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WARRANTY

VENUS CARAVANS OWNERS WARRANTY 2015

Introduction

Congratulations on becoming a Venus owner. We trust your Venus caravan to provide you a long and trouble free service. However, in the unlikely event that you do have a problem or a fault does arise, it is important that you understand the contents of the Venus owners warranty and follow the correct procedures to ensure that you receive the full benefit of this protection.

Your Venus warranty commences on the day your new caravan is purchased. It is important that as an owner you complete the "Validate your Warranty" section located on our website which activates your Venus warranty. www.lunarcaravans.com.

Venus Caravans 2015 Warranty

All Venus Caravans are supplied with a 6 year body shell warranty and a three year manufacturer's backed warranty from the date of purchase. The warranty is conditional on annual servicing being carried out 60 days either side of the anniversary of the purchase date, except the third service which should be carried out prior to the third anniversary date of the final year.

6 year body shell integrity warranty

Lunar Caravans will cover water ingress through any permanently sealed seam joints and delamination of panels and floor, being part of the caravan's original construction.

3 year manufacturer's warranty

Year 1

The first 12 months of the Venus manufacturer's warranty will cover all components and parts arising from manufacturing defects but not those which are the result of normal wear and tear and those that relate to Tyres, Bulbs, Fluorescent Tubes and Fuses.

Years 2 & 3

In the event of a claim after 12 months from the date of purchase. Lunar will require proof of servicing which will be the fully detailed original VAT service invoice. Failure to keep / provide such records and information will invalidate the Lunar warranty and any claims.

The warranty extends to the following items in year 2 & 3.

Cooker 3 years: The cooker unit including burners, grill, oven and flame failure device and igniters.

Fridge 3 Years: Door seal, gas ignite, flame failure device, 12 & 230v thermostat, 230v temperature control switch.

Water System 3 years: Water heater, water pump, water gauges, fresh water tank.

Cassette Toilet Dometic 2 years: The cassette toilet is covered excluding seals, valves and glands.

Cassette Toilet Thetford 3 years: The cassette toilet is covered excluding seals, valves and glands.

Auxiliary Electrics 3 years: Battery charger, distribution unit, mains hook up input connector.

Heating System Alde 3 years: Control unit, switches, flame failure device, ignite (excluding ducting and fittings).

Heating system Truma 3 years: Control unit, switches, flame failure device, ignite (excluding ducting and fittings).

Chassis 3 years: All chassis members.

Towing Mechanism 3 years: All mechanical components fitted (excluding delivery).

Disclaimer: The contents of this Service book are as accurate as possible at the time of going to print. Lunar Caravans reserve the right to alter materials and specifications without prior notice. Venus Caravans is a brand of Lunar Caravans Ltd.



Suspension 3 years: Spring, hangers, shackles pins, shock absorbers and mountings. (excluding damage to or faults in the brake drums and shoes that are caused through misuse of the braking system or from normal wear and tear).

Windows: 2 years

During the second and third years, Lunar will not cover those items which are the result of normal wear and tear or those related to:

1. Bulbs, fluorescent tubes, LED's and fuses.
2. Interior lights
3. Tyres
4. Batteries
5. Smoke Alarms & carbon monoxide alarms
6. Carpets and Floor Coverings
7. Soft Furnishings
8. Entertainment Equipment
9. Glass
10. Deterioration of exterior paint work
11. Adjustments of blinds
12. Doors and Door flyscreen
13. Hinges
14. A Frame covers and wheel spats
15. Shower trays and cubicles

16. Surface finishes to kitchen sinks, cooker tops, vanity units and worktops

17. Microwave

18. Alarm

19. Front Panels

20. Back Panels

21. Wheels

Not covered are faults arising from accidental damage or damage caused by the misuse of any component part of the caravan and the replacement of parts which have reached the end of their working due to age and or usage.

The cleaning and adjustments of any assemblies is not covered in years two and three.



WARRANTY

Below is a list of manufacturers who should be contacted direct by your dealer should any warranty issues arise.

