



## **CUSTOMER HANDBOOK**

Welcome to your Carabuild Park & Leisure home.

Thank you for purchasing a Carabuild Park & Leisure home. On the front of this handbook you will find your unique reference number. Please remember to quote this reference number when contacting us.

We hope that you will experience many years of happiness and relaxation in your new leisure home. This handbook is designed to provide you with all of the information and advice you may require over the years. We would advise that you familiarise yourself with the contents of this handbook paying particular attention to the safety aspects.

Should you have any questions whatsoever then please do contact our friendly team who will be happy to assist you.

Best Regards

D & Z Butler  
Company Directors

Carabuild Park & Leisure Homes Ltd

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Carabuild Park & Leisure Homes Ltd  
A COPY OF THE GENERAL WARRANTY TERMS

Thank you for purchasing a Carabuild Park & Leisure home. Customer satisfaction is of utmost importance to us. We are confident that our product will reach you in the condition you expect it and we provide you with a home that will withstand the years. For your peace of mind we provide all customers with a standard 12 month warranty as detailed below. The warranty start date is effective from the date the unit is despatched and as detailed in your customer handbook.

This warranty is given in addition to your other rights in law. Please note – a Carabuild Park & Leisure home Warranty is non-transferable.  
Your leisure home, like your house, does require regular servicing and maintenance.

This warranty is made on the following terms which you should read carefully and ensure that you understand. If you have any queries in respect of this warranty, its application or its scope, please do contact us.

Thank you for purchasing a Carabuild Park & Leisure home. Customer satisfaction is of utmost importance to us. We are confident that our product will reach you in the condition you expect it and we provide you with a leisure home that will withstand the years. For your peace of mind we provide all customers with a standard 12 month warranty as detailed below. The warranty start date is effective from the date the unit is despatched and as detailed in your customer handbook.

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This warranty is made on the following terms which you should read carefully and ensure that you understand. If you have any queries in respect of this warranty, its application or its scope, please do contact us.

1. This warranty covers losses you suffer as a result of manufacturing defects if the losses are a foreseeable consequence of the manufacturing defects. Losses are foreseeable where they could be reasonably contemplated by us, the manufacturer, and you, the owner, as a consequence of the manufacturing defect. We are not responsible for indirect losses which happen as a side effect of the main loss or damage and which are not foreseeable by both you and us. We are also not responsible for any losses that you suffer which are purely financial, and which do not flow directly from the defective part(s) or item(s), or damage caused to persons or property by those defective parts or items.
2. For a period of one year from the date your leisure home is transferred from Carabuild Park & Leisure Homes Ltd we will repair or replace (at our sole option and discretion as the expert and manufacturer) any clear fault in either materials or workmanship. We will repair or replace (at our sole option and discretion as the expert and manufacturer) any clear fault with the structure of the leisure home.  
When you make a claim under the warranty in the first year the extent of our responsibility will be repairing or replacing any part or component part of your leisure home which has the benefit of this.

3. We cannot be responsible under this warranty in the following situations:
- (a) for damage faults or defects in relation to appliances or any other part or item supplied with your leisure home, , which are subject to a guarantee provided by the manufacturer of those items;
  - (b) for damage faults or defects arising from or not identified during gas or electrical commissioning and testing other than by a suitably qualified gas safe registered engineer and a suitably qualified registered electrician on site once transportation has taken place from our site at Annie Reed Road, Beverley, HU17 0FL. Certificates must be obtained and submitted to Carabuild Park & Leisure Homes Ltd within 14 days to show that this leisure home has been commissioned on site at its final destination by a qualified gas safe registered engineer. Failure to do so will result in any warranty being retracted (void warranty).. See also (f).
  - (c) defects faults or damage caused by vandalism, insect infestation, extreme weather conditions or environmental conditions such as blocked gutters, external damage caused by nearby trees (i.e. when in transportation) and excessive exposure to salt spray (this list is not exhaustive);
  - (d) where your leisure home has been hired commercially or used as your permanent home;
  - (e) if you fail to complete and return the registration in accordance with the instructions as follows; by returning within 60 days of purchase or before any warranty claim, the Leisure Home Registration Form which can be found attached to your customer handbook. (left in the kitchen drawer of your product);
  - (f) where your leisure home has not been sited in accordance with our recommendations as manufacturers or the Code of Practice for the Transportation, Siting and Commissioning of Caravan Holiday Homes or any other guidance on Siting (siting requirements are detailed in your customer handbook and terms and conditions of supply and sale document);
  - (g) if your leisure home has not been regularly maintained or inspected;
  - (h) to the extent that any maintenance or repairs have been carried out incorrectly (for example through DIY). Please note that if you are in any doubt as to whether any maintenance, repairs or modifications would invalidate this warranty please contact us prior to carrying out these modifications/repairs;

(i) for defects faults or damage arising where parts or component parts have been fitted which are not approved by us and where damage has been caused wholly or partly from toxic explosives or other hazardous materials or substance used in the leisure home;

(j) where defects (such as faded curtains or stained or soiled carpets) have been apparent when you purchased the leisure home;

