

HOLIDAY HOME CHASSIS - Warranty and Care instructions



Painted Chassis

Painted chassis are NOT recommended by AL-KO for estuaries, coastal* and areas with high salinity or industrial pollution (C5M, C5I). The paint application provided meets the requirements of the National Caravan Council's guidelines (CP501) to provide protection fit for purpose on C3 and C4 corrosive environments only.

Parts of the chassis may show signs of surface rust over a relatively short period of time. The time span will be significantly reduced (in some cases less than 6 months) where the unit is sited in a coastal environment.

Regular maintenance will be required to ensure the chassis achieves the maximum lifespan: - See chassis maintenance section below for details.

Without any maintenance the paint applied although going rusty and disappearing over time will provide sufficient initial protection to the metal (raw steel) such that it should maintain its structural integrity for a minimum of 5 years.

The appearance of surface rust will not be considered as the basis for a claim against the anti-corrosion warranty.

Anti-Corrosion Warranty: 2 years from date of chassis manufacture or 1 year from date of sale to the end user (whichever occurs first). Note: prior to sale to the end user the current holder of the unit will be responsible for the chassis maintenance.

Pre- Galvanised Chassis

Pre-galvanised chassis are NOT recommended by AL-KO for estuaries, coastal* and areas with high salinity or industrial pollution (C5M, C5I).

Parts of the chassis (material edges, ends and welds) may show signs of surface rust over a relatively short period of time. The time span will be significantly reduced (in some cases less than 6 months) where the unit is sited in a coastal environment.

Regular maintenance will be required to ensure the chassis achieves the maximum lifespan: - See chassis maintenance section below for details.

Without any maintenance the initial chassis protective coating although going rusty and disappearing over time will add sufficient protection to the metal (steel) such that it will maintain its structural integrity for a minimum of 7 years.

The appearance of surface rust will not be considered as the basis for a claim against the anti-corrosion warranty.

Anti-Corrosion Warranty: 2 years from date of chassis manufacture or 1 year from date of sale to the end user (whichever occurs first). Note: prior to sale to the end user the current holder of the unit will be responsible for the chassis maintenance.

Full Galvanised (Hot Dipped) Chassis

A fully galvanised chassis is the ONLY chassis recommended by AL-KO for use in estuaries, coastal and areas with high salinity.

This chassis is produced from fully galvanised pressed steel sections that are mechanically fixed together to ensure there are no breaks in the coating that may allow corrosion to form fully compliant to ISO 12944:C5 recommended for estuaries, coastal* and areas with high salinity.

Anti-Corrosion Warranty: 10 years from date of sale to the end user. Note: prior to sale to the end user the current holder of the unit will be responsible for the chassis maintenance.

Anti-Corrosion warranty

The corrosion warranty does not cover cosmetic anomalies including the appearance of surface rust or white rust.

The warranty covers perforation of the steel components or loss of thickness such that the structural integrity of the unit is compromised.

The anti-corrosion warranty is provided on the basis that the maintenance requirements detailed herein are followed.

Any units placed within 1 mile of a Coastal* area are advised to be skirted. Where this is not possible, Annual inspection of chassis should be carried out with focus on any excess rust.

*Coastal - Definition – In accordance with BS EN ISO 12944-2:1998-Section5 “Classification of Environments”. AL-KO’s requirements are not within 5 miles “as the crow flies” from a tidal waterway.

The following sections apply to all chassis types

Siting

The holiday home must be sited in accordance with NCC Code of Practice 501 and the Guidelines of Good Practice for the Transportation, Movement Siting, De-siting and Commissioning of single unit Caravan Holiday Homes, as per the British Holiday & Home Park Association handbook.

We would recommend that all Holiday Home are sited on a solid concrete base. Jacking points are provided to assist the siting process and they are marked on the chassis by a red label. (Jacking & Support point).

The Holiday homes must be supported by placing axle stands under the longitudinal beam of the chassis at the points indicated by a yellow label (Support point). This is a minimum requirement additional stands may be required, depending on individual circumstances.

The chassis must 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 result in 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.

Painted and Pre- galvanised Chassis Maintenance (excludes Fully Galvanised)

Whilst the paint and pre-galvanised coatings applied helps prevent rust, it is recommended the chassis be checked as a minimum annually (in coastal areas quarterly) for any signs of damage or corrosion.

The chassis should be “touched up” using a coating conforming to specification ISO 12944 C4. Compliant paint can be obtained from AL-KO by calling our customer services department on 01964 545454

Areas requiring repainting should be prepared using a wire brush or abrasive paper to remove rust, white rust and flaking paint. Mechanical damage to the paint areas (due to moving or siting) will result in a significant reduction in the paint durability and must be touched up immediately.

Any damage must be identified as early as possible and touched up immediately.

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 – using general purpose lubricating oil with water repellent properties.

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

Wheels and wheel stubs. - Protect tyres from direct sunlight – ensure exposed stub axles and threads are protectively greased.

Tyre pressures should be maintained at the level indicated on the tyre. If wheels are removed after siting then protect the wheel stub with grease.

Exclusions

1. Tyres and hub
2. Corner steadies, hitch, draw bar.
3. Warranty invalidated if chassis is not transported in accordance with chassis manufacturer's instructions as shown using marked holding down/anchor points.
4. Any collision, impact or accident not caused by AL-KO.
5. Warranty invalidated if attempts are made to modify or repair chassis (other than repainting) without chassis manufacturer's written consent.
6. Damage caused by abuse, neglect or misuse.
7. Cosmetic blemishes to the finish including surface rust will not give rise to a valid claim.
8. Chassis must not be towed in excess of the maximum permitted speed as stated on the wheel.
9. The caravan must be sited in accordance with caravan manufacturer's instructions.
10. Warranty invalidated if AL-KO chassis plate has been removed or defaced.
11. If at any time during its warranty life, the chassis is submerged either completely or partly due to flooding then any subsequent claims will be rejected.
12. Damage to the paint finish caused by corrosive atmospheric or environmental conditions, i.e. coastal sand blasting and/or sea spray.