

Motorhome



WARRANTY CLAIMS LINE
0870 766 6155

PROTECTION FOR THE ROAD AHEAD



Customer Protect, Cambridge House, Cambridge Road, Harlow, Essex CM20 2EQ





Thank you for purchasing your vehicle from us

Whilst we hope it will be trouble free during your ownership, should you encounter a problem, the benefits as detailed in this Mechanical Breakdown Warranty Agreement are designed to assist you.

It is important that you familiarise yourself with the benefits and your responsibilities by ensuring that the vehicle is always in good working order and regularly serviced. We will be happy to advise on the servicing needs and make arrangements should you require.

Please do not hesitate to contact us should you have any questions regarding this Agreement.

We look forward to being of assistance to you again in the future.

Yours sincerely,



For and on behalf of the Dealer

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Definitions



Please read the booklet along with the attached Schedule carefully. Your attention is drawn to the Exclusions on page 6 and to the provisions governing 'What to do in the event of a Mechanical Breakdown' under this Agreement.

DEFINITIONS

The words or expressions detailed below have the following meaning wherever they appear in this agreement:

Dealer/We/Us/Our: the Dealer who supplied the Vehicle which is the subject of this Agreement.

APA: Auto Protect (Administration) Limited, Cambridge House, Cambridge Road, Harlow, Essex CM20 2EQ, who have been appointed to deal with all administrative matters relating to claims handling, including payment of claims, arising under this Agreement.

Mechanical Breakdown: is the failure of an item included under the 'Parts Listed' causing a sudden stoppage of function, for a reason other than wear and tear, normal deterioration or negligence. Damage caused by the effect of overheating or abuse is not regarded as a mechanical breakdown under the terms of this Agreement.

Mechanical Breakdown Warranty: the mechanical breakdown warranty provided in relation to the Vehicle specified in the Schedule and subject to the General Conditions and Exclusions on page 6 and the other terms of this Agreement.

Owner/You/Your: the registered Owner of the vehicle forming the subject matter of this Agreement as specified in the Schedule (and any subsequent registered Owner to whom the benefit of this Agreement may be transferred (see page 10).

Schedule: the Schedule attached to this Agreement.

Vehicle: the Vehicle specified in the Schedule.

Warranty Period: the period this Agreement is in force as indicated on the Schedule.

Mechanical Breakdown Warranty

PARTS INCLUDED

Please see Your Schedule Form for cover selected and details of the maximum amounts that may be paid for each and any claim. These may be subject to lower limits as stated on these pages. All limits include VAT. There is no restriction to the number of claims You can make.

GOLD COVER

All Electrical and Mechanical components including water ingress and delamination*, are included against any Mechanical Breakdown occurring during the Warranty period, provided that the terms and conditions of this Agreement are fully complied with.

Also included are;

Oil seals

Crankshaft front seal, camshaft oil seal, auxiliary shaft oil seal, gearbox rear seal, drive shaft(s) seals, differential pinion seal and any oil seal or gasket where removal of the engine, gearbox or differential/drive unit is essential in order to effect repair.

Working Materials

Oils, oil filter and anti-freeze are included only if it is essential to replace them because of the failure of a part which is included under this Agreement.

Casings

If any of the parts included fails and this damages the casings, they will also be included.

Specific exclusions

Body, paint, glass, brightwork and all similar interior/exterior trim and finish, entertainment/communication systems and connected equipment.

Normal wear and tear/service items and other components subject to routine maintenance or periodic repair or replacement such as (this is not a complete list) plugs, HT leads, brake frictional material, clutch facings, wiper blades/rubbers, cables, wiring looms, V belts, hoses, light bulbs/units, wheels and tyres, batteries, exhaust systems, airbag and system, gas bottles, soft furnishings, carpets, floor coverings, work surfaces and all similar decor. Windows, window catches, stays and associated fittings. Adjustment of blinds, hinges, catches, stays and doors. Replacement of bulbs, fluorescent tubes, fuses and electrical connections. Natural movement of internal doors and furniture.

*Water ingress and delamination cover terminates when the Motorhome reaches 7 years of age.

SILVER COVER

Engine

Rocker assembly including hydraulic followers, inlet and exhaust valves (excluding burnt valves), springs and guides, cylinder head (excluding cracks and de-coking), cylinder head gasket, push rods, camshafts and followers, timing gears and chains (excluding tensioners and connected electrical devices), oil pump, pistons and rings, cylinder bores, con rods, gudgeon pins and bearings, crankshaft and bearings, inlet manifold, flywheel and ring gear. Timing belts are included provided that the last due change of belt has taken place as specified by the manufacturer's schedule (proof required).

