



RANDGER

Warranty Booklet



PERIGORD VDL – Route de Nontron – 24310 BRANTÔME -France- Tél. 00 33 (0) 5 53 05 78 13
www.randger.fr

Model :

Carrier serial number:

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Registration number

Start of sales warranties:/...../ 20.....

BEFORE DELIVERY, your dealer carried out the following operations to verify and prepare this vehicle:
(to be filled in by the dealer; check the boxes)

- Checking of inside equipment,
- Cleaning of inside and outside,
- Checking of locks, doors, closets, etc.,
- Checking of wheel screw torque and tire pressure,
- Presentation of user guides (living unit, carrier, equipment: heating, refrigerators, cooktop, etc.) and handing over of these documents to the customer.
- Checking and testing of 12 V and 230 V electrical circuits, water and gas,
- Mounting of options and accessories according to Randger recommendations,

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WELCOME ON BOARD!

You have just become the owner of a new motorhome, and we would like to thank you for placing your trust in our brand. We hope this model will meet all your expectations and will ensure you many years of good, reliable service. As you know, vans are composed of a living unit mounted on a vehicle base, known as a «carrier,» which was built by a car manufacturer. To become better acquainted with your new van, we suggest you have a look at the documents that were supplied with your vehicle, in particular the user guide for the carrier and the service booklet and user guide for the living unit. These documents will provide all the information you need concerning conditions of use, maintenance and warranties for the carrier and the living unit.

■ CARRIER USER GUIDE

The carrier benefits from the manufacturer's sales warranty. Please consult the document given to you by the car manufacturer when your vehicle was delivered to know more about its operation, ensure maintenance and learn the warranty conditions. You must contact the car manufacturer's network directly to request the sales warranty application for the carrier and to ensure carrier maintenance (mechanical check-ups).

■ THE UNIT SERVICE BOOKLET

To help you keep track of upkeep on your van unit, we designed this service booklet to describe the maintenance operations which must be carried out on your unit and their frequency. Careful reading of this booklet will enable you to maintain your van unit in perfect condition. Maintenance of the unit and carrier according to the manufacturer's recommendations ensures higher value if you decide to sell your van in the future. Lack of proper upkeep can lead to premature aging of your unit and/or its equipment.

■ THE UNIT USER GUIDE

The unit user guide will help you become familiar with information concerning your van equipment, as well as the precautions to take and the instructions to follow when this equipment is used. After five years, even though the sales warranties are no longer valid, carrier and unit maintenance should always be done by a professional (see the Maintenance Visit section).

Enjoy your read and...have a good trip!

SALES WARRANTIES

Your new unit is covered by each of our warranties starting from the date of first registration listed on the vehicle's «registration certificate» for the indicated period (two - 2 - and five - 5 - years), without a mileage limitation, except for special provisions to the contrary which you will be informed of.

To benefit from free service on your vehicle under our different sales warranties, you must take it only to one of the brand's certified dealers or repair centers.

If you resell your vehicle, the successive purchasers will benefit from the different sales warranties until their expiry date, subject to the proper application of warranty conditions by each successive purchaser. For this reason, you should transmit the application conditions relevant to these warranties to the purchaser.

Our sales warranties are applicable as long as your vehicle remains registered and circulates or is parked in European Union countries, as well as in countries or territories listed on your vehicle's green insurance card.

Sales warranty - general conditions

As a complement to the legal warranty on hidden defects, Périgord VDL, Route de Nontron, 24310 Brantome, guarantees:

- the living unit of your new vehicle against manufacturing defects for a two(2)-year period, without a mileage limitation, except for special provisions brought to your knowledge, starting from the date of first registration listed on your vehicle's «registration certificate».

- the watertightness of your new vehicle against manufacturing defects for a five (5)-year period, without a mileage limitation, except for special provisions brought to your knowledge, starting from the date of first registration listed on your vehicle's «registration certificate».

The carrier and its parts are covered by the sales warranty (or warranties) granted by the manufacturer or the manufacturer's representatives. This 'living unit' service booklet concerns only the living area of your vehicle.

What your sales warranties cover:

Except for the restrictions mentioned below, your living unit's two(2)- or five(5)-year sales warranty covers the repair or exchange (free of charge) of parts which have been recognized as defective by Périgord VDL or the company's representative, as well as labor needed for ensuring vehicle compliance.

This operation may be done with new parts or standard replacements, as chosen only by the manufacturer or the manufacturer's representative.

Please note that:

- Interventions carried out under the sales warranty do not extend this warranty. In particular, the replacement of a part in the context of warranty operations does not extend this warranty.

