



OWNER'S HANDBOOK AND WARRANTY INFORMATION PACK



Everything you need to start your journey.

willerby.com



WELCOME TO WILLERBY

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!

Don't forget to join over 8,000 other Willerby owners by signing up to our owners club at willerby.com/owners-club



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IMPORTANT INFORMATION

What to expect from your park or distributor

1

A thorough inspection upon delivery

Your chosen park or distributor is required to have carried out a thorough visual inspection to check for any external and internal damage caused during delivery and siting and to ensure that all ancillary items have been included. They should also ensure the home includes all optional features specified at the point of ordering.

2

A properly sited and commissioned home

The safe movement, and the correct siting and commissioning of your new home are the responsibility of your chosen park or distributor. 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, electric and water commissioning must be carried out by a suitably qualified person e.g. 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:

- manufacturer's user manuals for appliances
- an electrical certificate*
- a water test certificate*
- a gas commissioning notice
- floor plan showing means of escape

*see example certificates on page 9





How to get the most from your Willerby home

1

Register your home warranty

As soon as you take ownership, your park or distributor should register your new home with Willerby to activate your warranty. We'd also recommend you complete your details by simply visiting willerby.com/warrantyregistration. **Please also upload the commissioning certificates for your gas, water and electric services whilst registering your warranty. You will then receive a warranty activation email, which you should file in a safe place for your records.**

2

Read your Willerby owner's handbook

Whilst staying in your 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 holiday home 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 warranties

We provide manufacturer's user manuals for all appliances in your home to ensure you have all the information you need to use these items safely and effectively. You should register all appliances directly with the individual manufacturer to receive the manufacturer's standard warranty. Details of how to do this are contained in relevant appliance's documentation. Extended warranties may be available on many of your appliances direct from the manufacturer - please refer to the manuals for more information.

4

Complete your quick reference table for your home

This is a great tool for you to quickly access important information in the future should it be required. We recommend that you complete it when you first take ownership of your home. **The table can be found on page 6.**

5

Register for the Willerby Owners Club

Join the Willerby Owners Club to benefit from a welcome pack, special offers and discounts, discounted exhibition tickets, competitions, regular news, model previews and much more! **Visit willerbyownersclub.com today to register.**

6

Join us on social media

We've got a great community of fans and followers on social media. 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. **@WillerbyLtd**

QUICK REFERENCE GUIDE



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

Model name

Model size

Year of manufacture

Serial no.

Name of supplying park or distributor

Certificates/commissioning notices

 Gas Water Electricity

Cladding type

 Aluminium Rigid vinyl CanExel

Colour of cladding

Appliance

| Type of appliance | Make | Model | Registered warranty |
|----------------------|----------------------|----------------------|-------------------------------------|
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If you're unsure on where to find any of the information required below, please speak to your park who will be able to assist you in completing this section.



AFTER SALES SUPPORT AND SERVICE

1

Issues and concerns with your home

If you have a query or issue with your home, you must first contact the company who sold you the home i.e. your park or distributor. It is then their responsibility to contact Willerby on your behalf if required.

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 or distributor directly. Please do not contact Willerby directly as we will not be able to support your enquiry.

2

How to locate your serial number

You will find the serial number for your home either on the paperwork from your purchase, or on the home itself in one of the following locations:

- On a plaque inside your boiler cupboard
- On the rear exterior panel of your home
- On a chassis cross member towards the front of your home on the nearside (doorside)

The serial number will follow the following format: XX0000/000. For some older models, the serial number may be made up of numbers alone.



Safe use of your home

Please note that as standard, all Willerby homes are built in accordance with British Standard EN1647 holiday home specification and are certified by the National Caravan Council (NCC). 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 BS 3632 (2015) option, these homes are manufactured to meet additional requirements regarding sound and thermal insulation, construction and durability and therefore are suitable as a permanent residence subject to your park licence.

The means of escape in your home are depicted on a floorplan of your home that should have been provided along with the rest of your paperwork.

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

Safety and liability warning

The instructions and information given in this handbook are designed to ensure your continued enjoyment and safety of our product. If you fail to follow our advice, Willerby Ltd must refute any liability for personal injury or death save insofar as it relates to the direct negligence of Willerby Ltd. or its employees or agents. In the interest of continued product development, Willerby Ltd. reserves the right to alter or 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 nor constitute any representation by or on behalf of Willerby Ltd.

Warning

Please review the warranty section of his handbook prior to making any modifications to your holiday home, as they may invalidate your warranty.