Manual gearbox

Failure of the following mechanical parts: Gears, synchromesh hubs, selectors. Shafts, bearings and bushes, transfer gears (excluding oil leaks).

Automatic gearbox

Failure of the following mechanical parts: Shafts, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes, servo, drive plate, transfer gears, computer governor and torque converter (excluding oil leaks).

Differential

Crown wheel and pinion, gears, shafts, bearings and bushes, thrust washers and spacers.

Clutch

Mechanical Breakdown of the centre plate, pressure plate, release bearing, oil contamination (centre plate only), master and slave cylinders (excluding general wear and tear).

Front wheel drive

Drive shafts including constant velocity joints, universal joints and couplings (excluding gaiters).

Rear wheel drive

Half shafts, rear wheel external drive shafts including velocity joints, universal joints and couplings (excluding gaiters).

4 Wheel drive vehicles

Cover as above for Front and Rear Wheel Drive.

Propshaft

Failure of the propshaft including universal joints and couplings.

Wheel bearings

Failure of front and rear wheel bearings.

Engine cooling system

Radiator, oil cooler, viscous fan coupling, water pump, thermostat, thermostat housing, thermostatically controlled radiator fan.

Air conditioning

The air conditioning compressor, forming part of the original base vehicle chassis.

Turbo charger (where factory fitted)

The turbo unit is included.

Fuel system (Diesel and Petrol)

Carburettor, automatic choke, lift pump, mechanical or electrical fuel pumps (including fuel injection pump), tank sender unit.

Front and rear suspension

Coil springs.

Steering (including P.A.S.)

Rack and pinion, steering box, power steering rack and pump, power steering reservoir, idler box where applicable (excluding gaiters).

Brakes

Brake master cylinder, wheel cylinders, restrictor valve, calliper seals, servo.

Anti-locking brake system

The ABS control unit, pump and wheel sensors are included.

Electrical system

Starter motor and solenoid including pre-engagement mechanism and bendix drive, alternator/dynamo, coil regulator, window and sunroof motors, centralised locking, heater fan motor, indicator flasher relay, distributor, front and rear windshield wiper and washer motors, electronic ignition amplifier, horn and multi-function stalk switch.

Engine management (ECU)

Engine electronic control unit.

Working materials

Oils, oil filter and anti-freeze are included only where their replacement is essential as a direct result of the failure of a included item.

Casings

Should the failure of any of the components included result in damage to the casings, then they will also be included and will constitute part of the maximum claim.

INTERNAL EQUIPMENT

Cooker

The cooker unit including burners, grill, oven and flame failure device and igniter.

Fridge

Door seal, condenser, gas control valve, gas igniter, flame failure device, 12 and 240v selector switches, 12 and 240v heater elements, gas thermostat, 240v thermostat, 240v temperature control switch.

Water system

Water heater (gas or electric), fresh water tank, water pump, water gauges.

Auxiliary electrics

Main hook-up input connector, ELCB, battery charger and distributor unit, interior lighting units (excluding bulbs and wiring).

Cassette toilet

The cassette toilet is included (excluding seals, valves and glands).

Heating system

Thermostat, motor, switches, control unit, gas heater, flame failure device, igniter (excluding ducting and fittings).

Body leaks

(terminates when the Motorhome reaches 7 years of age)
Water ingress through any permanently sealed seam or joint, being part of the Motorhome original manufacturer's construction.

Conditions and Exclusions



GENERAL CONDITIONS

1. This Agreement is only valid in the United Kingdom.
2. Before selling You the Vehicle, the Dealer will have checked the Vehicle to make sure that the parts included under this Agreement are in good condition.
3. The distance quoted on the Schedule does not guarantee that this is the true distance the Vehicle has covered.
4. In the event of a Mechanical Breakdown if You do not follow the correct procedure, We will not be able to pay Your claim in that instance.
5. The Vehicle must be serviced in accordance with the service schedule described in this Agreement on page 9. You must retain all VAT service invoices.
6. We will not make or pay for repairs costing more than the limits shown on the Schedule form or as otherwise restricted in this Agreement.
7. We will not make or pay for repairs on any one claim above the current, vehicle valuation as listed in the Glass's Guide.
8. APA is not responsible for any mistakes or incorrect information provided by the Dealer about the nature or value of this Agreement.
9. There is no return of any payment made by You in connection with the issuing of this Agreement, should this Agreement be cancelled or rendered invalid by You.
10. Your rights as set out in this Agreement are in addition to Your legal rights. This Agreement is subject to English Law.
11. If You want to sell the Vehicle You will be able to transfer this Agreement to the new owner. You must apply to APA to transfer the Agreement within 7 days from the sale. There is a fee of £25 which You must enclose with Your request. The fee will be returned if Your request cannot be accepted.

