



Owner's Handbook and Warranty Information Pack

www.willerby.com

Welcome... To Your New Willerby Holiday Home

Thank You!

Firstly, we'd like to thank you for choosing Willerby, the UK's leading holiday home and lodge manufacturer. We're confident that your new purchase will bring you and your family many years of enjoyment.

This simple guide has been designed to help you ensure you get the most out of your new holiday home, as well as advise you on what to do should you encounter any issues.

We wish you many happy years in your brand new Willerby!

What to Expect from Your Park

1. A Thorough Inspection Upon Delivery

Your chosen park should carry out a visual inspection to check for any obvious external and internal damage caused during delivery and to ensure that all ancillary items have been included. They should also ensure on your behalf that the product includes any optional features specified at the point of ordering. Any issues should have been reported to Willerby Holiday Homes within 10 days of delivery.

2. A Properly Sited & Commissioned Holiday Home

The safe movement, and the correct siting and commissioning of your new holiday home are the responsibility of your chosen park. This should be carried out in accordance with the National Caravan Council's 'Guidelines of Good Practice for the Transportation, Movement, Siting, De-siting and Commissioning of Single Unit Caravan Holiday Homes'. Your gas and water commissioning should have been carried out by a Gas Safe registered engineer.

3. The Provision of all Appropriate Documentation

Along with the keys to your new holiday home, your new purchase should also contain the following: Owner's handbook and warranty information, manufacturer's user manuals for appliances etc., an electrical certificate and a water test certificate.

4. Completion & Return of Your Water Test Certificate

Your park should ensure that your water commissioning is carried out by a Gas Safe registered engineer, who should also have completed the water test certificate and returned this document to NobleOak.



How to Get the Most From Your Willerby Holiday Home...

1. Register Your Holiday Home Warranty

As soon as you officially take ownership, your park should register your new holiday home with Willerby to activate your warranty. In addition, we recommend you complete your details by simply visiting www.willerby.com/warrantyregistration. You will then receive a warranty activation email, which you should keep in a safe place. For more information on our industry-leading warranty schemes visit www.willerby.com/warranty.

2. Read Your Willerby Owner's Handbook

Whilst staying in your holiday home, we want to ensure that you enjoy your leisure time safely. Please take the time to read this handbook and keep it in a safe place for future reference, as it contains important safety information, as well as all you need to know to keep your investment in peak condition, retain its exterior appeal and provide you with long-lasting, trouble-free service.

3. Read Your Appliances' User Manuals and Register for Extended Warranties

We provide manufacturer's user manuals on all appliances to ensure you have all the information you need to use these items safely and effectively. Extended warranties are available on many of our appliances direct from the manufacturer and can be activated simply by registering your details – please refer to the manuals for more information.

4. Register for the Willerby Owners Club

Join the Willerby Owners Club to benefit from special offers and discounts, discounted exhibition tickets, competitions, regular newsletters and much more! Visit www.willerbyownersclub.com today to register.

5. Join Us on Social Media!

We've got a great community of fans and followers on Twitter and Facebook, so don't miss out on all the fun - share your photos, news and views with other Willerby owners, and see what others have to say!



After Sales Support and Service...

1. After Sales Support and Service...

If you have a query or issue with your holiday home, you should first contact the company who sold you the holiday home i.e. your park or approved Willerby distributor. If they are unable to answer your query or resolve the problem, it is then their responsibility to contact Willerby on your behalf.

Generally this will require them to report the issue to Willerby via our web portal, so that we can log the request and look into the query. We are unable to log an issue on the system without it being submitted by the park/distributor directly.

2. How to Locate Your Serial Number

You will find the serial number either on your paperwork from your purchase, or on the holiday home itself. It will be in one of these formats: WT1234/00, WB1234/001, B1234/001, PR1234/001, 1234/001 and can usually be found in the boiler cupboard, under the side exterior door or on the rear external panel of your holiday home.



Safe Use of Your Holiday Home...

1. Safe Use of Your Holiday Home...

Please note that as standard, all Willerby holiday homes are built in accordance with British Standard **EN1647* holiday home specification** and are certified by the National Caravan Council (NCC). Holiday homes built to the EN1647 specification are deemed suitable for use as temporary or seasonal accommodation on a holiday basis and are not suitable for use as a permanent residence.

If however, you've specified our **Residential Specification (BS3632)** option, these homes are manufactured to meet stringent requirements regarding safety, sound and thermal insulation, construction and durability and therefore are suitable for permanent residence.

*** If you are unsure what specification your holiday home is built to email csequiries@whh.co.uk with your serial number.**

Should you require any additional information, your park or approved Willerby distributor will always be pleased to offer you assistance.



WARRANTY OVERVIEW (Full details pages 41-46)

Your new Willerby holiday home comes with a twelve-month warranty from the day you take possession. For full details, see pages 41-46.

In the unlikely event of a fault developing, please advise your supplying park or distributor. They will then report it back to us, using the necessary warranty claim forms.

PLEASE DO NOT REPORT ANY FAULTS DIRECTLY TO WILLERBY HOLIDAY HOMES LTD.

If for any reason you have to contact us directly regarding your holiday home, please have available the following information.

1. Model and size.
2. The name of your supplying park or distributor.
3. The serial number of your caravan holiday home. You will find the serial number either on your paperwork from your purchase or on the holiday home itself. It will be in one of these formats: WT1234/00, WB1234/001, B1234/001, PR1234/001, I234/001, and can usually be found in the boiler cupboard, under the side exterior door or on the rear external panel of your holiday home.
4. Subject to the conditions and exceptions set out below, this holiday home is guaranteed against defects occurring as a result of faulty workmanship or materials within a period of 12 months from the date of transfer in an unused state by an approved Willerby Holiday Homes distributor to the first owner.

CONDITIONS AND EXCEPTIONS

1. Any considered fault in either the workmanship or materials must be judged by all parties concerned solely on whether the fault under consideration renders the part or component unfit for its intended purpose.
2. The holiday home must be sited in accordance with the Code of Practice for the Transportation, Siting and Commissioning of Caravan Holiday Homes, a copy of which is available for your perusal at the park operator's premises.
3. The warranty holder must ensure that the holiday home is regularly maintained and inspected in accordance with Willerby Holiday Homes' recommendations as detailed throughout this handbook.

4. Willerby Holiday Homes Ltd will not accept responsibility for the cost of repairing or replacing any part or component of the holiday home other than the specified part or component that it has agreed has failed.
5. Those parts and components not covered by this guarantee are - tyres, fluorescent tubes, light bulbs, spotlights, tap washers, thermocouples and the cosmetic appearance of sealants.
6. Willerby Holiday Homes Ltd nor their approved distributors will be responsible for any consequential loss arising from any claim under this guarantee.

THE WARRANTY WILL BE DEEMED INVALID IF..

1. ...the failure of the specified part or component results wholly or partly from the fitting of any parts or components which are not approved by Willerby Holiday Homes Ltd.
2. ...the failure of the specified part or component results wholly or partly from the toxic, explosive, corrosive or other hazardous properties of any materials or substances brought into or used in the holiday home.
3. ...the Willerby Holiday Homes' identification marks for the holiday home have been defaced or removed.
4. ...any fault is caused or contributed to by abuse, neglect, vandalism or misuse.
5. ...following any collision, accident or impact.
6. ...the warranty holder is entitled to any benefit under a component park operator's guarantee or any other form of warranty or insurance.
7. ...work undertaken on any gas fittings or appliances is carried out by a person who is NOT a Gas Safe engineer.

THIS 12 MONTH GUARANTEE IS IN ADDITION TO YOUR STATUTORY AND OTHER LEGAL RIGHTS.

IMPORTANT: You must ensure your park registers your new holiday home with Willerby to activate your warranty. For added assurance, we recommend you complete your details by simply visiting www.willerby.com/warrantyregistration.

Contact your holiday park or Gas Safe direct for a full list of Gas Safe engineers on

0800 408 5500

SITING, COMMISSIONING AND INSTALLER INFORMATION

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INSTALLERS SECTION

In this section...

Siting Instructions

Tyres and Tyre Pressures

Mains Connections

Water Test Certificate

Electrical System

Gas System

Doors and Windows





IMPORTANT: Siting and commissioning is the responsibility of the park. It is essential to read this handbook thoroughly prior to siting and commissioning. Failure to comply with any of the instructions in this handbook could invalidate the warranty.

Siting Instructions

The code of practice for the transportation, siting and commissioning of caravan holiday homes is available on request from:

National Caravan Council Ltd
Catherine House
Victoria Road, Aldershot
Hampshire GU11 1SS
Tel: 01252 318251

or from

British Holiday & Home Parks Association
Chichester House
6 Pullman Court
Great Western Road
Gloucester GL1 3ND
Tel: 01452 526911

Please pay specific attention to the following:

- Siting (especially when siting in flood plain areas)
- Plumbing System
- Gas Systems
- Electrical Systems

Your holiday home should be sited on a correctly prepared standing of suitable material, which should provide adequate support for the unit placed upon it.

Jacks, stands and blocks should be placed under the chassis in line with the vertical chassis member where indicated. All loading points must have a level finish in order to take the supports.

Some of the larger, longer holiday homes require additional support or axle stands at mid-points.

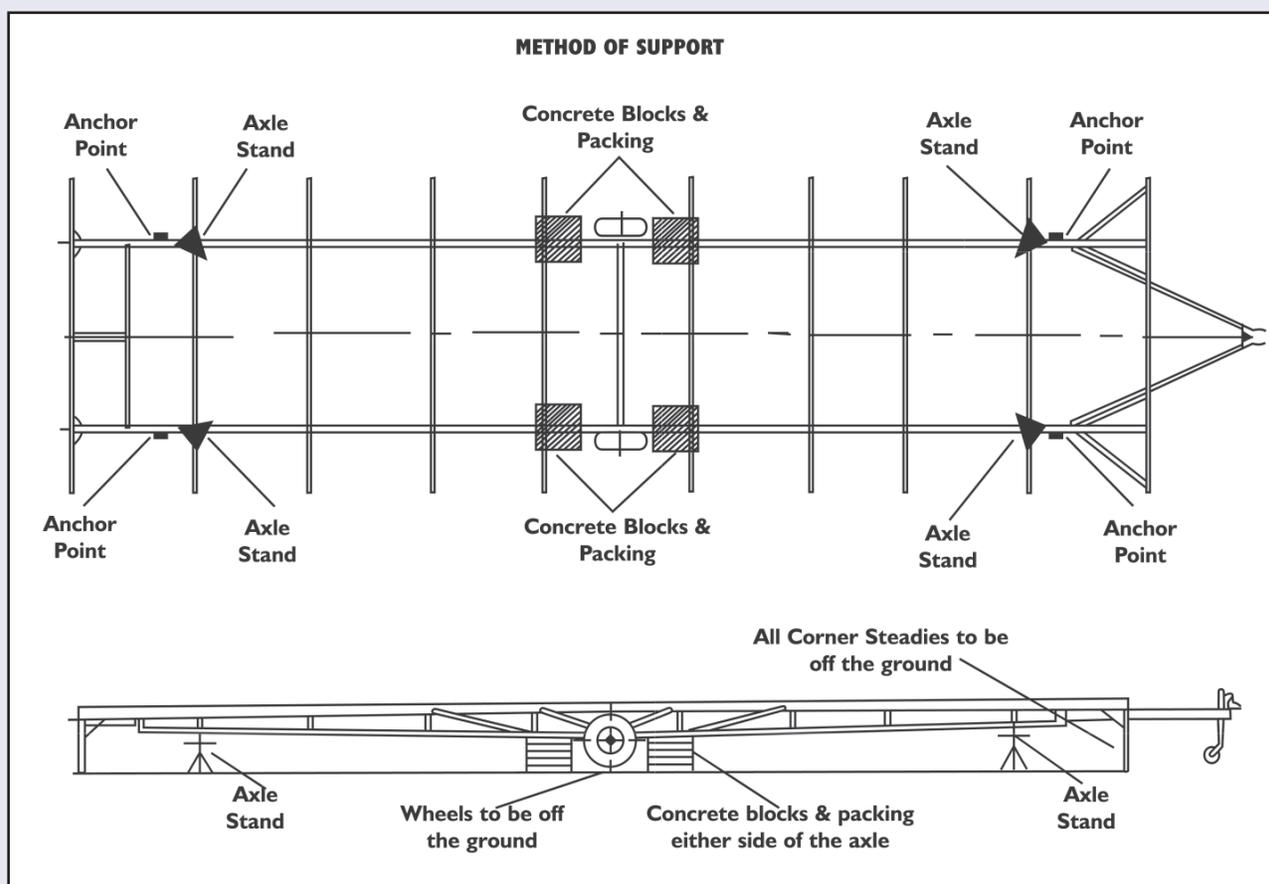
Once the holiday home is correctly positioned on the pitch with the corner steadies lowered, it should be jacked up (using a hydraulic jack or similar) under the main axle only, jacking one side at a time. When each side of the holiday home has been raised sufficiently to enable the wheel(s) to spin freely, solid concrete blocks should be placed on the main longitudinal chassis beams where cross-braced either side of the axle (4 positions). A small packing piece of suitable material should be placed between the top of the concrete block and the underside of the chassis to cushion the weight and reduce the transmission of vibration.

