

## SERVICING / WARRANTY

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### SECTION (C) INTERIOR

1. Wall panels
2. Furniture
3. Curtains/Blinds/Flyscreens
4. Bedding/seating
5. Carpet
- 6 Door and Drawers
7. All hinges and catches
8. Ventilation
9. Hoses and sink plugs
10. Hot water system
11. Cold water system
12. Window hinges and stays
13. Cassette Toilet
14. Shower
15. Shower Tray
16. Central Heating
17. Damp test

### SECTION (D) ELECTRICAL

1. All interior lights/Road lights
2. Water pump and switches

3. Refrigerator
4. Distribution Unit
5. Charging Unit
6. Junction box
7. Wiring and supports
8. Trailer connecting plugs
9. Overall tests ext. lights
10. Awning light
11. Electronic Ignition (Hob)
12. 12v/230v System where applicable

### SECTION (E) GAS INSTALLATION

1. Hob burners
2. Oven
3. Heater
5. Fridge
6. Water heating
7. Fully operational
8. Leak tested

### SECTION (F) FINAL

- Road Test

### CARE WARRANTY

Your caravan is covered by a 5 year warranty. To activate this warranty your selling dealer must forward the signed and completed Registration Form contained in the Warranty and Service Handbook within one week of purchase. It is a condition of this warranty that a service and safety check is carried out by your caravan dealer at least once every year (12 months from the date of purchase), within the period 90 days before to 90 days after the anniversary of the purchase date for interim years but BEFORE THE ANNIVERSARY ON THE FINAL YEAR in accordance with the National Caravan Council recommendations. For further information please read your policy documents in your Warranty and Service Handbook.

### IF YOU HAVE A “WARRANTY” PROBLEM

We sincerely hope you will never have cause to complain about your caravan. However, if things do go wrong, the course of action for you is to contact your dealer and explain the difficulty you are having. We are confident they will do their utmost to resolve the problem to your complete satisfaction.

The Dealer from whom the caravan is purchased is liable for warranty repairs.

Any other approved dealers may carry out work on a caravan at his own convenience or discretion, but is not obliged to do this.

Your caravan is supplied to you with a manufacturer's warranty guarantee that is valid for 5 years from the date of purchase except when otherwise stated.

Please refer to your Extended Warranty and Service Handbook for details.

The manufacturers are not responsible for travelling costs incurred returning a caravan to a dealer or the factory for warranty repair. This also applies to consequential loss, i.e. earnings incurred.

You will need to retain proof of servicing (invoices) in the event of a warranty claim.

### SPECIFIC EXCLUSIONS

**During the first year;** tyres, bulbs, fluorescent tubes and fuses. Normal wear and tear.

- Proprietary products such as refrigerators, space heater, water heaters, ovens and audio equipment which are covered by the respective manufacturers' own guarantee and service arrangements. (See list on page 110)
- The caravan is not covered if the manufacturers' identification (vehicle identification number) of the caravan has been defaced or removed.

The warranty also excludes

- Failure due to reasons of fair wear and tear.
- Damage resulting from accidents.
- Misuse of any component.
- Replacement of parts which have reached the end of their effective working life because of age and/or usage.
- Cleaning or adjustment of any assemblies.

The warranty will be invalidated if the caravan has been neglected, misused or modified in any way without the prior agreement of Coachman Caravans.

The warranty also excludes.

- Caravans used for hire or reward.
- Caravans used for other than recreational purposes i.e. for living in or business purposes.
- The cost of transporting the caravan, by whatever means, to the place of repair.
- Any consequential cost or loss arising.
- Damage by mould.
- Damage by forces of nature.
- Damage by vermin.

For full details of the warranty refer to your Warranty and Service Handbook.