SITING AND COMMISSIONING



Siting and commissioning is the responsibility of the park or distributor. Failure to comply with any of the instructions recommended in this handbook could invalidate the warranty.

The Guidelines of Good Practice for the Transportation, Siting and Commissioning of Caravan Holiday Homes is available on request from:

British Holiday & Home Parks Association (BH&HPA)
bhhpa.org.uk
01452 526911

National Caravan Council (NCC) Ltd
thencc.org.uk
01252 318251

Your 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.

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. If you're experiencing this in your home, please speak to your park or distributor for them to rectify the siting levels or make adjustments to your doors and windows. Sticking doors and windows are not warranty issues or factory faults but caused by incorrect siting. These may not occur at first, instead appearing over time as the home settles.

In some locations homes may be required to be anchored to the base. This will be done by your park or distributor if required.



Please note: a home that is not sited correctly can affect your warranty. Willerby Ltd reserves the right to charge for any work carried out under warranty caused by failure to comply with the recommended siting and commission instructions.

MAINS CONNECTIONS

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

Please note: if connections are not made by a competent engineer then your warranty may be invalidated.



Gas system

It is a requirement under the current Gas Safety (Installation and Use) Regulations that all work undertaken on gas fittings in your home is dealt with by a competent Gas Safe engineer. The gas installation will have been arranged by your park before you take ownership of your home and should have been performed by a Gas Safe registered engineer.

Failure to use a Gas Safe engineer will invalidate your warranty.



Electrical system

Your electrical system will have been commissioned and tested before you take ownership of your home. This should have been completed by a NICEIC approved engineer and an electrical certificate should have been provided to you. A sample copy of the electrical certificate is shown below for your reference.

It is required under warranty that your electrical system is re-tested every year.



Water system

Your water system will be connected and in full working order when you take ownership of your home. Your park or distributor should have contracted a Gas Safe registered plumbing and heating engineer to commission the system and complete the Water Test Certificate. You should have received a copy of this certificate with all your other paperwork. A sample copy of the Water Test Certificate is included below for your reference.



It is important that you check that copies of these certificates have been uploaded as part of the warranty registration process.



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. Remembering this action plan could save someone's life.

- Get everyone out.
- Turn off the outside gas valve.
- Raise the alarm and call 999.
- Disconnect or switch off the electricity supply.
- Remove gas bottle connections.

Only follow the above steps if safe to do so.



Smoke alarm

All smoke alarms should be checked for correct operation - please check manufacturers instructions on how to do this as well as familiarising yourself with how the smoke alarm operates. If your smoke alarm is not working, or is at the end of its lifespan (10 years) the whole unit should be replaced.



Fire fighting

Use only portable fire extinguishers of the dry powder type, except on liquid fires, where only fire blankets should be used. If a fire occurs in the oven, turn off the oven and leave the door closed to smother the fire.

Check any fire-fighting equipment stored in your home in line with manufacturers guidelines for care, maintenance and replacement requirements.

Means of escape

Ensure you know the location and operation of the escape windows and doors - this information is available on the floor plan you should have received with the rest of your paperwork. Keep escape routes clear at all times.

Combustible materials

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

Emergency shut-off points



Safe use of LPG gas

The LPG installation and LPG appliances in your home should be checked annually by a registered Gas Safe engineer. Contact your holiday park or Gas Safe directly for a full list of Gas Safe engineers on **0800 408 5500**.



Electricity

In case of an emergency or when routine maintenance is being carried out, your electricity can be shut off at the following points:

- At the exterior supply box that powers your home.
- By disconnecting the plug that leads from the exterior supply box to your home.
- At the RCD/RCCB mains box inside your home.



Gas

In case of an emergency or when routine maintenance is being carried out, your gas can be shut off at the gas bottle(s). There will also be an 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 an isolation box adjacent or face fixed.
- **Water heater or combination boiler** - directly underneath the heater.
- **Central heating** - directly underneath the boiler.



Water

Your water supply can be isolated by your stopcock.

We recommend taking the time to locate your stopcock as the location is model dependent.

In central heated models the stopcock is generally beneath the floor directly underneath the boiler, in non central heated models, your stopcock is most likely to be beneath the floor under the shower.



Carbon Monoxide alarm

Regularly check that the Carbon Monoxide (CO) alarm is in working order - please refer to manufacturer's instructions for further information. You may need to remove an activation tab to activate your alarm. Please replace CO alarms in line with manufacturer's instructions or where they are not working.



