



# WARRANTY POLICY

Limited Warranty Notice (English) V2.40 Issue date 11 November 2023



This warranty will be provided by **ACLS Motorhome & Marine.**

[www.aclsretail.com](http://www.aclsretail.com)

**158C Wellington Lane, Heathhall Ind Estate, Dumfries. DG1 3PH Telephone 01555 728515**

ACLS provides the warranty set out in this document, in respect of this ACLS branded product and/or accessory ("Product(s)") purchased in a member state of the European Union, Iceland, Norway or Switzerland, to the consumer (the "Warranty"). If the Product is purchased in any of the countries referenced above, this Warranty is valid and enforceable in all of them, although, if the Warranty service is provided in a different country to the country of purchase, the service may be delayed.

The Warranty is voluntarily offered by ACLS and is separate and in addition to the legal rights of consumers under applicable local country laws governing the sale of consumer goods and to any rights of the consumer against the original retail seller of the Product and, therefore, does not affect, change or replace such rights.

## What is covered by this warranty

1. ACLS warrants that the Products are free from defects in materials and workmanship under normal use and use in accordance with the respective Product user manual, during the Warranty Period (defined below).
2. The Warranty is provided for a period of:
  - twenty-four (24)\* months in respect of the device (Actual Challenger C Series heater, Eberspacher heater unit, Webasto heater unit)
  - one (1) month in respect of exhaust pipework and associated fittings, fuel pipe lines and associated fittings,.
  - one (1) year for all heater accessories (fuel pump and controller) from the date of the original retail purchase of the Product ("Warranty Period").
  - All other products 1 year (Solar, Suspension, LPG equipment, Thermoheat heaters)
3. Consumer law in some countries does not permit limitations on the warranty period or on the type of components covered by a warranty, and therefore, the limitations described at point 2 above, for the limitations not in accordance with such laws, may not apply to you.

## What ACLS will do in the event of a Warranty claim

4. During the Warranty Period, ACLS will repair or replace, at ACLS's option, the Product or any relevant parts thereof in the event of any defect in the materials and workmanship.

**We will issue an appointment for the vehicle to be brought to our service centre, for Marine and non movable installations, we will request that the main heater unit is removed and returned to us for investigation and repair. We can offer on site service at your location, this service is chargeable, please see note at end.**

5. The repaired Product or part or, the Product or part provided as a replacement for a defective Product or part, shall be free from defect in materials and workmanship. Repair or replacement of a Product or part may involve the use of a functionally equivalent reconditioned unit.
6. The consumer shall not be charged (whether for parts, labour or otherwise) for the repair or replacement of a defective Product during the Warranty Period. All replaced defective Product, parts, boards or equipment shall become the property of ACLS.
7. The Warranty in respect of a repaired or replaced Product or part shall continue for the remainder of the Warranty Period of the Product which was repaired or replaced.
8. The consumer will be required to provide the original retail purchase receipt or other documentation, or information requested or required by applicable legislation in respect of the date and place of purchase. In the event that such information is not presented or if it is incomplete or illegible, ACLS reserves the right to refuse providing the above service in respect of the Warranty claim.
- 8.1 The unit must be serviced in accordance with ACLS service policy., every 12 months or 800hrs, whichever is sooner to maintain warranty.

## What is not covered by the Warranty

9. This Warranty does not cover defects and damage resulting from:
  - a) Normal wear and tear of the equipment or otherwise due to the normal ageing of the equipment. Unserviced equipment.
  - b) The Product being used other than in a normal and customary manner., not being serviced according to requirements as dictated in this policy under clause 8.
  - c) Any disassembly, repair, alteration or modifications carried out by anyone other than ACLS or an Authorised Service Centre.
  - d) Misuse, abuse, negligence or an accident howsoever caused.
  - e) Improper testing, operation, maintenance, installation, or any alteration or modification of the Product.
  - f) Spillage of food or liquids, corrosion, rust or the use of wrong voltage.
  - g) Scratches or damage to plastic surfaces and all other externally exposed parts due to normal use.
  - h) Use outside of use permitted under the product's user manual, commercial use of the product, use within a full time live in vehicle.
  - i) The heater glow plug, fuses, controller backlight led bulb.
  - j) E08 or E10 lack of fuel error codes, E01 or E02 power supply issue error codes, E05 in the event of blocked inlet/ outlets or crushed pipework. E03 glow plug error.
  - k) Units not maintained / serviced within the scope of this warranty policy.
  - L) Frost damage.