OEMS CARRYING DIRECT WARRANTY WORK & ADMINISTRATION

Company	Component	Contact	Warranty Term	Telephone No	Fax No	Email
Alde International	Heating System	Customer Care	36 months	01933 677765 Press 1	01933 674975	info@alde.co.uk
AL-KO	Chassis, Axle & Under Gear	Service Department	36 months	01926 818200		
Base Automotive	Radio/DVD	Pip Stafford	12 months	01772 886000		pstafford@armourauto.co.uk
Sargent Electrical Services Ltd	Power supply units, chargers control panels	Customer Support	36 months	01482 678981	01482 678987	support@sargentltd.co.uk
Dometic	Toilets Fridges	Service Department	24 months 36 months	0844 6260139		technical@dometic.co.uk
Grade UK	Status Antennas	Warranty Department	24 months	0115 9867151		
Phantom	Phantom Tracker	Activations Technical Subscription Sales	12 months	0161 4311052 0161 4311066 0161 4311065 0161 4316751		
Polyplastics	Windows	Miriad	Various (see polyplastics notes)	01283 5860630	01283 586061	sales@miriad-products.com
SCS	Microwaves	Customer Services	12 months	01924 893656		
Thetford	Toilets Fridges	Customer Services	24 months	01283 86020		
Truma	Water System Heating Systems	Customer Services	36 months	01709 766770		



Report a fault

In the unlikely event that a fault develops with your Venus Caravan, your initial contact should always be with the retailer from which you purchased your caravan from; your retailer is with whom your contract of sale is with and ultimately who will be responsible for carrying out a thorough pre-delivery inspection and arranging warranty work which may be required together with annual servicing.

Servicing

It is important that to maintain the validity of the Venus warranty, your caravan has an annual service and damp check carried out by an Approved Lunar dealer or Approved workshop using genuine parts, recommended sealants and following Lunar procedures; failure to do so will invalidate your Venus warranty.

Your Venus warranty is conditional on annual servicing being carried out 60 days either side of the anniversary purchase date for interim years. The third annual service must be carried out before the expiry of the 36 months warranty period from the original date of purchase.

Your service handbook must be stamped accordingly and the original VAT invoices and damp reports must be retained as proof that the annual services have been carried out in accordance with the warranty terms and conditions.

Spare parts

Should you require any spare parts for your Venus caravan, please contact your dealer or nearest service centre; they in turn will contact our factory. To assist the process please provide as much information you can, including the VIN number of your caravan, model, a full description of the part you require and if possible, a photograph of the part.

Change of Ownership - Transfer of Warranty

The Venus warranty may be transferred to a new owner if the caravan is sold on. This is providing the caravan has been serviced by a Lunar approved or NCC approved service centre.

The details of change of ownership form which is located at the back of the service handbook should be complete and full documentary evidence that the caravan has been annually serviced provided. The transfer ownership must be completed within

a month of change of legal ownership. An administration charge of £50 is also applied.

Venus Caravans Limited 6 year warranty is offered subject to the following Terms and Conditions:-

1. The warranty validation has been completed within 4 weeks of purchase.
2. An annual service has been undertaken on the caravan by a Lunar approved service centre including a comprehensive damp check, within 60 days either side of the anniversary purchase date.
3. The third annual service must be carried out before the expiry of the 36 month warranty period from the original date of purchase.
4. A record of each service should be recorded and stamped in the "service record" section at the back of the service handbook.
5. No warranty work should be commenced under the terms of the warranty unless prior authorisation is obtained from Lunar Caravans Limited.
6. The warranty holder must notify the dealer of the alleged defect within 14 days of discovering it, with sufficient particulars including the VIN to enable the defect to be clearly rectified.



WARRANTY

7. The manufacturer identification (vehicle identification number - VIN) of the caravan must not have been removed or defaced.
8. The caravan must only be used in the United Kingdom other than a temporary use for the purpose of a holiday outside the United Kingdom and must not be used as a permanent residence.
9. The caravan must not have been used other than for recreational purposes i.e. living in or business purposes.
10. No liability will be accepted for alternative accommodation.
11. If the caravan has been subjected to any collision, impact or accident, repairs must be undertaken by an Approved Lunar dealer or NCC Approved Workshop and Lunar Caravans are notified of the collision, impact or accident.
12. The caravan shall only be towed by a private car or private 4x4 vehicles.
13. The caravan must not have been modified or any alteration made to its original construction.
14. Lunar Caravans reserves the right to examine the caravan prior to commencement of repairs and nominate a repairer.
15. In the event of dispute Lunar Caravans reserve the right to subject the caravan to an expert assessment and nominate a repairer.
16. Lunar Caravans Limited liability under this agreement shall be limited to supplying labour and materials of a value not exceeding £2500 including VAT in respect of each claim or series of claims.
17. No liability will be accepted for damage caused by neglect, intrusion, lack of servicing, over-heating, freezing or abuse, (e.g. continued use after failure has become evident thus exacerbating the problem).
18. No liability will be accepted for the cost of transporting, towing, or moving the caravan by any means from a place of repair or consequential cost relating to transportation.
19. No liability will be accepted for consequential cost or loss, damage by forces of nature, damage by vermin, damage by mould, damage caused by modification.
20. Retailers/dealer have no authority to bind to make any undertaking on behalf of Lunar Caravans Limited by any express or implied undertaking or representation.



