

# Auto-Sleepers Ltd Motorhome

Warranty and Service

# Auto-Sleepers Ltd Motorhome

## Warranty and Service

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1	Auto-Sleepers Serial (Job) Number	
2	Model	
3	Registration Date	
4	Registration Number	

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### **1. Introduction**

This manual contains; the terms and conditions of your Auto-Sleepers warranty policy, sets out the six year servicing and inspection schedule you will need to follow to maintain the cover and explains what you should do if you need to make a claim.

The first six services and inspections are required as part of the terms and conditions and failing to have them carried out at the specified intervals will invalidate any remaining warranty.

Warranty issues must be reported to your Auto-Sleepers Dealer as soon as they are discovered. They will advise you whether or not it is safe to continue using your motorhome without causing further problems and facilitate a course of action to get the problem resolved. Under some circumstances, Auto-Sleepers may decide the appropriate course of action is for us to deal with you directly, but, to ensure that all interested parties are fully informed, we will only do so after you have discussed the issue with your dealer and he has submitted a claim on your behalf.

The warranty does not cover items that have deteriorated due to fair wear and tear, serviceable items such as fuses, light bulbs, batteries and filters or damage caused by misuse or negligence nor does it cover defects arising as a result of continuing to use your motorhome having been advised not to by either Auto-Sleepers Ltd, your supplying dealer or, when applicable, a third party service point or repairer.

Always consult your Auto-Sleepers Dealer before fitting optional equipment or making any alterations as unapproved modifications, however minor, may invalidate the warranty.

If the motorhome is sold before the end of the original warranty, the benefit of the remaining period may be transferred to the new owner using the form at the back of this booklet. The application for the transfer must be received by us within 14 days of the acquisition of the motorhome or the remaining cover will be cancelled. We may ask for proof that the motorhome has been properly serviced to support the application before we approve it. Note that only the unexpired period of the Habitation Warranty is transferable, the benefit of the additional 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> years Water Ingress Warranty applies only to the first owner and cannot be transferred.

### **2 Activating the Warranties**

Your supplying Dealer must explain the terms and conditions to you and register your purchase with us to activate the with Auto-Sleepers warranty.

You should carefully read the instruction manuals for all the ancillary equipment in your motorhome and register the warranties as instructed.

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### **3 Warranty Periods, Service Intervals, Terms and Conditions, Cover.**

#### Warranty Periods

The warranty begins on the date of registration or 12 months from the date the motorhome was invoiced to the Dealer, whichever is sooner.

The Auto Sleepers Warranty covers the habitation aspect of the motorhome. The base vehicle manufacturers, for example Peugeot or Mercedes, provide the warranty for the chassis and you must refer all matters concerning them to the appropriate manufacturer's dealer.

Auto-Sleepers provide a three-year Habitation Warranty supplemented by an additional three years Water Ingress Warranty.

During this period Auto-Sleepers undertakes to repair or, if deemed appropriate by us, replace, any defective parts of the motorhome. Any repairs carried out or parts replaced under the terms of the warranty are covered for the unexpired term of the original warranty period. Any parts we opt to replace become the property of Auto-Sleepers Ltd.

The warranty cover is conditional on the completion of a six year servicing schedule, items 1 to 6 below; failure to have these surveys carried out within the specified timeframe will invalidate any remaining cover. The services must, as a minimum, satisfy the requirements of the Motorhome Habitation Service Schedule and Water Ingress Survey as periodically published by the National Caravan Council.

Services carried out by Authorised Auto-Sleepers Dealers will be deemed to have been properly carried out.

When opting for someone other than an approved Auto-Sleeper dealer to carry out this work please note that you must retain records of the service including;

- 1) The original, completed, service schedule.
- 2) The water ingress survey.
- 3) Proof of payment - a receipted invoice is the minimum requirement.

You should also satisfy yourself that the technicians doing the work are suitably trained and qualified and that any critical measuring equipment has been properly calibrated.

Note that we reserve the right to establish the credentials of third party service points if compliance with the warranty terms and conditions needs to be established prior to approving a warranty claim.

In all cases service providers should stamp the service record section of this booklet and owners retain the original, receipted, VAT invoice, and service documents.

Where an approved Auto Sleeper dealer has carried out the work he is responsible for logging the services with Auto-Sleepers Ltd.

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### Service Intervals

The first and second Habitation Services and Water Ingress Surveys must take place on the respective anniversaries, plus or minus 60 days, of the start of the warranty period.

The third Habitation Service\* and the third Water Ingress Survey\* must take place on or before the respective anniversaries of the start of the warranty period to protect you if an issue arises that could have been attributable to defect that occurred during the warranty period and not after it had expired.

	Service windows –periods before and after the anniversary of the warranty start date during which servicing must be completed	
1	First combined Habitation Service and Water Ingress Survey	From 60 days before to 60 days after
2	Second combined Habitation Service and Water Ingress Survey	From 60 days before to 60 days after
3*	Third combined Habitation Service and Ingress Survey	From 60 days before up to the anniversary (not after)
4	First Water Ingress only Survey	From 60 days before to 60 days after
5	Second Water Ingress only Survey	From 60 days before to 60 days after
6*	Third Water Ingress only Survey	From 60 days before up to to the anniversary (not after)

Where a service or survey identifies that repairs may be necessary and the owner wishes to have any works carried out under the cover of this warranty they must present the vehicle to an approved Auto-Sleeper Dealer for further investigation and repair within six weeks of the date of the service.

