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Auto-Sleepers Ltd, Orchard Works, Willersey Business Park,
Willersey Nr Broadway, Worcestershire, WR12 7QF, www-auto-sleepers.co.uk Motorhome Warranty Issue 4 2015



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1 Introduction

This handbook 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, lists those items that are excluded and explains what you should do if you need to make a claim.

You should note that the first six services and inspections are required as part of the terms and conditions and failure to have them carried out at the specified intervals will invalidate the warranty.

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

Please note that defects arising as a result of continuing to use your motorhome having been advised not to, by your dealer or Auto-Sleepers Ltd, will not be covered by the warranty.

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

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.

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 correctly serviced when the application has been reviewed.

Note that only the unexpired period of the Habitation Warranty is transferable; the benefit of the additional Water Ingress Warranty applies only to the first owner and cannot be transferred.



WARRANTY PERIODS, TERMS & CONDITIONS

2 Activating the Warranties

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

3 Warranty Periods, Terms and Conditions.

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

Cover is limited the habitation aspect of the motorhome. The base vehicle, Peugeot, Mercedes, VW etc., and its ancillary equipment is covered by its manufacturers warranty and all matters concerning it should be referred to you local franchised dealer.

Cover is limited to motorhomes used primarily in the UK. Cover for use outside the UK is limited to 90 days per continuous trip. For

information concerning the use of the base vehicle outside the UK please refer to the base vehicle manufacturer's literature.

Motorhomes produced by Auto-Sleepers Ltd are covered by a standard three-year Manufacturers Habitation Warranty plus an extra three years additional Water Ingress Warranty.

During this period Auto-Sleepers undertakes to repair or, if deemed necessary 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. Parts that are replaced become the property of Auto-Sleepers Ltd.

The Warranty cover is subject to the completion of a six year servicing and survey programme. This work must be carried out by an authorised Auto-Sleepers Dealer or an independent

service centre approved by Auto-Sleepers Ltd and must, as a minimum, satisfy the requirements of the NCC Motorhome Habitation Service Schedule and include a comprehensive Water Ingress Survey.

The Free Running in Service (A in the table below) must be carried out within 30 days of registration or 2000 miles (whichever is soonest) The first (B) and second (C) Habitation Service and Water Ingress Surveys, and the fourth (E) and fifth (F) Water Ingress Surveys, must take place on the anniversaries, plus or minus 60 days, of the start of the warranty period. The third Habitation Service and Water Ingress Survey* (D) and sixth (G) Ingress Survey* must take place on or before the third and sixth anniversaries of the start of the warranty period to protect you if an issue emerges that could have been attributable to defect that occurred during the warranty period and not after it had expired.

Maximum periods before and after the anniversary of the warranty start date that the services can be carried out

A	Free Running in Service	30 days or 2000 miles (whichever is soonest)
B	First Habitation Service and Water Ingress Survey	1 year + or – 60 days
C	Second Habitation Service and Water Ingress Survey	2 years + or – 60 days
D	Third Habitation Service and Ingress Survey	3 years – 60 days*
E	Fourth Water Ingress Survey	4 years + or – 60 days
F	Fifth Water Ingress Survey	5 years + or – 60 days
G	Sixth Water Ingress Survey	6 years – 60 days*



Owners must have the service record section of this document stamped by the service agent and retain the original receipted VAT invoices for the services and surveys as proof of compliance with this requirement. Note that your dealer is responsible for logging the services with Auto-Sleepers.

Where a service or survey identifies that repairs are necessary the motorhome must normally be made available for the repair within six weeks.

Auto-Sleepers Ltd will only be liable for the costs of the repair and no liability will be accepted for other expense such as loss of use, income, business or pleasure.

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.

Year one.

The first year of the warranty covers faults in the motorhome arising from manufacturing defects or defective parts with the following exclusions Those items covered by the original equipment manufacturers warranty, including but not exclusively, Truma, Dometic, Fiamma, Surflo,

Thetford, Setiz, Spinflo, Sargent, AVTEX, Whale and Al-Ko Leisure batteries, unless covered for the unexpired part of a 90 day warranty that begins when the motorhome is delivered by Auto-Sleepers to the Dealer.

Note; if your motorhome is mounted on an AL-Ko chassis this is covered by an AL-Ko warranty. To ensure any issues with it are quickly resolved your Auto-Sleepers dealer will act on our behalf and refer any claim associated with the chassis directly to AL-Ko.

Years two and three

The second and third year warranty cover is the same as the first year with the following 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. that between the roof and the side, and 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. those between windows, doors, hatches, and their frames nor does it cover ingress caused by extras fitted after the motorhome was originally manufactured.



SERVICE RECORDS

Exceptions and Exclusions.

The warranty does not cover at any time;
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 of the
motorhome after a fault has been identified.

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

Tyres, wheels and wheel trims

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 any other commercial
purpose,

Motorhomes used in any motor race,
competition or rally whether timed, official or
otherwise.

Auto-Sleepers will only be liable for the costs of
any repair. No liability will be accepted for other
expense 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.

SERVICE RECORDS



Scheduled Service Type	Service agent	Dealer Stamp	Technician Name	Date
Dealer Pre Delivery Inspection				
Free Running in Service Must be carried out 30 days or 2000 miles(whichever is soonest) from date of registration				
1st Year Annual Service Must be carried out 1 year (+ or -60 days) after registration to maintain cover in the second year.				
2nd Year Annual Service Must be carried 2 years (+ or -60 days) after registration to maintain cover in the third year.				
3rd Year 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 Annual Service Must be carried out 4 years (+ or -60 days) after registration to maintain cover in the fifth year.				



SERVICE RECORDS

Scheduled Service Type	Service agent	Dealer Stamp	Technician Name	Date
5th Year Annual Service Must be carried out 5 years (+ or -60 days) after registration to maintain cover in the sixth year.				
6th Year Annual Service Must be carried out 6 years (-60 days after registration to protect against matters arising after the end of the warranty period.				
7th Year Annual Service				
8th Year Annual Service				
9th Year Annual Service.				
10th Year Annual Service				

WARRANTY TRANSFER FORM



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	
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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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: _____	