ANNUAL SERVICE CHECKLIST

In order to comply with the Warranty, you must have your caravan inspected and serviced by an authorised appointed Dealer, covering the items listed, at least once per year.

It is important that the Owner's Handbook is stamped on the appropriate page by the appointed Servicing Dealer. Failure to do this will invalidate the warranty.

In the event of a claim, Lunar will require acceptable proof of servicing which will be the fully detailed, original VAT service invoice.

A record of each service should be recorded and stamped in the section in this book.

1. Water Ingress Test _____
 - 1.1 Roof - Roof / Walls - Rooflights _____
 - 1.2 Walls - Walls / Floor _____
 - 1.3 Windows - Window apertures _____
 - 1.4 Doors (entrance door, service doors) _____
2. Lamination test, sides _____
3. Lamination test, floor _____
4. Jockey wheel _____
5. Chassis and chassis to body security _____
6. Corner steadies _____
7. Tyres and tyre pressures _____
8. Torque wheel nuts _____
9. Brake rods and linkages _____
10. Hub bearings, brakes and brake shoes _____
11. Handbrake operation and performance _____
12. Suspension and shock absorbers (if fitted) _____
13. 12N and 12S 7-pin plug and cables _____
14. Road lights, wiring and reflectors _____



ANNUAL INSPECTION

15. Internal lights and 12V DC system _____
16. Water heater – gas and 230V AC _____
17. Hob, grill and oven _____
18. Refrigerator 230V AC, 12V DC and gas _____
19. Gas system _____
20. Water pump, taps and water system _____
21. Mains 230V AC system _____
22. Windows and fittings _____
23. Smoke alarm and battery _____
24. Roof lights _____
25. Furniture hinges/stays etc _____
26. Exterior locks and hinges _____
27. Grab handle security _____
28. All internal vents _____
29. Oil seals _____
30. Blinds and flyscreens (if fitted) _____
31. Blown air heating and gas fire heater _____

ANNUAL SERVICE RECORD



CARAVAN MODEL _____ YEAR _____

CHASSIS (VIN) NUMBER _____

<p>1st INSPECTION</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual inspection has been carried out in accordance with the Service Checklist.</p>	<p>2nd INSPECTION</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual inspection has been carried out in accordance with the Service Checklist.</p>	<p>3rd INSPECTION</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual inspection has been carried out in accordance with the Service Checklist.</p>
<p>4th INSPECTION</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual inspection has been carried out in accordance with the Service Checklist.</p>	<p>5th INSPECTION</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual inspection has been carried out in accordance with the Service Checklist.</p>	<p>6th INSPECTION</p> <p>DATE:</p> <p>DEALER'S STAMP</p>