Warning

Do not use portable heating equipment. It is a source of danger and could cause fumes, asphyxiation and condensation.



CONDENSATION AND VENTILATION

Condensation can cause big problems in your holiday home or lodge. This section will advise the potential problems condensation can cause as well as offering guidance on how to prevent this.

What causes condensation?

Condensation happens when warm, moist air meets a cold surface. That's why it tends to be worse in winter, when there's a bigger difference between the snugly heated interior of your home and the chilliness outside.

There's always moisture in the air, and as that moisture cools, it transforms from vapour (invisible gas) to liquid droplets. Your fogged-up window is the result.

Every living creature produces water vapour. But how much? Well, estimates show that a family of four in a three-bedroom house produces 112 pints of water per week. So, the answer is a lot.

Some of that moisture is produced by everyday activities, such as cooking, washing up, showering, and putting the kettle on. But a lot of humidity typically results from breathing.

Even when all that H₂O is spread around a big house, condensation can be noticeable. Pack it into the confined space of a holiday home, and it's often unavoidable.

How to stop condensation in a holiday home

The conditions that cause condensation are as inevitable as breathing. But while it can't be avoided, it can be prevented from doing harm. Here are our top tips for controlling holiday home condensation.

- **Ventilation** - encouraging airflow is the single most effective thing you can do to control condensation. Open some windows and/or roof vents as soon as you arrive after a period away, and whenever possible while in residence - this can be done securely by using the night-latch. This practice allows the moisture to escape rather than build up on interior surfaces. It will also enable damp places to dry out more quickly.
- **Use fans and vents** - where fitted in your home, ensure to use cooker hoods and extractor fans when cooking or showering, and leave them on for a while afterwards.
- **Wipe down** - get into the regular habit of using kitchen roll, a clean cloth, or a squeegee to remove moisture wherever it has settled - before it has the chance to become a permanent mould problem.

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 dehumidifier.
- 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.



What are the effects of condensation?

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 who 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 window sills, 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.



Base skirting ventilation warning

It is imperative to ensure adequate ventilation is available if a skirting wall between ground level and the underside of the floor of your home is fitted. Such ventilation is necessary to help provide proper draught for gas appliances as is mandatory by law. It also helps to minimise condensation in your home. Decking can also impact on the ventilation underneath your home so please ensure this is considered before installation.

For more information and guidance please refer to the Guidelines of Good Practice for the Transportation, Siting and Commissioning of Caravan Holiday Homes - available from the NCC or the BH&HPA, see page 10.



As standard, our homes are 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 homes certified to BS 3632 (2015) are suitable for all year round residential use however they do still require ventilation and condensation can still be present, just like it is in traditionally built homes. Ensure that air vents around the home are kept clear. Not only do these help ventilate the inside of the home but also allow the release of any possible build-up of gases from your fire, cooker etc., which can be extremely dangerous. You are more likely to see condensation in Holiday homes built to a EN specification when it is milder outside. Condensation is not a warranty issue.



OWNERS CLUB

BY WILLERBY

Owning a Willerby offers the opportunity to enjoy your chosen lifestyle in your very own relaxing retreat, spending time with family and friends and making memories along the way. But did you know that owning a Willerby also entitles you to join our thriving owners club?

With almost 9,000 members and growing daily, the Willerby Owners Club is free to join and is open to owners of pre-owned holiday lodges as well as brand new ones. So whether you've been a loyal fan for decades or you've just got the keys to your first ever Willerby, we'll welcome you with open arms!

**HOW TO
JOIN**

It takes less than five minutes to sign up.
Simply visit willerbyownersclub.com to register.

WATER SYSTEMS



Shower

The 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 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. All plumbing pipework should be checked before and after water is connected. Prior to delivery, all water is removed by blowing out the pipework with compressed air.



Drinking water

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



Domestic water pipe insulation

We install polyethylene pipe insulation. On 15mm pipework we use 25mm wall thickness, this is ideal insulation for frost protection and energy conservation.



ELECTRICAL SYSTEMS AND HEATING



Mains connection

It is your park or distributor's responsibility to ensure that your 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 (NICEIC or similar). The home requires re-testing every year.



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. Make sure that each switched in flicked into the upright position as pictured above. If the switch keeps tripping, contact your park or an approved electrician (NICEIC or similar)

Television aerial

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

The number of TV points supplied depends on the specification of the home. A 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 home is sited by a suitably qualified engineer.

