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WARRANTY

Venus Caravans Owners Warranty 2012

We trust your Venus caravan to provide a long and trouble free service. However, in the event that you do have a problem or a fault arises, it is vital that you understand the contents of the Venus owners warranty and follow the correct procedures to ensure you receive the full benefit of this added protection.

In the event that a fault develops with your Venus caravan, your initial contact should always be 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 the annual servicing.

Remember your annual service is important to maintain the validity of your warranty and must be carried out by an NCC or Venus Approved Service Centre using genuine parts, recommended sealants and following Lunar procedures, failure to do so will invalidate your warranty.

Your Venus warranty is conditional on annual servicing being carried out within 60 days either side of the anniversary of the purchase date for interim years. Your service handbook must be stamped accordingly.

Venus Caravans will cover the total cost of any labour and parts free of charge providing there is a full service history and the third service was carried out before the anniversary date of the final year.

Venus Caravans reserves the right to examine the caravan prior to commencement of repairs and nominate a repairer.

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)

The warranty also excludes;

- The cost of transporting, towing or moving the caravan by any means to or from a place of repair or consequential cost relating to transportation.
- Caravans used other than for recreational purposes i.e. for living in or business purposes.
- Any consequential cost or loss arising
- Damage by forces of nature
- Damage by vermin
- Damage by mould
- Damage caused by modification

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.



Warranty Cover

All Venus Caravans are supplied with a 6 year body shell integrity warranty and a 3 year manufacturers backed warranty from the date of purchase which is conditional on annual servicing being carried out within 60 days either side of the anniversary of the purchase date, except the third service which should be carried prior to the 3rd anniversary date of the final year.

6 year body shell integrity warranty

The warranty extends to the following items:

Body Leaks & Delamination

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 manufacturers warranty

First 12 Months

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

2nd & 3rd Year Cover

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

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, Tyres, Bulbs and Fluorescent Tubes and Fuses.

Not covered are faults arising from accidental damage or damage caused by the misuse of any component part of the caravan. The cleaning or adjustment of any assemblies is not covered in years two and three.

2nd & 3rd Year Cover extends to:

Cooker

The cooker unit including burners, grill, oven and flame failure device and igniters.

Fridge

Door seal, condenser, gas igniter, flame failure device, 12 & 230v heater elements, gas thermostat, 230v thermostat, 230v temperature control switch.

Water system

Water heater, water pump, water gauges, fresh water tank.

Cassette Toilet

The cassette toilet is covered (excludes seals, valves and glands).

Auxiliary Electrics

Battery charger and distributor unit, interior lights (excludes bulbs) mains hook up connector, ECLB.

Heating system

Switches, control unit, gas heater, flame failure device, igniter (excluding ducting and fittings) thermostat, motor.

Chassis

All chassis member including outriggers.

Towing Mechanism

All mechanical components fitted to tourers. (This excludes electrics).

Braking systems

All mechanical linkage, backing plates, actuators, drums and shoes. (The warranty does not cover damage to brake drums, shoes or any faults caused through misuse of the braking system or normal wear and tear).

Suspension

Spring, hangers, shackle pins, shock absorbers and mountings.

Running Gear

Axles, hubs, hub bearings, hub oil seals, road wheels (this excludes tyres and tubes).



WARRANTY

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

OEMS CARRYING OUT DIRECT WARRANTY WORK & ADMINISTRATION

Component	Company	Contact	Warranty Terms	Telephone No	Fax No	E-mail
Chassis, Axle & Under Gear	Al-Ko	Service Department	24 months	01926 818500		
Heating System	Alde Heating	Sapphire Hodgkin	12 months	01933 677765	01933 674975	<i>info@alde.co.uk</i>
Radio / DVD	Armour Automotive	Pip Stafford	12 months	01420 470603		<i>pstafford@armourauto.co.uk</i>
Regulators	Truma	Warranty Department	24 months	01283 596011		<i>caston@truma.co.uk</i>
Chargers, Relays, Consumer Units, Control Panels	BCA	Warranty Department	36 months	01422 376977	01422 379296	<i>info@bcagroup.co.uk</i>
Windows	Polyplastics (Miriad)	Miriad	Various, please see Polyplastics notes	01283 586060	01283 586061	<i>sales@miriad-products.com</i>
Toilets, Cookers, Fridges	Thetford	Internal Customer Services External CS North: Craig Robinson External CS South: David Wood Lunar On Site contact: Dave Mitchell	Cookers - 12 months Toilets - 24 months	0114 2017589 07714 522257 07714 522256 07788 523885	N/A	N/A
Avenger Alarms	Keen Electronics	Malcolm Keen	36 months	01296 423203	01296 339014	<i>sales@keenelectronics.co.uk</i>
Status Antennas	Grade UK	Warranty Department	24 months	0115 9867151		
Phantom Tracker	Phantom	Activations Technical: Rusell Michael, Will Subscription: Karen or Marge Sales: Steve, Mark or Dave	12 months	0161 431 1052 0161 431 1066 0161 431 1065 0161 431 6751		



