What does the name “Ming” mean?**

- A.** “Ming” stands for:

**M**asters  
**I**n  
**N**atural  
**G**lazing



The name Ming was coined by a newspaper reporter who was so impressed with the “Mirror Finish” and its inventor, Chester Stebenne, that he called them the “masters in natural glazing .” The acronym “MING” became popular and the name stuck.