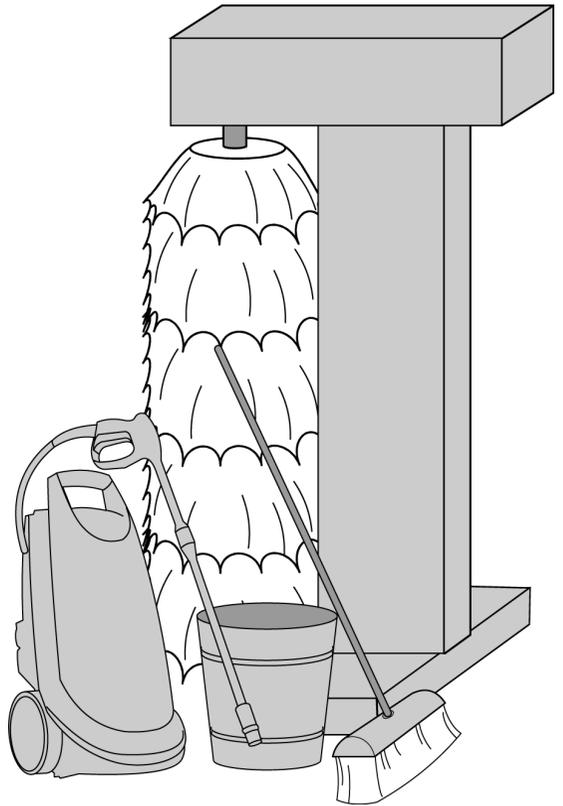


# Driver's Handbook

## Cleaning and Maintaining the Paint Finish 9700



**VOLVO**



# Foreword

This manual contains information concerning the maintenance of the bus exterior finish. The information in this manual applies to vehicles built January 2009 and later. Please keep this manual in the vehicle at all times.

**Note:** Illustrations in this manual are used for reference only and may differ slightly from the actual vehicle. However, key components addressed in this document are represented as accurately as possible.

## **Volvo Bus Corporation**

Göteborg, Sweden

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# Safety Information

**IMPORTANT:** Before driving this vehicle, be certain that you have read and that you fully understand each and every step of the driving and handling information in this manual. Be certain that you fully understand and follow all safety warnings.

IT IS IMPORTANT THAT THE FOLLOWING INFORMATION BE READ, UNDERSTOOD AND ALWAYS FOLLOWED.

The following types of advisories are used throughout this manual:



## DANGER

Danger indicates an unsafe practice that could result in serious personal injury or death. A danger advisory banner is in **white** type on a **black** background with a **black** border.



## WARNING

Warning indicates an unsafe practice that could result in personal injury. A warning advisory banner is in **black** type on a **gray** background with a **black** border.



## CAUTION

Caution indicates an unsafe practice that could result in damage to the product. A caution advisory is in **black** type on a **white** background with a **black** border.

**Note:** Note indicates a procedure, practice, or condition that must be followed in order for the vehicle or component to function in the manner intended.

## Keeping the Vehicle Clean — Overview

The maintenance procedures described in the following instructions ensure the correct utilization and attractive appearance of the vehicle.

### Maintenance Objectives:

- To ensure the cleanliness and smart appearance of the bus from the outside
- To prolong the life of the vehicle's paint finish

### Equipment:

- Cloths, soft brushes, cotton cleaning cloths
- Protective clothing, rubber gloves
- Pressure washer
- Detergents, agents for washing painted surfaces, waxes, and polishing agents, as recommended by Authorized Volvo Service Outlets



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## 2 General Information

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### Using Permitted Chemical Agents



#### **DANGER**

Before using a chemical agent, read the instructions governing its use, as well as the instructions on how to proceed in a hazard situation (e.g. contact of the chemical agent with the skin or the eyes)! Care must be taken when using chemical agents - perform all operations in protective clothing and protective gloves. Failure to do so may result in serious personal injury or death.

### Guidelines for Protection of the Environment

**Note:** The empty packages from chemical agents from washing, waxing or polishing, as well as fabric items used for cleaning and polishing, should be disposed of in an ecologically sound manner.



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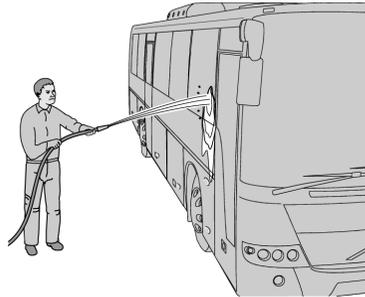
#### **CAUTION**

The vehicle may only be washed in a place intended for this purpose. Failure to do so may result in components getting damaged.

## Hand Washing, Painted Finishes

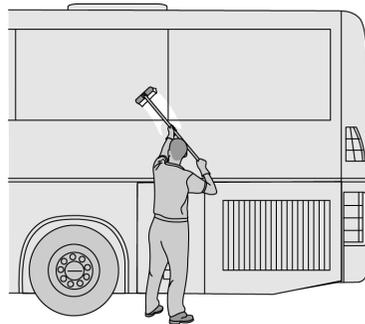
**Note:** Never wash the vehicle in full sunlight, as the surface is then too hot, and this causes the washed surface to suddenly dry out.

- Mix a painted surface washing agent with hot water, in the correct proportions recommended by the manufacturer.
- Before washing, rinse the entire bus surface with water.