The sales warranty covering the parts exchanged expires at the same date as your vehicle's warranty. However, if your vehicle has been immobilized for more than seven consecutive days under this sales warranty for reasons beyond your control, the sales warranty will be extended for a similar time. These provisions in no way interfere with the application of the legal warranty.

- Parts replaced under the sales warranty become the property of Périgord VDL.

ELEMENTS NOT COVERED BY SALES WARRANTIES

Maintenance and adjustments:

- Maintenance and check-up operations necessary to the proper operation of your vehicle mentioned in this living unit service booklet, in the carrier's booklet, or in the instructions accompanying the equipment (heating, refrigerator, cooktop, toilet, water heater, etc.), as well as particle filter additives and replacement at the appropriate mileage and the replacement of consumables such as oil, air, fuel and passenger compartment filters, etc.
- adjustments or tuning (wheel alignment, wheel balancing, front-wheel axle unit, doors, etc.)
- replacement of parts showing normal wear related to vehicle use, mileage or geographical and climatic environment if this replacement is not due to a breakdown. The following parts are included: brake pads, brake linings and discs, tires, gears, 12 v starter battery and auxiliary battery(ies) in the living unit, belts, shock absorbers, windshield wipers, spark plugs, lamps, LEDs, batteries and fuses, ball joints, ball bearings, fabrics and coverings (carpeting, seat pads, seat backs and arms, headrests, curtain, beds, etc.), flexible hoses and their rings / connections, door joints, etc.

Normal maintenance other than that listed in this service booklet (see the Maintenance Visit section), and on the living unit may be taken care of outside the manufacturer's certified dealer/repair center network.

Vehicle use:

- vibrations and noises related to vehicle operation, deterioration such as discoloration, alteration or deformation of parts due to normal aging,

- damage following natural phenomena, hail, flooding, lightning, storms or other atmospheric occurrences, as well as damage following accidents, fires, vandalism or theft,
- deterioration of skylights and openings in acrylic glass following the use of inappropriate cleaning or maintenance products (products based on solvents or alcohols, abrasive or corrosive products) or if recommendations for use of these skylights and openings have not been followed,
- deterioration of openings and structures which is due to using the vehicle on the road with the windows or skylights open and/or not locked,
- the consequences of repairs, transformations or modifications made to your vehicle by companies which are not certified by the manufacturer,
- the consequences of deterioration or defects which appear after the installation of accessories without following the manufacturer's mounting instructions (solar panel, TV antenna, awning, gallery, bike rack, motorcycle rack, ladder, etc.) and without using proper methods.
- documents related to warranties for devices which have not been designed by the unit manufacturer, in particular household appliances or devices to provide additional comfort, which are subject to specific certification and which are used to equip the motorhome or van (stove, refrigerator, hot plate, sink, heater, water heater, air conditioner, etc.), will be given to you when your motorhome or van is delivered. These household appliances or devices to provide additional comfort, as well as optional devices or accessories (television, antenna, solar panel, etc.) are covered only by the warranty of their respective manufacturers or sellers.

ELEMENTS NOT COVERED BY SALES WARRANTIES

You can apply these warranties by contacting a brand-certified dealer or repair center.

• **You must pay for** any expenses not specifically included in this sales warranty or in the legal warranty; any expenses you may incur in the context of applying this sales warranty (transport of your motorhome or van to a certified repair center; or any expenses due to the immobilization of your van (hotel room, lodgings, meals, seasonal rental, etc.).

In addition, the time required for repairing your vehicle will not give rise to any type of compensation for immobilization, loss of use, etc.

If work done under the sales warranties is carried out at a parking area (storage, campgrounds, etc.), travel costs are not covered by our warranties and must be paid by the motorhome owner.

This warranty does not apply to incidents arising from:

- unaccustomed use,
- overloading the vehicle, even if only for a short time,
- negligence in following maintenance recommendations,
- damage from an accident;
- washing the motorhome or van with a high-pressure device and/or use of cleaning products which may alter or discolor living unit elements;
- neglecting to carry out mandatory checking by the dealer or at a repair center certified by the brand, in accordance with the frequency and terms listed in this living unit service booklet;
- renting of the motorhome or van and, more generally, use for professional reasons;
- alteration, modification or repair of the motorhome or van or of all or part of its components done outside the brand's certified network or within this network but without the previous agreement of the unit manufacturer;
- neglecting to fix as soon as possible any defects noted during a check-up by a brand-certified repair center;
- use of non-genuine spareparts.

