



VRM:



**Your Warranty
Documents**

Motorhome Cover

Contact Details

- Claims: 03330 522 702
- Breakdown: 03330 522 702
- Claims@nationalwarranties.co.uk
- www.nationalwarranties.co.uk



Welcome to National Warranties

Congratulations and thank you for purchasing your motorhome warranty with National Warranties. We're delighted to have the opportunity to protect your investment and provide you with peace of mind.

Purchasing a warranty is an important decision, and we are honoured that you've chosen to place your trust in us. Our team is committed to delivering reliable coverage and dedicated support whenever you need it.

If you have any questions or require assistance at any time, please don't hesitate to get in touch. We're here to help.

Please keep this booklet in a safe place alongside your warranty schedule, as you may need both if you ever need to make a claim.

Inside, you'll find everything you need to know about your warranty, including:

- How to keep your warranty valid
- What is and isn't covered
- How to make a claim
- Full terms and conditions

Your warranty is designed to help reduce unexpected repair costs. You've trusted us to fulfil our obligations, and we are here to support you every step of the way.

Please Note:

This is not an insurance product and is therefore not regulated by the Financial Conduct Authority.

IMPORTANT:

All repairs must be pre authorised by National Warranties Ltd before any work begins. We cannot cover costs for repairs carried out without prior authorisation.

Thank you once again for choosing National Warranties. We look forward to supporting you on your journey.

Contents

3. Additional Benefits
4. Warranty Overview
5. The One Warranty
6. What's Not Covered
7. Part, Fault and Repair Exclusions
8. Claims Procedure
9. Important Information
10. Other Important Information





Additional Benefits Included with Your Warranty

In addition to the comprehensive protection provided by your warranty, your plan also includes the following features:

Important: All services listed below must be authorised in advance by National Warranties Ltd.



Roadside Assistance (24 hours a day, 7 days a week)

If your motorhome suffers a breakdown during a journey within the UK, you can contact our assistance line on 03330 522 702 at any time, day or night. We will arrange for you and your motorhome to be transported to an approved repairer, within a 40 mile radius.



Motorhome Recovery (24 hours a day, 7 days a week)

In the event of a breakdown during a UK journey, please call 03330 522 702. Subject to prior authorisation, we will organise recovery of your motorhome, along with transportation for you and your passengers, to an approved repairer within a 40 mile radius.



Enhance Your Cover

For added peace of mind, speak to us about optional additional benefits that can be included with your warranty.

Your Obligations

To keep your warranty valid, there are a few things you must do:

- ✓ Have your motorhome serviced regularly as per the manufacturer's guidelines by a VAT registered garage. you've got 28 days from the service due date to have it completed. Your motorhome must also be kept in a roadworthy, legal condition and insured, Valid MOT and Taxed.
- ✓ Keep hold of the service invoices as we may require them if you need to make a claim
- ✓ Carry out any routine maintenance as required. We won't pay for any repairs if your motorhome isn't maintained properly.
- ✓ Follow the claims process in this document. Its really easy but we cannot stress how important this is for your claim to be considered. If you need assistance, please call us on 03330 522 702
- ✓ Don't ignore any warning lights that appear on your motorhome as you could make the problem worse which may affect our decision. Any faults which might be covered must be reported to us immediately.

YOUR COVER WILL BE INVALIDATED IF YOU DON'T COMPLY WITH THESE OBLIGATIONS!

Drive with complete peace of mind!

Our UK leading warranty covers over 13,000 parts, Yes, almost your entire motorhome protecting you from mechanical, electrical, and electronic failures. Repairs? We've got you covered!

Unexpected motorhome repairs can arise at any time and, without a warranty in place, can quickly become expensive. Our comprehensive warranty is designed to give you confidence on the road, covering thousands of mechanical and electrical components and providing a wide range of valuable benefits when you need them most.

In addition to extensive cover, you'll have access to our friendly and knowledgeable team, who are always on hand to guide you through the claims process and answer any questions. We're committed to making everything as straightforward and stress free as possible, so you can drive with complete peace of mind knowing your motorhome is well protected.

