

CREATING SMILES FOR LIFE



**SWIFT**

# Swift Group Warranty & Service

Basecamp

Issued July 2017



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## WARRANTY

All the illustrations and descriptive matter in the 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 the handbook. We therefore reserve the right to alter specifications as materials and conditions demand.

Dealers are not agents of Swift Group Limited ("Swift") and have absolutely no authority to bind the manufacturer by any express or implied undertaking or representation.

**Note:** To register your warranty, please use the Connect Direct Registration process, by doing so you are agreeing that you have had the details of the warranty and the annual service arrangements fully explained. This in no way affects your statutory rights under the Consumer Rights Act.

### Your caravan has three warranties:

#### SuperSure Warranty

For all parts or fittings of your caravan other than the body shell, Swift will repair (or at its option, replace) any defective parts or fittings for 3 years from the date of purchase (or hire purchase) subject to conditions, terms and exclusions below.

#### Body Shell Warranty

For the body shell, Swift will repair (or at its option, replace) any defects with the body shell for 6 years from the date of purchase (or hire purchase), subject to the conditions, terms and exclusions below.

#### Extended Body Shell Warranty

For the first owner, Swift will repair (or at its option, replace) any defects with the body shell for 10 years from the date of purchase (or hire purchase), subject to the conditions, terms and exclusions below.

#### Conditions

1. You must ensure that your caravan has had an Annual Service (see clause 2 below) within 90 days before or 60 days after each anniversary of the original date

of purchase. In order to preserve your SuperSure Warranty, the third Annual Service must be carried out before the expiry of the 36 month period from the original date of purchase. In order to preserve your Body Shell Warranty, the sixth Annual Service must be carried out before the expiry of the 72 month period from the original date of purchase. In order to preserve your Extended Body Shell Warranty, the tenth Annual Service must be carried out before the expiry of the 120 month period from the original date of purchase. If you have not performed an Annual Service then Swift will not be obliged to perform any work under the applicable warranty. Original VAT invoices must be retained as proof that Annual Services have been carried out.

2. The Annual Service must be carried out in accordance with the requirements in this handbook. You will be responsible for any charges made for an Annual Service. If the Annual Service is performed by an authorised Swift Group Service Centre then Swift warrants that the Annual Service has been performed correctly. If the Annual Service is performed by an unauthorised repairer or service centre then if the Annual Service has not been performed in accordance with the requirements in this handbook and/or work has been performed on your caravan that is defective or faulty, then Swift will not be obliged to perform any work under this Warranty (insofar as it relates to defective or faulty work or defective Annual Service).
3. All new caravans must be registered with Swift within 6 weeks of purchase as new.
4. The benefit of the SuperSure Warranty and Body Shell Warranty may be transferred to a new owner if the caravan is re-sold, provided that the caravan has been serviced in accordance with the requirements of this handbook, and details of the change of ownership have been supplied to Swift using the change of ownership form set out in this handbook as soon as reasonably practicable after the change.

5. The benefit of the Extended Body Shell Warranty is non transferable to new owners and applies only to the original registered owner.
  6. If any repairs are identified as being necessary during an Annual Service or otherwise, Swift will only pay for Warranty work performed by an authorised Swift Group Service Centre. The caravan must be made available to an authorised Swift Group Service Centre within 6 weeks of the date the repair need was identified for the work to be carried out. The cost of transporting, towing or moving the caravan by any means to or from the place of repair is the responsibility of the owner.
  7. The SuperSure Warranty, the Body Shell Warranty and/or the Extended Body Shell warranty only apply to caravans purchased and used primarily within the UK.
- **Refrigerator:** gas igniter, flame failure device, door seal condenser, gas control valve, 12V and 230v heater elements, gas thermostat, 230v thermostat and 230v temperature control switch
  - **Cassette Toilet:** the cassette toilet (excluding seals, valves and glands)
  - **Heating System:** thermostat, motor, switches, control unit, gas heater, flame failure device and igniter (excluding ducting and fittings)
  - **Windows:** the functionality of the opening and closing system (stays, handles and catches) and a warranty against the cracking of the acrylic. Excludes fading.
  - **Upholstery:** zips, seams and colour fastness
- In years 2 and 3 of the SuperSure Warranty, any defect specified in the Exclusions will not be covered.

### Terms

8. The Body Shell Warranty and Extended Body Shell Warranty cover any defect with the panels and seams of the caravan. This includes body leaks, delamination of panels or floor, water ingress through any permanently sealed seam joints.
  9. The SuperSure Warranty will cover in the first 12 months any defect other than those specified in the Exclusions below.
  10. In years 2 and 3 of the SuperSure Warranty, the Warranty will only cover any defect with the following components:
    - **Chassis Components:** all chassis members, including corner steadies, overrun device, axle and braking system (excluding brake drums and shoes)
    - **Electrical System:** PSU, battery charger, Smart Command and interior lighting units (excluding bulbs).
    - **Water System:** water heater, fresh water tank, water pump, water gauges, taps and shower head.
    - **Cooker:** the cooker unit including grill, oven, burners, igniter and flame failure device.
11. Swift shall not be liable under this Warranty for any defect related to or arising from the following:
    - The failure of a component for reasons of fair wear and tear;
    - Damage resulting from freezing, fire, overheating or accidents (whether caused by the user or a third party);
    - Misuse of any component;
    - Normal deterioration, corrosion, intrusion of foreign or harmful bodies, lack of servicing or negligence of any person other than Swift 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;
    - Cosmetic finishes to kitchen sinks, cooker tops, vanity units, shower trays.
    - Damage caused by any abrasive cleaners
    - Issues related to condensation in normal use;