TO BENEFIT FULLY FROM THE SALES WARRANTY

What you should do to benefit fully from the sales warranty:

- This warranty granted by the manufacturer does not apply unless all material has been correctly used and maintained, in conformity with the recommendations listed in the living unit service booklet and in the user guide delivered with each vehicle, and, more generally, provided that this material has been used under normal conditions; i.e., for the purposes for which the vehicle was designed.
- You must present the up-to-date «living unit service booklet» for your vehicle, including the VAN IDENTIFICATION CARD, duly filled in by the dealer who sold you the vehicle.
- You must carry out vehicle maintenance and check-ups in perfect compliance with the manufacturer's recommendations, and you must be able to provide proof of this (maintenance files, invoices, etc.).
- If a defect has been found, your vehicle must be presented to the brand-certified repair center for correction during normal opening hours. This measure aims to ensure your safety and that of your passengers, as well as to avoid worsening the defect observed, which could require more extensive repair work than what was originally planned. Thus, this sales warranty does not cover the defect and its consequences if you did not act immediately upon discovering the defect.
- You must also respond to any invitation by your dealer-salesperson or brand-certified or manufacturer-certified repair center to proceed immediately to ensuring vehicle compliance.

- Failing to follow these rules engages your responsibility for all direct or indirect consequences related to the proper operation of your vehicle.

You lose the benefit of the contractual warranty in the following cases:

- If changes or adjustments made to your vehicle were neither planned for nor authorized by the manufacturer or if they were done without following the manufacturer's technical recommendations,
- If the breakdown is due to negligence or to not having followed the recommendations listed in the maintenance and upkeep guide(s),
- If your vehicle was used abnormally or for professional purposes (rental or professional use), or if it was overloaded, even temporarily.

Five(5)-year watertightness sales warranty:

Benefiting from the seven-year unit sealing warranty depends on having carried out the check-up and annual maintenance operations at a brand-certified repair center two months at the latest following each anniversary date of initial registration of the motorhome or van for a period of Five (5) years.

Failure to fulfill these obligations leads to cancellation of the warranty.

TO BENEFIT FULLY FROM THE SALES WARRANTY

You lose the benefit of the contractual warranty in the following cases (cont.):

Check-up and maintenance operations must be paid for and taken care of by the motorhome or van owner.

Check-up operations may be billed by the dealer/certified repair center to the end user at a suggested rate of £140, excluding tax (rate on June 1, 2017). This rate is freely set by our dealers and certified repair centers.

In light of the technical complexity of the materials and processes used for sealing the unit, only repair centers or dealers certified by the brand are authorized to decide on repair work to be done or replacement of defective elements.

The watertightness check-up is validated by the dealer via Internet using our files.

When the check-up is finished, the dealer sends a validation report listing the sealing values observed and gives it to the manufacturer for archiving. You will receive a copy of this report.

This warranty covers all damages due to an abnormal change in the original watertightness of your motorhome unit.

This warranty does not apply when the defect is due to:

- abnormal wear;
- negligence in following maintenance recommendations;
- damages resulting from an accident or an abnormal connection (water, gas, electricity, etc.);
- renting of the motorhome or van or using it for transportation in a professional context;
- failure to request the repair of a defect as soon as possible after it has been discovered;
- washing the van with a high-pressure device;
- an intervention in the context of the sales warranty which is done outside the network of certified dealers;
- abnormal use of the motorhome, contrary to the recommendations listed in the motorhome's warranty manual;
- modification of all or part of the elements making up the motorhome;
- all optional mounting which was not done from the beginning by the manufacturer;
- see page caused by accidental damage (accident), acts of vandalism, atmospheric events (lighting, fire, hail, flooding, etc.) or chemical attacks which damage the unit.

To benefit from the five(5)-year watertightness warranty, you must follow without exception the general sales warranty conditions listed above (maintenance plan follow-up, exclusions due to special conditions, etc.).

SALES WARRANTY ACTIVATION AND CONDITIONS OF USE

In complement to the elements covered and not covered by the sales warranty, benefiting from the unit sales warranties two (2) years and five (5) years is subject to the following conditions:

- if purchasers change their place of residence, they must send their new address to the unit manufacturer at the address given below;
- if the vehicle is resold during the warranty period, the new owner must be specified and must fill out the «CHANGE OF OWNER» page in the service booklet and send this to the unit manufacturer at the address given below:

PERIGORD V.D.L.

Service Après-Vente
Route de Nontron
24310 BRANTOME (France)

If the vehicle is resold, the warranty will continue to be valid, subject to the proper carrying out of verification and maintenance operations by a brand-certified repair center and to notifying the manufacturer by mail of the new owner.

Please note: For check-ups and maintenance, you must ask the certified repair center carrying out the operation to fill in the van warranty booklet.

Non-fulfillment of these requirements will lead to the total cancellation of contractual warranties.

