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WARRANTY

VENUS CARAVANS OWNERS WARRANTY 2017

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 have a problem or a fault does arise, it is important that you understand the content 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 2017 Warranty

All Venus caravans are supplied with a 6 year water ingress and body delamination guarantee with a 3 year manufacturers 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 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 and igniters

Water System: Water heater, water gauges, fresh water

Cassette Toilet Thetford: The cassette toilet covered excluding seals, valves and glands

Auxiliary Electrics 3 Years: Battery charger, distribution unit, mains hook up and input connector

Heating system Truma 3 Years: Control unit, switches, flame failure device, ignite (excluding ductings and fittings)

Chassis 3 years: All chassis members

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

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. Venus Caravans is a brand of Lunar Caravans Ltd.



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 & floor coverings
7. Soft furnishings
8. Entertainment equipment
9. Glass
10. Deterioration of exterior paint work
11. Adjustment of blinds Doors & 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 unit and worktops
16. Microwave
17. Alarm
18. Front panels
19. Back panels
20. Wheels
21. Tyres

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	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	Service Department	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		
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	0844 9971960		
Truma	Water System Heating Systems	Customer Services	36 months	01709 766770		warranty@trumauk.com
Daewoo	Microwaves	Gwen Bolton	12 months	0844 8872525		gwen.bolton@desuk.co.uk



Reporting a fault

In the event that a fault develops with your Venus 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 Venus 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 Venus warranty.

The 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. 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 Lunar 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 Electric

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

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 regularly serviced by a Lunar, NCC Approved Workshop or a workshop who is part of the Approved Workshop Scheme.

The details of change of ownership form is located at the back of the service handbook, should be completed and full documentary evidence that the caravan has been annually serviced provided. The transfer of ownership must be completed within a month of change of legal ownership. An administration charge of £50 is also applied.

Lunar 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 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
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. Lunar Caravans Limited liability under this agreement shall be limited to supplying labour and materials of a value not exceeding £2500 inc 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 or to 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 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 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 570/4	Venus 590/6	Venus 620/6
No. of berths		2	4	4	4	6	6
Number of Axles		1	1	1	1	1	2
Internal body length		4.589m/15'1"	5.618m/18'5"	5.618m/18'5"	5.821m/19'1"	5.821m/19'1"	6.400m/20'11"
Shipping length		6.155m/20'2"	7.200m/23'7"	7.200m/23'7"	7.395m/24'3"	7.395m/24'3"	7.825m/25'8"
Overall width (inc high level marker lights)		2.205m/7'3"	2.205m/7'3"	2.205m/7'3"	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"	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"	2.606m/8'7"
Tyre size and pressures		185 R14 C (52 psi)	185 R14 C (59 psi)	185 R14 C (59 psi)	185 R14 C (59 psi)	185 R14 C (59 psi)	175/65 R14 C (40 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"	0.440mm/1'5"
Mass in Running Order		1020kg	1145kg	1145kg	1170kg	1193kg	1288kg
Total User Payload		155kg	185kg	185kg	185kg	187kg	212kg
Max. Technical Permissible Laden Mass*		1175kg	1330kg	1330kg	1355kg	1380kg	1500kg
Bed sizes	Front Double	1.984 x 1.862m 6'6" x 6'1"	1.984 x 1.532m 6'6" x 5'0"	1.984 x 1.532m 6'6" x 5'0"	1.984 x 1.532m 6'6" x 5'0"	1.984 x 1.862m 6'6" x 6'1"	1.984 x 1.862m 6'6" x 6'1"
	Front Nearside Single	1.862 x 0.679m 6'1" x 2'3"	1.532 x 0.679m 5'0" x 2'3"	1.532 x 0.679m 5'0" x 2'3"	1.532 x 0.679m 5'0" x 2'3"	1.862 x 0.679m 6'1" x 2'3"	1.862 x 0.679m 6'1" x 2'3"
	Front Offside Single	1.862 x 0.679m 6'1" x 2'3"	1.532 x 0.679m 5'0" x 2'3"	1.532 x 0.679m 5'0" x 2'3"	1.532 x 0.679m 5'0" x 2'3"	1.862 x 0.679m 6'1" x 2'3"	1.862 x 0.679m 6'1" x 2'3"
	Rear Double		1.907 x 1.340m 6'3" x 4'5"		1.830 x 1.340m 6'0" x 4'5"		1.907 x 1.340m 6'3" x 4'5"
	Rear Nearside Single			1.867 x 0.680m 6'2" x 2'3"			
	Rear Offside Single			1.867 x 0.680m 6'2" x 2'3"			
	Side Single Dinette					1.773 x 0.739m 5'10" x 2'5"	1.709 x 0.653m 5'7" x 2'2"
	Folding Side Bunk (option)					1.656 x 0.569m 5'5" x 1'10"	1.651 x 0.579m 5'5" x 1'11"
	Rear Bunk 1					1.793 x 0.658m 5'11" x 2'2"	
	Rear Bunk 2					1.793 x 0.658m 5'11" x 2'2"	
	Actual awning size	910cm/29'10"	1010cm/33'2"	1010cm/33'2"	1030cm/33'10"	1030cm/33'10"	1070cm/35'10"

* **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 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	
Post Code	
Telephone Number	
Date of Ownership	

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CARAVAN DETAILS

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Address	
Post Code	
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