When both sides of the main axle have been jacked up correctly, with the corner steadies adjusted, the holiday home should be levelled laterally and longitudinally, using a spirit level. Packers such as hardwood etc can be used to level where necessary. Heavy duty axle stands should then be used as indicated.

Under no circumstances should the corner steadies be used as a permanent means of support.

If the holiday home is not level it could result in interior and exterior doors not opening and closing properly and may also affect large windows.

In some locations you may want to anchor your holiday home to the base. Anchor points are located approximately one metre from the front and rear of the main longitudinal chassis members.



IMPORTANT: It is the responsibility of the park operator/distributor to check the holiday home is sited level in accordance with this handbook. Willerby Holiday Homes Ltd reserves the right to charge for any work carried out under warranty caused by failure to comply with any instructions in this handbook.

Tyres and Tyre Pressures

Tyres are specified by the weight band letter shown on the chassis plate. Tyre pressures are shown on the wheel disc and vary between 70 and 90 psi. Tyres should be visually examined for cracks or deterioration (Code of Practice 501).

If replacement is required, please quote the holiday home model name and serial number (see page 5).

The person responsible for the ground installation of the holiday home shall provide suitable ground anchorage points to prevent the holiday home from overturning if local climatic conditions result in wind velocities in excess of 48m/s (173km/h) being experienced. Each ground anchor should be capable of resisting 10kN in tension.

Mains Connections

It is your park operator/distributor's responsibility to ensure that your holiday home is connected to the mains services in accordance with local authority regulations and that all services are tested for correct operation.



PLEASE NOTE: If connections are not made by a competent engineer then your warranty may be invalidated.

Water Test Certificate

The Water Test Certificate must be completed and returned to validate any possible warranty claims. It is recommended that the park gets a Gas Safe registered plumbing and heating engineer to commission and fill in the certificate. Please return the white copy to Nobleoak.

Electrical System

Before connecting to holiday home site supply, the earth loop impedance must be ascertained and it must be verified that the maximum permissible values are not exceeded to ensure disconnection within the specified limits as described in the I.E.E. regulations.

The inspection and completion certificate requires that the outstanding values regarding loop impedance, prospective short circuit current etc, be filled in by a competent person such as an electrician on the roll of the NICEIC. It is recommended that the holiday home is re-tested every year.

The certificate, together with its related inspection schedule, schedule of circuit details, schedule of test results and supply characteristics is valid only after entry of all information pertinent to the installation being certified.

Gas System

It is a requirement under the current Gas Safety (Installation and Use) Regulations that all work undertaken on gas fittings in holiday homes is dealt with by a competent Gas Safe engineer. Accordingly, the complete gas installation should be checked by a competent person to ensure it is working correctly and that there are no leaks. Failure to use a Gas Safe engineer will invalidate your warranty. The Gas Safe engineer must also complete and sign the Gas Safe commissioning label normally situated on the door of the water heater cupboard.

Doors and Windows

After transportation and siting it is essential that the doors and windows are checked for alignment. Please consult your park operator for help and advice.

Adjustment

Doors - for vertical adjustment use slotted holes in hinge

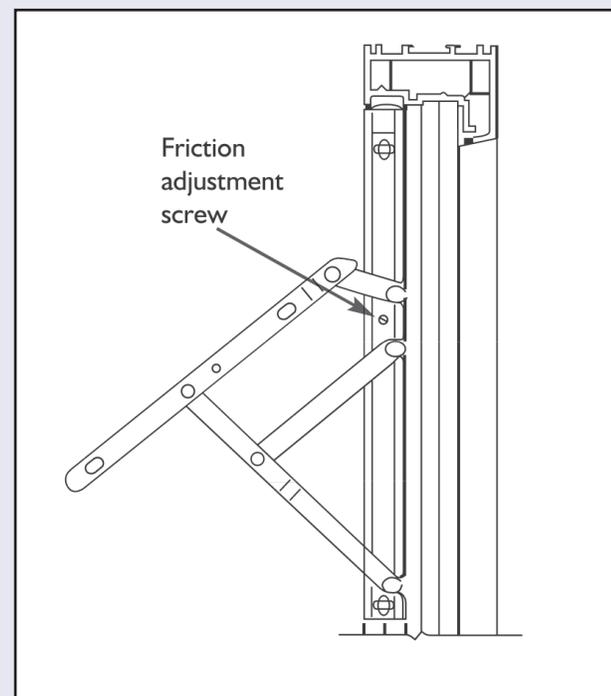
Latch - use slotted holes in striker plate

PVCu

Door hinges - use Allen key at the top and bottom of the hinge

Door roller - individual keeps can be adjusted by using a flat-headed screwdriver as they are of eccentric shape

Friction stays - can be adjusted to suit individual needs by turning the brass friction screw with a flat-headed screwdriver (see diagram)



Snow Loading

This holiday home has been designed and tested in accordance with EN1647 grade B. Every European country has different snow loading zones within that country and the holiday home grade classification determines where it can be sited. This means that the product can be sited anywhere in the UK up to an altitude not exceeding 1100m above sea level. After significant snowfall it is important that the roof structure is cleared of snow around the ventilation points to ensure the free flow of air through the holiday home.



PLEASE NOTE: Do not tread or bear body weight on the roof structure during the clearing of vents. If in doubt please consult your holiday park prior to carrying out this process.

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GENERAL SAFETY INFORMATION

THE FOLLOWING INFORMATION HAS BEEN PRODUCED FOR YOUR SAFETY. PLEASE ENSURE YOU READ THE INFORMATION CAREFULLY.



IN CASE OF FIRE

For your safety and the safety of your family, it is essential that you know what action to take in the event of a fire. Memorising this 6-point action plan could quite literally save someone's life.

- Get everyone out
- Turn off outside gas valve
- Raise the alarm and call 999 for the Fire Brigade
- If connected to a main electricity supply, check that it is disconnected or switched off at the pitch supply point
- Remove gas bottle, ONLY if safe to do so
- Tackle the fire ONLY if safe to do so

Means of Escape



Ensure you know the location and operation of the escape windows and doors. Keep all escape routes clear.

Fire Fighting



Ensure that there is, at least, a dry powder fire extinguisher of a minimum 1 kg. Use a fire blanket on a hotplate fire. If a fire occurs in the oven, turn the oven off and leave the door closed to smother the fire.

FIRE PRECAUTIONS

Smoke Alarm



All smoke alarm(s) should be checked for correct operation. If it's not working, the complete unit should be replaced. At the end of the lifespan (10 years) the whole unit must be replaced.

Children

Never leave children alone in the holiday home.

Combustible Materials

All combustible materials should be kept clear of all heating and cooking appliances and any other potential ignition sources.

Safe Use of LPG Gas

The LPG installation and LPG appliances in your holiday home should be checked annually by a registered Gas Safe engineer. Contact your holiday park or Gas Safe direct for a full list of Gas Safe engineers on

0800 408 5500



EMERGENCY SHUT-OFF POINTS

Electricity

- At the exterior park supply box for your holiday home
- At the plug which leads from the exterior park supply box to the plug of your holiday home
- At the RCD/RCCB mains box inside your holiday home

Gas

- At the gas bottle(s)
- At the isolation tap for each gas appliance:
 - Oven** - located inside appliance base unit, behind removable plinths or cupboard
 - Hob** - located inside appliance base unit, behind removable plinths
 - Fire** - within isolation box adjacent or face fixed
 - Water heater or combination boiler** - directly underneath the heater
 - Central heating** - directly underneath the boiler

Water

At the main feed pipe stopcock at the exterior supply for your holiday home.

Centrally heated models - at the stopcock beneath the floor directly under the boiler.

Non centrally heated models - at the stopcock beneath the floor under the shower.

NCC Energy Efficiency Rating



This holiday home has been designed and tested in accordance with NCC (National Caravan Council) energy rating standards, which is a measure of energy efficiency. As of 2016 you will be supplied with a copy of the energy rating label specific to your holiday home. For detailed information regarding the energy rating labels please refer to the NCC website.

Product Dimensions

The document folder at the back of this handbook contains overall exterior dimensions of the product and the bed sizes as required by EN1647 standards.

For additional technical information regarding your holiday home, consult our website:

www.willerby.com

Ventilation



Do not obstruct the factory-fitted ventilators, even partially. Your safety depends on them.

CO² Alarm



Check that the Carbon Monoxide (CO²) alarm is in working order. The green power light should flash every 50 seconds.

Unit alarm signal - loud siren with flashing red light.

Unit fault/low battery – single beep sound every minute.

If the beep sound persists, please refer to manufacturer's instructions for further information.

VENTILATION AND CONDENSATION ADVICE

Condensation can potentially be an issue in your holiday home; higher energy efficiencies and improved insulation will increase the retention of heat within the confined living space. The disadvantage with this is the reduction of fresh air movement through the structure of the holiday home and, therefore, its capacity to prevent moisture build up. What then happens is that any excess moisture will gather in the colder areas i.e. the windows, seams and corners, cupboards etc. There are many different ways you can reduce condensation in your holiday home, so we've noted a few to help you to tackle the issue...

What to do

When you first arrive, open windows at both ends of the holiday home for at least a couple of hours (longer if possible) to give it a good airing. The aim is to ensure that there is good air circulation throughout the unit, allowing any moisture build up to clear. It will also help dry out any dampness to your soft furnishings.

Always try to keep a window slightly open when you are in the holiday home to allow good airflow. If you have double-glazing this can be done securely by using the 'night-latch' or by fitting 'restrictors' on standard windows, alternatively use your roof vents (just make sure all are secured before leaving!!).

Bathrooms and kitchen areas mostly have additional fan-vents and/or extractor fans as they are places where condensation is at its highest. These, for the most part, work very well but if taking a bath/shower or cooking a meal it would be as well not only to use the extractors but also open a window for approximately 15 minutes afterwards to let the air flow freely, pushing out any moist air.

Other Helpful Tips...

- Do not dry clothes inside
- If using a tumble-dryer, ensure the end of the vent hose is outside
- Use lids on saucepans when cooking
- Use salt pots to collect moisture
- Use a de-humidifier
- Double-glazing (this will help to reduce draughts and help retain heat)
- Increase insulation to walls, floors and ceilings (this will also help to retain heat)
- Regulate your heating by keeping it on a lower setting over a longer time frame to heat gradually rather than turning your thermostat up to full when you first arrive



WARNINGS – Do not use portable heating equipment.

It is a source of danger and could cause fumes, asphyxiation and condensation.

