



# WARRANTY

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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, the manufacturer of Swift Group caravans, and have absolutely no authority to bind the manufacturer by any express or implied undertaking or representation.

## WARRANTY AND GUARANTEE COVER

All Swift Group caravans have a 6 year body shell integrity guarantee and a 3 year SuperSure manufacturer's warranty from the date of purchase (or hire purchase), which are subject to a chargeable annual service, inspection and moisture survey ('Annual Service') being carried out at an authorised Swift Group Service Centre. Original VAT invoices must be retained as proof of Annual Services being carried out.

In the unusual event that a fault develops and you need to claim under this Warranty and Guarantee, your first contact should normally be made through the dealer from whom the caravan was purchased.

In certain circumstances, arrangements can be made to have the claim dealt with by a different authorised Swift Group Service Centre – see final paragraph below for details. It is the responsibility of the Purchaser to deliver the caravan to and collect the caravan from the Service Centre for all warranty work.

During the warranty period, subject to the exclusions set out in this section of the handbook and provided the warranty claim is authorised by the manufacturer, Swift Group Limited, the authorised Swift Group Service Centre will repair (or at the option of the manufacturer, replace) all defective parts of the caravan at the expense of the manufacturer. Swift Group Ltd reserves the right to examine the caravan prior to commencement of repairs or replacement of parts.

## 6 YEAR BODY SHELL INTEGRITY GUARANTEE ('GUARANTEE')

**The Guarantee extends to the following items:**

Body leaks and delamination: water ingress through any permanently sealed seam joints or delamination of panels and floor, being part of the original manufacturer's construction.

The manufacturer will honour the Guarantee for 72 months from the date of purchase, provided that the caravan has had an Annual Service,

within 90 days before or 60 days after each anniversary of the original date of purchase (or hire purchase). The sixth Annual Service must, however, be carried out before the expiry of the 72 month period from the original date of purchase (or hire purchase).

### **Specific exclusions from the Guarantee:**

Seams and panels requiring repair must be part of the original construction of the caravan and must not have been tampered with or repaired otherwise than by Swift Group Ltd or an authorised Swift Group Service Centre.

Also see general terms and conditions.

## 3 YEAR SUPERSURE MANUFACTURER'S WARRANTY ('WARRANTY')

The manufacturer will honour the Warranty for 36 months from the date of purchase (or hire purchase), provided that the caravan had an Annual Service within 90 days before or 60 days after each anniversary of the original date of purchase (or hire purchase).

The third Annual Service must, however, be carried out before the expiry of the 36 month period from the original date of purchase (or hire purchase).



### In the first 12 months the Warranty will cover:

Faults arising from a manufacturing defect but not those which are a result of normal wear and tear or those which relate to replacement light bulbs.

Also not covered under the first year are faults resulting from accidental damage or damage caused by misuse of any component part of the caravan.

### In years 2 and 3 the warranty will cover:

- Water system; heater, fresh water tank, water pump, water gauges, taps and shower heads
- Heating system and components
- Main proprietary items i.e fridge, toilet, cooker
- Chassis and associated parts
- Auxiliary electrics, excluding bulbs
- Windows, excluding window furniture and blinds

### In years 2 and 3 the warranty will specifically exclude:

- All soft furnishings
- Audio equipment
- Microwave
- TV

## GENERAL TERMS APPLYING TO ALL THREE YEARS OF WARRANTY PERIOD.

Provided that the caravan is used only for its ordinary and intended purpose and has not been subject to any treatment or conditions which could not be reasonably foreseen by Swift Group Ltd, the Warranty and Guarantee will be honoured subject to the following General Terms and Conditions which apply to all three years of the Warranty period and all six years of the Guarantee period. The caravan is not covered for:

- The failure of a component for reasons of fair wear and tear.
- Damage resulting from accidents.
- Damage resulting from freezing, over-heating or fire.
- Misuse or abuse of the caravan or of any component.
- Tyres, wheels and jockey wheels
- Cosmetic finishes to kitchen sinks, cooker tops, vanity units, shower trays.
- Normal deterioration, corrosion, intrusion of foreign or harmful bodies, lack of servicing or negligence of any person other than the Swift Group Limited 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.
- Towing other than by private cars or 4x4 vehicles used in place of cars.
- The cost of transporting, towing or moving the caravan by any means (or consequential costs relating to transportation), to or from the place of repair, which is the responsibility of the owner.
- 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.

The Warranty and the Guarantee will be invalidated if the caravan has been neglected, misused, modified, used for hire or reward or any commercial use, or has been used in competitive events. The caravan will be deemed to have been neglected if it has not had an Annual Service or has otherwise not been serviced and maintained as required by this handbook.

# Warranty

The Warranty and the Guarantee only apply to caravans purchased and used within the UK, and for continuous journeys abroad of no longer than 90 days per journey.

If any repairs are identified as being necessary during an Annual Service, the caravan must be made available to an authorised Swift Group Service Centre within 6 weeks for the work to be carried out. All new caravans must be registered with the Swift Group Ltd within 6 weeks of purchase as new.

The benefit of this Warranty and Guarantee may be transferred to a new owner if the caravan is sold, provided that the caravan has been serviced by an authorised Swift Group Service Centre in accordance with the requirements of this handbook, and details of the change of ownership have been supplied to Swift Group Ltd using the change of ownership form set out in this handbook. Failure to notify Swift Group Ltd of a change of ownership within 30 days of such a change will invalidate the Warranty and Guarantee.

You have legal rights under UK law governing the sale of consumer goods.

This Warranty and Guarantee does 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.

To make a claim under this Warranty or Guarantee, contact the Swift Group Service Centre which supplied your caravan.

Alternatively, details of your nearest authorised Swift Group Service Centre can be obtained by contacting the Swift Group Customer Care Department on 01482 875740 or enquiring on our website: [www.swiftleisure.co.uk](http://www.swiftleisure.co.uk)

## 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 Supercare, 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.



## 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).

# Warranty

Annual service /  
inspection record stamps

Caravan model .....

Year .....

Chassis number .....

2nd 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.

1st 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.

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.

8th 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.

7th 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.

11th SERVICE

DATE:

DEALER'S STAMP

We certify that an annual service has been carried out in accordance with the handbook.

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