HDMI

Some models have an HDMI cable pre-installed at the factory; this is normally in the lounge and ready to be connected to a media player or satellite box etc. A HDMI adaptor is also supplied, to be used when the TV is wall mounted, providing a quick and easy connection of the HDMI cable into the back of the TV.



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 the old light bulb in accordance with local regulations and replace it with the same type of light bulb from your local DIY superstore.



Exterior lighting

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



Sockets

If a socket is broken do not use it and have it 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.

General guidance:

- 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.



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 all portable electrical appliances after use, such as hairdryers, shavers etc. Do not use extension leads or power leads in wet areas unless specifically designed to do so. Never touch anything electrical with wet hands.

Warning

Do not fix screws/nails etc. into the walls of your home as this may damage cables and could invalidate your warranty.





ELECTICAL SYSTEMS AND HEATING CONT...



Electric fires

Where fitted, these are located on the internal walls of your 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.



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.

Panel heaters

Where fitted, these are located on the internal walls of your home. They are electrically powered convector heaters and are isolated by a fused spur or socket and protected by an appropriately sized fuse.





Towel heaters

Where 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 home. No modifications should be carried out to these items.



Electrical water heaters

Where fitted, electrically powered water heaters provide a predetermined volume of hot water for washing, showering, etc. For safe operation please refer to the manufacturer's handbook provided with your home. 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 your home to prevent them from freezing. The home must have power all year and the fused spur be left on. The thermostat should be set to 5 °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 °C outside then this means the thermostat is set too high. Setting the thermostat to the required temperature in the first instance should be carried out as part of the commissioning process carried out by your park or distributor. Please contact your park or distributor should you require the thermostat adjusting.



For safe operation of all of the heaters, please refer to the manufacturer's handbook provided with your home. These heaters must not be covered or blocked or used to dry wet items. No modifications should be carried out to these items.

Other than towel rails, heaters must not be covered, blocked or used to dry wet items.



GAS SYSTEMS AND HEATING

It is important that this section is read in conjunction with all other entries dealing with safety precautions and appliances. The gas system in your Willerby 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 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 home is responsible for ensuring the entire gas system is annually serviced by a Gas Safe registered engineer - this gas regulation also applies if the home is let or sublet.

Advice to the occupant

Propane gas has a smelling agent added to give it a distinctive smell.

If you suspect a leak, contact a registered Gas Safe engineer and inform your park operator.

You should also perform the following actions:

Turn off the gas - at the gas bottle emergency control valve.

Ventilate the home - open doors and windows. Extinguish all naked flames - do not smoke or strike matches.

Keep away from the affected area.

Contact the emergency service provider - obtain full details from your park operator.

Ensure access into the home.

DO NOT operate electrical switches ON or OFF.

Ventilation

It is essential that all ventilation points are kept clear to ensure that no risk to life occurs in the event of faulty gas appliances. All ventilation points should be cleaned and checked to ensure they are not blocked. Any blocked ventilation points should be cleared to ensure they allow a free passage of air.





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.
4. Ensure that the replacement gas cylinder is the correct one for the installation.
5. 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.
6. 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 a connection relies on metal-to-metal seating or a bullnose 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.
7. Ensure joints are firmly tightened, using a spanner where necessary if appropriate. Leaking vapour will smell. If a leak is suspected after a gas cylinder has been changed and the valve opened, test by brushing with soapy water around the joints. Bubbles will form if vapour is leaking. NEVER USE A NAKED FLAME!

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 or after 5 years service life, whichever comes first.



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



GAS SYSTEMS AND HEATING CONT...



Gas combination boiler

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

Registration details are supplied, please complete and return within 30 days to activate your warranty.

Gas water heater

Highly efficient gas water heaters are supplied as standard in Willerby models, unless central heating is specified. Always read the servicing and user instructions supplied with your water heater.

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 fire

If you have a gas fire installed in your 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.

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.

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 pipework 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 antifreeze. To do this drain off a litre of water and check with a hydrometer then replace the water. There should be 9 litres of antifreeze in the system (35% antifreeze). On request we can supply the manufacturer's technical data sheet for the antifreeze.

If in doubt, contact a registered Gas Safe engineer.

Don't

- Drain your heating system at the end of the season as it contains antifreeze.
- Let your pressure gauge drop below 1.5 bar. If your gauge drops below this level, please consult the manufacturer's instructions on how to top up the pressure in your system back to 1.5 bar. If the pressure continues to drop, call in a Gas Safe engineer to check the system.



