

WARRANTY INFORMATION

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WARRANTY

All the illustrations and descriptive matter in this handbook are intended to give a general idea of the caravan. Changing market and supply situations and our policy of continuous product development may prevent us from maintaining the exact specifications detailed in this handbook. We therefore reserve the right to alter specifications as materials and conditions demand.

Dealers are not agents of Swift Group Limited ("Swift") and have absolutely no authority to bind the manufacturer by any express or implied undertaking or representation.

YOUR CARAVAN HAS THREE WARRANTIES:

SuperSure Warranty

For all parts or fittings of your caravan other than the body shell, Swift will repair (or at its option, replace) any defective parts or fittings for 3 years from the date of purchase (or hire purchase) subject to conditions, terms and exclusions below.

Body Shell Warranty

For the body shell, Swift will repair (or at its option, replace) any defects with the body shell for 6 years from the date of purchase (or hire purchase), subject to the conditions, terms and exclusions below.

Extended Body Shell Warranty

For the first owner, Swift will repair (or at its option, replace) any defects with the body shell for 10 years from the date of purchase (or hire purchase), subject to the conditions, terms and exclusions below.

Conditions

1. You must ensure that your caravan has had an Annual Service (see clause 2 below) within 90 days before or 60 days after each anniversary of the original date of purchase. In order to preserve your SuperSure Warranty, the third Annual Service must be carried out before the expiry of the 36 month period from the original date of purchase. In order to preserve your Body Shell Warranty, the sixth Annual Service must be carried out before the expiry of the 72 month period from the original date of purchase. In order to preserve your Extended Body Shell Warranty, the tenth Annual Service must be carried out before the expiry of the 120 month period from the original date of purchase. If you have not performed an Annual Service then Swift will not be obliged to perform any work under the applicable warranty. Original VAT invoices must be retained as proof that Annual Service have been carried out.
2. The Annual Service must be carried out in accordance with the requirements in this handbook. You will be responsible for any charges made for an Annual Service. If the Annual Service is performed by an authorised Swift Group Service Centre then Swift warrants that the Annual Service has been performed correctly. If the Annual Service is performed by an unauthorised repairer or service centre then if the Annual Service has not been performed in accordance with the requirements in this handbook and/or work has been performed on your caravan that is defective or faulty, then Swift will not be obliged to perform any work under this Warranty (insofar as it relates to defective or faulty work or defective Annual Service).
3. All new caravans must be registered with Swift within 6 weeks of purchase as new.
4. The benefit of the SuperSure Warranty and Body Shell Warranty may be transferred to a new owner if the caravan is re-sold, provided that the caravan has been serviced in accordance with the requirements of this handbook, and details of the change of ownership have been supplied to Swift using the change of ownership form set out in this handbook as soon as reasonably practicable after the change.
5. **The benefit of the Extended Body Shell Warranty is non transferable to new owners and applies only to the original registered owner**
6. If any repairs are identified as being necessary during an Annual Service or

otherwise, Swift will only pay for Warranty work performed by an authorised Swift Group Service Centre. The caravan must be made available to an authorised Swift Group Service Centre within 6 weeks of the date the repair need was identified for the work to be carried out. The cost of transporting, towing or moving the caravan by any means to or from the place of repair is the responsibility of the owner.

7. **The SuperSure Warranty, the Body Shell Warranty and/or the Extended Body Shell warranty only apply to caravans purchased and used primarily within the UK, which means that the caravan is not used for continuous journeys outside of the UK of longer than 90 days per journey.**

Terms

8. The Body Shell Warranty and Extended Body Shell Warranty cover any defect with the panels and seams of the caravan. This includes body leaks, delamination of panels or floor, water ingress through any permanently sealed seam joints. **NB: The Extended Body Shell Warranty is non transferable and only applies to the original registered owner.**
9. The SuperSure Warranty will cover in the first 12 months any defect other than those specified in the Exclusions below.
10. In years 2 and 3 of the SuperSure Warranty, the Warranty will only cover any defect with the following components:
- Water system, heater, fresh water tank, water pump, water gauges, taps and shower heads;
 - Heating system and components;
 - Main proprietary items (for example fridge, toilet, cooker);
 - Chassis and associated parts;
 - Auxiliary electrics ; and
 - Windows (excluding window furniture and blinds).

In years 2 and 3 of the SuperSure Warranty, any defect specified in the Exclusions will not be covered.

Exclusions

11. Swift shall not be liable under this Warranty for any defect related to or arising from the following:
- The failure of a component for reasons of fair wear and tear;
 - Damage resulting from freezing, fire, overheating or accidents (whether caused by the user or a third party);
 - Misuse of any component;
 - Normal deterioration, corrosion, intrusion of foreign or harmful bodies, lack of servicing or negligence of any person other than Swift which causes stoppage of or impairment to the function of any component of the caravan;
 - 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;
 - Cosmetic finishes to kitchen sinks, cooker tops, vanity units, shower trays; and/or
 - Routine maintenance items which are part of the annual service including brake shoes, one shot nuts, lubricants, AKS pads, rubber gas hose, the cleaning of the heater and fridge flues, the replacement of gas jets, the resealing and/or replacement of shower room sealant, and the adjustment and lubrication of locks.
12. In addition to the exclusions above, in years 2 and 3 of the Warranty Period, Swift shall not be liable under this Warranty for any defects related to:
- Any audio equipment;
 - Any microwave; and/or
 - Any TV.

Swift shall not be liable under these Warranties if the caravan has been neglected, misused, modified or used for hire or reward or if the identification marks (chassis/VIN numbers) have been removed or defaced. The caravan will be deemed to have been neglected if it has not been serviced and maintained as stated in this handbook or any repairs being identified as

ASSISTANCE

necessary at an Annual Service or by a Swift Group Service Centre have not been carried out in a reasonable time.