12. If You sell the Vehicle to a dealer or trader, this Agreement will automatically be cancelled. No return of any payment made by You in connection with the issuing of this Agreement will be given if Your Agreement is cancelled on the sale of Your Vehicle.
13. The terms of this Agreement cannot be changed under any circumstances.
14. No repairs may be carried out under this Agreement until a claims authority number is provided by APA for those repairs. No liability shall exist in respect of parts supplied, repairs carried out or any other claim under this Agreement other than claims made in accordance with the procedures set out in this Agreement and for which specific authorisation is given by APA. If a part is no longer available we will only be responsible for the cost of the original failure and not the cost of a replacement.

EXCLUSIONS

1. The Dealer shall not be liable under the Mechanical Breakdown Warranty Agreement;
 - a) for any breakdown which is reported to the Dealer or APA more than 14 days after the relevant fault is discovered.
 - b) for any breakdown where the repair has not commenced within 14 days of the fault being reported to the Dealer or APA;
 - c) If the Vehicle is used for any kind of timed competition or race;
 - d) If the Vehicle is customised or modified after commencement of this Agreement.
 - e) If the Vehicle is used for hire or reward (for example, taxis, self-drive hire or driving schools);
2. No liability will be accepted for damage caused by:
 - a) neglect;
 - b) corrosion;

- c) any foreign matter getting into or onto a part;
- d) failure to maintain the Vehicle in a roadworthy condition including maintenance of proper levels of oil and coolant;
- e) failing to service the Vehicle as per the service schedule;
- f) the effects of over-heating, whether caused by an included part or not;
- g) freezing;
- h) abuse;
- i) damage to parts not included by this Agreement or consequential damage following therefrom;
- j) damage to parts we include caused by parts not included by this Agreement;
- k) the gradual reduction in operating performance commensurate with the age and mileage covered by the Vehicle. This includes, but is not limited to;
 - the gradual loss of engine compression necessitating the repair of valves or rings;
 - gradual increase in oil consumption due to normal operating functions;
- l) the use of a grade of fuel not recommended by the manufacturers of the Vehicle or from the use of inadequate or improper antifreeze protection.
- m) negligence or willful damage (including continuing to drive the Vehicle when it is not mechanically sound).
- n) subjecting of the Vehicle to a load greater than that permitted by law or the manufacturer's recommendations.
- o) fire, self-ignition, lightning, earthquake, explosion, frost, storm, tempest, flood, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped therefrom or any extreme cause.

3. No liability will be accepted for;
 - a) the effects of poor repairs carried out prior to the commencement of this Agreement, including repairs carried out under this Agreement which are subject to a parts warranty;
 - b) parts which have been fitted incorrectly;
 - c) parts subject to recall or repair or replacement by the manufacturer or attributable to a manufacturer's design fault or defect.
 - d) parts not fitted as standard or optional extra by the manufacturer, unless inclusion for such items is agreed beforehand.
 - e) any ancillary components or equipment not included under parts listed nor for fuel, chemicals and hydraulic fluids.
 - f) investigatory or remedial work commenced before authorization by the Dealer or APA. Where inspection of a concealed part of an included item is necessary to determine the validity of a claim, costs incurred necessarily in revealing such part for inspection will be met by the Dealer only if repair to or replacement of that part is eventually authorised. Otherwise the cost of inspection must be borne by the Owner.
 - g) routine servicing or repair save to the extent a repair is within any entitlement under this Agreement.
 - h) any parts which have not failed but have been reported and advised or recommended to be replaced during routine servicing and/or repair or at the time a repair is in progress.
 - i) loss of use or any consequential loss of whatsoever nature.
 - j) good engineering practice.
4. This Agreement excludes any damage caused by a road traffic accident or collision or any road hazard whether or not insured under any motor insurance or accidental damage policy.

What to do in the event of Mechanical Breakdown

HOW TO MAKE A CLAIM

If the Vehicle shows signs of imminent failure, **DO NOT** continue to use it. This may cause further damage for which You will be responsible. Please contact us.

We will not pay for any stripping down of parts to determine the cause of the failure unless We accept the claim. The maximum We will pay in total is the limit shown on Your Schedule.