Radiators

One radiator on your system will be without a thermostat shut off valve, this is to enable a balanced system.

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



APPLIANCES



Integrated Bluetooth MP3 sound system

This is fitted as standard to some models or can be specified as an option on others. Please refer to the manufacturer's handbook on how to correctly use the system.

The code for your integrated sound system will be set as standard as 1234 or 0000.



Gas cooker and hob

This is fitted as standard to some models or can be specified as an option on others. Please refer to the manufacturer's handbook on how to correctly use the system.



Fridge/fridge-freezer

Please refer to the manufacturer's handbook before using the fridge/fridge-freezer installed in your home

Your home may have provision to install a freestanding 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.



Microwave

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



Integrated washer/dryer

This is fitted as standard to some models or can be specified as an option on others. This should be connected to the water system and fittings checked as part of the commissioning process handled by your park or distributor. Please refer to the manufacturer's handbook before you use the appliance.



Fold-out sofa bed

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



Dishwasher

This is fitted as standard to some models or can be specified as an option on others. This should be connected to the water system and fittings checked as part of the commissioning process handled by your park or distributor. Please refer to the manufacturer's handbook before you use the dishwasher.



Wine cooler

A wine cooler can be specified as an option in some models. Please refer to the manufacturer's handbook on how to correctly use the appliance.



Air conditioning

Air conditioning can be specified as an option in some models. Please refer to the manufacturer's handbook on how to correctly use this system.



Warning

Gas appliances for cooking must not be used for room heating.

Do not use portable cooking or heating appliances.

Important

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



MAINTENANCE AND CARE

Everything you need to know to care for your Willerby

EXTERIOR MAINTENANCE

Your home will have been visually inspected for external damage on delivery by your park or distributor.

Visual inspections should be carried out regularly, in line with your warranty, so that any signs of deterioration are spotted early.

This includes checking the following:

- Cladding
- Gutters and downpipes
- Corner steadies and axel stands
- Roof
- Any sealed joints
- Windows and doors
- Chassis
- Other external features on your home



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 pressure washer), with a soft bristled brush is ideal for this purpose.

Aluminium cladding

To keep the paint work looking its best, wash regularly with water and mild soap, rinse off with clean water and then dry the cladding with a clean wash leather.

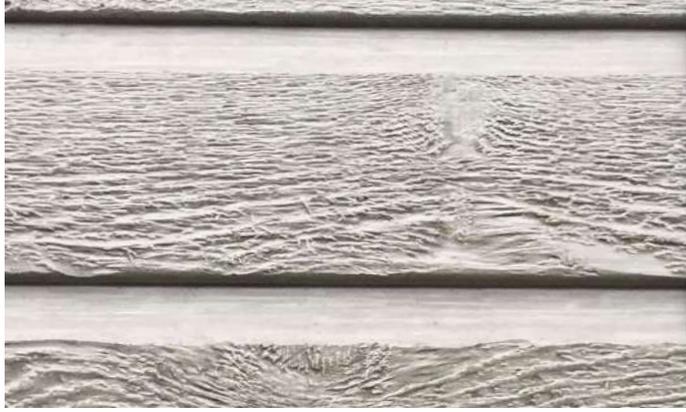
An occasional polish with a good quality wax polish will maintain a high gloss.

Touch-up paint for aluminium cladding can be sourced from Westoby's (westoby.co.uk). To order touch-up paint you will need to know the colour of your aluminium cladding, we recommend making a note of this on page 8 now, for future reference.



Do not use pressure washers. Never use abrasive or solvent based cleaners.

The use of pressure washers and abrasive or solvent based cleaners will invalidate your warranty.



EXTERIOR MAINTENANCE CONT...

CanExel cladding

Help ensure your cladding continues to look and perform at its best by following these recommendations:

Cleaning

Cladding and trims should be cleaned annually as a minimum. Correct cleaning should prevent build-up of moss or mildew. If any is found, remove immediately.

- Pressure washers should not be used - instead use a soft sponge with a mild diluted cleaning detergent.
- Test cleaning products on a small area first to ensure it doesn't damage the finish.
- To prevent streaking, clean on a dry day and avoid direct sunlight.



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 soapy water to avoid any chance of scratching the surface. When wiping over, always use a soft cloth.



Step 1



Step 2



Step 3

Should you need to do any touch ups, we suggest following the method detailed in the above for repairs.

