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WARRANTY

Lunar Caravans Owners Warranty 2018

Introduction

Congratulations on becoming an Alaria owner. We trust your Alaria Caravan to provide 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 Lunar owners warranty and follow the correct procedures to ensure that you receive the full benefit of this protection.

Your Lunar 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. This activates your Lunar warranty <http://www.lunarcaravans.com/validate-your-warranty>. If you experience any problems in validating your warranty or do not have access to a computer, contact should be made with your dealer who can do this on your behalf.

Warranty 2018

All Alaria Caravans are supplied with a 6 year water ingress and body delamination guarantee with a 3 year manufacturers backed warranty. Appliances carry their own manufacturer warranty the maximum of which is three years.

The Lunar warranty is conditional on annual servicing being carried out 60 days either side of the anniversary of the purchase date, except the third and sixth service which must be carried out before warranty ends.

6 year body shell integrity warranty

Lunar Caravans will cover water ingress through any external permanently sealed seam joints and delamination of panels and floor, being part of the caravan's original construction not including structural integrity of panel i.e. crack or damage.

3 year manufacturer's warranty

Year 1

The first 12 months of the Lunar 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 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 years 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 gauges, fresh water tank.

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 and input connector.

Heating System Alde 3 years: Control unit, switches, flame device failure, ignite (excluding ductings 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.

Windows: 2 years

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.



During the 2nd and 3rd 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 and door flyscreen
12. Hinges
13. A Frame covers and wheel spats
14. Shower trays and cubicles
15. Surface finishes to kitchen sinks, cooker tops, vanity units and worktops
16. Microwave
17. Alarm
18. Front panels
19. Back panels
20. Wheels
21. Taps (these are covered for one year only)

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 or usage

The cleaning and adjustment of any assemblies is not covered in years 2 & 3.



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	Customer Services	12 months	01772 886000		
Sargent Electrical Services Ltd	Power supply units, chargers control panels	Customer Support	36 months	01482 678981	01482 678987	support@sargentltd.co.uk
Dometic	Fridges + Blinds	Service Department	36 months	0344 6260132		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		
Fire Angel	Smoke Alarms & Carbon Dioxide Alarms	Technical Support Line	12 months	0800 1412561		technicalsupport@fireangel.co.uk
Thetford	Toilets Oven	Customer Services	24 months	01283 86020		
Truma	Water System Heating Systems	Customer Services	36 months	01709 766770		
Daewoo	Microwaves	Gwen Bolton	12 months	0844 8872525		gwen.bolten@desuk.co.uk



Reporting a fault

In the event that a fault develops with your Alaria Caravan, 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 Lunar warranty, your caravan has an annual service and damp check carried out by an Approved workshop using genuine parts, recommended sealants and following Lunar procedures; failure to do so will invalidate your Lunar warranty.

The Lunar 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. Failure to have your servicing undertaken within these guidelines does invalidate your Lunar warranty.

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

Spare parts

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

Mains Electrics

It is strongly recommended that your caravan mains electrics system is inspected by a NICEIC approved engineer every 3 years.

Change of Ownership - Transfer of Warranty

The Lunar warranty may be transferred to a new owner if the caravan is sold on. This is providing the caravan has been regularly serviced by a Lunar, NCC Approved Workshop or a workshop who is part of the Approved Workshop Scheme.

At the back of the service handbook is a change of ownership form which should be completed in full and documentary evidence that the caravan has been annually serviced provided. The transfer should be completed within 28 days of change of ownership. An administration of £50 is applied

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

1. The warranty validation must be 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 VIN to enable the defect to be clearly identified.
7. The manufacturer identification (vehicle identification number – VIN) of the caravan must not have been removed or defaced.



WARRANTY

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 with usage not exceeding 3 months at any one time.
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, NCC Approved Workshop or a workshop that is part of the Approved Workshop Scheme. Lunar Caravans must be 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 alternation 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 a dispute Lunar Caravans reserve the right to subject the caravan to an expert assessment and nominate a repairer.
16. 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)
17. No liability will be accepted for the cost of transporting, towing, or moving the caravan by any means from or to a place of repair or consequential cost relating to transportation.
18. 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
19. Retailers/dealer have no authority to bind to make any undertaking on behalf of Lunar Caravan Limited by any express or implied undertaking or representation.



ANNUAL SERVICE CHECKLIST

In order to comply with the warranty, you must have your caravan serviced and inspected by an authorised appointed dealer covering the items listed every 12 months.

It is important that the Owners Handbook is stamped on the appropriate page by the appointment 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.

1. Water Ingress Test _____
- 1.1 Roof - Roof / Walls - Rooflights _____
- 1.2 Walls - Walls / Floor _____
- 1.3 Windows - Window apertures _____
- 1.4 Doors (entrance/service lockers and frames) _____
- 1.5 Visual Inspection (External Seals and Sealants/Bridging Straps) _____
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 _____



ANNUAL INSPECTION

14. Road lights, wiring and reflectors _____
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 & battery (replace battery every 12 months) _____
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 _____
32. Sealant check, reseal if signs of wear or breakdown _____

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		Alaria TI	Alaria TS	Alaria RI	Alaria TR
No. of berths		4	4	4	4
Number of axles		2	2	2	2
Interior length (m)		6.342m/20'10"	6.342m/20'10"	6.342m/20'10"	6.342m/20'10"
Shipping length (m)		7.885m/25'10"	7.885m/25'10"	7.885m/25'10"	7.885m/25'10"
Overall width (m) (inc high level marker lights)		2.466m/8'1"	2.466m/8'1"	2.466m/8'1"	2.466m/8'1"
Maximum headroom (m)		1.958m/6'5"	1.958m/6'5"	1.958m/6'5"	1.958m/6'5"
Overall height (m)		2.658m/8'9"	2.658m/8'9"	2.658m/8'9"	2.658m/8'9"
Tyre size		175/65 R14 (49 psi)	175/65 R14 (49 psi)	175/65 R14 (49 psi)	175/65 R14 (49 psi)
Hitch ball height fully laden (m)		0.440m/1'5"	0.440m/1'5"	0.440m/1'5"	0.440m/1'5"
Mass in Running Order (kg)		1710kg	1715kg	1720kg	1705kg
Total User Payload (kg)		160kg	160kg	160kg	160kg
Max. Technical Permissible Laden Mass* (kg)		1870kg	1875kg	1880kg	1865kg
Bed sizes	Front Double	2.244 x 1.260m 7'3" x 4'1"	2.244 x 1.260m 7'3" x 4'1"	2.244 x 1.260m 7'3" x 4'1"	2.244 x 1.260m 7'3" x 4'1"
	Front Nearside Single				
	Front Offside Single	1.834 x 0.739m 6'0" x 2'5"	1.660 x 0.739m 5'6" x 2'5"	1.504 x 0.739m 5'0" x 2'5"	1.834 x 0.739m 6'0" x 2'5"
	Rear Double	1.830 x 1.340m 6'0" x 4'5"		1.830 x 1.340m 6'0" x 4'5"	1.910 x 1.340m 6'3" x 4'5"
	Rear Nearside Single		1.867 x 0.768m 6'2" x 2'6"		
	Rear Offside Single		1.867 x 0.768m 6'2" x 2'6"		
	Side Single Dinette				
	Folding Side Bunk (option)				
	Rear Bunk 1				
	Rear Bunk 2				
	Rear Bunk 3				
Actual awning length		1090cm/35'9"	1090cm/35'9"	1090cm/35'9"	1090cm/35'9"

* **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.



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 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



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	
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Telephone Number	
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