We will contribute towards the cost of repairs, including parts, labour, and VAT, up to the maximum value of your claim. Here is a summary of the main areas covered. Please refer to the relevant sections of this booklet for full details, conditions, and any exclusions that may apply.

Important: Terms and conditions apply. Please refer to your warranty schedule for full information, or contact us directly if you would like further advice or clarification.



Most parts under these sections are included:

See relevant section in the policy booklet for specific details

- Auxiliary Electrics
- Alarm and Tracker
- Air Conditioning System
- Body Leaks
- Braking System
- Battery
- Cassette Toilet
- Catalytic Converter
- Camshaft Timing / Chains
- Clutch Hydraulics
- Casings
- Chassis
- Chain Rattle
- Cooker
- Cooling System
- Drive System
- Electrical Steps, Beds and Table
- Electrical / Electronic Parts
- Entertainment System (upto £500 inc VAT)
- Engine
- Fridge
- Fuel System
- Flywheel
- Gas System
- Gearbox and Transmission
- Heating System
- Ignition System
- Oil Seals and Gaskets
- Running Gear
- Suspension
- Supercharger
- Steering System
- Turbo Charger
- Window Blind Tension
- Water System
- Wheel Hubs and Bearings
- Mechanical and Electrical



Your warranty provides the benefits set out in this document which includes the cost of breakdown, premature failure and consequential failure that happens to your motorhome during the period of your warranty within the geographical limits subject to the terms and conditions in this document and your warranty schedule.

Most parts under these sections are included:

See relevant section in the warranty booklet for specific details

- **Auxiliary Electrics**
 - Mains hook up input connector / battery Charger / ELCB (Earth Leakage Circuit Breaker) / Electrical distribution unit / Interior light fittings
- **Alarm and Tracker**
 - All electrical parts (excluding batteries and key fob). Failure must occur during the contract period with a recognised tracker service provider.
- **Body Leaks**
 - Motorhomes up to 7 years old water ingress through any permanently sealed seam or joint, being part of the original manufactures construction
- **Braking System**
 - All mechanical linkage / Backing plates / Actuators, drums and shoes
- **Battery**
 - Battery covered for the first 6 months up to £150 (Inc VAT)
- **Cassette Toilet**
 - Operating mechanism / Pump motor and flushing mechanism (excluding seal)
- **Catalytic Converter / DPF**
 - Catalytic converter / DPF is capped at £750 (Repair or Replace)
- **Camshaft Timing Belt / Chains**
 - Chain is covered up to 100,000 miles and capped at £400 (Inc VAT)
- **Clutch**
 - Clutch repairs and flywheel is covered up to the value of £600 (Inc VAT)
- **Casings**
- **Chassis**
 - All chassis members including outriggers
- **Cooker**
 - Burners, Grill, Oven / Flame failure device / Igniters
- **Coil Springs and Shock Absorbers**
- **Cooling System**
- **Diagnosis Costs**
 - One hour on a valid claim only
- **Drive System**
- **Electrical Steps, Beds and Table**
 - Must be factory fitted electrical step
- **Electrical / Electronic Parts**
- **Engine**
- **Fridge**
 - Door Seal / Condenser / Gas control valve / Gas igniters / Flame failure device / 12v and 240v selector switches / heater elements

- **Injectors**
 - Capped at £750 (Inc VAT) covered up to 125,000 miles, over 125,000 miles is capped at £350 (Inc VAT)
- **Gas thermostat**
 - 240v thermostat / 240v temperature control switch
- **Gas System**
 - Gas pipe runs and joints / Gas bottle fixing bracket
- **Gearbox and Transmission**
- **Heating System**
 - Gas heater / Thermostat / Control unit / Motor switches / Flame failure device / Igniters
- **Ignition System**
- **Oil Seal and Gaskets**
- **Running Gear**
 - Axles / Hubs / Bearings / Hubs and Hub oil seals
- **Remote Key Fobs or Key Cards**
 - Remote Key Fobs or Key Cards capped up to £250 (Inc VAT)
- **Suspension**
 - Springs / Hangers / Shackle pins / Bushes / Shock absorbers / Mountings
- **Steering System**
- **Turbocharger**
 - Turbocharger is covered up to 100,000 miles to the claim limit on the warranty schedule, over 100,000 miles claims will be capped at £750 (Inc VAT)
- **Window Blind Tension**
 - Mechanical failure only (Not physical or accidental damage)
- **Water System**
- **Wheel Hubs and Bearings**
- **Mechanical and Electrical**
 - All mechanical and all electrical parts within your motorhome. All wiring are also included (but excludes burnt, corroded or damaged wiring), control panel, battery charger/power supply unit, extractor fans, water pumps, water heater (gas or electric), water gauges, thermostat, fan blower motor, switches, light units, ELCB, electronic control devices, alarm control units and switches (excluding LED's or LED units, bulbs and tubes) / 12v battery charger / 240v internal system
- **Working Materials**
 - Only part of a valid claim (Oils, antifreeze, fluids, oil filter changes, gaskets and seals) - at reasonable costs