**In years two, three, four and five,** the Warranty will cover all original components of the caravan including permanently fitted equipment forming part of the original manufacturer's specification plus water ingress and delamination. The specific exclusions of the Coachman Caravan Company Limited Warranty during years two, three, four and five are tyres, battery, glass, paintwork, brightwork and all similar trim and finish, tables, hinges, knobs and handles, window catches, stays and associated fittings, adjustment of blinds, catches, stays and doors, replacement of bulbs, fluorescent tubes and electrical connection, entertainment/communications systems and connected equipment. Additionally proprietary products such as refrigerators, space heaters, water heaters, ovens, chassis and audio equipment which are covered by the respective manufacturers' own guarantee and service arrangement are also excluded. (See list on page 110).

- The caravan is not covered if the manufacturers' identification (vehicle identification number) of the caravan has been defaced or removed.

The warranty also excludes

- Failure due to reasons of fair wear and tear.
- Damage resulting from accidents.

## WARRANTY

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- Misuse of any component.
- Replacement of parts which have reached the end of their effective working life because of age and/or usage.
- Cleaning or adjustment of any assemblies.

The warranty will be invalidated if the caravan has been neglected, misused or modified in any way without the prior agreement of Coachman Caravans. The caravan will be deemed to have been neglected if it has not been serviced and maintained as stated in the Warranty and Service Handbook.

The warranty also excludes.

- Caravans used for hire or reward.
- Caravans used for other than recreational purposes i.e. for living in or business purposes.
- The cost of transporting the caravan, by whatever means, to the place of repair.
- Any consequential cost or loss arising.
- Damage by mould.
- Damage by forces of nature.

For full details of the warranty refer to your Warranty and Service Handbook.

The remaining benefits of the Coachman Five Year Warranty may be transferred to a

new owner if the caravan is sold providing the caravan has been serviced by an Authorised Dealer in accordance with the requirements of the Warranty and Service Handbook and details of the change of ownership have been supplied to Coachman using the change of ownership form in the back of the Warranty and Service Handbook.

**IT IS A CONDITION OF YOUR WARRANTY THAT YOUR CARAVAN IS SERVICED ANNUALLY BY AN APPROVED COACHMAN DEALER OR A COMPETENT SERVICE CENTRE.**

### WATER INGRESS

We at Coachman recognise that while over recent years we, together with our sealant suppliers, have made tremendous developments in sealants and sealing techniques and are extremely confident in our product resisting water ingress, it is water ingress above all other problems which remains the main worry and concern of potential and actual retail customers.

Therefore, on every new Coachman caravan sold, we make a comprehensive **6 year Worry Free Water Ingress and Delamination Offer:**

- Water Ingress between new and 5 years – All labour and parts covered by the Coachman Warranty provided there is a full service history.
- Water Ingress between 5 and 6 years:
- Coachman will pay the total labour cost and supply parts free of charge provided there is a full service history and the fifth service was carried out before the anniversary date on the final year of the five year warranty.
- When a customer part exchanges a Coachman caravan at a Coachman Dealer and water ingress is detected at the time of the part exchange Coachman confirms they will pay the dealer the total of the agreed cost of any repair undertaken to rectify the water ingress provided:
  1. It is being exchanged for a new Coachman Caravan.
  2. There is full documentary evidence that the caravan has been serviced annually.
  3. The caravan is less than 6 years old.

**Additionally for 2015 model year caravans onwards for the first owner, Coachman make a 10 year worry free water ingress offer:**

- Water ingress between new and 5 years - all labour and parts covered by the Coachman warranty provided there is a full service history.
- Water ingress between 5 and 10 years - Coachman will pay the total labour cost and supply parts free of charge provided there is a full service history and the 5th and 10th service were carried out before the anniversary date on the final year of the 5 year warranty and final year of this offer.

As with the Coachman 5 year warranty all water ingress offers are subject to the conditions, terms and exclusions listed in this handbook and the Warranty and Service Manual.

**In order to preserve your Coachman warranty you must ensure:-**

- Your annual service is carried out within 90 days either side of the anniversary of the purchase date.
- The 5th service is carried out before the expiry of the 60 month period from the original date of purchase.

**To preserve your 6 year worry free water ingress and delamination offer you must ensure:-**

- The 6th annual service is carried out before the expiry of the 72 month period from the original date of purchase.

