

Bankside  
Patterson

CHASSIS

## Chassis Warranty Passport



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CHASSIS

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This customer advice leaflet is to be read in conjunction with the Holiday home Manufacturer's Handbook.

## QUALITY



Quality and attention to detail is something we take great pride, from the moment we receive an order to the day it's despatched. We manufacture our chassis in a facility that is the most up to date chassis manufacturing factory in Europe. All chassis comply with National Caravan Council Codes of Practice and meet the International Standards Organisation (ISO) 9002 specification.

This warranty covers you for:

- 12 months against defective materials and workmanship.
- 24 months for paint corrosion.

The chassis should be inspected at point of delivery. Any damage to the structure or the paint finish should be notified to holiday home manufacturer. Please note all customer service enquiries should be directed through your supplying dealer or park operator

## SITING



The holiday home should be sited in accordance with NCC Code of Practice for the Transportation, Siting and Commissioning of Caravan Holiday Homes and as per the Holiday Home manufacturer's handbook.

Jacking points are provided to assist the siting process. They are marked on the chassis by a red label. (Jacking & Support point). The chassis should be supported by placing axle stands or concrete blocks under the longitudinal beam of the chassis at the points indicated by a yellow label (Support point).

The chassis should be secured using the holding down points provided. They are marked on the chassis by a yellow and black label. (Holding Down Point).

Failure to use these locations may cause damage and invalidate the warranty.

Corner steadies are only to be used to assist siting. They are not designed to provide a means of permanent support.

It is recommended the chassis be checked annually for any signs of damage or corrosion. The chassis should be touched up using paint conforming to specification ISO 12944 C4.

Compliant paint can be obtained from Bankside Patterson by calling our customer services department on 01964 545454 or email [services@bankside-patterson.co.uk](mailto:services@bankside-patterson.co.uk)

Areas requiring repainting should be prepared using a wire brush or abrasive paper to remove rust and flaking paint. Primer should be applied before repainting.

Depending on manufacturer's specification, your holiday home may have been constructed using a Pre – Galvanised chassis. Exposed cut edges are not galvanised and will in time show a fine cosmetic film of rust. The appearance of rust on these edges will not affect the rest of the chassis. To minimise this cosmetic appearance we suggest applying grease/oil to welded areas and cut edges.

## PERIODIC LUBRICATION



Corner Steadies/Jack stands – Clean, grease and wind each of the four corner steadies/Jack stands through their full range of movement to guard against corrosion and stiffness.

Jockey wheel – Clean and oil all moving parts.

Hitch head – Clean and oil hitch handle and grease ball area.

Wheels and wheel stubs. - Protect tyres from direct sunlight. Tyre pressures should be maintained at the level indicated on the wheel hub. If wheels are removed after siting then protect the wheel stub with grease.

## EXCLUSIONS

1. Tyres and hub.
2. Warranty invalidated if chassis is not transported in accordance with chassis manufacturers instructions as shown using marked holding down/anchor points.
3. Any collision, impact or accident not caused by Bankside.
4. Warranty invalidated if attempts are made to modify or repair chassis without chassis manufacturer's written consent.
5. Damage caused by abuse, neglect or misuse.
6. Cosmetic blemishes to the finish will not give rise to a valid claim.
7. Chassis must not be towed in excess of the maximum permitted speed as stated on the wheel.
8. The caravan must be sited in accordance with caravan manufacturer's instructions.
9. Warranty invalidated if Bankside's chassis plate has been removed or defaced.

## VALID WARRANTY CLAIM

If a valid claim occurs during the warranty period then after inspection Bankside or an agent appointed by Bankside will arrange for remedial work to be carried out at Bankside's expense at an agreed time.

Maximum value of any claim £5,000

Bankside or their approved agent will not be responsible for any consequential loss caused by any valid claim.

