

WARRANTY

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Warranty

WARRANTY

All the illustrations and descriptive matter in this handbook are intended to give a general idea of the motorhome. 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 motorhomes and have absolutely no authority to bind the manufacturer by any express or implied undertaking or representation.

All motorhomes (other than the engine, chassis cab and associated parts referred to in this handbook which are subject to the relevant chassis manufacturer's warranty) have a 3 year SuperSure manufacturer's warranty from the date of purchase (or hire purchase), which is subject to a chargeable annual service and inspection being carried out at an authorised Swift Group Service Centre.

During the warranty period, subject to the exclusions set out in this section of the handbook, the manufacturer, Swift Group Limited, will repair (or at its option, replace) all defective parts of the motorhome. For any engine, chassis cab and associated parts warranty issues please contact your local Fiat/Peugeot Agent.

The manufacturer will honour the warranty until 36 months from the date of sale, provided that the motorhome has been serviced annually within 90 days before or 60 days after each anniversary of the original date of sale. The third service must, however, be carried out before the expiry of the 36 month period from the original date of sale.

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 and leisure battery.

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

In the years two and three the warranty will cover:

1. Water system; heater, fresh water tank, water pump, water gauges, taps and shower heads
2. Heating system and components
3. Main proprietary items ie. fridge, toilet, cooker
4. Chassis and associated parts
5. Auxiliary electrics

6. 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 the warranty period

The motorhome is not covered for:

- The failure of a component for reasons of fair wear and tear.
- Damage resulting from accidents.
- Misuse of any component.
- 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 motorhome.
- 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.

- Routine maintenance items which are part of the annual service including lubricants, 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 will be invalidated if the motorhome has been neglected, misused, modified or for hire or reward. The motorhome will be deemed to have been neglected if it has not been serviced and maintained as stated in this handbook.

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

The warranty only applies to motorhomes purchased and used within the UK, and for continuous journeys abroad of no longer than 90 days per journey.

The cost of transporting, towing or moving the motorhome by any means to or from the place of repair is the responsibility of the owner.

The benefit of this warranty may be transferred to a new owner if the motorhome is sold, provided that the motorhome 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 using the change of ownership form set out in this handbook. Failure to notify Swift Group of a change of ownership within 14 days of such a change will invalidate the warranty.

This warranty only applies to motorhomes purchased in the UK.

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

This warranty does not affect your legal rights.

The name and address of the warranty provider is:

Swift Group Limited
Dunswell Road
Cottingham
East Yorkshire
HU16 4JX

To make a claim under this warranty, contact the Swift Group Service Centre which supplied your motorhome. 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 the website www.swiftgroup.co.uk

Warranty

ASSISTANCE

What to do if you Require Assistance

Congratulations on purchasing a Swift product. 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 motorhome, 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 build number of your motorhome.
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.

Warranty

ANNUAL SERVICE / INSPECTION RECORD

In order to comply with the warranty, you must have your motorhome 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 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.

Just as the engine/gearbox/roadwheels need regular servicing by your chassis dealer, so there are components in your conversion that need regular maintenance by your motorhome dealer.

These include the gas and electrical systems and the seals in the bodywork. Your dealer will

complete the record in this handbook to show that the work has been carried out.

1. Damp and lamination test.
2. Chassis and chassis to body security.
3. Corner steadies.
4. Motorhome step.
5. Road lights, wiring and reflectors.
6. Internal lights and 12V DC system.
7. Water heater - gas and 230V AC.
8. Hob, grill and oven.
9. Refrigerator 230V AC, 12V DC and gas.
10. Gas system.
11. Water pump, taps and water system.
12. Mains 230V AC system.
13. Windows and fittings.
14. Roof lights.
15. Furniture hinges/stays etc.
16. Exterior locks and hinges.
17. All internal vents.
18. Seals.
19. Blinds and fly screens.
20. Blown air heating and gas fire systems.

**ANNUAL SERVICE /
INSPECTION RECORD STAMPS**

Motorhome model

Registration number

Chassis number

Registration date

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.

Warranty

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.