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

The above offer of warranty is subject to the terms and conditions listed below;

1. That an authorised Lunar Approved Service centre has carried out a full service, including damp test, annually from the date of purchase as new (or within 60 days of the anniversary date).
2. The warranty holder must ensure that the caravan is regularly maintained in accordance with the manufacturers recommendations and retain receipts and/or records to substantiate regular maintenance.
3. No work should be commenced under the terms of warranty unless prior authorisation is obtained from Lunar Caravans Limited.
4. The manufacturer identification (Vehicle Identification Number - V.I.N) of the caravan must not have been removed or defaced.
5. The caravan must not have been overloaded or used for pace making, reliability trials, scrambling, speed testing or other competitive purposes, hire or reward or have had any modifications.
6. The caravan has not been subjected to any collision, impact or accident.
7. The warranty holder must notify in writing to the dealer the alleged defect within 14 days of discovering it, with sufficient particulars including the V.I.N to enable the defect to be clearly rectified.
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 permanent residence.
9. The seams and panels requiring repair are part of the original construction of the tourer and have not been tampered with or repaired otherwise other than by Lunar Caravans Limited or an authorised Lunar Caravans Service Centre.
10. Only private cars or 4x4 type vehicles substituting as private cars, shall have towed the caravan.
11. The online warranty registration form available at www.lunarcaravans.com should be submitted.
12. The third annual service must be carried out before the expiry of the 36 month warranty period from the original date of purchase.
13. That in the event of any repairs being identified as necessary during the course of an annual inspection the caravan is made available to an authorised Lunar dealer within 6 weeks for the purpose of carrying out the repair work.
14. Lunar Caravans Limited's liability under this agreement shall be limited to supplying labour and materials of a value not exceeding £2,500 including VAT in respect of each claim or series of claims. No liability arises out of this agreement for consequential costs or damage or for repair costs (other than labour and materials).
15. Dealers have no authority to bind to make any undertaking on behalf of Lunar Caravans Limited.

Your legal rights are neither affected nor prejudiced against the supplying dealer and/or the manufacturer.

Change of Ownership - Transfer of Venus Warranty

The warranty may be transferred to a new owner if the caravan is sold. This is providing the caravan has been serviced by an approved Lunar Service Centre. The details of change of ownership should be forwarded to Lunar Caravans, After Sales Department, Sherdley Road, Lostock Hall, Preston, PR5 5JF by completing the change of ownership form enclosed at the back of this booklet and by providing purchase history and an administration payment chargeable on transfer of £25 to have the new owners details recorded on our database.



WARRANTY

Service Intervals

Prior to delivery of your new Lunar, your supplying dealer will have completed an extensive pre-delivery inspection to ensure every item is to the standard.

The caravan must be serviced within 12 months of the date of purchase, thereafter the caravan must be serviced as per the details in the Service Checklist every 12 months. The book must be stamped accordingly.

The interval from purchase date to the first service, and the intervals between services, must not exceed the stipulated period by more than 6 weeks and in any case the extended warranty ends 3 years from the date of purchase.

Servicing

It is a requirement that the caravan is serviced in accordance with the schedules on the checklist. (Failure to do so will invalidate the warranty cover). All such services are chargeable and must be carried out by an authorised Lunar dealer.

Repairs

Repairs can only be undertaken by a registered Lunar repairer. In the event of

dispute Lunar reserve the right to subject the caravan to expert assessment and nominate a repairer.

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).