- M) Wiring issues due to rodent infestation.
- N) Vehicle / leisure battery issues - over or under voltage issues.

10. This Warranty will not be available: a) if the serial number or warranty seal on the Product is illegible, has been defaced or removed; or, b) without any proof of purchase. On self fit Ignite WiFi controllers to a 3<sup>rd</sup> party heater, no warranty applies.

11. The Warranty applies to the Product as originally supplied. The Warranty does not apply to any software or other equipment owned by ACLS or third parties however, you should check the end-user license agreement, separate warranty/ guarantee statement(s) and/or any exclusions which are provided or intended to apply to such items. Any NO fault found calls will be chargeable, please see warranty claim appointment email for full details.

## Your responsibilities

12. Before delivering \*\* your Product to ACLS or an Authorised Service Centre for service under this Warranty, you should make a back up copy of the contents of your Product if required and remove all personal information and disable all security passwords. \*\* See note at end

## Limitation of ACLS's liability

13. Except for the express warranties set forth above, ACLS grants no other warranties, express or implied, by statute or otherwise, regarding the Product, fitness for any purpose or otherwise. Consumer law in some countries does not permit limitations under a Product warranty and therefore certain limitations set out in this warranty document may not apply to you.

1) This warranty is non transferable and will cease on passing of title to a third party.

14. ACLS is not responsible or liable for the damage to or loss before delivering your Product to ACLS or an Authorised Service Centre for service under this Warranty.

15. To the extent permitted by local laws, ACLS shall not be liable for any loss which is not a reasonably foreseeable consequence of a breach by ACLS of this Warranty. As a consumer your use of the devices shall be non-commercial. ACLS shall therefore not be liable to you for any loss of profits, revenue, anticipated savings contracts or time arising out of your use of or inability to use the device.

16. In any event, ACLS and its supplier's liability under this limited warranty shall be limited to the amount actually paid by the consumer for the Product or the current replacement value, whichever is greater.

17. Nothing in this warranty shall exclude or limit ACLS's liability for death or personal injury caused by its negligence, fraud, fraudulent misrepresentation or any other liability that cannot be limited or excluded by law.

18. If you experience any difficulty please contact the ACLS hotline in your country or refer to services on your local ACLS website.

19. This Warranty shall be updated by ACLS from time to time. Please refer to your local ACLS L website to obtain the latest version of the Warranty for the Product.

**\*\* For all warranty work/ claims, your vehicle needs to be brought to us or an approved agent. \*\***

**All warranty claims / required works must be brought to our service centre in Dumfries (DG1 3PH). We do not offer we travel to you warranty inspections / repairs as part of the 2 year guarantee after our engineer leaves site on installation day and you have completed installation paperwork accepting installation as fully functional.**

**We can offer a chargeable attend clients site to investigate/ repair under warranty. The charge for this call out is dictated by the local postcode area charge as paid on installation of the unit.**

**This charge is NOT a warranty charge / fee, it is simply a callout charge for the clients who would prefer we come to you service. Bear in mind if we attended your site for any installation, you would have been charged for this service in addition to the product you purchased. We come to you installation is not free nor included in any of our pricing.**

**For free warranty service the vehicle needs to be brought to our service centre.**

**If we attend your site on request and discover a no heater fault found or something not covered under warranty in section 9 above we will apply a further charge of £95. This fee will be in addition to any charges made to repair the unit.**

## Charges that will be applied on a request to attend clients site for warranty investigation / repair

Area one	DG, TD, NE, CA, ML, EH, G, KA, KY, FK, DG8, DG9, DL, TS, DH	£69
Area two	PA1-19, KA26, YO, HG, BD, BB, LS, PR, FY	£99
Area three	PH, DD, AB 1 -36, IV1 – IV12, HX, OL, BL, WN	£110
Area four	AB37-56, PA 20-38, IV13-IV63	£140.00

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