



WARRANTY

Lunar Caravans Owners Warranty 2015

Introduction

Congratulations on becoming a Lunar owner. We trust your Lunar caravan to provide you a long and trouble free service. However, in the unlikely event that you do have a problem or a fault does arise, it is important that you understand the contents of the Lunar owners warranty and follow the correct procedures to ensure that you receive the full benefit of this protection.

Your Lunar warranty commences on the day your new caravan is purchased. It is important that as an owner you complete the "Validate your Warranty" section located on our website which activates your Lunar warranty. www.lunarcaravans.com.

Lunar Caravans 2015 Warranty

All Lunar Caravans are supplied with a 6 year body shell warranty and a three year manufacturer's backed warranty from the date of purchase. The warranty is conditional on annual servicing being carried out 60 days either side of the anniversary of the purchase date, except the third service which should be carried out prior to the third anniversary date of the final year.

6 year body shell integrity warranty

Lunar Caravans will cover water ingress through any permanently sealed seam joints and delamination of panels and floor, being part of the caravan's original construction.

3 year manufacturer's warranty

Year 1

The first 12 months of the Lunar manufacturer's warranty will cover all components and parts arising from manufacturing defects but not those which are the result of normal wear and tear and those that relate to Tyres, Bulbs, Fluorescent Tubes and Fuses.

Years 2 & 3

In the event of a claim after 12 months from the date of purchase. Lunar will require proof of servicing which will be the fully detailed original VAT service invoice. Failure to keep / provide such records and information will invalidate the Lunar warranty and any claims.

The warranty extends to the following items in year 2 & 3.

Cooker 3 years: The cooker unit including burners, grill, oven and flame failure device and igniters.

Fridge 3 Years: Door seal, gas ignite, flame failure device, 12 & 230v thermostat, 230v temperature control switch.

Water System 3 years: Water heater, water pump, water gauges, fresh water tank.

Cassette Toilet Dometic 2 years: The cassette toilet is covered excluding seals, valves and glands.

Cassette Toilet Thetford 3 years: The cassette toilet is covered excluding seals, valves and glands.

Auxiliary Electrics 3 years: Battery charger, distribution unit, mains hook up input connector.

Heating System Alde 3 years: Control unit, switches, flame failure device, ignite (excluding ducting and fittings).

Heating system Truma 3 years: Control unit, switches, flame failure device, ignite (excluding ducting and fittings).

Disclaimer: The contents of this Service book are as accurate as possible at the time of going to print. Lunar Caravans reserve the right to alter materials and specifications without prior notice.



Chassis 3 years: All chassis members.

Towing Mechanism 3 years: All mechanical components fitted (excluding delivery).

Suspension 3 years: Spring, hangers, shackle pins, shock absorbers and mountings. (excluding damage to or faults in the brake drums and shoes that are caused through misuse of the braking system or from normal wear and tear).

Windows: 2 years

During the second and third years, Lunar will not cover those items which are the result of normal wear and tear or those related to:

1. Bulbs, flurorescent tubes, LED's and fuses.
2. Interior lights
3. Tyres
4. Batteries
5. Smoke Alarms & carbon monoxide alarms
6. Carpets and Floor Coverings
7. Soft Furnishings
8. Entertainment Equipment
9. Glass
10. Deterioration of exterior paint work
11. Adjustments of blinds
12. Doors and Door flyscreen
13. Hinges

14. A Frame covers and wheel spats

15. Shower trays and cubicles

16. Surface finishes to kitchen sinks, cooker tops, vanity units and worktops

17. Microwave

18. Alarm

19. Front Panels

20. Back Panels

21. Wheels

Not covered are faults arising from accidental damage or damage caused by the misuse of any component part of the caravan and the replacement of parts which have reached the end of their working due to age and or usage.

The cleaning and adjustments of any assemblies is not covered in years two and three.



WARRANTY

Below is a list of manufacturers who should be contacted direct by your dealer should any warranty issues arise.

OEMS CARRYING DIRECT WARRANTY WORK & ADMINISTRATION

Company	Component	Contact	Warranty Term	Telephone No	Fax No	Email
Alde International	Heating System	Customer Care	36 months	01933 677765 Press 1	01933 674975	info@alde.co.uk
AL-KO	Chassis, Axle & Under Gear	Service Department	36 months	01926 818200		
Base Automotive	Radio/DVD	Customer Services	12 months	01772 886000		pstafford@armourauto.co.uk
Sargent Electrical Services Ltd	Power supply units, chargers control panels	Customer Support	36 months	01482 678981	01482 678987	support@sargentltd.co.uk
Dometic	Toilets Fridges	Service Department	24 months 36 months	0844 6260139		technical@dometic.co.uk
Grade UK	Status Antennas	Warranty Department	24 months	0115 9867151		
Phantom	Phantom Tracker	Activations Technical Subscription Sales	12 months	0161 4311052 0161 4311066 0161 4311065 0161 4316751		
Polyplastics	Windows	Miriad	Various (see polyplastics notes)	01283 5860630	01283 586061	sales@miriad-products.com
SCS	Microwaves	Customer Services	12 months	01924 893656		
Thetford	Toilets Fridges	Customer Services	24 months	01283 86020		
Truma	Water System Heating Systems	Customer Services	36 months	01709 766770		



Report a fault

In the unlikely event that a fault develops with your Lunar Caravan, your initial contact should always be with the retailer from which you purchased your caravan from; your retailer is with whom your contract of sale is with and ultimately who will be responsible for carrying out a thorough pre-delivery inspection and arranging warranty work which may be required together with annual servicing.