If You suffer a Mechanical Breakdown and the Vehicle is not at the Dealer You should call APA on:

0870 766 6155

DO NOT proceed with repairs until the claim is authorised by APA.

You may be asked to give the following information:

- Agreement Number.
- Your Vehicle registration number.
- Your name.
- Current mileage of the Vehicle.
- Nature of the claim.
- Total costs.
- Service history.

If a person other than the Dealer is to repair or replace any part included against Mechanical Breakdown under this Agreement, they must first telephone APA to obtain approval for the work and to agree the costs for which the Dealer will be responsible. Please note that should You choose to use Your local repairer they will only be paid up to the equivalent national APA labour rate.

APA may authorise the repair. APA reserves the right to request other estimates; examine the Vehicle and/or subject the claim to expert assessment and/or to nominate the repairer.

APA's hours are 9am - 5pm Monday to Friday.
9am - 1pm Saturday.

When repairs are authorised an authority number will be given. However, admission of liability is conditional on the terms and conditions of this Agreement.

Payment

When the repairs have been completed, You should send the invoice to APA quoting the authority number given prior to the commencement of the repairs. The invoice must give full details of the repair including all parts used in the authorised repair, labour and VAT. Invoices should be made out to the Dealer who issued this Agreement and sent to:

AutoProtect (Administration) Limited, Cambridge House, Cambridge Road, Harlow, Essex CM20 2EQ.

Note

- Only the components listed in this Agreement will be considered for repair.
- Authorised repairs will only be made up to the limits shown on the Schedule or any lower limits that may be specified within this Agreement.
- We may use or insist that Your repairer use exchanged or reconditioned parts or like for like parts of a similar make, quality and wear to effect the repair.
- If the part to be replaced has some wear or the part improves the general condition or value of the Vehicle, You may be required to pay a specified amount towards the improvement.

It is expressly agreed and declared that the Dealer shall be released from all liability and obligation should the conditions of the Agreement not be complied with fully by the Owner.

If the Agreement is cancelled for whatever reason there will be no refund due to the Owner.

Fraud

All benefits under this Agreement are forfeited if a fraudulent claim is made.

Law

The Law that applies in this Agreement is English Law.

Service Schedule



It is a condition of this Agreement that the Vehicle must be serviced in accordance with the manufacturer's recommended service schedule by a VAT registered dealer.

The servicing of a motorhome is split into two parts, the servicing of the base vehicle and the servicing of the conversion/coachbuild element (as shown on page 11).

Base vehicle

The base vehicle may be serviced in accordance with the manufacturer's recommended service schedule by a VAT registered dealer. If You have details of when the last service was carried out, such as a correctly completed entry in the service booklet or a previous service invoice, You may service the Vehicle at the recommended interval from that service. Please retain proof of the previous service for Our inspection in the event of You wishing to make a claim under this Agreement. If no details are available to confirm that the Vehicle is within the manufacturer's recommended service limits then the first service must be carried out at the latest within 6 months/6,000 miles, whichever is sooner, from the date/mileage at purchase but preferably at the first available opportunity. Thereafter at intervals of 6 months or 6,000 miles (whichever the sooner), and must consist of:

1. Change engine oil and filter.
2. Check oil levels in the gearbox and differential and top up where necessary.
3. Check coolant level and anti-freeze/inhibitor strength. Top up where necessary.
4. Check timing belt (if fitted), renew if necessary.

Conversion/Coachbuild element

The conversion/coachbuild element must be serviced in accordance with the SMMT or NCC regulations but at a minimum, once every 12 months.

The intervals between services must not exceed the stipulated mileage or time by more than 500 miles or 30 days. This time allowance is to enable You to make sure services are completed at the correct intervals. This facility does not extend the warranty period and should this Agreement expire prior to the service being carried out, any faults discovered after this time will not be considered.

The only acceptable proof of servicing is the detailed VAT invoice which shows the servicing date and mileage. You must keep these invoices for our inspection in the event of a claim.

Failure to maintain and provide proof that the service schedule has been completed will invalidate this Mechanical Breakdown Warranty Agreement.

WARNING

Timing belts (otherwise known as camshaft drive belts)

If Your Vehicle has a timing belt, please make sure that it is in good condition and that it is checked and changed in line with the manufacturer's recommendations. If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience. No responsibility will be accepted for damage caused by the failure of a worn-out timing belt.

