



# Dragonville Leisure

Mechanical RTB Warranty – 3 Month

# Warranty Record

Warranty Number

Warranty Start Date

## THE VEHICLE

Registration Number

## THE CUSTOMER

Name

## THE WARRANTY

Date of Purchase

Address

**THREE** months OR **2000** miles  
**whichever is sooner**  
£500.00 Per Claim claims limit

Purchase Price

Make/Model

Town

Recorded Mileage

County

Postcode

Telephone

## DEALER STAMP

Dealer signature: *DR*

I have read and accept the terms and conditions of this warranty. I am aware that my statutory rights are not affected.

Date \_\_\_\_\_ Customer Signature \_\_\_\_\_

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## The Warranty Promise

To give you total peace of mind Dragonville Leisure promises to repair or replace any covered component which suffers mechanical or electrical failure. As a private buyer you have legal rights under the Consumer Rights Act 2015 when a problem arises, this warranty does not limit those rights. Guidance and further information on your statutory rights may be obtained from your local Trading Standards Office or Citizens Advice Office. This is an RTB Warranty (Return to Base) however we are happy to consider using a local garage to the customer **BUT** not Main Dealers and the hourly labour rate must not exceed £50 p/h (unless the customer pays the difference).

You will have agreed to certain parameters for your warranty and the limits are specifically listed or covered by the general terms, definitions and exclusions all within this warranty booklet. Please read and digest them carefully along with the Claims Procedure and enjoy your new purchase.

# Terms & Conditions

1. This warranty does not affect or replace the buyers statutory rights under the Consumer Rights Act 2015.
2. Dragonville Leisure is entitled to choose whether to replace or repair a component covered by this warranty.
3. If a warranty claim(s) total renders the vehicle 'uneconomical to repair', or in other words the total is greater than the net profit we made from the vehicle sale, then we reserve the right to 'Refund rather than Repair' in which case the customer would be refunded the total as per the original sales invoice.
4. Mechanical or electrical failure is defined in the Definitions section of this warranty booklet.
5. Where the cost of repair exceeds the claim limit stipulated on the Warranty Record the extent of contribution by Dragonville Leisure under the terms of this warranty is the stipulated Claims Limit.
6. The period for which this warranty is valid is from the warranty start date for the period/mileage (whichever is sooner) as stipulated on the Warranty Record.
7. This warranty is invalidated if the vehicle is used for rallies, racing, pacemaking, reliability trials, scrambling, speed testing, track days or for hire or gain, or commercial travelling without the express written consent of Dragonville Leisure.
8. This warranty is not transferable to another owner.
9. This warranty is invalidated if it is discovered that the odometer has been disconnected for a material mileage or tampered with.
10. Dragonville Leisure is at liberty to specify the use of reconditioned/exchange units for repairs carried out as a result of a valid claim within the terms of this warranty.
11. There is no limit on the number of claims made under this warranty save that the total value of claims shall not exceed the purchase price of the vehicle.
12. This warranty is only valid for mechanical and electrical failure in the United Kingdom.

# Items Covered

The following mechanical or electrical items specifically listed will be covered if the terms and conditions of this warranty are fully complied with and subject to the maximum claims limit

## Engine

Cylinder Block (excluding cracks and porosity), cylinder bores and liners (excluding cracks and porosity), crankshaft, crank main bearings, big end bearings, oil pump, con-rods, gudgeon pins, small end bearings, pistons, piston rings, cylinder head (excluding cracks, porosity), rocker shaft, rockers, hydraulic lifters, camshaft and cam followers, push rods, camshaft bearings, inlet and exhaust valves, valve springs, valve guides, cylinder head gasket, inlet manifold, timing gears, timing chains, timing belt/chain tensioner, flywheel or flex plate, starter ring gear. (excludes overheating, de-coking, burnt, pitted and sticking valves).

## Rotary Engine

Rotors, vanes, rotor seals, rotor central shaft.

## Manual gearbox

Gears and gear clusters, selectors and shafts, synchromesh assemblies, ball and roller bearings, needle bearings, bushes and transfer gears.

## Automatic gearbox

Governor, valve block, oil pump, gears, brake bands, clutches, seals, servos, shafts, bearings and bushes, modulator valve and transfer gears.

## Brakes

Brake master cylinder.

## Clutch

Clutch plate, pressure plate, release thrust bearing, oil contamination (centre plate only), master and slave cylinders, clutch cable including self-adjusting mechanism and clutch damper.

## Differential

Internal shafts, bearings and bushes, thrust washers, spacers and bevel gears. Planetary gear assembly, crown wheel and pinion assembly. Includes front, rear and centre differentials (excludes viscous couplings and fluid differentials).

## Front - Wheel Drive

Drive shafts, universal joints and couplings and constant velocity joints (excludes gaiters and bushes).

## Rear - Wheel Drive

Drive shafts, universal joints and couplings, constant velocity joints, half shafts and bearings (excludes gaiters and bushes).

## Engine Cooling System

Water pump

## Electrical System

Starter motor and alternator



# DV Plus+

DV plus+ includes all the items within the normal cover plus the following

## Engine

Timing belts are covered provided that the last due change of belt has taken place as specified by the manufacturer's schedule (proof required).