GENERAL DATA

SPECIFICATIONS

MODEL		Venus 460/2	Venus 540/4	Venus 550/4	Venus 580/6	Venus 620/6
No. of berths		2	4	4	6	6
Number of Axles		1	1	1	1	2
Internal body length		4.589m/15'1"	5.618m/18'5"	5.618m/18'5"	5.783m/18'12"	6.400m/20'11"
Shipping length		6.230m/20'5"	7.255m/23'9"	7.265m/23'1"	7.362m/24'2"	7.929m/26'0"
Overall width (inc high level marker lights)		2.205m/7'3"	2.205m/7'0"	2.205m/7'3"	2.205m/7'3"	2.205m/7'3"
Maximum internal height		1.908m/6'3"	1.908m/6'3"	1.908m/6'3"	1.908m/6'3"	1.908m/6'3"
Overall height		2.606m/8'7"	2.606m/8'7"	2.606m/8'7"	2.606m/8'7"	2.606m/8'7"
Tyre size and pressures		185 R14 C (52 psi)	185 R14 C (52 psi)	185 R14 C (52 psi)	185 R14 C (59 psi)	175/65 R14 C (45 psi)
Hitch Ball Height fully laden (m)		0.440mm/1'5"	0.440mm/1'5"	0.440mm/1'5"	0.440mm/1'5"	0.440mm/1'5"
Mass in Running Order		962kg	1100kg	1100kg	1188kg	1318kg
Total User Payload		193kg	195kg	195kg	207kg	212kg
Max. Technical Permissible Laden Mass*		1155kg	1295kg	1295kg	1395kg	1530kg
Bed sizes	Front Double	2.005 x 1.862m 6'6" x 6'1"	2.005 x 1.532m 6'6" x 5'0"	2.005 x 1.532m 6'6" x 5'0"	2.005 x 1.862m 6'6" x 6'1"	2.005 x 1.862m 6'6" x 6'1"
	Front Singles 1	1.862 x 0.690m 6'1" x 2'3"	1.532 x 0.690m 5'0" x 2'3"	1.532 x 0.690m 5'0" x 2'3"	1.862 x 0.690m 6'1" x 2'3"	1.862 x 0.690m 6'1" x 2'3"
	Front Singles 2	1.862 x 0.690m 6'1" x 2'3"	1.532 x 0.690m 5'0" x 2'3"	1.532 x 0.690m 5'0" x 2'3"	1.862 x 0.690m 6'1" x 2'3"	1.862 x 0.690m 6'1" x 2'3"
	Rear Double		1.907 x 1.340m 6'3" x 4'5"			1.907 x 1.340m 6'3" x 4'5"
	Rear Singles 1			1.867 x 0.680m 6'2" x 2'3"		
	Rear Singles 2			1.867 x 0.680m 6'2" x 2'3"		
	Side Bunks				1.766 x 0.569m 5'10" x 1'10"	1.474 x 0.570m 4'10" x 1'10"
	Rear Bunks 1				1.700 x 0.630m 5'6" x 2'1"	1.474 x 0.563m 4'10" x 2'2"
	Rear Bunks 2				1.700 x 0.630m 5'6" x 2'1"	
	Actual awning size			910cm/29'10"	1010cm/33'2"	1025cm/33'8"

* **MTPLM** – Most models can have the MTPLM increased with minimal disruption. Contact your nearest Lunar Caravans dealer for further information.

The tyre pressures listed are the recommended tyre pressure for running at the stated weights and are calculated taking into account the weight of the caravan and assembly. Should the MTPLM weight change, the tyre pressure may also need to be adjusted depending on the model. Contact should be made with your dealer to check if the tyre pressure should be adjusted.

MRO includes a manufacturing tolerance to reflect changes in the weights of the raw materials. It is anticipated that this figure will never be exceeded in the caravans standard ex-works specification.

** Lunar Caravans would always recommend seeking the advice of your dealer or the awning manufacturer directly before purchasing an awning.





CHANGE OF OWNERSHIP

If you sell your caravan and the new owner wishes to benefit from any unexpired warranty, please notify us of any change of ownership by completing the change of ownership form on the next page.

An administration charge of £50 is also applied and cheques should be made payable to Lunar Caravans Limited and full documentary evidence that the caravan has been annually serviced should be enclosed. The change of ownership form must be completed within a month of change of legal ownership and all documentation should be sent to:

Lunar Caravans Limited
After Sales Department
Sherdley Road
Lostock Hall
Preston
PR5 5JF

CHANGE OF OWNERSHIP



NOTIFICATION OF CHANGE OF OWNERSHIP

PURCHASE DATE		PURCHASED FROM (DEALER NAME IF APPLICABLE)	
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CARAVAN DETAILS

Model	
Vehicle Identification Number	

CURRENT OWNER

Name	
Address	
Post Code	
Telephone Number	
Date of Ownership	

NEW OWNER

Name	
Address	
Post Code	
Telephone Number	
Date of Purchase	

PLEASE FORWARD THIS FORM, WITH A COPY OF YOUR SALES RECEIPT TO:

Lunar Caravans Limited, After Sales Department, Sherdley Road, Lostock Hall, Preston, PR5 5JF.

From time to time our Marketing Department may use the information recorded on our database to inform customers of new products and updates. If you wish to opt out from this, please tick

I have read and understand the terms and conditions of the Lunar warranty, including the servicing requirements as applicable to this vehicle.

CHANGE OF OWNERSHIP



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