IMPORTANT NOTE – Your holiday home has been designed and produced in accordance with EN1647; this standard is applied to holiday homes which are for seasonal use only and not for residential continuous occupancy use. Only holiday homes certified to BS3632 are suitable for all year round residential use. Ensure that air vents around the caravan are kept clear. Not only do these help ventilate the inside of the van but also allow the release of any possible build-up of gases from your fires, cookers etc, which can be extremely dangerous.



What are the Effects of Poor Ventilation?

Black mould growth is the most common effect of condensation, but mould can appear in many other colours on carpets, clothing and wood. It can also affect walls and ceilings and can damage our health especially for those with chest issues (e.g. asthmatics) who can suffer as a result of the airborne spores. Signs of mould tend to start forming in the coldest areas, so keep an eye on outside corners and seals/seams. Wet areas on windowsills and floors are other clear indicators of the effects.



How to Treat the Effects...

If you do have any signs of mould, mildew or damp, catching it early is the key to preventing any extensive or gradually increasing damage. If damp areas are visible, take measures to absorb any excess water from windowsills, corners of rooms or anywhere else you can see affected. If treating areas where mildew is visible, first wipe the area with a damp cloth, cleaning off any black marks or try applying an anti-mould cleaner, this will kill any spores.

SAFETY



SKIRTING VENTILATION WARNING

It is essential as part of BS3632 that the following ventilation requirements are considered for holiday homes that have a skirt installed to enclose the space beneath them. Ventilation must be considered because of the possibility of LPG leaking into the space under the holiday home due to the corrosion of any underground LPG service pipe which rises under it.

If the LPG supply is medium pressure (750 mbar) then ventilation should:

- Have a total free area of at least 74,000mm²
- Be provided as any number and shape of vents, with an aspect ratio less than 4:1, to give the total vent free area above
- Ideally, include at least two vents on opposite sides of the skirt and as close as possible to the location of the LPG pipe
- Where the home is sited on sloping ground, ventilation should be provided in the skirting on the lowest side to ensure adequate ventilation
- Take account of the need for drop holes beneath the LPG appliances and where buried service pipes, carrying LPG, emerge from the ground
- Be kept clear of any obstructions to ensure good air flow

Water Test Certificate

Your water test certificate must be completed and returned to validate any possible warranty claims. It is recommended that your park gets a registered Gas Safe plumbing and heating engineer to commission and fill in your certificate when siting your holiday home.

KITCHEN		Satisfactory	Requires Attention	B) ENSUITE W.C.		Satisfactory	Requires Attention
3) CHECK HOT & COLD PIPEWORK TO SINK UNIT				CHECK WC TOILET SANITARYWARE			
CHECK 1½ WASTE PIPE SYSTEM TO SINK UNIT				INTERNAL OVERFLOW OK			
4) CHECK WATER HEATER HOT / COLD PIPEWORK				COLD FEED WITH VALVE			
5) CHECK WC TOILET SANITARYWARE				WATER LEVEL (6 LITRE)			
INTERNAL OVERFLOW OK				FLUSH OK			
COLD FEED WITH VALVE				9) BASIN ENSUITE			
WATER LEVEL (6 LITRE)				HOT / COLD PIPEWORK OK			
FLUSH OK				TAPS WORKING OK			
HOT / COLD PIPEWORK UNDER THE HOLIDAY HOME				WASTE PIPE OK			
6) SHOWER				CHECK ALL SANITARYWARE			
HOT / COLD PIPEWORK INSPECTION COVER				10) CENTRAL HEATING			
REMOVED AND PIPEWORK CHECKED				CHECK ALL RADIATORS FOR LEAKS			
SHOWER HEAD CLEANED				PRESSURE IN BOILER BETWEEN 1.5 AND 2.0 BAR			
SHOWER MIXER TAP FILTERS CLEAN				CHECK BOILER IN COMPARTMENT			
NON RETURN VALVES CLEAN (NO DIRT)				CHECK HEATING COIL UNDER SEATING IN LOUNGE			
SHOWER WASTE OK				CHECK ALL PIPEWORK FLOW & RETURN UNDER THE HOLIDAY HOME			
SHOWER CUBICLE WATER TESTED OK							
7) WASHBASIN							
HOT / COLD PIPEWORK OK							
TAPS WORKING OK							
WASTE PIPE OK							
CHECK ALL SANITARYWARE FOR DAMAGE							



Pressure Reducing Valve Water Pressure

Water pressure varies from one park to the next. We recommend the minimum water pressure required is 3 bar. With some holiday homes we install a Pegler prestex pressure reducing valve. We recommend a water pressure of 3 bar, if your supply pressure is above 3 bar adjust your pressure reducing valve and follow the manufacturer's instructions.

Domestic Water Pipe Insulation Thermal Conductivity [EN ISO 8497]

We install Climaflex polyethylene pipe insulation. On 15mm pipework we use 25mm wall thickness, this is ideal insulation for frost protection and energy conservation. Always refer to the manufacturer's instructions.

Shower

The Douglas James cyclone shower valve is WRAS approved. The operating pressure for the hot and cold supply should be kept as balanced as possible in order to make sure the shower works correctly. The thermostatic mixer tap is fitted with filtering washers inside the hexagon nuts; these washers prevent foreign particles from entering the thermostatic cartridge. For after care and maintenance read the manufacturer's instructions.

The Plumbing System

The responsibility for draining the hot and cold system will be that of the owner or park operator. The plumbing system in this holiday home has been tested to 120 psi and all plumbing connections were tightened when installed. However, vibration during delivery from the point of manufacture may loosen joints. We would recommend that these be checked before and after water is connected. Prior to delivery, all water has been removed by blowing out the pipe work with compressed air.

Toilet Flush Valves



We install three types of toilet flush valves in our models of holiday homes; all of our toilet cisterns are dual flush.

Geberit Toilet Flush Valve

The Geberit toilet flush valve is adjusted to 4.5 litres/min. The method of flushing this valve is by a push button in the cistern lid.

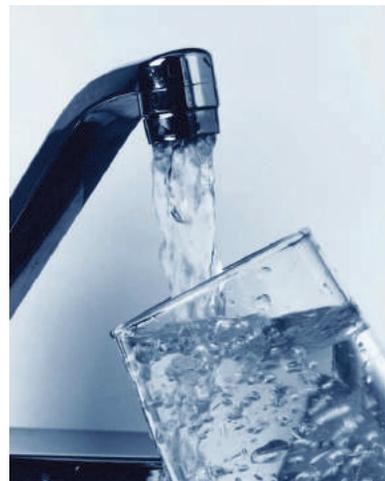
Cersanit Toilet Flush Valve

The Cersanit toilet flush valve is adjusted to 4.5 litres/min. The method of flushing this valve is by a push button in the cistern lid.

Dudley Plastic Cistern

The Dudley cistern is adjusted to 6 litres/min. The method of flushing this cistern is by a plastic handle.

Drinking Water



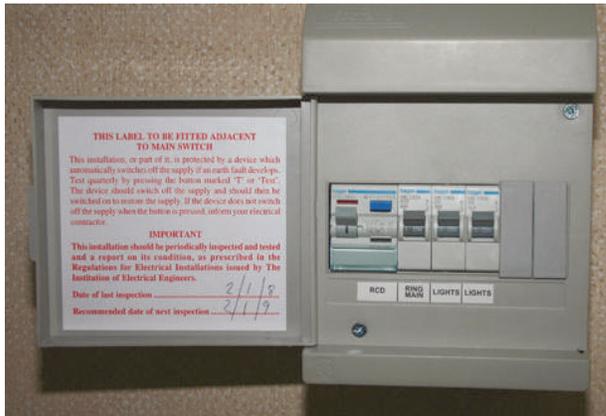
You need to contact your park operator to confirm that your mains water supply is suitable for drinking.

INSPECTION AND TESTING

Before connecting the holiday home to an electrical supply it must be visually inspected and the earth loop impedance must be ascertained. It must be verified that the maximum permissible values are not exceeded to ensure disconnection within the specified limits as described in current electrical standards.

The inspection and completion certificate requires that the outstanding values regarding loop impedance, perspective short circuit current etc be carried out by an approved electrical installer.

Mains Connection



It is your park operator/distributor's responsibility to ensure that your holiday home is connected to the mains services in accordance with local authority regulations and that all services are tested for correct operation by an approved electrician (NIC-EIC or similar). The holiday home requires re-testing every year.



WARNING

Be extremely careful when using appliances connected to power points near wet areas, including kitchen sinks. If an electrical appliance has been immersed in water it must be discarded immediately. Switch off and unplug after use all portable electrical appliances, such as hairdryers, shavers etc. Do not use portable heaters in bathroom areas. Do not use extension leads or power leads in wet areas unless specifically designed to do so. Never touch anything electrical with wet hands.

Consumer Unit



The consumer unit is usually installed in the main bedroom wardrobe. If the power fails check the RCD and breakers in the consumer unit. If they are not positioned as shown above in the photograph, then turn back on as shown above, i.e. with the switches located at the upper position. If the switch keeps tripping, contact your park or an approved electrician (NIC-EIC or similar).

Television Aerial

The holiday home is internally pre wired with coax cable and terminated into a TV faceplate with the other end usually coiled up under the holiday home ready to be connected to an aerial. There is a fixing point at high level on the side of the holiday home (marked with a label) to attach the aerial mast if needed.

The number of TV points depends on the specification of the holiday home.

A holiday home with three or more TV points may have a central point to connect the coax into a TV aerial booster (not always supplied); this should be carried out when the holiday home is sited by a suitably qualified engineer.



HDMI

Several models have an HDMI cable pre-installed at the factory; this is normally in the lounge and ready to be connected to a DVD player or Sky box etc to a wall hung TV. Also supplied is an HDMI adaptor and this is used when the TV is wall hung providing a quick and easy connection of the HDMI cable into the back of the TV.

Under Floor Heating

Some models have under floor heating as standard or as an option, which is fitted below laminate flooring. Refer to user manual supplied on how this works. You should have also been supplied with a diagram showing where the heating mat is fitted. Refer to this before any holes are drilled through the flooring, as there could be live cables beneath the laminate.

Interior Lighting

Most lights come supplied with energy saving light bulbs (LED/CFL). Some light bulbs will be fitted at the factory but if they are not, the power should be turned off before the light bulbs are fitted (never fit a light bulb with wet hands). If for some reason a replacement light bulb is required, dispose of old light bulb in accordance with local regulations and replace with the same type of light bulb from your local DIY superstore or it can be purchased through Willerby Customer Services.

Exterior Lighting

If you have specified and received exterior lights of the photo cell (on all night) type or of the P.I.R. (works only at night when movement is detected) type please note that, for your convenience, both the photo cell and P.I.R. are pre-set and need no further adjustment.

Sockets

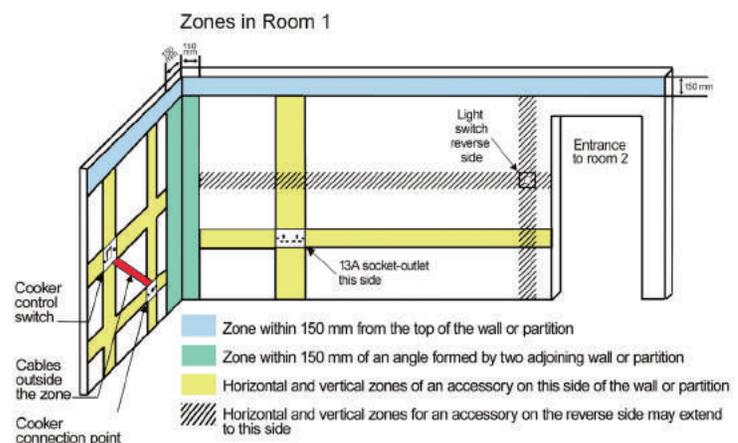
If a socket is broken do not use and have repaired/replaced by an approved electrical installer. Always turn off the socket before removing the plug. If an electrical item is damaged or broken, dispose of it or have it repaired by an approved distributor.

- Never plug too many items into a socket by means of an adaptor.
- Never remove a plug from a socket by pulling on the flex.