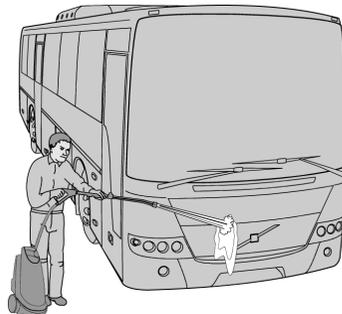
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- For washing, use the previously prepared solution of washing agent and a soft cloth or soft brush.



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- Immediately after washing, rinse the washed surface with clean water so that the used solution of washing agent does not dry on the vehicle surface. Rinse the vehicle with clean water from top to bottom, paying particular attention to depressions and joints. A pressure washer may be used to perform this.

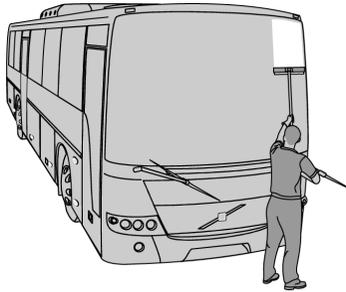


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## 4 Washing and Aftercare

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- Wipe the water off the vehicle windows with a squeegee.



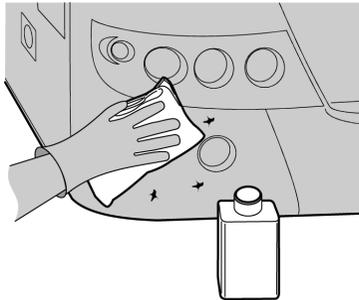
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- Dry the vehicles surface with a soft, dry, clean cloth (cleaning cloth).
- Leave the painted surfaces to dry out fully.

**Note:** Water used for washing the bus must have a pH from 6 to 8. The water used should be of the correct hardness – below 120ppm.

**Note:** Use a special cleaning cloth to wipe the vehicle down.

**Note:** Tar or asphalt can be removed from the painted surface using a special agent recommended by Authorized Volvo Service Outlets.

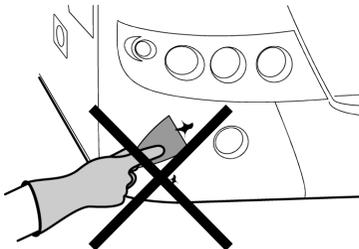


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### CAUTION

Do not use sharp metal instruments, such as a scraper or knife, to clean tar or asphalt from the painted surface! Failure to do so may result in damage to the vehicles surfaces.



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## Washing in a Car Wash



### CAUTION

The bus should be washed in a car wash with vertical brushes that wash the vertical surfaces of the bus. Failure to do so may result in damage to exterior items such as; ventilation holes, hatches and roof antennas and the climate control modules.

When washing the vehicle in a car wash you should read the instructions for use and act in accordance with them.

## Washing and Waxing

**Note:** Some washing agents contain wax. In such cases, the vehicle should be washed in accordance with the instructions for hand washing and left to dry. In such cases, no additional waxing should be carried out.

After waxing, the windows should be de-greased using a cloth and screen washing agent.



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## 6 Washing and Aftercare

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### Waxing

**Note:** Do not wax the vehicle within 90 days of its being supplied, as the finish may still be curing.

Waxing of the bodywork is regarded as a servicing item for the vehicle.

**Note:** Before waxing the paint finish, you should first wash the vehicle thoroughly.

- Do not put wax on a surface that cannot be easily buffed up.
- The optimum ambient temperature for waxing is 15-25<sup>o</sup>C (59-77<sup>o</sup>F).
- Apply the wax in thin layers.
- Rub out the wax coat you have applied with a soft cotton cloth to obtain a sheen.

**Note:** Never wax the vehicle in full sunlight as the surface will be too hot. The wax will be difficult to remove and may result in spots.



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## Polishing

**Note:** Polishing can be carried out after proper washing of the painted surface has not removed dirt or, if small scratches exist on the painted surface resulting in reduced sheen and dulling.

- Before beginning polishing, you should thoroughly wash the vehicle surface.
- For polishing, only use pastes and polishing agents recommended by Authorized Volvo Service Outlets. Always perform the work in accordance with the instructions provided with the agents being used.
- Small fragments of the painted surface can be buffed up by hand using a soft cloth.
- Polishing of larger elements can be done using an angle grinder and suitable polishing discs.

**Note:** Polishing is the ultimate way of removing scratches in the painted surface, but always remember that polishing causes a reduction in the thickness of the paint layer.



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## 8 Renovation of the Paint Finish

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### Renovation

If the paint finish has been damaged, uncovering the paint primer or the panel (metal), the paint finish must be repaired.

To carry out small repairs:

- Wash the surface with a degreasing agent, an agent for removing wax, or white spirit.
- Remove the corroded surface using a fine-grade abrasive, and then collect up the dust and again degrease the surface.
- If the primer has been removed it should be reapplied.

### Professional Renovation

If deeper scratches and grazes to the paint finish surface cannot be removed using these methods described above, consult an Authorized Volvo Service Facility for further information.

- Protect the remaining surfaces - those that are not to be painted.
- Before painting, check that the surface is properly dried off.
- Apply paint to a small area to make sure that the color is well-matched.
- Apply a thin layer of paint, and if a second layer is needed, wait until the first has fully dried.
- After painting, buff up the surface.

### **Stickers**

No laminate-based decorative items and stickers should be attached to the painted surfaces for a minimum of 7 days after painting of the vehicle. The procedure for applying laminates to the surface should be in accordance with their instructions.



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