## ASSISTANCE

- 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.
12. In addition to the exclusions above, in years 2 and 3 of the SuperSure Warranty Period, Swift Group Limited shall not be liable under this Warranty for any defects related to:
- **Alloy wheels:** after 24 months from date of purchase, this excludes wear and tear, (tyres & valves excluded).
  - **Wall and Roof GRP sheeting material:** after 24 months from date of purchase only

### WARRANTY INFORMATION

Swift shall also not be liable under the SuperSure, Body Shell and Extended Body Shell Warranties if the Caravan has been neglected, misused, modified or used for hire or reward or if the identification marks (chassis/VIN numbers) have been removed or defaced. The caravan will be deemed to have been neglected if it has not been serviced and maintained as stated in this handbook or any repairs being identified as necessary at an Annual Service or by a Swift Group Service Centre have not been carried out in a reasonable time.

**You have legal rights under UK law governing the sale of consumer goods. These warranties do 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 Dealer which supplied your caravan. Alternatively, details of your nearest authorised Swift Group Service Centre can be obtained by contacting the Swift Group Customer Service Department on 01482 875740, or enquiring on the website [www.swiftgroup.co.uk](http://www.swiftgroup.co.uk)

### Change of ownership

You can transfer the remainder of any 3 year 'Supersure warranty' and the 6 year 'body shell' warranty, details of how to do this can be found at the rear of this handbook. The 'Extended Body Shell Warranty' is non transferable.

### Swift Connect Direct

You have access to an online system which is specific to your new caravan. A password will be issued to you, to enable you to interact with us. To access the system, called 'Swift Connect Direct', your initial log in details will be emailed to you once your supplying dealer has registered your ownership with us. Please log in and create your own profile. Should you have issues with accessing Swift Connect Direct, please contact our Customer Services Team.

### What to do if you require assistance

Should you have an enquiry or require assistance with a problem, we hope that this guide will be of assistance to you.

### 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 Customer Service, please quote your name, postcode and serial number of your caravan. This can be found on the weight plate labels located next to the exterior door and inside the gas locker. It is also etched into the side windows.
2. In most instances, the Customer Service Team will involve your dealer in resolving the issue you are experiencing.
3. Check our website [www.swiftgroup.co.uk](http://www.swiftgroup.co.uk) and enter the Owners section which provides answers to frequently asked questions and how to contact us.

## SERVICE INSPECTION

4. If you are contacting the company by email, letter or fax, the Customer Service Team will respond to you within five working days from the date of receiving the correspondence.
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 at least once per year.

We highly recommend that you have your Touring Caravan serviced by a Swift Group Approved Service Centre who have direct access to our online Customer Service system, Connect. This system provides them with the ability to order approved parts and ensure that any product upgrades which may be available for your Touring Caravan can be offered to you and carried out as part of the service. In the unfortunate event that an issue requires attention under warranty then a Swift Group Approved Service Centre are able to submit a warranty claim to the Swift Group for processing, and deal with the issue for you from start to finish. All of our Swift Group Approved Service Centres are provided with up to date technical information and have access to current repair methods giving you peace of mind that any defect has been repaired effectively.

It is important that the Service inspection Record is updated. Your Swift Group Service Centre have the facility to do this on line. Should proof of service be requested at any time you will need to produce a copy of the service invoice, therefore please keep this for your records. Failure to provide proof of service may 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.

**Note:** 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. This is a visual inspection of bodywork and seals.
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.

SERVICE INSPECTION

<p>Annual service / inspection record stamps</p> <p>Caravan model: .....</p> <p>Year: .....</p> <p>Chassis Number: .....</p>	<p><b>1st service</b></p> <p>Date: Dealer's Stamp</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>
<p><b>2nd service</b></p> <p>Date: Dealer's Stamp</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>	<p><b>3rd service</b></p> <p>Date: Dealer's Stamp</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>
<p><b>4th service</b></p> <p>Date: Dealer's Stamp</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>	<p><b>5th service</b></p> <p>Date: Dealer's Stamp</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>
<p><b>6th service</b></p> <p>Date: Dealer's Stamp</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>	<p><b>7th service</b></p> <p>Date: Dealer's Stamp</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>

29. Blinds and fly screens (if fitted).

**8th service**

30. Carbon Monoxide detector.

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.

**10th 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.

**12th service**

Date:

Dealer's Stamp

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

**13th service**

Date:

Dealer's Stamp

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

**14th service**

Date:

Dealer's Stamp

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

**15th service**

Date:

Dealer's Stamp

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



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FIND OUT MORE AT [SWIFTGROUP.CO.UK](http://SWIFTGROUP.CO.UK)



Brochure



Layouts



Dealer



Video



Social