- Turn off electrical items when leaving the unit for long periods to save power and for safety reasons.
- Before using electrical items in a bathroom check they are suitable for the location, hairdryers and radios etc are not to be used.

Care should be taken when using electrical items outside your holiday home.

Zones



Electrical regulations refer to cable zones which indicate potential cable positions placed in a wall, this allows an end user to be aware of safe locations where a picture or a hole can be drilled. See diagram above.

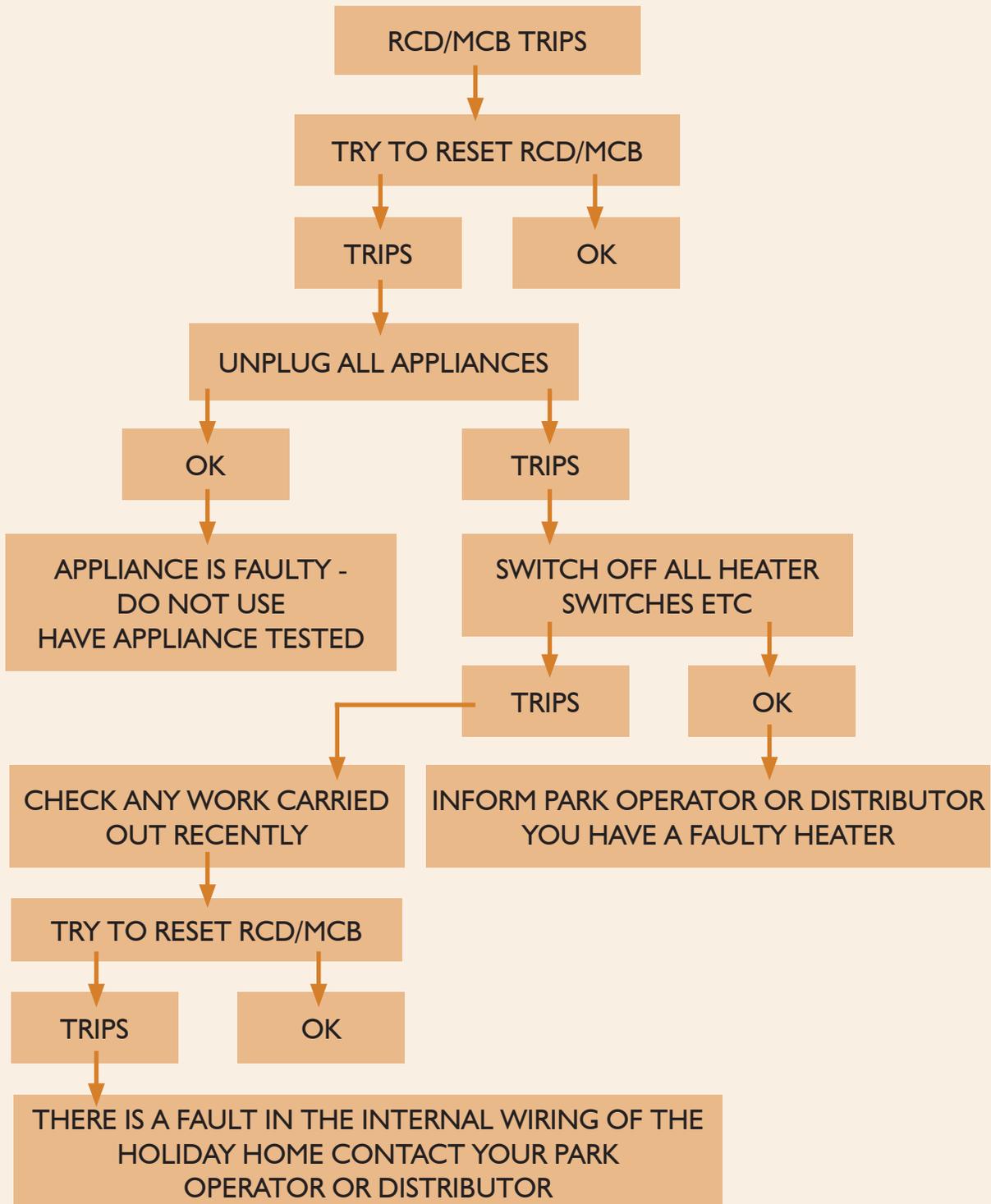


WARNING

Please take special care when fixing screws/nails etc. to your holiday home walls as it is possible to damage a cable by screwing/nailing from either side of a wall. It is necessary to check both sides of the wall to ensure you are not nailing directly above a socket or light switch etc. If you are in any doubt it is highly recommended to use a cable detector for safety. This also applies to lights and television aerial brackets fixed to the exterior of the holiday home. Never allow modification of electrical systems and appliances except by a qualified engineer. Please refer to the Zones image above.



FAULT FINDING CHART



CUSTOMER SERVICES

If you have any queries regarding the electrical installation in your holiday home please do not hesitate to contact us:

Willerby Holiday Homes Ltd, Imperial House, 1251 Hedon Road, Hull HU9 5NA.

Email: csenquiries@whh.co.uk



Integrated Sound System



This is fitted as standard to some models or as an option. Please refer to manufacturer's handbook on how to use this system.

Fridge/Fridge Freezer



Please refer to manufacturer's handbook before you use the integrated Fridge/Fridge Freezer if you have one installed in your holiday home.

Your Willerby holiday home may have provision to install a free standing fridge or fridge freezer depending on the model. Before purchasing an appliance make sure you have the correct aperture measurements of height, width and depth. If in doubt please contact your park operator or our customer services department.

Gas Cooker



Please refer to manufacturer's handbook before you use the oven and grill.

Gas Hob



Please refer to manufacturer's handbook before you use the gas hob.

Microwave



This is fitted as standard to some models or as an option. Please refer to manufacturer's handbook before you use the microwave.





Washing Machine



This is fitted as standard to some models or as an option. Please refer to manufacturer's handbook before you use the washing machine.

Dishwasher



This is fitted as standard to some models or as an option. Please refer to your manufacturer's handbook before you use the dishwasher.

Pull Out Bed



Step 1



Step 2



Step 3

Refer to the manufacturer's label for instructions and further information.



It is important that this section should be read in conjunction with all other entries dealing with safety precautions and appliances. The gas system in your Willerby holiday home is well designed and perfectly safe under normal operating conditions.

However, misuse or neglect of the equipment can prove dangerous and even fatal. All operating instructions MUST be adhered to. It is the requirement under the current Gas Safety [Installation and Use] Regulations that all work undertaken on gas fittings in holiday homes is dealt with by an engineer approved by a recognised body such as Gas Safe. Accordingly, the complete gas installation should be checked by a competent person to ensure it is working correctly and that there are no leaks.



IMPORTANT: The owner of the holiday home is responsible for ensuring the entire gas system is annually serviced by a Gas Safe registered engineer – this gas regulation applies if the holiday home is let or sublet.



If you suspect a leak... Turn off the main supply outside your holiday home, contact a registered Gas Safe engineer and inform your park operator. Propane gas has had a smelling agent added to give it a distinctive smell.

Advice to the Gas Consumer

If the gas operative is not on site and has been advised that a smell of gas exists or an escape of gas is suspected, the gas consumer should perform the following actions. Clear and concise information must be provided.

Do turn off the gas - at the gas bottle, emergency control valve

Do ventilate the holiday home - open doors and windows

Do extinguish all naked flames - do not smoke or strike matches

Do keep away from affected area

Do contact the emergency service provider - obtain full details from your park operator

Do ensure access into the holiday home

Do not operate electrical switches ON or OFF



NEVER ATTEMPT TO LOCATE A LEAK USING A NAKED FLAME!

Inspect flexible gas hoses regularly for deterioration. Renew with the approved type E as necessary and in any case, not later than the expiry date marked on the hose.

Gas Fires



Radiant gas fires installed in all Willerby holiday homes have been designed with value in mind. They provide low cost warmth when you need it. If you have a gas fire installed in your holiday home, refer to the manufacturer's handbook supplied for information about the type provided.

With your safety in mind, the manufacturers of these gas fires have installed a combustion management system. In the unlikely event of a fault occurring, either with the fire itself or during installation, the fire will close down should any carbon monoxide be detected.



Please note gas fires will become hot to touch and therefore, young children should be supervised at all times in relation to these items.

Gas Fire Cleaning & Maintenance

All gas fires in Willerby holiday homes come with a comprehensive manufacturer's handbook. Please refer to this handbook for operating instructions. Cleaning and maintenance should only be conducted by a Gas Safe engineer and the instructions given are only to be used for reference by the engineer. Your fire unit will have an access panel to the flue installation and should be inspected at least once a year.

Gas Water Heaters



Highly efficient gas water heaters are supplied as standard in Willerby holiday homes, other than those where central heating is specified. Always read the servicing and user instructions supplied with your water heater.

Water Heater Cleaning & Maintenance

All gas water heaters in Willerby holiday homes come with a comprehensive manufacturer's handbook. Please refer to this handbook for operating instructions. The appliance must be checked for safe operation annually, regardless of frequency of use. This refers principally to the correct combustion of the main burner and pilot. Cleaning and maintenance should only be conducted by a Gas Safe engineer and the instructions given are only to be used for reference by the engineer.



Gas Cooker



Willerby holiday homes come with a wide range of built-in ovens, hobs and grills. The unit installed in your holiday home is dependent on the holiday home model you have chosen.



WARNING! Gas appliances for cooking must not be used for room heating. Do not use portable cooking or heating appliances.

Gas Cooker Cleaning & Maintenance

All gas cooking equipment in Willerby holiday homes comes with a comprehensive manufacturer's handbook. Please refer to this handbook for operating instructions.

Maintenance should only be conducted by a Gas Safe engineer and the instructions given are only to be used for reference by the engineer.



IMPORTANT: All gas appliances must be installed and commissioned by a registered Gas Safe engineer.

Gas Combination Boiler



This appliance must be commissioned by a registered Gas Safe engineer to all relevant standards, current Gas Safety Regulations and manufacturer's commissioning instructions.

A registration card is supplied, this must be completed and returned to Ariston within 30 days to activate your warranty.



IMPORTANT

To QUALIFY for the 5 YEAR WARRANTY you MUST REGISTER YOUR BOILER within 30 days of ownership

Your Ariston Boiler

Your Leisure Home is fitted with a quality boiler which supplies all your heating and hot water and is guaranteed for 5 years against any internal component failure.

To receive this special warranty you **must** register your boiler with Ariston. To do this, call the Ariston Customer Care Team on 0333 240 8777 and be ready to provide the following information:

- ✓ Post Code of site and plot number where your Leisure Home is situated
- ✓ Post Code of your home address and house number
- ✓ Date of the purchase of your Leisure Home
- ✓ Full Serial Number – in spaces below

7 digits	2 digits	12 digits	

Note – Failure to register your boiler within 30 days will default the warranty to our standard 2 years

Servicing Your Boiler - Your boiler must be serviced regularly. If the boiler is not serviced at the intervals below, then any warranty will automatically void.

Your first Service should be around the 12 month anniversary of ownership (this first service will be carried out free of charge **by Ariston**) and every subsequent 12th month thereafter (these will be chargeable **by Ariston**). All annual services to be arranged by contacting our Customer Care Team on **0333 240 8777**. If any service is carried out by anyone other than Ariston, this may affect your warranty.

