

# One Year Parts & Labour Warranty.

July 2016 to date.

For total peace of mind, all Going Go-Pod Caravans include a one year Manufacturers Backed Warranty on parts and fittings. Warranty excludes items that are subject to normal wear & tear. Items such as fridges & TV's are also covered by the each particular maker's warranty and customer service enquiries may be made direct with the company. Please refer to the Owner's Manual.

If possible, annual inspections & services should be at the Red Lion Caravan Centre Ltd, 300 Southport Road, Scarisbrick, Southport, Lancashire, PR8 5LF. However, services can also be carried out at a local NCC approved workshop. Service schedules are available to download from the Downloads page of the website & include terms & conditions of servicing.

Inspections include the following:

- Damp check.
- Fiberglass integrity check.
- Electrical systems check.
- Chassis inspection including brakes, wheels, legs and hitch.

Inspections cost of £125.00 inc VAT.\*

Please retain a record of your service history, as this will be required in the event of a claim.

## **Appliances.**

Faulty appliances will be subject to their manufacturer's policies & will be returned on your behalf by Red Lion Caravan Centre where appropriate. Please refer to the Owner's Manual for details as some appliances have a direct contact customer service department.

## **How do I get a warranty issue resolved?**

Contact Red Lion Caravan Centre Ltd as soon as possible & within one month of the defect becoming apparent.

All warranty work must be carried out by Red Lion Caravan Centre Ltd, who in turn will use only authorised Going parts.

Payment for the warranty work is always made direct from Going to Red Lion Caravan Centre Ltd.

The full service history of your vehicle must be made available to the Red Lion Caravan Centre Ltd and you must allow them to fully inspect your caravan. This may take time, including the possibility of more than one workshop visit.

Transit costs are not covered by warranty and it is the owner's responsibility to delivery the Go-Pod to the Red Lion Caravan Centre Ltd.

Defective parts from your caravan become the property of Red Lion Caravan Centre Ltd & may be used by us for QC purposes.

## **What is not covered?**

Red Lion Caravans Ltd will not cover problems arising from:

Failure to follow instructions contained in the current caravan's Owner's Manual.

Failing to maintain the Go-Pod correctly including condensation issues affecting the inner skin & water damage around the inside of the vents resulting from bad washing practice.

Shell problems arising from impact, poor storage, exposure to chemicals or similar destructive external influences.

Occasionally hairline, (spider), cracks may appear in the gel coat of your Go-Pod. This is a common feature of modern fibreglass and is considered as a cosmetic issue rather than a failure of the shells integrity. Areas exposed to additional stress such as where the grab handles are fixed or around the door retainer may be more prone to this effect. It is not detrimental to the shells function but kits are readily available should you wish to treat them.

Due to the nature of the manufacturing process some small anomalies such as bumps, pimples, pitting, duller areas or ripples are inevitable. This is the individual fingerprint of every Go-Pod and such areas are not considered as faults nor are they detrimental to the performance of your caravan.

Repairs & other work undertaken by persons or workshops unauthorised by Red Lion Caravans Ltd including the fitting of motor movers.

The fitting of non-approved parts, additional equipment and bodywork fixtures.

Using the caravan on unsuitable terrain or damage caused by excessive speed or erratic towing behavior and inappropriate use of a motor mover device if fitted.

Exceeding the caravan's gross weight, axle loads & payload capacity.

Normal wear & tear of parts & consumable items are not covered.

External events such as storms and floods, accident damage, salt corrosion, civil unrest, vandalism or other environmental causes. Warranties are non-transferable.

## **What can invalidate my warranty?**

Modifications affecting the basic integrity of the caravan, especially to the chassis or electronic systems which will invalidate your warranty.

Failing to have your Go-Pod serviced at the recommended intervals.

The use of jet sprays, power washers, hoses or high pressure hoses that cause damage to the bodywork, tyres and seals or may force water in to air vents.

Failing to maintain your Go-Pod's general maintenance such as lubrication, use of improper cleaning agents and general misuse or neglect.

The drilling of holes into the one-piece body shell or chassis will invalidate your warranty.

The addition of unapproved motor movers or after market parts.