To claim

In the event of a claim, your first contact should always be with your supplying dealer.

Lunar need to have had:

1. Received details of the caravan via the online warranty registration form. Your supplying dealer should have also pre-registered your caravan purchase with Lunar.
2. In the event of a claim after 12 months from purchase, Lunar will require acceptable proof of servicing which will be the fully detailed, original VAT service invoice.
3. A record of each service should be recorded and stamped in the 'Service Record' section of the (separate) Service Handbook.

4. Failure to keep/provide such records and information will invalidate the claim.



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 320/2	Venus 380/2	Venus 490/4	Venus 500/4
No. of berths		2	2	4	4
Number of Axles		1	1	1	1
Internal body length		3.265m/10'9"	3.960m/13'0"	5.230m/17'2"	5.230m/17'2"
Shipping length		4.915m/16'2"	5.605m/18'5"	6.875m/22'7"	6.875m/22'7"
Overall width		2.09m/6'10"	2.09m/6'10"	2.09m/6'10"	2.09m/6'10"
Maximum internal height		1.908m/6'3"	1.908m/6'3"	1.908m/6'3"	1.908m/6'3"
Overall height		2.600m/8'6"	2.600m/8'6"	2.600m/8'6"	2.600m/8'6"
Tyre size and pressures		185 R14 C (44 psi)	185 R14 C (48 psi)	185 R14 C (58 psi)	185 R14 C (58 psi)
Hitch Ball Height fully laden (m)		0.440mm/1'5"	0.440mm/1'5"	0.440mm/1'5"	0.440mm/1'5"
Mass in Running Order		763kg	849kg	1017kg	1008kg
Total User Payload		142kg	149kg	182kg	182kg
Max. Technical Permissible Laden Mass*		905kg	998kg	1199kg	1190kg
Bed sizes	Front Double	1.936 x 1.400m 6'4" x 4'7"	1.936 x 1.400m 6'4" x 4'7"	1.936 x 1.400m 6'4" x 4'7"	1.936 x 1.400m 6'4" x 4'7"
	Front Singles 1	1.400 x 0.660m 4'7" x 2'2"	1.400 x 0.660m 4'7" x 2'2"	1.400 x 0.660m 4'7" x 2'2"	1.400 x 0.660m 4'7" x 2'2"
	Front Singles 2	1.400 x 0.660m 4'7" x 2'2"	1.400 x 0.660m 4'7" x 2'2"	1.400 x 0.660m 4'7" x 2'2"	1.400 x 0.660m 4'7" x 2'2"
	Rear Double			1.833 x 1.235m 6'0" x 4'1"	
	Rear Singles 1				1.830 x 0.670m 6'0" x 2'2"
	Rear Singles 2				1.830 x 0.670m 6'0" x 2'2"
Actual awning size		776cm/25'6"	846cm/27'9"	974cm/31'11"	974cm/31'11"
Isabella awning size		775cm/25'5"	850cm/27'11"	975cm/32'0"	975cm/32'0"
Isabella Porch (minor)		N	Y	N	N
Isabella Porch (magnum)		N	N	Y	Y

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

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.

** The awning sizes above have been measured and approved by Isabella International Camping Ltd. Lunar Caravans would always recommend seeking the advice of your dealer or the awning manufacturer directly before purchasing an awning. For more details see page 11.



ISABELLA INTERNATIONAL CAMPING LTD
Isabella House, Drakes Drive, Long Crendon,
Buckinghamshire HP18 9BA
Tel: 01844 20 20 99, Fax: 01844 20 21 11.
Website: www.isabella.net
E-mail: info@isabella.co.uk

****Isabella - renowned for high quality Danish design and manufacture, we have classic awnings, to suit all Lunar caravans.**

WITH A FULL RANGE OF PORCHES AND SUN CANOPIES ISABELLA OFFERS CHOICES FOR ALL SEASONS AND WEATHERS.



CHANGE OF OWNERSHIP

If you sell your caravan, please notify us of the change of ownership by completing the change of ownership form on the next page and send it to:

Lunar Caravans Limited
Customer Services Department
Sherdley Road
Lostock Hall
Preston
PR5 5JF

If you wish to benefit from any unexpired warranty please complete the change of ownership card with a payment of £25 and copy of the service history including any damp reports.



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

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