Servicing

It is important that to maintain the validity of the Lunar warranty, your caravan has an annual service and damp check carried out by an Approved Lunar dealer or Approved workshop using genuine parts, recommended sealants and following Lunar procedures; failure to do so will invalidate your Lunar warranty.

Your Lunar warranty is conditional on annual servicing being carried out 60 days either side of the anniversary purchase date for interim years. The third annual service must be carried out before the expiry of the 36 months warranty period from the original date of purchase.

Your service handbook must be stamped accordingly and the original VAT invoices and damp reports must be retained as proof that the annual services have been carried out in accordance with the warranty terms and conditions.

Spare parts

Should you require any spare parts for your Lunar caravan, please contact your dealer or nearest service centre; they in turn will contact our factory. To assist the process please provide as much information you can, including the VIN number of your caravan, model, a full description of the part you require and if possible, a photograph of the part.

Change of Ownership - Transfer of Warranty

The Lunar warranty may be transferred to a new owner if the caravan is sold on. This is providing the caravan has been serviced by a Lunar approved or NCC approved service centre.

The details of change of ownership form which is located at the back of the service handbook should be complete and full documentary evidence that the caravan has been annually serviced provided. The transfer ownership must be completed within

a month of change of legal ownership. An administration charge of £50 is also applied.

Lunar Caravans Limited 6 year warranty is offered subject to the following Terms and Conditions:-

1. The warranty validation has been completed within 4 weeks of purchase.
2. An annual service has been undertaken on the caravan by a Lunar approved service centre including a comprehensive damp check, within 60 days either side of the anniversary purchase date.
3. The third annual service must be carried out before the expiry of the 36 month warranty period from the original date of purchase.
4. A record of each service should be recorded and stamped in the "service record" section at the back of the service handbook.
5. No warranty work should be commenced under the terms of the warranty unless prior authorisation is obtained from Lunar Caravans Limited.
6. The warranty holder must notify the dealer of the alleged defect within 14 days of discovering it, with sufficient particulars including the VIN to enable the defect to be clearly rectified.



WARRANTY

7. The manufacturer identification (vehicle identification number - VIN) of the caravan must not have been removed or defaced.
8. The caravan must only be used in the United Kingdom other than a temporary use for the purpose of a holiday outside the United Kingdom and must not be used as a permanent residence.
9. The caravan must not have been used other than for recreational purposes i.e. living in or business purposes.
10. No liability will be accepted for alternative accommodation.
11. If the caravan has been subjected to any collision, impact or accident, repairs must be undertaken by an Approved Lunar dealer or NCC Approved Workshop and Lunar Caravans are notified of the collision, impact or accident.
12. The caravan shall only be towed by a private car or private 4x4 vehicles.
13. The caravan must not have been modified or any alteration made to its original construction.
14. Lunar Caravans reserves the right to examine the caravan prior to commencement of repairs and nominate a repairer.
15. In the event of dispute Lunar Caravans reserve the right to subject the caravan to an expert assessment and nominate a repairer.
16. Lunar Caravans Limited liability under this agreement shall be limited to supplying labour and materials of a value not exceeding £2500 including VAT in respect of each claim or series of claims.
17. No liability will be accepted for damage caused by neglect, intrusion, lack of servicing, over-heating, freezing or abuse, (e.g. continued use after failure has become evident thus exacerbating the problem).
18. No liability will be accepted for the cost of transporting, towing, or moving the caravan by any means from a place of repair or consequential cost relating to transportation.
19. No liability will be accepted for consequential cost or loss, damage by forces of nature, damage by vermin, damage by mould, damage caused by modification.
20. Retailers/dealer have no authority to bind to make any undertaking on behalf of Lunar Caravans Limited by any express or implied undertaking or representation.



ANNUAL SERVICE CHECKLIST

In order to comply with the Warranty, you must have your caravan inspected and serviced by an authorised appointed Dealer, covering the items listed, at least once per year.

It is important that the Owner's Handbook is stamped on the appropriate page by the appointed Servicing Dealer. Failure to do this will invalidate the warranty.

In the event of a claim, Lunar will require acceptable proof of servicing which will be the fully detailed, original VAT service invoice.

A record of each service should be recorded and stamped in the section in this book.

1. Water Ingress Test _____
- 1.1 Roof - Roof / Walls - Rooflights _____
- 1.2 Walls - Walls / Floor _____
- 1.3 Windows - Window apertures _____
- 1.4 Doors (entrance door, service doors) _____
2. Lamination test, sides _____
3. Lamination test, floor _____
4. Jockey wheel _____
5. Chassis and chassis to body security _____
6. Corner steadies _____
7. Tyres and tyre pressures _____
8. Torque wheel nuts _____
9. Brake rods and linkages _____
10. Hub bearings, brakes and brake shoes _____
11. Handbrake operation and performance _____
12. Suspension and shock absorbers (if fitted) _____
13. 12N and 12S 7-pin plug and cables _____
14. Road lights, wiring and reflectors _____



ANNUAL INSPECTION

- 15. Internal lights and 12V DC system _____
- 16. Water heater – gas and 230V AC _____
- 17. Hob, grill and oven _____
- 18. Refrigerator 230V AC, 12V DC and gas _____
- 19. Gas system _____
- 20. Water pump, taps and water system _____
- 21. Mains 230V AC system _____
- 22. Windows and fittings _____
- 23. Smoke alarm and battery _____
- 24. Roof lights _____
- 25. Furniture hinges/stays etc _____
- 26. Exterior locks and hinges _____
- 27. Grab handle security _____
- 28. All internal vents _____
- 29. Oil seals _____
- 30. Blinds and flyscreens (if fitted) _____
- 31. Blown air heating and gas fire heater _____