## Torque Converter

Failure of any internal mechanical parts.

## Continuously Variable Transmission (CVT/CTX)

Internal clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

## Wheel Bearings

Front and rear wheel bearings.

## Propshaft

Universal joints and couplings. Bearings and rubber couplings.

Includes front and rear transfer shafts 4X4 vehicles (excludes gaiters).

## Brakes

Wheel cylinders, callipers, brake bias/restrictor valve, vacuum servo and brake vacuum pump.

## Fuel system (diesel and petrol)

Carburettors, automatic choke, lift pump, mechanical or electrical fuel pumps and tank sender unit.

## Fuel injection system

Throttle body, airflow meter, idle control valve, cold start valve, warm up regulator, overrun cut off valve, throttle potentiometer, fuel accumulator, pressure regulator, map sensor (except injectors and heater plugs).

## Front and rear suspension

Upper and lower wishbones, ball and swivel joints, anti roll bars, mountings, torsion bars and coil springs.

## Engine Management (ECU)

Engine Electronic Control Unit.

## Transfer Box (4X4)

Transfer gears, selectors, transfer shafts, needle and roller bearings, output shafts and bushes

## Engine Cooling System

Engine thermostat, thermostat housing, viscous fan coupling, engine temperature, gauge sensor, engine oil cooler, heater matrix, radiator and expansion tank.

## Electrical

Voltage regulator, starter solenoid (inertia drive starters), indicator relay, front and rear windscreen wiper motor, front and rear windscreen washer motor, ignition coils, electric window motors and switches, horn, glow plug relay (diesel vehicles), electric sun roof motor and switch, central locking systems (excluding remote control unit and wiring), indicator and wiper switches (column stalks), heater fan motor, fuel tank sender unit, electric fuel pump, temperature sensing switch, oil pressure sensor, speedo head and speedo transducer, heated rear screen (element failure only), door mirror motors and switches.

## Steering (Including power assisted steering)

Steering rack and pinion (not gaiters), steering box, power steering rack and pump, power steering reservoir and idler box.

## Working Materials

Oils, oil filter and anti-freeze are covered only if it is essential to replace them because of the failure of a part which is covered under this warranty.

## Casings

If any of the covered parts fail and this damages the casing, it will also be covered.

## Habitation area cover

Gas heating system, diesel heating system, fridge, oven, hob, water pump, cassette toilet, water system including showers and taps, 240v electrical system, 12v system are all covered under this warranty.

# General exclusions

1. Any claim arising as a result of gradual deterioration through wear and tear.
2. Any claim arising from foreign material introduced into the fuel/cooling system.
3. Failure wholly or partly due to negligence, abuse or accidental damage.
4. Vehicle recovery.
5. Any consequential or subsequential loss or damage arising from the failure of the component.
6. The failure of any part not originally fitted to the vehicle and not fitted by the Supplying Dealer or the failure of another part arising as a result thereof.
7. Any claim reported to the Supplying Dealer more than 5 days after the occurrence of the failure.
8. The failure of any part arising as a result of repairs carried out by a person not authorised by the Supplying Dealer.
9. The failure of any part disclosed as defective to the customer by the Supplying Dealer prior to the sale or for which a claim could be made under the manufacturers warranty or as a result of a recall by the manufacturer.
10. The failure of any part arising from defective design or manufacturing.
11. **Unless supplied and fitted by Dragonville Leisure the following items are not covered:** TV's, aerials, solar panel systems, rear reversing camera systems, alarm/immobiliser systems, CD stereos, aftermarket Sat Nav systems.

## Definitions

Failure (whether mechanical or electrical) means for the purposes of this warranty the actual breaking or burning out of any of the components listed.

# Claims Procedure

1. Ensure you have satisfied all the requirements of the warranty.
2. You MUST in the first instance email: [warranty@dragonville.co.uk](mailto:warranty@dragonville.co.uk) quoting your policy number, vehicle registration number and nature of the fault. During normal office hours you will usually get a reply within 2 hours.
3. Dragonville Leisure will then give you instruction as to whether to take the vehicle to a local repairer to yourself, or to return it at your expense to ourselves for inspection and repair (RTB – Return to Base)
4. If you are instructed to take it to a repairer local to yourself then you must ask the repairer to email: [warranty@dragonville.co.uk](mailto:warranty@dragonville.co.uk) (or you can email it yourself if easier) providing us with a diagnosis of the problem and a quotation showing: **cost of parts, hourly labour rate, number of hours labour required to carry out the repair.**
5. Where the cost of repair/dismantling exceeds any claim limit then the customer is liable to pay the excess.
6. If Dragonville Leisure has authorised a third party to carry out the repair the customer may be required to settle the repair cost in full and be reimbursed by Dragonville Leisure, although in **most instances** we can pay the 3<sup>rd</sup> party repairer direct upon receipt of invoice usually within 2 hours during normal office hours.

In the event of a claim being made **ALWAYS** contact Dragonville Leisure in the first instance on [warranty@dragonville.co.uk](mailto:warranty@dragonville.co.uk) please do not call as warranty claims/repairs are handled via email only. **We cannot consider claims where work has been completed without prior permission from ourselves, you MUST make contact and get authority for any 3<sup>rd</sup> party repairers to carry out repairs before proceeding.**