### Terms and Conditions

Auto-Sleepers Ltd will only be liable for the costs of the repair. No liability will be accepted for other expense such as loss of use, income, business or pleasure or any costs incurred returning the motorhome to a repairer – these are the responsibility of the owner

Your attention is drawn to the Motorhome Owner's Manual and you should familiarize yourself with the warnings, prohibitions, recommendation and instructions relating to the proper use and maintenance of the motorhome contained therein.

Dealers and their agents cannot vary the terms and conditions of this warranty nor can they bind us to any agreement for warranty work to be undertaken unless they have obtained our prior authority.

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### **Cover**

Year one.

The first year of the warranty covers against faults in the motorhome arising from manufacturing defects or defective parts with the following exclusions - Items covered by the original equipment manufacturers warranty, including but not limited to, Truma, Dometic, Fiamma, Thetford, Sargent and Whale. Leisure batteries, unless they fail during a 90 day warranty that begins on the date that the motorhome is delivered to your dealer by Auto-Sleepers.

Note; if your motorhome is mounted on an AL-KO chassis your Auto-Sleepers dealer will refer any warranty issue with it directly to AL-KO for resolution

Years two and three

The second and third year warranty cover is the same as the first year with these additional exclusions -

External and interior door hinges and catches insofar as any adjustments are required.

Interior and exterior transfers, coach lines, decals and adhesive décor parts.

Interior and exterior surface finishes – including all painted surfaces and heat shields

Glass worktops and mirrors.

Soft furnishings, curtains, carpets, and other floor coverings.

Window and roof light glazing units, blinds, fly screens,

Microwaves, cookers, grills and hobs, refrigerators, water heaters, space heaters, TVs and audio equipment

Years four, five and six.

The Water Ingress warranty provides cover against the effects of water ingress through any permanently sealed joints in the body i.e. those between the roof and the sides plus any permanently fixed external fittings i.e. window frames, made and or fitted at the time of manufacture

It does not cover non-permanent seals i.e. rubber seals between windows, doors, hatches, and their frames nor does it cover ingress arising from extras fitted after the motorhome had been manufactured..

### **Exceptions and Exclusions.**

The warranty does not, at any time, cover;

Replacement bulbs, light emitting diodes, fluorescent tubes, fuses.

The normal effects of wear and tear associated with use, normal deterioration, corrosion, fading.

Accidental damage, damage caused by neglect or abuse, intrusion or introduction of foreign or damaging substances, lack of servicing, over-heating or freezing.

Damage caused by the continued use after a fault has been identified.

Replacement parts where these have reached the end of their effective working life,

Tyres, wheels and wheel trims

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Routine maintenance activities including the adjustment of doors and catches, the servicing of appliances or cleaning,  
The supply of, or cost of hiring, a replacement motorhome during a repair period.  
Costs incurred returning the motorhome to a repairer – these are the responsibility of the owner.  
Motorhomes hired or loaned for reward, financial or in kind or if involved with or in other commercial activities.  
Motorhomes used in any motor race, competition or rally whether timed, official or otherwise.  
No liability will be accepted for other expenses such as loss of use, income, business, and pleasure or accommodation costs.

### Warranty Handover Record

The supplying Dealer must explain the warranty terms and conditions to the purchaser and register the warranty with the Company to activate the cover. Please sign below to verify that this has been done.

Customer's Signature		Date	
Dealer's Signature		Date	

This warranty does not affect your rights as protected by UK consumer legislation.

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### **4 Warranty Service Record**

Scheduled Service Type	Service agent	Dealer Stamp	Technician Name	Date
Dealer Pre Delivery Inspection				
1st Year – First Annual Service Must be carried out 1 year (+ or - 60 days) after registration to maintain cover in the second year.				
2 <sup>Nd</sup> Year- Second Annual Service Must be carried 2 years (+ or - 60 days) after registration to maintain cover in the third year.				
3rd Year – Third Annual Service Must be carried out 3 years (- 60 days) after registration to maintain cover in the fourth year and protect against matters arising from the third year.				
4th Year - First Water Ingress Survey Must be carried out 4 years (+ or - 60 days) after registration to maintain cover in the fifth year.				
5th Year - Second Water Ingress Survey Must be carried out 5 years (+ or - 60 days) after registration to maintain cover in the sixth year.				



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6th Year - Third Water Ingress Survey Must be carried out 6 years (or - 60 days) after registration to protect against matters arising after the end of the warranty period.				

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### **5 Warranty Transfer Form**

If the motorhome is sold before the end of the original warranty period the benefit of the remaining period can be transferred to the new owner using the warranty transfer form. There is a fee of £100 + VAT.

Failure to request this transfer within 14 days of acquisition by the new owner will invalidate the remaining warranty.

Note that it is not possible to transfer the unexpired portion of the Water Ingress warranty.

1	Model	
2	Chassis number	
3	Auto-Sleeper Serial (Job) Number	
4	Purchase Date	
5	Previous Owner	
6	New Owner	
7	Address	
8	Telephone	
9	Email	
10	I have read and understand the terms and conditions of the warranty, including the servicing requirements, as applicable to this vehicle	
	Signed:	Date:

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2	Chassis number	
3	Auto-Sleeper Serial (Job) Number	
4	Purchase Date	
5	Previous Owner	
6	New Owner	
7	Address	
8	Telephone	
9	Email	
10	I have read and understand the terms and conditions of the warranty, including the servicing requirements, as applicable to this vehicle	
	Signed:	Date: