

CREATING SMILES FOR LIFE



**SWIFT**

# Swift Group Warranty & Service

Coachbuilt Motorhomes

Issued July 2017



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## WARRANTY

### Motorhome Warranty

All the illustrations and descriptive matter in this handbook are intended to give a general idea of the motorhome. Changing market and supply situations and our policy of continuous product development may prevent us from maintaining the exact specifications detailed in this handbook. We therefore reserve the right to alter specifications as materials and conditions demand.

Dealers are not agents of Swift Group Limited ("Swift") and have absolutely no authority to bind the manufacturer by any express or implied undertaking or representation.

#### **Your Coach-built motorhome has four warranties:**

##### **Base Vehicle Warranty – provided by Fiat**

Your vehicle is a coach-built motorhome which utilises a Fiat base vehicle. Swift takes a flat bed chassis supplied by Fiat and adds the coach-built habitation part of the motorhome. Fiat provide a manufacturer's warranty for the base vehicle as supplied to Swift by them. For any issues with the base vehicle warranty please contact your local Fiat dealer. This Motorhome Warranty does not cover any parts of your motorhome that are covered by the Fiat manufacturer's warranty. Your base vehicle warranty is subject to the terms and conditions contained in the Fiat handbook supplied with the base vehicle and the vehicle must be serviced in accordance with Fiat's requirements.

##### **SuperSure Warranty – provided by Swift**

For all parts or fittings of your coach-built motorhome other than the habitation body shell and the Fiat base vehicle, Swift will repair (or at its option, replace) any defective parts or fittings for 3 years from the date of purchase (or hire purchase) subject to conditions, terms and exclusions below.

##### **Body Shell Warranty – provided by Swift**

Swift will repair (or at its option, replace) any defects with the habitation body shell for 6 years from the date of purchase (or hire purchase), subject to the conditions, terms and exclusions below.

##### **Extended Body Shell Warranty – provided by Swift**

For the first owner, Swift will repair (or at its option, replace) any defects with the habitation body shell for 10 years from the date of purchase (or hire purchase), subject to the conditions, terms and exclusions below.

The SuperSure Warranty, the Body Shell warranty and/or the Extended Body Shell Warranty provided by Swift do not cover any parts of the motorhome that are covered by the Fiat warranty.

##### **Conditions for the SuperSure, Body Shell and Extended Body Shell Warranties**

1. You must ensure that the habitation part of your coach-built motorhome has an Annual Service (see clause 2 below) within 90 days before or 60 days after each anniversary of the original date of purchase. In order to preserve your SuperSure Warranty the third Annual Service must, however, be carried out before the expiry of the 36 month period from the original date of purchase. In order to preserve your Body Shell Warranty, the sixth Annual Service must be carried out before the expiry of the 72 month period from the original date of purchase. In order to preserve your Extended Body Shell Warranty, the tenth Annual Service must be carried out before the expiry of the 120 month period from the original date of purchase. If you have not performed an Annual Service then Swift will not be obliged to perform any work under the applicable warranty. Original VAT invoices must be retained as proof that Annual Service have been carried out.
2. The Annual Service on the body shell and habitation area must be carried out in accordance with the requirements in this handbook. You will be responsible for any charges made for an Annual Service. If the Annual Service is performed by an authorised Swift Group Service Centre then Swift warrants that the Annual Service has been performed correctly. If the Annual Service is performed by an unauthorised repairer or service centre then if the Annual Service has not been performed in

accordance with the requirements in this handbook and/or work has been performed on your motorhome that is defective or faulty, then Swift will not be obliged to perform any work under this Warranty (insofar as it relates to defective or faulty work or defective Annual Service).

3. All new motorhomes must be registered with Swift within 6 weeks of purchase as new.
4. The benefit of the SuperSure and Body Shell Warranties may be transferred to a new owner if the motorhome is re-sold, provided that the motorhome has been serviced in accordance with the requirements of this handbook, and details of the change of ownership have been supplied to Swift using the change of ownership form set out in this handbook as soon as reasonably practicable after the change.
5. **The benefit of the Extended Body Shell Warranty is non transferable to new owners and applies only to the original registered keeper of the vehicle.**
6. If any repairs are identified as being necessary to the body shell or habitation areas during an Annual Service or otherwise, Swift will only pay for Warranty work performed by an authorised Swift Group Service Centre. The motorhome must be made available to an authorised Swift Group Service Centre within 6 weeks of the date the repair need was identified for the work to be carried out. The cost of transporting, towing or moving the motorhome by any means to or from the place of repair is the responsibility of the owner.
7. **The SuperSure, Body Shell and Extended Body Shell Warranties only apply to motorhomes purchased and used primarily within the UK. Please refer to the Fiat handbook for use of the base vehicle outside the UK.**

## Terms

8. The Body Shell Warranty and Extended Body Shell Warranty covers any defect with the panels and seams of the coachbuilt habitation part of the motorhome. This includes body leaks, delamination of panels or floor, water ingress through any permanently sealed seam joints. **NB: The Extended Body Shell Warranty is non transferable and only applies to the original registered owner.**
9. In the first 12 months the SuperSure Warranty will cover any defect other than those specified in the Exclusions below.
10. In the years 2 and 3 the SuperSure Warranty will only cover any defect with the following components:
  - **Electrical System:** PSU, battery charger, Smart Command and interior lighting units (excluding bulbs).
  - **Water system:** water heater, fresh water tank, water pump, water gauges, taps and shower head.
  - **Cooker:** the cooker unit including grill, oven, burners, igniter and flame failure device.
  - **Refrigerator:** gas igniter, flame failure device, door seal condenser, gas control valve, 12V and 230V heater elements, gas thermostat, 230V thermostat and 230V temperature control switch.
  - **Cassette toilet:** the cassette toilet (excluding seals, valves and glands)
  - **Heating system:** thermostat, motor, switches, control unit, gas heater, flame failure device and igniter (excluding ducting and fittings)
  - **Windows:** the functionality of the opening and closing system (stays, handles and catches) and a warranty against the cracking of the acrylic. Excludes fading.
  - **Upholstery:** zips, seams and colour fastness.

## WARRANTY

In years 2 and 3, any defect specified in the Exclusions will not be covered.

### Exclusions

11. Swift shall not be liable under the

SuperSure, Body Shell and Extended Body Shell Warranties for any defect related to or arising from the following:

- The failure of a component for reasons of fair wear and tear;
- Damage resulting from freezing, fire, overheating or accidents (whether caused by the user or a third party);
- Misuse of any component;
- Normal deterioration, corrosion, intrusion of foreign or harmful bodies, lack of servicing or negligence of any person other than Swift which causes stoppage of or impairment to the function of any component of the motorhome;
- Replacement of parts which have reached the end of their effective working life because of age and/or usage;
- Cleaning or adjustment of any assemblies;
- Cosmetic finishes to kitchen sinks, cooker tops, vanity units, shower trays; and/or
- Routine maintenance items which are part of the annual service including lubricants, rubber gas hose, the cleaning of the heater and fridge flues, the replacement of gas jets, the resealing and/or replacement of shower room sealant, and the adjustment and lubrication of locks.

12. In addition to the exclusions above, in years 2 and 3 of the SuperSure Warranty Period, Swift Group Limited shall not be liable under this Warranty for any defects related to:

- Any audio equipment;
- Any microwave; and/or
- Any television
- Wall and Roof GRP sheeting material: after 24 months from date of purchase.

13. Swift shall also not be liable under the SuperSure, Body Shell and Extended Body Shell Warranties if the Motorhome has been neglected, misused, modified or used for hire or reward or if the identification marks (chassis/VIN numbers) have been removed or defaced. The motorhome will be deemed to have been neglected if it has not been serviced and maintained as stated in this handbook or any repairs being identified as necessary at an Annual Service or by a Swift Group Service Centre have not been carried out in a reasonable time.

### **You have legal rights under UK law governing the sale of consumer goods. This Warranty does not affect your legal rights.**

The name and address of the Warranty provider is:

Swift Group Limited, Dunswell Road, Cottingham, East Yorkshire, HU16 4JX

To make a claim under this Warranty, contact the Swift Group Dealer which supplied your motorhome. Alternatively, details of your nearest authorised Swift Group Service Centre can be obtained by contacting the Swift Group Customer Service Department on 01482 875740, or enquiring on the website [www.swiftgroup.co.uk](http://www.swiftgroup.co.uk)

## Change of ownership

You can transfer the remainder of any 3 year 'Supersure' warranty' and the 6 year 'Body Shell' warranty, details of how to do this can be found at the rear of this handbook.

The 'Extended 10 Year Body Shell Warranty' is non transferable.

## Swift Connect Direct

You have access to an online system which is for all Swift models. A password will be issued to you, to enable you to interact with us.

To access the system, called 'Swift Connect Direct', your initial log in details will be emailed to you once your supplying dealer has registered your ownership with us.

Please log in and create your own profile. Should you have issues with accessing Swift Connect Direct, please contact our Customer Services Team.

## What to do if you require assistance

Should you have an enquiry or require assistance with a problem, we hope that this guide will be of assistance to you.

### Please follow these steps:

1. Check the Owners Handbook, paying particular attention to the fault finding advice at the back of the book.
2. Contact your supplying dealer for assistance.

### If you need to contact the Swift Group, please be aware of the following:

1. When contacting Swift Customer Service, please quote your name, postcode and VIN (Vehicle Identification Number). This can be found at the bottom of the front windscreen, on the plate on the front cross member within the engine compartment and on the Swift manufacturers plate situated on the bulkhead directly behind the front driver/passenger seat.
2. In most instances, the Customer Service Team will involve your dealer in resolving the issue you are experiencing.
3. Check our website [www.swiftgroup.co.uk](http://www.swiftgroup.co.uk) and enter the Owners section which provides answers to frequently asked questions and how to contact us.
4. If you are contacting the company by email, letter or fax, the Customer Service Team will respond to you within five working days from the date of receiving the correspondence.
5. Please be aware that the Swift Group cannot send parts direct from the factory. In all cases, without exception, your dealer must place the order for you.

## SERVICE INSPECTION

### Motorhomes - annual service/ inspection record

In order to comply with the warranty, you must have your motorhome inspected and serviced at least once per year.

We highly recommend that you have your Motorhome serviced by a Swift Group Approved Service Centre who have direct access to our online Customer Service system, Connect. This system provides them with the ability to order approved parts and ensure that any product upgrades which may be available for your Motorhome can be offered to you and carried out as part of the service. In the unfortunate event that an issue requires attention under warranty then Swift Group Approved Service Centres are able to submit a warranty claim to the Swift Group for processing, and deal with the issue for you from start to finish. All of our Swift Group Approved Service Centres are provided with up to date technical information and have access to current repair methods giving you peace of mind that any defect has been repaired effectively.

It is important that the Owner's Handbook is stamped on the appropriate page by the authorised Swift Group Service Centre. Failure to do this will invalidate the warranty and the transfer of the warranty on the change of ownership.

The inspection should take approximately two to four hours and will cover the areas dealt with in the annual service check list. Any areas requiring service and/or maintenance will be highlighted by your dealer and we recommend that you authorise any necessary work to be carried out.

**Note:** It is essential, to validate the warranty, that an annual inspection be carried out by an authorised Swift Group Service Centre covering the items listed.

1. Damp and lamination test.
2. Chassis and chassis to body security.
3. Corner steadies.
4. Motorhome step.
5. Road lights, wiring and reflectors.
6. Internal lights and 12V DC system.
7. Water heater - gas and 230V AC (if fitted).
8. Hob, grill and oven.
9. Refrigerator 230V AC, 12V DC and gas.
10. Gas system.
11. Water pump, taps and water system.
12. Mains 230V AC system.
13. Windows and fittings.
14. Smoke alarm and battery.
15. Carbon Monoxide detector and Battery
16. Roof lights.
17. Furniture hinges/stays etc.
18. Exterior locks and hinges.
19. All internal vents.
20. Seals.
21. Blinds and fly screens (if fitted).
22. Blown air heating and gas fire systems
23. Drop down bed operation

SERVICE INSPECTION

<p>Annual service / inspection record stamps</p> <p>Motorhome model: .....</p> <p>Year: .....</p> <p>Chassis VIN: .....</p>	<p><b>1st service</b></p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>
<p><b>2nd service</b></p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>	<p><b>3rd service</b></p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>
<p><b>4th service</b></p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>	<p><b>5th service</b></p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>
<p><b>6th service</b></p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>	<p><b>7th service</b></p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>



SERVICE INSPECTION

**8th service**

DATE:

DEALER'S STAMP

We certify that an annual service has been carried out in accordance with the handbook.

**9th service**

DATE:

DEALER'S STAMP

We certify that an annual service has been carried out in accordance with the handbook.

**10th service**

DATE:

DEALER'S STAMP

We certify that an annual service has been carried out in accordance with the handbook.

**11th service**

DATE:

DEALER'S STAMP

We certify that an annual service has been carried out in accordance with the handbook.

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Brochure



Layouts



Dealer



Video



Social