The following additions are optional and available at an extra cost, please feel free to ask us for a quote:

1. Labour rates up to £200 per hour
2. Full motorhome Warranty - to be added at an extra cost

Your warranty unless specified on your warranty schedule, or in writing by National Warranties Ltd your Warranty does not include:

- Any part listed under the part, fault and repair exclusions over page
- You are not honouring your obligations, see relevant section
- Any repairs which haven't been authorised by us prior to work being carried out
- Any damages caused by an awning
- Any faults that were present when your cover started
- Wear and tear over 125,000 miles or any part that reaches the end of its working life
- Items affected by freezing or frost damage.
- Items damaged by unnecessary force or abuse
- External panels and paint, windows, skylights
- Sunroofs
- All soft furnishings, carpets, floor coverings, worktops, shower tray cracks, window catches and stays. Seat coverings including frames
- External water pump
- Normal wear and tear and other components subject to routine maintenance
- Rental motorhomes
- Has been modified from the manufacturer's original design or specification which comes to light during the period of your warranty.
- Any loss where the odometer has been tampered with, altered or disconnected to affect the mileage
- We cannot pay for any damage if the motorhome is continued to be used after the fault becomes apparent
- Any repairs not regarded as a mechanical breakdown or electrical . electronic failure e.g. service, MOT, health check or other general maintenance work, or parts that haven't failed but are recommended by the manufacturer to replace or maintain as good working practice.
- The following component parts are excluded unless specified within the level of warranty
 - Accessories including, cycle carriers, roof racks, stabilisers and tow bars
 - Glass including mirrors, windows and windscreen (heated or otherwise), glass hobs
 - Hoses including joints, pipes, fittings and unions
 - Brackets, catches, hinges, rails, runners and slides
 - Wheels and tyres including pressure sensors and valves
 - Worn-out parts including brake discs and drums, brake pads and shoes
 - Any part covered by any other plan, warranty, guarantee or goodwill offer of settlement
- Also excluded is any other component part that;
 - is specified as requiring repair or replacement on a previous service or health check and not attended to
 - has not suffered a breakdown or premature failure but which is recommended for repair or replacement by your repairer, or
- Has suffered a breakdown or premature failure due to:
 - Accident, criminal damage or negligence.
 - Blockages
 - Burning or melting.
 - Electrically overloaded (such as incorrect use of welding, starting or charging equipment).
 - Failure to carry out your Motorhome manufacturer's recommended servicing.
 - Flooding, water ingress, delamination or freezing.
 - Seized components
- Miscellaneous items excluded:
 - Any claim request you or your repairer have not informed us and obtained our authorisation before repairs were carried out.
 - Cleaning or flushing out of any components or parts.
 - Any software update related issues.
 - Any liability for damage to property, loss of earnings, out-of-pocket expenses or any other loss caused directly or indirectly by any event giving rise to a claim request under the terms of your warranty.
 - Any liability caused directly or indirectly by war, riot or any similar event, vandalism, by theft or attempted theft from your motorhome, criminal damage or by bad weather such as lightning, wind or flood.
 - We cant cover motorhomes under the following sections
 - Modified motorhomes unless approved in writing by us within 14 days from the date of your cover starts
 - Custom built motorhomes or motorhomes that are used for commercial or business use, dispatch, taxi hire and reward, driving school tuition, chauffeuring, off road use or illegal purposes, road racing, track days (timed or untimed), rallying pace making, speed testing or any other competitive event.
 - Any motorhome owned by a company, person, or employee in the motor trade.
 - Please be aware smoke and carbon monoxide detectors and fire extinguishers are solely the responsibility of the owner and National Warranties accepts no liability or responsibility for these items under the warranty.