If you have any questions, please do not hesitate to contact the Ariston Customer Care Team – our office hours are Monday to Friday from 8:00am to 6:00pm and on Saturday morning from 9:00 to 12:00 noon



Changing Gas Cylinders

1. Extinguish any fire, flame or source of ignition (including cigarettes, pipes and pilot lights) before changing gas cylinders.
2. Wherever possible change gas cylinders in the open air.
3. Ensure that the gas cylinder valve(s) is/are closed before disconnecting any empty cylinder or before removing the plastic cap or plug on the outlet connection of the replacement cylinder. (Note: left hand thread).
4. Make firm gas-tight joints. Any leaking vapour will smell. If a leak is suspected after changing gas cylinders and opening valve, test by brushing with soapy water around the joints. Bubbles will form if vapour is leaking. NEVER USE A NAKED FLAME.
5. Ensure that the replacement gas cylinder is the correct one for the installation.
6. Gas cylinder valves are of various designs depending on the type of cylinder and the use for which it is intended. It is essential that the correct pressure regulator with the correct pressure setting and capacity for the installation is used in accordance with the manufacturer's instructions.
7. In the case of a connection on a pressure regulator or gas appliance which relies upon a sealing washer(s) to maintain a gas-tight joint, it is essential to check that the washer is present, is sound and is correctly positioned prior to making the connection. Where the connection relies on metal-to-metal seating or bull nose connection to obtain a gas-tight joint it is essential that the mating surfaces are clean and undamaged. In no case should a damaged valve or connection be used.
8. Where connections are designed to be tightened with a spanner it is essential that the connection is gas-tight.



WARNING!

**If it is necessary to renew gas hoses, ensure only approved types are used.
See your local LPG retailer for reference.**



Ventilation



It is important that all ventilators are kept unobstructed, especially at floor level. Remember that gas is heavier than air; therefore it is essential that the ventilation provided is kept clear to ensure that no risk to life occurs due to faulty gas appliances. All ventilators should be cleaned and checked to ensure they are unblocked. All blocked ventilators should be cleared to ensure they allow a free passage of air.

Gas Heating

Central Heating Benchmark

Your boiler manufacturer Ariston has joined a Code of Practice called Benchmark to encourage the correct installation, commissioning and servicing of domestic central heating boilers. Please read the literature supplied with your Ariston E-Combi Evo Installation and Servicing Instruction Book and make sure your park commissioning engineer fills in the Gas Boiler System Commissioning Checklist.

Ariston also supply a page to record the service record of the annual boiler service. It is recommended that your boiler and heating system be serviced regularly.

Ariston E-Combi Evo

This appliance must be commissioned by a Gas Safe registered engineer. All Gas Safe registered engineers carry a Gas Safe ID card and have a registration number, these should be recorded in your boiler log book, you can check your installer is Gas Safe registered by calling Gas Safe directly on

0800 408 5500

Central Heating Do's and Don'ts

DO

At the end of the season -

- Shut off the cold water to your holiday home
- Blow out your domestic pipe work with a compressor
- Open all taps when draining the system and flush your WC
- Annually check your central heating water has the required volume of anti-freeze. To do this drain off a litre of water and check with a hydrometer then replace the water. There should be 9 litres of anti-freeze in the system (35% anti-freeze)
- If in doubt contact a registered Gas Safe engineer about any of the above

DO NOT

- Drain your heating system at the end of the season as it contains anti-freeze
- Let your pressure gauge drop below 1.5 bar. If your gauge drops below this level, you must open the valve directly below your boiler through the filling point until your gauge shows 1.5 bar. If the pressure continues to drop, call in a plumber to check out the system



Hot Water

Gas Fired Instantaneous Water Heater

The appliance is equipped with automatic electronic ignition. This works by opening a hot water tap, the water heater sparks automatically until the main burner ignites.

Radiators



We install compact, efficient Stelrad radiators with a slim profile and smooth, warm white finish; these radiators are manufactured and conform to EN442 the European standard.



Please note radiators will become hot to touch and, therefore, young children should be supervised at all times in relation to these items.

Anti-Freeze

To ensure that your central heating boiler and radiators are protected against frost over the winter period we have introduced a 35% concentration by volume of PXL5 anti-freeze into your central heating system which will protect the heating system to a temperature down to -20 degrees C. This is a propylene glycol based anti-freeze, which is a secondary heat transfer for heating systems and solar panels. This glycol employs inorganic inhibitors and has excellent hard water stability, and very low inhibitor depletion rates. We recommend that the anti-freeze is checked annually with a refractometer or a hydrometer at the end of the season to ensure that the protection is down to -20 degrees C. On request we can supply the manufacturer's technical data sheet for PXL5 anti-freeze.



Electric Fires



Where fitted, the electric fire is located in the main living space of your holiday home. The unit is a fan assisted electrically powered space heater which is isolated by a fused spur or socket and protected by an appropriately sized fuse. For safe operation please refer to the manufacturer's handbook provided with your holiday home or directly on the manufacturer's website. These heaters must not be covered or blocked or used to dry wet items, no modifications should be carried out to these items. Please note electric fires will become hot to touch and, therefore, young children should be supervised at all times in relation to these items.

Plinth Heaters



Where fitted, these are located within the plinths of wardrobes and kitchen base units. They are fan assisted electrically powered space heaters and are isolated by a fused spur or socket, and protected by an appropriately sized fuse. For safe operation please refer to the manufacturer's handbook provided with your holiday home or directly to the manufacturer's website. These

heaters must not be covered or blocked or used to dry wet items, no modifications should be carried out to these items. Please note plinth heaters will become hot to touch and, therefore, young children should be supervised at all times in relation to these items.

Panel Heaters



These are located on the internal walls of your holiday home. They are electrically powered convector heaters and are isolated by a fused spur or socket and protected by an appropriately sized fuse. For safe operation please refer to the manufacturer's handbook provided with your holiday home or directly on the manufacturer's website. These heaters must not be covered or blocked or used to dry wet items. No modifications should be carried out to these items. Please note panel heaters will become hot to touch and, therefore, young children should be supervised at all times in relation to these items.



Towel Heaters



When fitted, electrically powered heated rails allow the drying of wet towels etc in the bathroom environment. The unit is isolated by a fused spur and protected by an appropriately sized fuse. For safe operation please refer to the manufacturer's handbook provided with your holiday home or directly on the manufacturer's website. No modifications should be carried out to these items. Please note towel heaters will become hot to touch and, therefore, young children should be supervised at all times in relation to these items.

Electrical Water Heaters

When fitted, electrically powered water heaters provide a pre-determined volume of hot water for washing, showering, etc. For safe operation please refer to the manufacturer's handbook provided with your holiday home or directly on the manufacturer's website. No modifications should be carried out to these items.

Trace Heating

Trace heating is an option on all models and is fitted to the hot and cold pipes under the van to prevent them from freezing. The van must have power all year and the fused spur is left on. The thermostat should be factory set to 5 degrees C and is usually located in the main bedroom wardrobe. If the red and green neon lights are both on and the temperature is above 5 degrees C outside then this means the thermostat is set too high. Contact your park or distributor to have the thermostat adjusted.



Exterior Maintenance



Your holiday home should be visually inspected for damage to the gutter, cladding and other external features. The corner steadies should be regreased and checked for signs of deterioration. All axle stands should be visually inspected for signs of deterioration. Exterior walls should be inspected for signs of damage, leakage and movement, and repaired if necessary. The roof should be visually inspected to check for damage of the roof structure. All visible mastic seals should be checked for any signs of shrinkage and cracking and re-sealed where necessary.

Windows and doors should be checked for leaks. All seals should be examined for signs of shrinkage and cracking, and re-sealed where necessary. Oil all door and window catches, locks and hinges annually, and smear skylight stays with Vaseline or similar. Gutters and downpipes, where fitted, must be kept clear of any blockages. Failure to do so could result in potential water ingress to the holiday home. Should any serious rusting appear on the steel chassis, it is essential that the surface is cleaned off and repaired.

When holiday homes are sited in coastal areas and especially when sited close to the sea, salt laden spray, mist and rain will tend to leave a corrosive coating on the holiday home body and roof. In these circumstances, you should wash your holiday home at least once every three months, paying special attention to the edges, roof, around the windows, and doors or other crevices where salt deposits can build up. These measures will help to combat the affects of the salty atmosphere.

Aluminium Cladding

To keep the paint work at its original lustre, wash regularly with a mild water and soap solution, rinse off with clean water and then dry the cladding with a clean wash leather.

An occasional polish with a good quality wax polish will maintain a high gloss. **Do not use abrasive cleaners.**

Vinyl and Rigid Vinyl Cladding



In most cases normal rainfall is sufficient to keep it clean, but if your vinyl cladding should need cleaning, an occasional wash with clean water using a garden hose (not a jet wash), with a soft bristled brush is ideal for this purpose.

Exterior Doors, Windows and Guttering

In order to maintain appearance it will be necessary to wash the windows, doors and guttering with warm soap and water to remove surface dirt. The frequency of this will depend upon the local environmental conditions. This cleaning should be carried out with copious amounts of soapy water to avoid any chance of scratching the surface. When wiping over always use a soft cloth.

NEVER use solvent based cleaners
NEVER use abrasive cleaners

Canoxel® Cladding



It is recommended that Canoxel cladding be periodically cleaned. This normally would be carried out using a soft brush or sponge along with a mild detergent mixed with water. This cleaning is, in fact, a condition of our warranty and the consequences from dirt and mildew

are beyond our control. Cleaning products that contain some fungicide should help to remove stains caused by mould and mildew.

Genuine Timber Cladding



Your holiday home has been protected to ensure that the timbers retain their natural beauty, long after you've taken possession of the keys. Where applicable all the external timbers have been coated via a factory-applied method to ensure that they are protected from the elements.

What does this provide you with?

- Superb water, oil, stain and pollution repellence
- UV protection
- 3-5 year life if adequately maintained
- Limited visual signs of ageing

Maintenance

In order for your holiday home to retain its beauty, it's necessary to carry out some simple maintenance. We recommend that you carry out cleaning and inspection every 6 months to ensure that any issues can be highlighted and repaired.

General cleaning – using a stiff nylon brush, wash coated surfaces to remove any contaminants. Allow to dry.

Mould/algae – treat with a solution of one part bleach with 2 parts water, rinse thoroughly and allow to dry.

Checking for damage – remove all signs of surface damage by using a suitable abrasive material, ensuring you blend this into the surrounding areas prior to re-coating. Any areas of 'grey' timber should be sanded down to expose bright, clean timber and wiped clean of dust prior to re-coating.



Re-applying protective coating

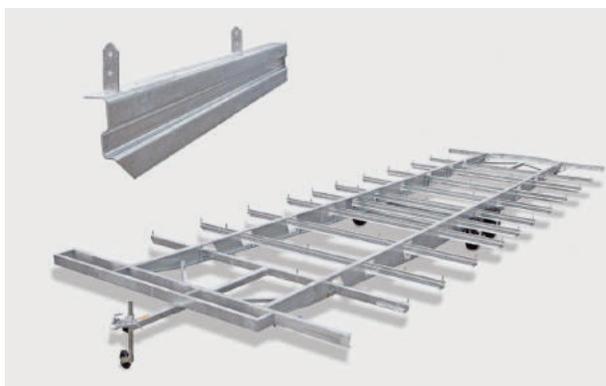
Always test a small area before use and read the health & safety instructions carefully.

How to use

1. Cover top with a cloth during opening to prevent any splashes
2. Ensure all surfaces are clean and dry
3. Apply a generous even-coat with brush, roller or sprayer. Work in with a brush until the surface is evenly coated
4. Repeat Step 3 until the surface is fully saturated with material
5. Wash all equipment with warm, soapy water

NB: Particular species of timber naturally exude tannin, especially from knots, which can stain or leave a liquid resin on the surface. This normally occurs following installation but does not affect the performance of the coating. If this does occur, allow the resin to dry. Once dried, remove resin by lightly scraping and wiping with a cloth dampened with methylated spirits.

CHASSIS



Fusion Protech Fully Galvanised Chassis

This chassis is produced from fully galvanised pressed steel sections that are mechanically fixed together to ensure there are no breaks in the coating that may allow corrosion to form, fully compliant to ISO 12944:C5 recommended for estuaries, coastal and areas with high salinity.

No maintenance is required except periodic lubrication.

The chassis is supplied with an anti-corrosion warranty, for further information visit www.willerby.com.