**To preserve your first owner 10 year worry free water ingress offer you must ensure:-**

- Your annual services in year 1-6 have been carried out in line with the timings detailed above.
- Your services in years 7,8 and 9 are carried out within 90 days either side of the anniversary of the purchase date.
- Your 10th service is carried out before the expiry of the 120 month period from the original date of purchase.

## WARRANTY & AFTER-SALES REFERENCE CHART

<b>MANUFACTURER ADMINISTRATING WARRANTY WITH DEALERS</b>			
<b>Appliance/Component</b>	<b>Warranty Period</b>	<b>Address of Company Providing Warranty</b>	<b>Telephone Numbers</b>
Caravan Body, Structure and Furniture	5 Years	Coachman Caravan Co. Ltd. Amsterdam Road, Sutton Fields Industrial Estate, Hull HU7 0XF	01482 877405
Chassis, Axle & Under Gear Hitch, Traction Control, Wheel Lock	3 Years	AL-KO Kober Ltd, South Warwickshire Business Park, Kineton Road, Southam, Warwickshire, CV47 0AL	01926 818500
CD/MP3	1 Year	Base Systems Limited, 85/87 Fylde Road, Preston, PR1 2XQ	01772 886000
Alarm	3 Years	Sargent Electrical Systems Ltd, Unit 39 Tokenspire Business Park, Woodmansey, Beverley, HU17 0TB	01482 678981
Polyplastic Windows 07711415577	3 Years	Miriad Products Limited, 2000 Park Lane, Dove Valley Park, Foston, South Derbyshire, DE65 5BG	01283 586060
Porta Potti Cassette Toilet	3 Years	Thetford Limited, Unit 6, Brookfields Way, Manvers, Rotherham, S63 5DL	0844 9971960
Power Centre/Chargers/Loom/Relays Consumer Unit/Control Panels.	3 Years	BCA Leisure Ltd, Unit H9 Premier Way, Lowfields Business Park, Elland, HX5 9HF	01422 376977
Cooker, Hob and Refrigerator	3 Years	Thetford Limited, Unit 6, Brookfields Way, Manvers, Rotherham, S63 5DL	0844 9971960
Shower Towers	3 Years	Plas-Tech Thermoforming, Catfoss Ind Estate, Catfoss Lane, Brandesburton, Driffield, YO25 8EU	01964 544544
Soft Furnishings	3 Years	Leisure Furnishings Ltd, Unit 4, Meadow Brooks Business Park, Meadow Lane, Long Eaton, Notts, NG10 2GD	01159 463666
Combi Heater & Control Panel, Ultraflow Filter Housing, Compact Housing, Flowjet Pump	3 Years	Truma UK Limited, Park Lane, Dove Valley Park, Foston, South Derbyshire, DE65 5BG	01283 586050
Gas Regulator	3 Years	Truma UK Limited, Park Lane, Dove Valley Park, Foston, South Derbyshire, DE65 5BG	01283 586050
Phantom Tracker	3 Years	Phantom Limited, 149 Broadstone Road, Stockport, Cheshire, SK5 7GA	0870 7777060
Whale On-Board Water Tank	3 Years	Munster Simms, Old Belfast Road, Bangor, County Down, Northern Ireland, BT19 1LT	02891 270531
Alde Heating	3 Years	Alde, 14 Regent Park, Booth Drive, Hark Farm South Ind. Est, Wellingborough, NN8 6AB	01933 677765
Smoke and Carbon Monoxide Alarms	3 Years	FireAngel, The Techno Centre, Puma Way, Coventry, CV1 2TT	0800 1412561
Omnivent	3 Years	Rose and Co, Westmoreland Street, Hull, HU2 0HS (Through Coachman Caravans Ltd)	01482 328231
Solar Panel	10 Years	Solar Technology International, Units 4 – 6 Station Drive, Bredon, Nr Tewkesbury, Glos. GL20 7HH	01684 774000
Solar Panel Charge Controller	2 Years		