MAINTENANCE VISIT

The verification and maintenance visit must be handled by a certified member of the brand's dealer network. The visit must be made each year on the anniversary date of first registration and at the latest in the two months following this date.

Check-up operations may be billed by the dealer/certified repair center to the end user at a suggested rate of £140, excluding tax (rate on June 1, 2017). This rate is freely set by our dealers and certified repair centers.

All normal maintenance work must be done by certified representatives or by manufacturers or certified representatives of the different devices (refrigerator, heating, water heater, stove, etc.).

If the check-up indicates that further work is necessary, this work is subject to previous agreement by the customer on the basis of an estimate provided by the certified repair center.

MAINTENANCE CHECK-UPS TO BE MADE:

● **Electrical installation:**

test the various devices operating on 12 V and 230 V.

● **Gas installation:**

- check pressure,
- test the various devices using gas.

● **Water circuit:**

- check circuits and pipe rings,
- check pump,
- check level indicators.

● **Verification of doors and hatches:**

- adjust if necessary, in particular closings, skylights, windows and awnings.

● **Lubrication:**

- skylight support,
- hinges and locks on outside hatches and doors, step plate,
- mobile hinges,
- etc.

● **Floor:**

- check overall status of floor, including outside reservoirs,
- check the status of protective paint under the floor.

● **toilet:**

- check the status of sealants.

MAINTENANCE VISIT / WATERTIGHTNESS

A detailed verification should be made using a device to measure humidity.

The values measured must be listed on the file which the dealer edits, then given to our after-sales department. Keep a copy of this file with the measurement results in your service booklet.

SPECIFIC WATERTIGHTNESS CHECK FOR VAN

Van exterior:

- o Check of watertightness and operation of opening elements (bays, skylights, grids, etc.).
- o Check of watertightness and operation of van access doors and regular doors; adjustment if necessary.
- o Check the overall status of bodywork
- o Check the status of sealants
 - Skylights
 - Bays
 - Grids
 - toilet access door
 - roof junction

Van interior:

- o Compliance of hot and cold water circuits.
- o Compliance and operation of electrical circuits and devices.
- o Operation of awnings and furniture doors; adjustment if necessary.

Under the body:

- o Check the wastewater evacuation pipe attachments and the attachment of valves for emptying the reservoir.
- o Check the heating and exhaust attachment

CHECK-UP REMINDER

Benefiting from the five (5) year unit sealing warranty depends on having carried out the check-up and annual maintenance operations at a brand-certified repair center two (2) months at the latest following each anniversary date of initial registration of the motorhome or van for a period of five (5) years.

Failure to carry out these operations leads to non-application of the warranty.

IMPORTANT :

If the check-up validation is positive, it will be sent to the Customer Relations Service by your dealer. If malfunctioning is noted during the verification, the certified dealer must arrange to have it repaired. A new check will be made free of charge to validate this repair, and it will be certified.

Note: Be sure to keep a copy of all documents and invoices related to your vehicle (purchase invoice, maintenance invoices, etc.). You will be asked to present them for warranty application.

After five (5) years, even though the sales warranties are no longer valid, vehicle and unit maintenance should always be done by a professional.

MAINTENANCE / WATERTIGHTNESS TRACKING, years 1 to 6

<p>Year 1: le ___/___/20___ Customer's signature</p> <p>Seal of certified repair center / dealer</p>	<p>Year 2: le ___/___/20___ Customer's signature</p> <p>Seal of certified repair center / dealer</p>	<p>Year 3: le ___/___/20___ Customer's signature</p> <p>Seal of certified repair center / dealer</p>
<p>Year 4: le ___/___/20___ Customer's signature</p> <p>Seal of certified repair center / dealer</p>	<p>Year 5: le ___/___/20___ Customer's signature</p> <p>Seal of certified repair center / dealer</p>	<p>Year 6: le ___/___/20___ Customer's signature</p> <p>Seal of certified repair center / dealer</p>

MAINTENANCE / WATERTIGHTNESS TRACKING, years 7 to 12

<p>Year 7: le ___/___/20___ Customer's signature</p> <p>Seal of certified repair center / dealer</p>	<p>Year 8: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>	<p>Year 9: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>
<p>Year 10: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>	<p>Year 11: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>	<p>Year 12: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>

MAINTENANCE / WATERTIGHTNESS TRACKING, years 13 to 18

<p>Year 13: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>	<p>Year 14: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>	<p>Year 15: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>
<p>Year 16: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>	<p>Year 17: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>	<p>Year 18: le ___/___/20___ Customer's signature</p> <p>Seal of repair center / dealer</p>

Attach
stamp



RANGER

Service Après-Vente

Route de Nontron

24310 BRANTOME