Steel Chassis with Protective Coating

Entry level models are built on a conventional steel chassis, supplied with a protective coating, to ensure durability, compliant to ISO 12944:C4.

Whilst the coating used helps prevent rust, it is recommended the chassis be checked annually as a minimum, and quarterly in coastal areas, for any signs of damage or corrosion. The chassis should be “touched up” using a coating conforming to specification ISO 12944:C4. Compliant paint can be obtained from Bankside Patterson by calling their customer services department on 01964 545454 or by email at services@bankside-patterson.co.uk.

Areas requiring repainting should be prepared using a wire brush or abrasive paper to remove rust and flaking paint. Mechanical damage to the paint areas (due to moving or siting) will result in a significant reduction in the paint durability. Any damage must be identified as early as possible and touched up immediately. The chassis is supplied with an anti-corrosion warranty, for further information visit www.willerby.com.

Periodic Lubrication

Corner steadies/jack stands - clean, grease and wind each of the four corner steadies/jack stands through their full range of movement to guard against corrosion and stiffness.

Jockey wheel - clean and oil all moving parts.

Hitch head - clean and oil hitch handle and grease ball area.

Wheels and wheel stubs - protect tyres from direct sunlight. Tyre pressures should be maintained at the level indicated on the tyre. If wheels are removed after siting then protect the wheel stub with grease.

Roof



Under no circumstances should you walk on or place heavy objects on the roof.

An annual maintenance and washing of your holiday home roof is mandatory in order to remove any deposit of sand, leaves and debris that can hinder the free discharge of water. The maintenance should be carried out in accordance with the professional rules and regulations available from the manufacturer.

Interior Maintenance

The 230v electrical system should be inspected and any alterations to the original installation should be tested by an NICEIC approved contractor and an inspection certificate issued.

The gas system must be checked for any leaks and its correct operation and any alteration to the original installation tested and approved by a competent person such as a Gas Safe approved fitter.

All gas appliances fitted should be serviced annually and all flues and terminals should be inspected for corrosion and soundness. This must only be carried out by a competent person such as an approved Gas Safe fitter.

All escape doors and windows should have their operation checked to ensure that they are still capable of use. All "means of escape" routes should be identified and kept clear of any obstructions.

All internal walls with an external side should be checked visually for damp and repaired as necessary.

The water system should be checked for leaks. Any leaks found should be rectified. In the interest of safety, replacement parts for an appliance should conform to the appliance manufacturer's specifications and should be fitted by them or their authorised agent.

Soft Furnishings

For the U.K. holiday homes market, these comply with the current furniture and furnishings (FIRE SAFETY) regulations. All foams, fillings and composites have been tested by our suppliers, to ensure compliance with the relevant ignitability tests. All items carry the appropriate labels.

Upholstery

Upholstery should be regularly vacuum cleaned. Marks and stains can be treated with an appropriate brand of upholstery cleaner. Check first for possible discolouration as instructed by the manufacturer.

Carpets

Carpets should be regularly vacuum cleaned and occasionally brushed with a stiff brush. If stained by liquids or other substances apply an appropriate stain remover, working to the instructions on the pack. Carpet shampoo should be applied in accordance with the instructions.

Curtains

Curtains should be dry cleaned only.

Wood and Wood Veneer Furniture

Dust regularly with a clean lint free cloth. Frequent dusting will remove abrasive build up, which can damage the finish over time. Do not use any abrasive detergents or powders.

Do not expose furniture to direct sunlight, as this can cause fading. Ornaments placed on the furniture should be moved periodically to avoid shading.

Do not place any hot objects or appliances directly on to the surface of your furniture.



Do not place furniture near a heater, heat, dampness or moisture generating appliance, as extreme temperature and humidity changes can cause cracking and splitting.

All liquids should be wiped up immediately with a soft, slightly damp cloth in the direction of the wood grain. Sticky residues can be removed with a damp sponge using a weak solution of soapy water and dried immediately with a soft cloth.

The furniture is designed and built for its intended purpose and should not be struck, hit or stood upon. If moving the furniture, it should be lifted not dragged. For furniture containing glass, the glass can be cleaned using a damp cloth and soapy water. Do not use any abrasive cleaners. Do not place heavy objects on to the glass surface.

Chrome Plating

Chrome plated surfaces should be regularly wiped with a dry cotton cloth. Wiping the surface at monthly intervals with baby oil will help to protect it from environmental factors and keep the finish looking fresh and shiny.

Showers

Fibreglass showers can be cleaned using normal household cleaners. Always rinse off after use. DO NOT use abrasive and chemical cleaners or a scourer.

Sanitary Ware

Cleaning should be done after use, using warm soapy water and a soft cloth. If a proprietary cleaner is used, thorough rinsing is required immediately after using to minimise the risk of any residue being left behind which could damage the product. Stubborn stains can be removed using either diluted lemon juice or Isopropyl Alcohol (IPA). The water temperature should not exceed 70°C. Note: Prolonged exposure to direct sunlight can in some cases cause colour change and degradation of the material itself.

Walls

When cleaning, use only a diluted mild detergent and a soft cloth.

NEVER use cleaners of a gritty or abrasive nature.

Do not use the following, which can cause permanent damage to the plastic:-

Anything, which contains concentrated perfumes, body oils, linseed oil, acetone (i.e. nail varnish remover), solvents (i.e. white spirit, toluene, MEK, petrol based products) and orange-based cleaners.

Any cleaning product containing abrasives, which will degrade the high gloss level of the plastic.

If the above recommendations are observed the life of the product will be enhanced.

Oven and Hob

Refer to the manufacturer's handbook for information on cleaning. Clean extractor fans regularly.

Internal Doors

Only use a weak solution of warm soapy water using a clean soft cloth. They can then be buffed with a dry soft cloth.

NEVER use cleaners of a gritty or abrasive nature.

NEVER use household chemicals on the doors.

Vinyl Flooring

For everyday cleaning a PU cleaner should be added to water in accordance with the manufacturer's instructions. Never use aggressive agents. To remove dirt use recommended cleaners only. A maintenance programme involving sweeping or vacuuming is also advised.

Laminate Flooring

Even the toughest of spills are easy to remove with just a damp cloth. Red wine, oil, jam and nail polish are no match for your laminate flooring. In order to prevent damage, furniture should not be dragged or pushed across the surface, rather lifted and put into place. A maintenance programme involving sweeping or vacuuming is also advised.



PVCu Entrance Doors Adjustment Guide

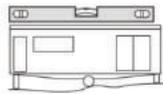
Whilst every effort has been made to ensure the correct fitting of the exterior doors, there may have been some movement during transportation which requires the doors to be adjusted.

The manufacturer recommends that doors are periodically maintained and necessary adjustments are made.

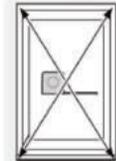
These adjustments should be made following the manufacturers guide shown below.

Prior to making any adjustments, check to see if the holiday home is level and sited to the manufacturers guidelines. Ensure the door frame is square.

1. Check that the holiday home is level and rectify if necessary.



2. Check that the door frame is square. Measure the door frame diagonals, noting the measurements. If these dimensions differ by 2mm or more the frame is 'out-of-square' and needs adjusting.

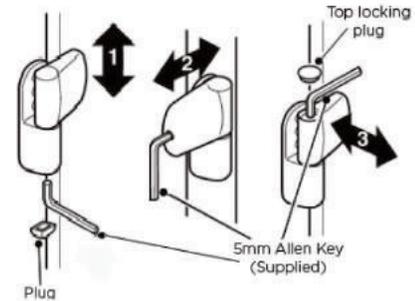


Hinges

The hinge has 3 way adjustment.

1. Vertical adjustment.

If the door is catching on the top or base you can adjust the flag hinge vertically by removing the base cover, inserting a 5mm Allen Key and rotating clockwise to lower or anti-clockwise to raise the door leaf (Figure 1). Start with the top hinge, then adjust the middle and bottom hinges to suit so that all 3 hinges bear the weight of the door. Re-fit the covers after adjustment.



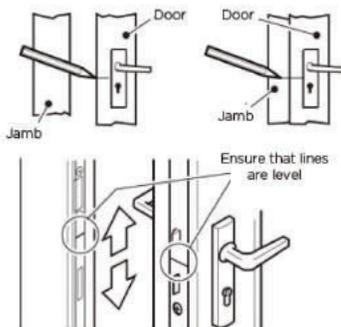
2. Horizontal adjustment: *for setting the correct distance between leaves and the weather seal cover (8mm).*

If a draught is felt or the doors are catching on the locking side then the doors can be adjusted horizontally by removing the cover cap, inserting a 5mm Allen Key and rotating clockwise to decrease and anti-clockwise to increase over the rebate cover (Figure 2). Re-fit the cover cap after adjustment.

3. Compression adjustment: *smooth locking and effective weather seal.*

To increase gasket compression on the seal side the flag hinge can be adjusted by removing the top cover cap, inserting a 5mm Allen Key and rotating in either direction to increase or decrease compression (Figure 3). Re-fit the cover after adjustment.

Lock Keep Alignment



The lock and keep have an alignment line scored on them, these need to be aligned to ensure correct operation.

Push the door until nearly closed and with a pencil draw a short line on the outside face or locking jamb level with the groove in the centre of the lock on the door.

Open the door and place the lock keep plate in position in the locking jamb with the groove on the plate level with the short pencil line.



Frost Protection

If your holiday home is unoccupied during the winter or in cold weather, shut off and drain down the water system. If it is to be occupied during such periods, insulate the plumbing system to comply with Water Byelaw 49.

Draining the Water System

If the holiday home is left unoccupied for any length of time in the winter, it is essential to drain the domestic hot and cold water system by following this simple procedure:



1. Turn off your stopcock under your holiday home, when leaving your holiday home for long or short periods from October to March.
2. Open the two-brass drain off valves below your shower and bath.
3. Open the two brass drain off valves below your water heater or Ariston Central Heating Boiler. Below your boiler you will see four brass drain off valves, the two central heating drain off valves are labelled with 'DON'T DRAIN'.
4. Open all of your taps, including your shower, and flush your toilets.
5. Connect a small compressor to your mains water inlet pipe, then blow out all remaining water in your plumbing system. While the compressor is on make sure you turn your shower thermostat from cold to hot blowing both the cold water feed then the hot water feed pipe.
6. Pour a teacup full of anti-freeze into your toilet bowl.

Central Heating



Never drain your heating down

Your central heating system has been pressurised to 1.5 Bar with a 35% dilution of propylene glycol anti-freeze, which should be checked annually, the dilution will protect against frost to a temperature of -20 degrees C.

The following precautions should be taken:

1. Stand the seat cushions on end to allow air to circulate around them.
2. Clean and empty the refrigerator and wedge the door open. Do not leave any tins of food as these will rust during the winter months.
3. Remove all particles of food that might attract vermin.
4. Ensure all fixed ventilation is not obstructed; leave wardrobe and interconnecting doors open to assist ventilation.
5. Check that all windows are tightly closed, including skylights and ensure that no curtains can be caught in the closing of a window as this will siphon any water to the inside of your holiday home.
6. Turn off electricity supply at the main switch box.
7. Carry out a full lubrication schedule and cover the coupling with protective sheeting.



Anti-Freeze

To ensure that your central heating boiler and radiators are protected against frost over the winter period we have introduced a 35% concentration by volume of PXL5 anti-freeze into your central heating system which will protect the heating system to a temperature down to -20 degrees C. This is a propylene glycol based anti-freeze, which is a secondary heat transfer for heating systems and solar panels, this glycol employs inorganic inhibitors and has excellent hard water stability and very low inhibitor depletion rates. We recommend that the anti-freeze be checked annually with a refractometer or a hydrometer at the end of the season to ensure that the protection is down to -20 degrees C. On request we can supply the manufacturers technical data sheet for PXL5 anti-freeze.

NOTE: Do not cover the holiday home with tarpaulins or plastic sheeting as this can attract damp, which will result in corrosion.