1. Touch up paint should only be applied to areas smaller than a 2p piece and applied with a cotton swab Q-tip (not a paint brush).
2. Dip the Q-tip in the paint lightly, dab and blot onto the required area and repeat.
3. Apply paint to the affected areas only and let dry for approx. 1 hour.
4. For best results, temperatures should be at least 50°F/10°C whilst painting.

Maintenance

- Cracked or loose caulk should be resealed with suitable sealant.
- Keep all plants at least 300mm away from cladding, and do not allow sprinklers to spray directly onto the cladding.
- Leave a 25mm gap between cladding and decking/walkways or any skirt base.

Touch-up paint for CanExel® cladding can be sourced from Hawthorn Timber (hawthorntimber.co.uk). To order touch-up paint you will need to know the colour of your CanExel® cladding, we recommend making a note of this on page 8 now, for future reference.





Chassis

The chassis on your home will either be a fully galvanised chassis or a painted chassis. This will often be pre-determined by the park you are on as in some locations i.e. within five miles of the coast, fully galvanised chassis are essential to ensure salt water in the air doesn't cause corrosion/surface rust.

Painted chassis

Many of our models are built on a conventional steel chassis, supplied with a protective coating, as standard. These chassis 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 (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.

Warranty claims where a steel chassis shows signs of surface rust will be rejected.

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. It is fully compliant to ISO 12944:C5 and recommended for estuary and coastal locations and areas with high salinity.

Fully galvanised chassis are supplied with a 12 year anti-corrosion warranty from date of manufacturer or 10 years from date of sale.

No maintenance is required except periodic lubrication.

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.

IMPORTANT: We recommend this is carried out annually.

Roof

Snow loading

Your home has been designed and tested in accordance with BS EN 1991-EN1647 grade B. Every European country has different snow loading zones within that country and the home grade classification determines where it can be sited. This means that this 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: Under no circumstances should you walk on or place heavy objects on the roof. 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.



INTERIOR MAINTENANCE



General testing and maintenance

The 230v electrical system should be inspected and tested by a NICEIC approved engineer on an annual basis.

The gas system and any appliances including flues and terminals must be inspected and serviced annually by a Gas Safe registered engineer.

All escape doors and windows should have their operation checked to ensure that they are still fit for purpose.

All internal walls with an external side should be visually checked 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

The soft furnishings in your home comply with the current furniture and furnishings (Fire safety) regulations 1988. 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.

Chrome plated surfaces

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 or chemical cleaners or a scourer.

Sanitaryware

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. **Do not use cleaners of a gritty or abrasive nature.**

Kitchen appliances

Refer to the manufacturer's handbook for information on cleaning. Regular cleaning is recommended to ensure the continued functionality of all your appliances.

Internal doors

Only use a weak solution of warm soapy water and a clean soft cloth. Buff with a dry soft cloth. **Do not use cleaners of a gritty or abrasive nature.**

Important

Never use household cleaners on the doors.

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.

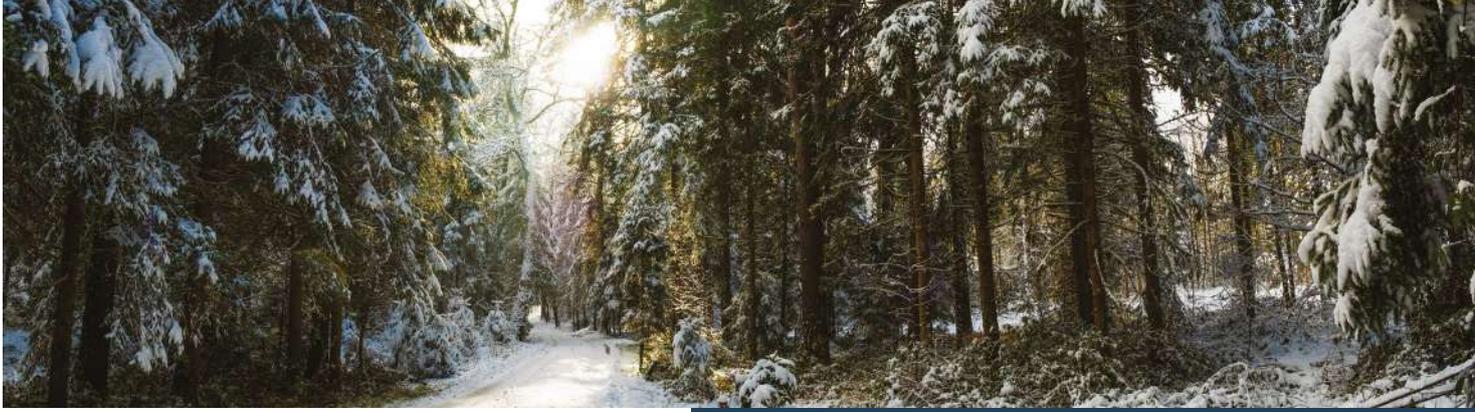
The furniture is designed and built for its intended purpose and should not be struck, hit or stood upon. If moving the furniture, it should be lifted, not dragged. For furniture containing glass, the glass can be cleaned using a damp cloth and soapy water. Do not use any abrasive cleaners. Do not place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

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. 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.