These are the parts or faults that are excluded from our warranty. They're mostly bodywork, trim, general maintenance and serviceable items

service and consumable items - including but not limited to

- X Brake Pads & Discs, Brake Shoes/Drums
- X Tyres
- X Bulbs
- X Spark Plugs
- X Fuses
- X Brake Calipers
- X Seized Components (Any)
- X Air Conditioning Recharge
- X Hoses, Pipes and Cables
- X Blockages (All)
- X Perishable Rubber Items
- X Fuel Tanks and Clearing of Fuel Lines
- X Connectors
- X Air Bags
- X Auxiliary Drive Belts
- X Hardware (i.e bolts and fixings)

- X Engine and Turbo - Sprockets, burnt valves and valve seats, cracked blocks or cylinder heads, cylinder head skimming or replacing, burnt / carbonised valves or removal of carbon deposits, core plugs, cambelt damage, if the cambelt and associated parts haven't been replaced inline with the manufacturers recommendations. engines and gearbox mountings.



X Steering - Leaks

X Electrical or Electronic Items - Heating elements, glow plugs, connectors / terminals, wiring, all ancillary batteries, software, and software updates, reprogramming or adjustments, tracker system, heads up unit display, radio recoding, light units including ballast module. Tyre pressure sensors. All radar, lidar and assistance systems.

X Electric / Hybrid motorhomes - Electric charging cable, socket, wiring and HV cabling, HV battery housing, HV cells, modules and HV battery cooling and venting.

X Bodywork and Trim - Paintwork, bodywork, chassis, interior, seats and frame, upholstery, convertible roof frame and mechanism, sunroof systems and cassettes, wheels. Glass, air vents, locks and catches mirror units.

X Negligence or Driver Abuse - Incorrect or insufficient oils or lubricants / fluids and overheating

X Any Additional Charges - Loss of use, storage, inconvenience, late fees or commercial losses are excluded.

X Misdiagnosis If a mechanic incorrectly identifies the cause of a fault and the repair doesn't cure the fault (or creates new issues).

X Ancillary items - Water ingress, corrosion, oxidation, faulty workmanship or parts, manufacturer recalls, radiators, A/C condenser, exhaust systems, all manifolds and swirl flap mechanisms, emissions, carbon build up, repairs to rectify issues such as high oil consumption, or poor fuel economy, oil or fluid contamination including staining or misting, sludge / silt or other waste, waste disposal, keyblades, sealing materials and compounds.

Important: All repairs must be authorised by us before work can commence. Failure to do so will result in us being unable to pay your claim

Follow the steps below

- 1 If a fault becomes apparent. Your Motorhome will need to be booked in at a repairer for diagnosis and estimate for repair
- 2 Following diagnosis please email the diagnostics report and estimate for repair with the registration number the motorhome is registered to and a breakdown of parts, labour costs/hours including VAT to claims@nationalwarranties.co.uk. Please contact us before progressing with the repairs as we are unable to consider your claim afterwards
- 3 When our liability is established, we'll provide an email detailing the approved repairs

Important: Should you instruct the repairer to commence work without our authorisation, you do so in the knowledge that your claim will be declined due to denying us the opportunity to inspect the motorcycle and determine the cause of the failure. You are responsible for any excess parts and labour charges, plus any repairs which aren't covered under your plan.

How to Receive Payment

Following the repair, you or the repairer must send a copy of the repair invoice to claims@nationalwarranties.co.uk, along with any additional documents we have requested.

Please ensure the invoice is made out to National Warranties Ltd. If it is not, we will be unable to reimburse the VAT element.

Please note that we do not offer non-release motorhome payments.