Make sure the holiday home is securely locked and leave a key at the park office with the number and type of holiday home, and your home address on the label. You can then be contacted quickly in the event of an emergency.



Registration of Your Warranty

Your holiday home should be registered with us by your park operator within 7 days of handover to you as set out at Section 3. However, you should check with your park operator that this has been completed. If there are any doubts get your park operator to confirm this for you. If you cannot obtain this confirmation please contact us immediately. You are advised to keep a copy of all correspondence with the contact details set out in this booklet.

Your warranty will not be activated until it has been completed in full by you/your park operator, duly registered by your park operator with ourselves (including the provision of all required information) and we have received payment from your park operator for your holiday home.

The registration procedure is essential as it provides us with the necessary consumer details and information to enable us to process a claim, without this information we cannot process a claim. Please take special care and attention when completing your registration documentation as this will provide us with important information around, including, how we access your holiday home in the event of a warranty claim. Information you provide in the registration documentation will be relied upon by us.

1. Delivery & Park Operator Set-up	pg 41	6. Exclusions to your Warranty	pg 44
2. Taking Ownership	pg 42	7. Dissatisfied with Parts or Repairs	pg 45
3. Your Warranty	pg 42	8. General Terms and Conditions	pg 45
4. Third Party Warranty	pg 43	9. Communication	pg 45
5. Making a Warranty Claim	pg 43	10. Warranty Terms and Conditions	pg 46

1. Delivery and Park Operator Set-up

Following delivery of your holiday home your park operator should have prepared it for handover in accordance with the Guidelines of Good Practice laid down by the NCC (National Caravan Council) & BH&HPA (British Holiday & Home Park Association). The key aspects of the pre-handover procedure require that your park operator has:

- a) Checked that all items are present in accordance with the order/specification of your holiday home
- b) Inspected your holiday home for any quality defects
- c) Tested all appliances
- d) Cleaned and presented your holiday home ready for handover
- e) Connected all utilities using suitably experienced and certified persons and obtained certificates from them in respect of the connections and handed them to you
- f) Correctly sited and levelled your holiday home including door adjustments where necessary

Under normal circumstances you should expect a waiting time of up to two weeks from the date your holiday home leaves the Willerby factory to your handover date. This allows your park operator adequate time to conduct the necessary pre-handover procedure as already outlined.

During the pre-handover procedure, if your park operator identifies any quality issues or shortages relating to manufacture, they are responsible for filing a report with the manufacturer at the time of discovery, using our specified reporting procedure. It is the park operator's responsibility to quality check the holiday home before it is handed over to yourself and we cannot be responsible for any failure on the part of your park operator.

Following handover, should you identify any quality issues or shortages, or the holiday home does not meet your expectations then please be aware that, without prejudice to your statutory rights, you should address these issues with your park operator and not with us. We have a contractual commitment with your park operator but not with yourself in respect of the

sale of the holiday home; if you have an issue in relation to the holiday home on taking receipt from the park operator this must be raised with the park operator.

2. Taking Ownership

Probably the single most important aspect in the supply of your holiday home is the installation and commissioning of it by your park operator. From the appropriate preparation and construction of the base which your holiday home will be placed upon, to the careful levelling and adjustment of it on its base, through to the safe commissioning of vital services and the final cleaning and preparation of your new holiday home. All of these individual operations are equally important in ensuring the safe operation and longevity of your holiday home.

If you discover that your holiday home has been damaged during transportation to site, or during siting or commissioning or that it has not been satisfactorily unpacked and cleaned in preparation for the handover, or that the correct pre-handover procedures, connections and testing (as previously outlined in this pack) have not been followed then you should present your findings to your park operator immediately as it will be their responsibility to remedy such issues.

Upon handover of the keys to your holiday home ('handover date') you will be required to carefully check the unit to ensure that it is in accordance with your order/specification and the handover procedures outlined in Section 1. If any snagging issues are identified then you should prepare a list of items needing attention on rectification forms (the appropriate rectification forms can be obtained from your park operator) and hand them to your park operator within 21 days of the handover date.

Please ensure you keep a copy of your completed rectification forms with this pack for future reference. Your park operator will then send those rectification forms to us and following approval from Willerby Holiday Homes Ltd, any necessary rectification work will be undertaken by either your park operator, our Customer Service Team or an approved park operator or contractor.

Note:

If possible please take photographs where you feel this may help illustrate the problems and include these with your rectification forms.

If a snagging list is not provided within 21 days of the handover date we will assume that you are happy with the finish of your holiday home and provided you have registered in accordance with the procedure detailed above your standard warranty will commence.

Please do not send any rectification forms directly to ourselves as we are unable to process such claims unless they come from your park operator.

3. Your Warranty

Your warranty will cover the first 12 calendar months from the handover date of your new holiday home on all items within your holiday home.

There is a further 2 years on all items listed below:

- Willerby Holiday Homes Ltd manufactured fitted furniture, shower cubicle and shower door, all taps, sanitary ware, radiators, baths, internal doors & internal door handles, gutters/downpipes, cladding, kitchen sink, sockets/switches, dining table & chairs and upholstery (seating). Also a further 4 years (after the initial 12 months) for the structure of your holiday home on areas such as:
- Chassis, roof, walls, ceilings, floors and external windows & doors.

Please note the following limitations to the warranty:

- The remedy available to you under your warranty is the right to have any defects repaired; you have no right under this warranty to any further remedy or to any compensation apart from those highlighted in this booklet. Nothing in this warranty affects your statutory rights as a consumer.
- We will only be responsible for repair work which arises as a direct consequence of a manufacturing defect. We will not be responsible for, or have any liabilities to pay for any losses (financial or otherwise) that are not directly associated with the manufacturing defect that causes you to claim under this warranty.



- We will pay for all parts and labour associated with any repair work carried out under the warranty up to a maximum sum equivalent to the original purchase price of the holiday home/lodge. Where multiple claims are made, for whatever reason, our aggregate liability shall also be equivalent to the original purchase price of the holiday home/lodge.
- Every customer uses their holiday home in their own unique manner and for differing periods of time and it is therefore your responsibility to regularly check the condition of your holiday home. We cannot accept responsibility for any loss or damage suffered, or incurred as a consequence of your failure or delay in reporting defects promptly.
- Please note that the keys and locks that form part of your holiday home are a standard set of keys and locks that we fit to our holiday homes that may be the same or similar to the locks used on other models manufactured by ourselves and may be duplicated by you or the Holiday Park upon which your holiday home is sited. Should you wish to install personal/individual locks and keys to your holiday home then this is your responsibility. We cannot be held responsible where a third party possesses keys used to access your holiday home.
- Maintaining your holiday home is essential to the warranty provided with your holiday home. Always ensure you use the correct qualified people for each area. We cannot accept responsibility for any loss or damage suffered as a consequence of your failure to use the correct qualified individuals or company.

4. Third Party Warranty (White and brown goods, etc)

In relation to items fitted in the holiday home that are supplied by any third party, you will have contractual rights under the warranty given by such third party and you should follow the claims procedure of such third party in relation to any claims under their warranty. Although we are not familiar with the terms of such third party warranty, such warranty will not affect your statutory rights as a consumer.

To assist you we give the following guidance:

Any claims involving electrical and/or gas appliances (this includes, but is not limited to: cooker hoods, extractors, fridge/freezers, microwaves, cookers, fires, dishwashers, washing machines, coffee makers, boilers, televisions, DVD players and any plug-in electrical/gas appliance where supplied) should be dealt with in accordance with the handbook supplied with the individual appliance(s). These should have been provided by the park operator from whom you purchased the holiday home. If you are unable to locate the relevant information please contact the manufacturer of the appliance for further help.

5. Making a Warranty Claim

If you wish to make a claim under the terms of this warranty then you should contact your park operator immediately after the defect is found or becomes obvious to you. Your park operator will then handle all claims with us or any third party as appropriate. Your park operator will advise you whether we or any relevant third party (as appropriate) accept or reject your claim and to progress the claim they will liaise with all relevant parties to ensure that remedial work is undertaken at the earliest convenience. Where a claim is rejected we will provide the details of the rejection to your park operator.

Upon receipt of your claim form, your park operator will endeavour to visit your holiday home as soon as possible but in the period between noticing the defect and us or our agents attending, you should ensure, so far as you are able to, that no further damage is caused as a result of the defect. If you are uncertain about what steps can be taken to prevent any further damage please consult with your park operator who will be happy to help.

In order to assess your claim we may arrange for one of our engineers or a third party to conduct an exploratory site visit to inspect your holiday home in the first instance. Due to the high frequency of inappropriate claims we reserve the right to charge at our current rates (available upon request) for site visits where the fault is misrepresented or created by you or someone associated with you and thus the claim is not covered by this warranty.

Once a claim is accepted by Willerby Holiday Homes Ltd., we or our agents will arrange to remedy the defect at a time agreed with your park operator. Due to Health and Safety requirements it will probably be necessary in some cases for you to vacate your holiday home while we complete any necessary remedial work. Please ensure all valuables and possessions are removed from your holiday home as we cannot accept any liability for the loss of the same whilst we are working on your holiday home.

6. Exclusions to Your Warranty

Your warranty does not include the provision of or the rectification of:

- Normal maintenance services and the repair and replacement of consumable items such as batteries, gas bottles, fluorescent tubes, light bulbs, fuses, electrical connections, filters and tap washers;
 - Damage to, caused by or within parts, fixtures or fittings that have not been manufactured or supplied by us;
 - Any appliances supplied with your holiday home, or any part or item which is subject to a guarantee provided by a third party (see Section 4);
 - Adjustment of blinds, hinges, catches, stays, windows and doors;
 - Normal wear and tear to your holiday home or any items supplied with it and all décor;
 - Damage caused by failure to follow the correct winterisation and drain down procedures;
 - Environmental conditions including UV damage, discolouration or pollution;
 - Damage caused by the use of inappropriate or unsuitable cleaning materials;
 - Damage occurring as a result of any alteration, modification, vandalism or accidental damage to your holiday home/lodge, misuse, neglect, overloading or abnormal use of your holiday home/lodge other than for use as defined by the standard it is manufactured to, which is either a recreational caravan holiday home built to EN 1647 or Park Home built to BS 3632 or caused by any foreign object;
 - Damage caused by the transportation to site, siting or commissioning of your holiday home;
 - Damage resulting from a failure or delay in arranging for an obvious defect (or any defect which should have been obvious to a reasonable person who has complied with all relevant owner manuals and this warranty) to be reported under your warranty or rectified;
- Damage caused by repairs attempted or undertaken other than those carried out by us or a third party authorised by us;
- Damage as a result of failure to carry out our normal day to day maintenance or follow normal maintenance procedures including but not limited to the maintenance procedures specified by the NCC, BH&HPA, Willerby Holiday Homes Ltd or third party park operator;
 - Damage occurring from the incorrect use or connection of the utilities (including electricity, gas or water) to your holiday home;
 - Damage as a result of any accessory (not approved by Willerby Holiday Homes Ltd) being fitted to your holiday home;
 - Damage caused by extreme weather conditions or environmental conditions including, but not limited to, salt spray where sited in coastal locations, severe winds, heavy snowfall, flooding or blocked gutters as a result of debris from nearby trees or similar;
 - Damage from condensation, due to the manner of use by you, environmental conditions or occupation during the winter months;
 - Damage as a result of toxic, explosive, corrosive or other hazardous materials brought into your holiday home/lodge;
 - Damage as a result of relocation of your holiday home/lodge from its original site;
 - Damage as a result of flies, insect, bird or rodent infestations;
 - Damage caused directly or indirectly by war, riot, revolution, act of god or any similar event or by vandalism, theft or attempted theft of or from your holiday home; or
 - Damage arising from any accident on your holiday home or any act or omission by you.



7. Dissatisfied with Parts or Repairs

In the unlikely event that you are dissatisfied with the repair undertaken by us or our agents or are dissatisfied with any parts supplied, you should report your dissatisfaction to your park operator who must report it to us within 10 days of completion of the repair or supply of the part.