WINTER CARE

The NCC have a Code of Practice for Winterisation of Caravan Holiday Home or Holiday Lodge. To request a copy please contact the NCC (see page 10 for contact details).



General winter care

- Turn off the electric supply.
- Remove soft furnishings and curtains to protect from damp or store them in the home where air can circulate around them.
- Ensure all fixed ventilation is not obstructed.
- Leave all internal doors, wardrobes and cupboard doors ajar to allow an uninterrupted flow of air to circulate throughout the interior.
- Clean and empty the fridge and freezer and wedge open the door.
- Remove all foodstuffs from the fridge, freezer and cupboards to avoid attracting vermin.
- Check all windows and doors are tightly closed and ensure nothing is trapped in them.
- Ensure any loose items are safely secured.
- Smoke alarms should be tested by pressing the test button as well as cleaned free of any dust and dirt.
- Carbon Monoxide alarms should be checked to ensure the battery light is still flashing occasionally (this shows there is still power in the battery) and also cleaned free of any dust and dirt.

Draining the water system

If the home is left unoccupied for a prolonged 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 the stopcock underneath your home, when leaving your 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 boiler. Your boiler will have four brass drain off valves - DO NOT drain off the central heating drain off valves - these are clearly labelled as '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.



Never drain your down your central heating system



NOTE: Do not cover the home with tarpaulin or plastic sheeting as this can attract damp, which will result in corrosion. Make sure the home is securely locked and leave a key at the park office with the contact details. You can then be contacted quickly in the event of an emergency.



WARRANTY OVERVIEW

Your new Willerby home comes with a twelve-month warranty from the day you take possession. In the unlikely event of a fault developing, please advise your supplying park or distributor. They will then report it back to us, using our web portal and we'll respond or action accordingly.

Please note: Do not report any faults directly to Willerby Ltd.

Conditions and exceptions

1. The warranty is only valid for the first homeowner, and whilst the home is registered to the original pitch it was sited on.
2. 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.
3. The 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.
4. The warranty holder must ensure that the home is regularly maintained and inspected in accordance with Willerby's recommendations as detailed throughout this handbook.
5. Willerby Ltd will not accept responsibility for the cost of repairing or replacing any part or component of the home other than the specified part or component that it has agreed has failed.
6. Those parts and components not covered by this guarantee are - tyres, light bulbs, spotlights, batteries, fuses, tap washers, filters, electrical connections, thermocouples and the cosmetic appearance of sealants.
7. Willerby 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 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 home.
3. Willerby applied identification marks (serial number) for the home have been defaced or removed.
4. Any fault is caused or contributed to by abuse, neglect, vandalism or misuse.
5. Damage occurs 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.



REGISTERING YOUR WARRANTY

As soon as you take ownership, your park or distributor should register your new home with Willerby to activate your warranty. We'd also recommend you complete your details by simply visiting willerby.com/warrantyregistration. Please also upload the commissioning certificates for your gas, water and electric services whilst registering your warranty. You will then receive a warranty activation email, which you should file in a safe place for your records.

The registration procedure is essential as it provides us with the necessary information to enable us to process a claim. Please take special care and attention when completing your registration as this will provide us with important information, including, how we access your home in the event of a warranty claim.



Delivery and park operator set-up

Following delivery of your home your park operator should have prepared it for handover in accordance with the Guidelines of Good Practice for Transportation, Siting and Commissioning of Caravan Holiday Homes laid down by the NCC and BH&HPA. The key aspects of the pre-handover procedure are as follows:

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

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 us at the time of discovery, using our specified reporting procedure. It is the park operator's responsibility to quality check the home before it is handed over to yourself and we cannot be responsible for any failure on their behalf.

Following handover, should you identify any quality issues or shortages, or the 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 home.