You have legal rights under UK law governing the sale of consumer goods. These warranties do not affect your legal rights.

The name and address of the warranty and Guarantee provider is:

Swift Group Limited, Dunswell Road,
Cottingham, East Yorkshire, HU16 4JX.

In the unusual event that a fault develops and you need to claim under Body Shell Warranty or the SuperSure Warranty, your first contact should normally be made through the dealer from whom the caravan was purchased. If this is not feasible then a claim may be dealt with by a different authorised Swift Group Service Centre, please contact the Swift Group Customer Care Department on 01482 875740 or enquiring on our website: www.swiftleisure.co.uk directly for details.

CHANGE OF OWNERSHIP

There is a £50.00 administration fee to transfer the remainder of any 3 year 'Supersure warranty' and the 6 year 'body shell' warranty, details of how to do this can be found at the rear of this handbook.

The 'Extended Body Shell Warranty' is non transferable.

WHAT TO DO IF YOU REQUIRE ASSISTANCE

Congratulations on purchasing your new caravan. We are confident that you will enjoy many happy holidays. However, should you have an enquiry or require assistance with a problem, we hope that this guide will be of assistance to you.

If you have a problem, or enquiry with regards to your new caravan, please follow these steps:

1. Check the Owners Handbook, paying particular attention to the fault finding advice at the back of the book.
2. Contact your supplying dealer for assistance.

If you need to contact the Swift Group, please be aware of the following:

1. When contacting Swift Customer Care, please quote your name, postcode and serial number of your caravan.
2. In most instances, the Customer Care Team will involve your dealer in resolving the issue you are experiencing.
3. If you are contacting the company by email, letter or fax, the Customer Care Team will respond to you within five working days from the date of receiving the correspondence.
4. If you are calling the Customer Care Team, please avoid where possible, Mondays and lunch times.
5. Please be aware that the Swift Group cannot send parts direct from the factory. In all cases, without exception, your dealer must place the order for you.

SUPPLIER CONTACTS

A number of Swift Group suppliers manage their own Technical and Warranty related queries. Where a customer has a question relating to a product manufactured by a company listed below, we would advise that the first contact should be directly with them.

SARGENT

Sargent Electrical Services

Unit 39, Tokenspire Business Park, Beverley,
East Yorkshire, HU17 0TB

Phone: 01482 678981

Fax: 01482 678987

E-mail: support@sargentltd.co.uk

AL-KO

AL-KO Kober Limited

South Warwickshire Business Park
Kineton Road, Southam,
Warwickshire, CV47 0AL

Fax: 01926 818562

Email: mail@al-ko.co.uk

Truma

Truma UK Ltd.

Park lane, Dove Valley Park,
South Derbyshire, DE65 5BG

Phone: 01283 586020

Fax: 01283 586029

technical@trumauk.com

THETFORD

Corporation

Thetford Ltd.

Unit 19, Oakham Drive,
Parkwood Industrial Estate,
Rutland Road, Sheffield, S3 9QX

Phone: 0114 273 8157

Fax: 0114 275 3094

Email: info@thetford.eu

Alde

Alde International (UK) Ltd

Huxley Close, Park Farm South,
Wellingborough, Northants, NN8 6AB

Phone: 01933 677765

Fax: 01933 674975

Email: info@alde.co.uk

Dometic

Dometic (UK) Ltd

Dometic House, The Brewery,
Blandford St Mary, Dorset, DT11 9LS

Phone: 0844 626 0133

Email: technical@dometic.co.uk

SERVICE INSPECTION

TOURING CARAVANS - ANNUAL SERVICE/INSPECTION RECORD

In order to comply with the warranty, you must have your caravan inspected and serviced by an authorised Swift Group Service Centre at least once per year.

It is important that the Owner's Handbook is stamped on the appropriate page by the authorised Swift Group Service Centre. Failure to do this will invalidate the warranty and the transfer of the warranty on the change of ownership.

The inspection should take approximately two to four hours and will cover the areas dealt with in the annual service check list. Any areas requiring service and/or maintenance will be highlighted by your dealer and we recommend that you authorise any necessary work to be carried out.

NB. It is essential, to validate the warranty, that an annual inspection be carried out by an authorised Swift Group Service Centre covering the items listed.

1. Damp and lamination test.
2. Coupling head and breakaway cable.
3. Jockey wheel.
4. Chassis and chassis to body security.
5. Corner steadies.
6. Tyres and tyre pressures.
7. Torque wheel nuts.
8. Brake rods and linkages.
9. Hub bearings, brakes and brake shoes.
10. Handbrake operation and performance.
11. Suspension and shock absorbers (if fitted).
12. 13 pin plug and cables.
13. Road lights, wiring and reflectors.
14. Internal lights and 12V DC system.
15. Water heater - gas and 230V AC (if fitted).
16. Hob, grill and oven (if fitted).
17. Refrigerator 230V AC, 12V DC and gas.
18. Gas system.
19. Water pump, taps and water system.
20. Mains 230V AC system.
21. Windows and fittings.
22. Smoke alarm and battery.
23. Roof lights.
24. Furniture hinges/stays etc.
25. Exterior locks and hinges.
26. Grab handle security.
27. All internal vents.
28. Oil seals.
29. Blinds and fly screens (if fitted).
30. Carbon Monoxide detector and battery

Annual service / inspection record stamps Caravan model: Year: Chassis number:	1st SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.
2nd SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.	3rd SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.
4th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.	5th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.
6th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.	7th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.

SERVICE INSPECTION

8th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.	9th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.
10th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.	11th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.
12th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.	13th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.
14th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.	15th SERVICE DATE: DEALER'S STAMP We certify that an annual service has been carried out in accordance with the handbook.