If no notice is received within the 14 days, the repair work or part supplied is deemed acceptable to you and the claim is deemed to have been satisfied.

8. General Terms and Conditions

Statutory Rights

Nothing in this warranty affects your Statutory Rights as a consumer.

Jurisdiction

This warranty pack shall be governed by and construed in accordance with the law of England and Wales and any disputes will be subject to the exclusive jurisdiction of the English courts.

Confidentiality and Data Protection

Any information or documentation passing between you and us is confidential, and we shall both keep it as such for as long as such information remains confidential. However this shall not prevent either of us using any confidential information in the proper performance of our obligations under this warranty.

We shall ensure that we and our employees comply with the provisions of the data protection laws of all relevant jurisdictions so far as applicable to the provisions of this warranty. Without limiting the generality of the foregoing, where any personal data is processed, used or exchanged, in whatever form, we will comply with the requirements of all legislation in force from time to time in the UK, including without limitation, under the Data Protection Act 1998.

Death or personal injury

In accordance with your statutory rights, this warranty does not seek to exclude any liability for death or bodily injury.

9. Communication

In the first instance any communications or notices should always be directed to your park operator. However, in the unlikely event that you cannot contact your park operator or otherwise need to contact us any communication should ALWAYS be sent in writing detailing your holiday home SERIAL NUMBER and SITE LOCATION to:

Willerby Holiday Homes Ltd,
Customer Services Department
Imperial House
1251 Hedon Road
Hull
HU9 5NA



10. Warranty Terms and Conditions

a) Warranty holder - The warranty holder is the only person entitled to make a claim under the warranty.

b) Holiday home - Any claim under this warranty must relate to the holiday home/lodge purchased by or transferred to the warranty holder.

c) Authorisation - No repairs are to be commenced until authorised by us and all repairs must be carried out by a company approved by us. We will not take responsibility for any costs associated with or subsequent rectification of any unauthorised repairs.

d) Inspection of holiday home and parts - We reserve the right to inspect your holiday home before authorising repairs and may request that parts be examined by a claims assessor. We may require you to be present during an inspection. If your attendance is required then we shall seek to agree a time and date for the inspection with you. It is your duty to make reasonable efforts to ensure that you are available at your holiday home at the time and date agreed for attendance. No responsibility can be accepted for any further loss or damage suffered or incurred as a consequence of you not being available on the date we agree.

e) Access for repairs - You must allow us or our agents to access your holiday home in order to remedy any defect. If the work requires you to vacate the holiday home/lodge for a period of time then you will comply with such a request, on the proviso that any such time period is as short as practicably possible. No responsibility can be accepted for any loss or damage suffered or incurred as a consequence of your failure or delay in allowing us or our agents access to your holiday home.

f) Site closure - During periods when the site on which your holiday home is situated is closed, you will make reasonable attempts to ensure that we can have access to assess and/or repair your holiday home. If no access can be obtained, the obligation to repair shall still remain; however, we shall not be liable for any damage or loss caused during the period when we were unable to access the holiday home.

g) Repair/replacement of parts - Our obligations under this warranty are limited to repairing and replacing at our option any part which proves to be defective. Replacement parts where possible will either be the same or similar and we are under no obligation to replace any part or item with an identical part or item.

h) Failure to attend - We cannot be held responsible for failed or delayed attendance to a repair due to unforeseen circumstances or difficulties outside our reasonable control. No responsibility can be accepted for any loss or damage suffered or incurred as a consequence of such delay. We will endeavour to communicate any changes in our intended plans but cannot be held responsible for events beyond our control.

i) Payment for repairs - In certain cases where we or our agents are not available to carry out the repair within a suitable timescale, you may seek authorisation to pay for repairs and then claim the expense back from us. Any arrangement of this nature must be previously agreed in writing with us without exception.

j) List prices - This warranty does not cover costs that are more than our UK warranty prices for parts and labour rates that are necessary to repair any defective parts.

k) Invoices to support claims - In cases where you are sanctioned by us to pay for repairs as detailed above (condition i) you must supply VAT receipts with every claim made and each invoice must be submitted within 14 days of the work being completed, along with details of the authorisation code we have given you.

l) Identification marks - You must ensure that the identification marks placed on your holiday home/lodge are not removed or defaced.

m) Dismantling post-fit accessories from the holiday home - It is your responsibility to authorise the dismantling of any items fitted to and around the holiday home that may impede access to the area requiring remedial attention. This includes (without prejudice to the generality of this clause) decks, verandas, steps, awnings, air conditioning units, aerials, satellite dishes, radio masts, decorative items, landscaping, planting, skirts and brickwork beneath the unit. We will not accept any costs for dismantling, replacing or refitting any of the above items.

n) Design faults and recalls - Any damage to parts which are recalled by the original manufacturer or which have inherent design faults are not covered by this warranty.

o) Modifications - This warranty is designed to cover holiday homes built to our original specification. If your holiday home has been modified with any parts not supplied by us, we reserve the right to decline any warranty claim that may arise due to the fitting/failure of a modified part.

p) Paperwork - As a pre-condition of our liability under this warranty you must complete all necessary paperwork and follow all procedures, within the time limits set out in this pack.

q) Maintenance - As a pre-condition of our liability under this warranty you must complete all necessary routine maintenance to all areas of your holiday home.

r) Location of Holiday Home - Your holiday home must be sited on a holiday home Park or Park Home Park that is licensed by the relevant local authority under the Caravan Sites and Control of Development Act 1960 (or in Northern Ireland under the Caravans (Northern Ireland) Act 1963) and remain sited on its original plot throughout the warranty period.

s) Legal proceedings - If a claim is accepted by Willerby Holiday Homes Ltd, the manufacturer, we shall be entitled to undertake in the name and on behalf of the warranty holder, the absolute conduct, control and settlement of any proceedings and to take proceedings at our own expense and for our own benefit, but in the name of the warranty holder, to recover compensation or secure indemnity from any third party in respect of anything which is accepted by Willerby Holiday Homes Ltd as being covered under your warranty.

t) Void warranty - This warranty is deemed void in circumstances including, but not limited to:

- If holiday home is used as a permanent residence or for any other purpose than a caravan holiday home save if your holiday home is a Park Home manufactured in accordance with BS 3632 which is sited on a licensed Residential Park.
- If holiday home is sited or used outside of the country for which it was designed or if it does not comply with local laws or statutory requirements.
- If holiday home identification marks have been defaced or removed.
- You have failed to comply with any procedures laid down by the manufacturer or if you have failed to complete and return within the timescales set out in this booklet any of the forms which either we or your park operator require.
- The specification of your holiday home has been altered in any material way other than by the manufacturer or a representative of the manufacturer.
- Your holiday home has been the subject of an insurance claim to the extent of a write off (or the value of the holiday home/lodge has depreciated by 50% or more).
- You refuse to allow access to your holiday home in order to carry out repairs.

It may be useful for future reference to complete the details below. You will also need the following information to complete the warranty registration: www.willerby.com/warrantyregistration

Model Name

Model Size

Year of Manufacture

Serial No.

Please refer to page 5 for location of serial number

Name of Supplying Park or Distributor

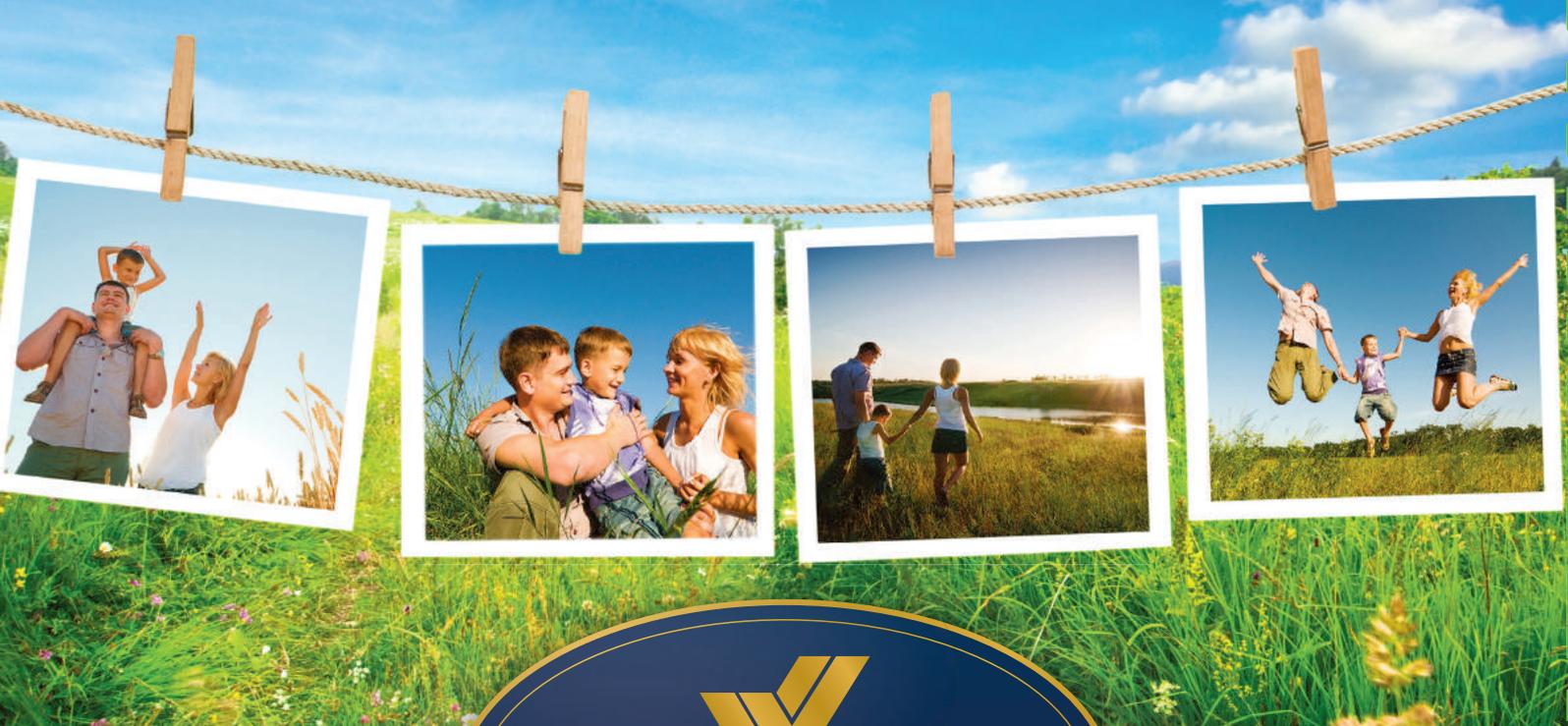


Safety and Liability Warning

The instructions and information given in this handbook are designed to ensure your continued enjoyment of our product. If you fail to follow our advice, Willerby Holiday Homes Ltd. must refute any liability for injury or death save insofar as it relates to the direct negligence of Willerby Holiday Homes Ltd. or its employees or agents. In the interest of continued product development, Willerby Holiday Homes reserve the right to amend any specification indicated within this publication without prior notice.

All the information contained in this handbook is intended as a general guide and does not form any contract and does not constitute any representation by or on behalf of the Company. All dimensions are approximate over

WARNING do not carry out any modifications to your holiday home without first consulting your Willerby Holiday Homes distributor, the park operator or a suitably qualified person.



EXCLUSIVE TO OWNERS OF A WILLERBY HOLIDAY HOME OR WILLERBY LODGE

ALSO AVAILABLE TO OWNERS
OF BK BLUEBIRD HOLIDAY HOMES



BK Bluebird
HOLIDAY HOMES

BENEFITS INCLUDE

- FREE Owners Club Welcome Pack
- Discounts and special offers
- Regular news updates
- Competitions
- Exclusive previews of new models
- Opportunities to take part in surveys & influence the future of Willerby Holiday Homes

Register online today at willerbyownersclub.com