Claims: 03330 522 702



Breakdown: 03330 522 702



Claims@nationalwarranties.co.uk



www.nationalwarranties.co.uk

Dashboard Warning

- o If a warning light indicates a fault with your motorhome you should stop using and read the manufacturer's service information, you should only continue to use it if the manufacturer's service information says it is safe to do so.
- o A dashboard warning light or a fault code in your motorhome' on board diagnostic (OBD) system may indicate a fault, but is not in itself proof of the breakdown or premature failure of any part, but should be investigated at the earliest opportunity and report the matter to us.
- o You should stop using it if there is any other indication of a problem, such as an unusual noise or vibration or if any water or fluid is leaking from the motorhome. If you make a fault worse by continuing to use your motorhome, we will not pay towards repairs.
- o If you become aware of a problem, if it is safe to do so, immediately take your motorhome to a repairer
- o Do not agree to any repair work until we have authorised the repairs and given you a claim approval
- o If your motorhome cannot be driven to a repairer, and you are away from your home, you may use our emergency 24/7 roadside assistance and recovery service. To use this service, phone **03330 522 702**.

Information from your repairer

When you take your motorhome to a repairer, please ask them to provide a full diagnostic fault report and email it to claims@nationalwarranties.co.uk. We must receive this information within 7 days of you first reporting the fault. Alternatively, your repairer can call our Claims Office on **03330 522 702**, where we will advise them of the next steps.

Please ensure that the following information is supplied:

- Your Motorhome registration number, along with your name and address
- A description of the suspected faulty part, including part numbers if possible
- The date the part failed
- An itemised repair estimate, clearly showing any diagnostic charges including parts, labour and VAT
- Any printed on-board diagnostic (OBD) reports

IMPORTANT: It is your responsibility to authorise any diagnostics or dismantling of your motorhome that may be needed to identify the cause of a problem. Your warranty will only cover the cost of diagnostics and dismantling if we agree that these costs can be included in your claim. If not, you will be responsible for paying these charges.

Once we receive all required information, we will confirm to you and your repairer whether the repair costs are covered under your warranty. If they are, we will authorise the claim amount. If necessary. You are responsible for any costs that exceed the approved amount.

REMEMBER: YOUR CLAIM CAN ONLY BE PAID IF THIS PROCESS IS FOLLOWED CORRECTLY. PLEASE NOTE OUR STANDARD TERMS FOR PAYMENT DATES

In addition to the terms on the previous page, there are some other important things you need to be aware of when requiring claims assistance:

Claim Conditions

1. We reserve the right to contact garages to discuss potential liabilities, and nominate the garage and/or the supplier of the parts. We also reserve the right to use guaranteed reconditioned or exchange parts, and to send any parts away for reconditioning or inspection
2. Where the repair or replacement of the parts or assemblies brings about improvement or betterment of the motorhome, we reserve the right to require a contribution from you towards the cost of the repair at our reasonable discretion. We will discuss this with you before the repairs commence, taking into account the current age and mileage and the cost of restoring the motorhome to its pre breakdown condition.
3. If the cause of the failure is not evident from the diagnosis, your motorhome may need to be stripped or disassembled to some extent for a claim to be considered. This will only be done on your authority and the cost will remain your responsibility until the claim is authorised.
4. To establish liability, there may be times when we need to instruct an independent assessor to inspect and report on their findings. The results of these findings are final and binding on all parties. If, following specific arrangements, the motorhome is not available or the assessor is unable to carry out the report (for instance if the motorhome is not stripped), we will deduct fees for the second inspection visit from the authorised claim amount.
5. Repair times are calculated inline with the repair times definition on the contents page at the agreed labour rate. Our liability will be based on the repair times as shown for the specific repair.
6. All faults must be registered with us immediately.
7. You may be required to provide proof of servicing with a recent service invoice from a VAT registered garage before a repair can be considered.
8. You have 45 days from the date of the authorisation to complete the repairs and submit the invoice to us for payment. After this time, the claim will be cancelled and no reimbursement is possible.
9. This warranty is limited to one repair of each covered part. If more than one part has failed at the time your claim is agreed, it will be dealt with as one claim.
10. In the event of a false or fraudulent claim, your warranty will be invalidated. We also reserve the right to prosecute in all cases.

General Conditions

1. No part of this document may be altered without our consent. Your warranty is in addition to any legal rights that may apply.
2. Your warranty is governed by English law and this is the law we use unless you ask us for another and we agree to it within 30 days of the date that your cover starts. Any communications regarding your cover will be in English.
3. You must give us all the information and help that we require in order to provide service under your plan. This also applies where we wish to enforce any rights against any manufacturer, repairer, supplier or other party.
4. You must comply with all of the terms and conditions of this warranty, including 'Your Obligations'. Any liability we may have depends on your compliance with these terms and on the truth of your statements.
5. If you give us incorrect information, we may consider your application fraudulent and reserve the right to cancel it with no reimbursement. Where we have made any payments as a result of your dishonesty or exaggerated behaviour, your cover will be invalidated with immediate effects and you will again not receive any reimbursements. We also reserve the right to take legal action against you to reclaim any repair payments made. Any legal proceedings will be held in the courts of England and Wales.
6. You must allow us free access to examine the motorhome at all times.
7. You are responsible for authorising the repairer to commence the work required and for paying the costs involved if the work proves that the repair is outside of our liability.
8. Subject to our approval and at our absolute discretion, we'll offer you the opportunity to upgrade your cover (where eligible) within 4 weeks of you taking it out, and also the opportunity to renew up to 30 days before your cover ends. If you'd like to be notified with these communications, we will assume you have given us permission to contact you by taking out this warranty.
9. We will not tolerate abuse, slander, false allegations or otherwise untoward behaviour under any circumstances and may cancel your cover at our discretion if any such behaviour occurs. In these instances, we also reserve the right to begin legal proceedings to reclaim costs for any damages incurred should we deem necessary.
10. We reserve the right to retract a claim authorisation without having a given reason

Payments and premiums

If you are upgrading or renewing your cover with us directly, we can take payment by debit or credit card. If you choose our monthly payment option, the initial minimum term is 12 months.

Transferring your cover to a new owner

If you sell your motorhome, you can apply to transfer your cover to the new owner providing they don't work in the motor trade. A £25 admin fee applies please email accounts@nationalwarranties.co.uk with the new owners details and motorhome registration number and we will contact you to take payment.

Cancellation

You may cancel your cover within 14 days of the start date. If the cover was purchased through a dealer, any applicable dealer refund warranty will apply. If it was purchased directly from us, a full refund will be provided, as long as no claims have been made during this period. After the 14 day period, refunds are no longer available. This does not apply to lifetime ownership warranties.

Discretion

We use our own discretion to ensure that you receive a fair and equitable resolution to every claim you make. If after following the complaints procedure below you feel that your complaint has not been resolved satisfactorily, our Directors will be the final arbiters for the exercise of this discretion. This does not affect your statutory rights.

Your personal data

We are the Data Controller in respect of any personal information you supply which means that we have a legitimate interest to collect, store and share your data amongst our group of companies in order to administer your cover and provide you with a service. For these reasons, we may need to share it with repairers, dealers, suppliers or other parties where required. We also use your data to contact you for purposes relating to your cover, direct marketing or to improve our services (opt-in required), or for legal, regulatory or crime prevention purposes. You have the right to access and rectify information held about you. You can change your permissions at any time too by contacting us. For full details on the data we collect, how we use it and your rights, please visit nationalwarranties.co.uk/privacy. For any data queries, please email: admin@nationalwarranties.co.uk

Complaints

Occasionally things do go wrong and there might be an instance where you're not happy with our service or the decision on your repair. Before you do anything else, please give us the opportunity to investigate and put things right by sending your complaint to admin@nationalwarranties.co.uk. Your complaint will be acknowledged within 3 working days and responded to within 14 working days, although it is usually much sooner.

In addition to the information above, please review our full Terms and Conditions.

Please note that we may occasionally amend this warranty, including updates to component coverage, wording, or to ensure compliance with new laws and regulations.

The most up to date version of our Terms and Conditions is available upon request by emailing admin@nationalwarranties.co.uk



National WARRANTIES

★★★★★
Reliable National Protection!



03330 522 702

Admin@nationalwarranties.co.uk

www.nationalwarranties.co.uk