

# PVT Service Information

Manufacturers that are participating members of the Approved Workshop Scheme:

Auto-Sleepers (customer to gain approval from Auto-Sleeper prior to service taking place)  
 Auto-Trial  
 Adria (only Adria trained AWS can carry out servicing work)  
 Bailey  
 Benimar  
 Coachman  
 Explorer Group (Elddis, Bucanneer, Xplore and Compass)  
 Hobby  
 Lunar  
 Mobilvetta  
 Rollerteam  
 Swift Group (Swift, Sprite, Sterling and Bessecarr)

Each manufacturer stipulates their own servicing parameters like who should upload or retain service documentation, service anniversary dates and who can carry out manufacturer or OEM warranty work.

A brief overview of each manufacturer is below but you should refer to your manufacturers Owners Handbook for more detailed information on warranty periods, servicing date parameters etc:

| Manufacturer   | Manufacturer Warranty | Water Ingress Warranty | Service Date Parameters     |
|----------------|-----------------------|------------------------|-----------------------------|
| Auto-Sleeper   | 2yr                   | 5yr                    | +/-30 days of purchase date |
| Auto-Trail     |                       |                        | +/-30 days of purchase date |
| Adria          | 2yr                   | 5yr                    | +/-30 days of purchase date |
| Bailey         | 2yr                   | 5yr                    | +/-6wks of purchase date    |
| Benimar        | 2yr                   | 5yr                    | +/-60 days of purchase date |
| Coachman       | 2yr                   | 5yr                    | +/-90 days of purchase date |
| Explorer Group | 2yr                   | 10yr                   | +/-60 days of purchase date |
| Hobby          |                       |                        | +/-30 days of purchase date |
| Lunar          |                       |                        | +/-60 days of purchase date |
| Mobilvetta     | 2yr                   | 5yr                    | +/-60 days of purchase date |
| Rollerteam     |                       |                        | +/-30 days of purchase date |
| Swift Group    | 2yr                   | 5yr                    | +/-60 days of purchase date |

## Manufacturer Warranty

The supplying dealer is the first contact for any manufacturer warranty work required.

## OEM Warranty Work

Any AWS company that has been trained in OEM products, such as but not restricted to, Truma, Al-Ko, Thetford etc. can carry out OEM warranty work.