Our Promise of Good Service



Any enquiry or complaint that You may have regarding this Agreement should in the first instance be addressed to the Dealer. If the enquiry or complaint relates to matters involving the Administration You may contact them direct at: AutoProtect (Administration) Limited, Cambridge House, Cambridge Road, Harlow, Essex CM20 2EQ.
Tel no. 0870 766 6156

Please quote the details of this Agreement and in particular Your Agreement number to help Your enquiry to be dealt with promptly.

This procedure will not prejudice Your right to take legal proceedings.

Transfer of Ownership

The benefit of this Agreement is transferable upon resale of the Vehicle to a private individual, provided that:

- (a) All documentation relevant to this Agreement has been passed over to the new Owner.
- (b) The Vehicle has been serviced and maintained according to the manufacturer's recommendation and the terms of this Agreement.
- (c) The details on the form below are completed.

- (d) This Agreement is sent together with a cheque for £25 made payable to: Auto Protect (Administration) Limited by recorded delivery post, within seven days of transfer to:

AutoProtect (Administration) Limited, Cambridge House,
Cambridge Road, Harlow, Essex CM20 2EQ

Telephone: 0870 766 6156

Original Owner's declaration:

I have sold the vehicle to:

New Owner:

Address:

Postcode:

Telephone No:

Recorded mileage at date of transfer:

I enclose with this form all servicing receipts to date and I authorise You to return them to the new Owner after transfer of this Warranty Agreement.

Date:

Original Owner's Signature

Signature of New Owner

Service Record



The servicing dealer should complete the necessary details below as well as issuing the Owner with a VAT service receipt (all service receipts must be retained by the Owner).

We confirm that a P.D.I. has been carried out on:

Vehicle registration no:

Date: Miles:

The next service is due on:

Date: Miles:

Print Name:

Sign: Date:

DEALER STAMP

Base Vehicle

1st Service

Date: Mileage:

Your 2nd service is due on:

or at miles (whichever is sooner)

2nd Service

Date: Mileage:

Your 3rd service is due on:

or at miles (whichever is sooner)

3rd Service

Date: Mileage:

Your 4th service is due on:

or at miles (whichever is sooner)

Conversion/Coachbuild element

1st Service

Date: Mileage:

Your 2nd service is due on:

or at miles (whichever is sooner)

2nd Service

Date: Mileage:

Your 3rd service is due on:

or at miles (whichever is sooner)

3rd Service

Date: Mileage:

Your 4th service is due on:

or at miles (whichever is sooner)

Servicing – Must be in accordance with the manufacturers recommended service intervals



**CUSTOMER
PROTECT**

MECHANICAL BREAKDOWN
WARRANTY
SCHEDULE

MOTORHOME

AGREEMENT NUMBER

This Agreement is between:

Title _____ Forename _____
Surname _____ (The "Owner") of
House Name/No./Street _____
Town _____ County _____
Email _____
Post Code _____ Day Tel. No. _____

For the "Vehicle"

Vehicle Registration No. _____ Date of Registration _____
Manufacturer _____ Model _____
Type _____ Transmission MAN ☐ AUTO ☐ UK Specification YES ☐ NO ☐
Purchase Price _____ Present Mileage _____
Agreement Valid From _____ Date of Purchase _____

Issued by "The Dealer"

Dealer Code _____ Rep Code _____

FOR A "PERIOD" OF:

☐ 3 Months ☐ 6 Months ☐ 12 Months ☐ 24 Months ☐ 36 Months

"COVER PROVIDED":

☐ GOLD Cover Available for Vehicles up to 5 years/36,000 miles. Individual claims limits up to the purchase price of the Vehicle.
No limit to the number of claims.
Available for any Vehicle. No Limit to number of claims.
☐ SILVER Cover ☐ £500 ☐ £1000 (please tick)

Before signing this Schedule, you should carefully read the terms and conditions of the Agreement

DECLARATION

I/We agree to accept the terms and conditions contained in the Agreement applying to this Schedule.

Signature of Owner _____ Date _____

Dealers DECLARATION

I certify that, to the best of my knowledge, this Vehicle is mechanically sound and of roadworthy condition, and that any mechanical faults at the time of sale that fall within the scope of this Agreement, have been corrected and the Vehicle has had a pre-delivery inspection.

Dealer's Signature _____ Date _____

Data Protection Act

Your data is treated in accordance with the provisions of the Data Protection Act 1998, as amended from time to time. To set up and administer your Agreement we will hold and use information about you supplied by you. Your information will be disclosed to companies who may perform part of the administration necessary to fulfil our service.

If you wish to view, update or delete the data you have voluntarily given to us, please contact the Dealer.

If you do not wish to be kept informed of new products, services or promotions, please tick here. ☐