TAKING OWNERSHIP

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

If you discover anything listed below then report your findings immediately to your park operator as it will be their responsibility to resolve it:

- Your home has been damaged during transportation, siting or commissioning
- It has not been satisfactorily unpacked and cleaned in preparation for handover.
- If you feel in anyway that the correct pre-handover procedures, outlined in this pack, have not been followed.

Upon handover of the keys to your home you will be required to carefully check the home to ensure that it is in accordance with your order/specification. If any snagging issues are identified then you should prepare a list of items needing attention with supporting photographs and hand this to your park operator within 21 days of the handover date.

Please ensure you keep a copy of this list for future reference. Your park operator will then submit a claim via the web portal, and following approval from Willerby Ltd, any necessary rectification work will be undertaken by either your park operator, our customer service team or an approved contractor.



You must have photographs to illustrate the problems and include these with your list. Supplying photographs speeds up any rectification process as it allows faults to be easily identified and the required parts ordered.

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 home, and provided you have registered in accordance with the procedure detailed above your standard warranty will commence.

Please do not send any warranty claims directly to Willerby Ltd as we are unable to process such claims unless they come from your park operator.

YOUR WARRANTY

Your warranty will cover the first 12 calendar months from the handover date of your new home on all items within your home (see exceptions on page 40).

There is a further two years warranty on all items listed below:

- Willerby Ltd manufactured fitted furniture, shower cubicle and shower door, all taps, sanitary ware, radiators, baths, internal doors and internal door handles, gutters/downpipes, cladding, kitchen sink, sockets/switches, dining table and chairs and upholstery (seating).

In addition, there is a further four years warranty (after the initial 12 months) for the structure of your home on areas such as:

- Chassis*, roof, walls, ceilings, floors and external windows and doors.

Willerby Ltd will not accept any claims for issues outside of the above mentioned timeframes.

*Fully galvanised chassis are covered under a 12 year warranty from the date of manufacture or 10 year warranty from the date of sale. Whatever comes first.

Third party warranty

In relation to items fitted in the 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.

The following guidance has been provided to assist you:

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, boilers, 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 home. If you are unable to locate the relevant information please contact the manufacturer of the appliance for further help.

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 home. Where multiple claims are made, for whatever reason, our aggregate liability shall also be equivalent to the original purchase price of the home.
- Every customer uses their 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 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 home are a standard set of keys and locks that we fit to our 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 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 home.
- Maintaining your home is essential to the warranty provided with your 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.



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. 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, your park operator will endeavour to visit your 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 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 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 home while we complete any necessary remedial work. Please ensure all valuables and possessions are removed from your home as we cannot accept any liability for the loss of the same whilst we are working on your home, and in some cases will not be able to carry out works where valuables are on display.





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 home, or any part or item which is subject to a guarantee provided by a third party (see page 38).
- Adjustment of blinds, hinges, catches, stays, windows and doors.
- Normal wear and tear to your 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 but not limited to UV damage, discolouration or pollution.
- Damage caused by the use of inappropriate or unsuitable cleaning materials/products.
- Damage occurring as a result of any alteration, modification, vandalism or accidental damage to your home; misuse, neglect, overloading or abnormal use of your home 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 (2015) or caused by any foreign object.
- Damage caused by the transportation to site, siting or commissioning of your 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 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 Ltd or third party park operator.
- Damage occurring from the incorrect use or connection of the utilities (including electricity, gas or water) to your home.
- Damage as a result of any accessory (not approved by Willerby Ltd) being fitted to your 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.
- Damage as a result of toxic, explosive, corrosive or other hazardous materials brought into your home.
- Damage as a result of relocation of your home 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 home.
- Damage arising from any accident in your home or any act or omission by you.



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 constructed in accordance with the law of England and Wales and any disputes will be subject to the exclusive jurisdiction of the English courts.

Death or personal injury

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



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 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 and The General Data Protection Regulation (GDPR) 2018.

Dissatisfaction with parts or repair

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 14 days, the repair work or part supplied is deemed acceptable to you and the claim is deemed to have been satisfied.

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.

WARRANTY TERMS AND CONDITIONS CONT...

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 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 Ltd as being covered under your warranty.

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

- If your 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 (2012) which is sited on a licensed residential park.
- If your 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 your 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.



Visit our showgrounds

Ready to upgrade? We'd love for you to stay part of our Willerby family, so when it's time to upgrade, why not pop along to one of our showgrounds, to view our latest models. Our friendly team are on hand to answer any questions you may have and assist you.

Hull showground

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