(k) if our identification marks or other trade marks have been removed or tampered with;

(l) for defects faults or damage arising due to alterations to standard build layouts and fittings (for example removing fixed fittings or furniture);

(m) for anomalies in the fixtures, fittings or decorations of your leisure home which are caused by the manufacturing methods used in producing leisure homes and which do not impact on the functionality of such items;

(n) for defects faults or damage arising where your leisure home has been abused, neglected, misused, damaged or mistreated or has been involved in any collision, impact or accident;

(o) for any claim relating to glass, tyres, florescent tubes, bulbs, spotlights and the cosmetic appearance of wall boards, furniture boards, worktops and sealants and fair wear and tear to fabrics and furniture;

(p) for defects faults or damage arising due to condensation and mildew where you have obstructed ventilation;

(q) for defects faults or damage to cosmetics such as carpets / linoleum / work tops / furniture which have not been reported within 48 hours of receiving the leisure home.

4. Please be aware that we cannot accept responsibility under this warranty for condensation or the consequences of condensation.
5. If you wish to make a claim to us under this warranty you must do this by first registering your ownership on the paperwork supplied by Carabuild Park & Leisure Homes Ltd.  
Structure shall mean:-  
Chassis – the failure of any integral component that would render the chassis unfit for purpose. It specifically excludes the paint finish and any consequent rusting, the welded areas of pregalvanised chassis, any damage caused by siting and levelling and any fault with tyres. Floor – comprises the wood joisting and particle board flooring sheets. Excluded are damage caused from within the leisure home and by the fitting of steps, decks & skirting.

The four sides (including any window or door) and roof of the leisure home are covered for water ingress and manufacturing defects. Excluded are water ingress resulting from the fitting of aerials / satellite dish(es), any other fitting not part of the ex factory specification i.e. steps, decks & skirting, any damage to panels, tile sheets or external fittings and any modification to the original specification.

Carabuild's total liability under this contract whether for breach of warranty or otherwise shall on no account exceed the total purchase price paid by you for the leisure home.

*End of Warranty Terms document*

*Last updated 21.08.2023*

### **Some Detail of Manufacturing Methods which may have an effect on your warranty**

Carabuild Park & Leisure Homes Ltd reserves the right to change materials and / or specifications at any time.

There are in excess of 800 different components in the average leisure home. It is not always possible to ensure that they remain consistent. This may be because of the materials used and received from our suppliers. A lot of the components are wood or wood based and so can vary naturally both in colour and form. Fabrics and wall coverings can change in colour from batch to batch. There may be a change in supplier and then an inevitable change to the product supplied from previous. Carabuild Leisure Homes will however work hard to achieve the best match possible for consistency throughout all leisure homes.

### **After Sales Support**

We pride ourselves on providing a prompt aftersales service. Should the unfortunate need arise for an aftersales engineer to visit your leisure home then we endeavour to arrange a visit to site at the earliest convenience. Please read the terms of the warranty to check that the fault reported is covered within our warranty.

If your Carabuild Park & Leisure home is built to EN1647 building regulations then it is designed and manufactured for temporary, seasonal use and is **not** designed for permanent residential purposes.

Please remember – like all homes your leisure home requires regular servicing and maintenance. The chassis may need regular attention to ensure rusting is kept under control. Panel and roof joints, corner moulds and gutter attachments need regular inspection to ensure that the sealant is in good order. Gutters and the roof must be checked regularly and debris removed, particularly leaves, as these could cause damage when freezing occurs. Your gas and electrical systems and appliances should be serviced and certified in accordance with the GAS SAFE (Gas) and NICEIC (electric) requirements. Your leisure home must be commissioned correctly by registered and qualified engineers, once sited and in position. Whilst Carabuild Park & Leisure Homes conduct these tests on site at the end of manufacture, connections can

become loose during transport and it is a requirement of the warranty that the leisure home is commissioned on site and arranged by the customer. Within 14 days the owner (customer) of this leisure home must submit a gas commissioning certificate to Carabuild Park & Leisure Homes to show that this leisure home has been commissioned on site at its final destination by a qualified gas safe registered engineer. Failure to do so will result in any warranty being retracted (void warranty).

### **Fire precautions**

- Make sure you and your family know the location and operation of the escape windows and doors. Keep all escape routes clear.
- It is vital that you have, at all times, a fire extinguisher of the dry powder type conforming to current EN regulations and with at least a 1kg capacity.
- We recommend that a fire blanket should be positioned next to the cooker
- You and your family should be familiar with the instructions on our fire extinguisher and fire blanket (if fitted).
- Make sure you and your family know the fire precautions and firefighting arrangements within your leisure home. Familiarise yourselves with the fire regulations on your park / site.
- Keep a torch handy for emergencies – NEVER use a naked flame.
- Turn off all appliances and the gas bottles if leaving your leisure home overnight or for longer periods.
- Combustible materials should be kept clear of all heating and cooking appliances.
- Do not leave children alone in the leisure home.
- Keep matches out of children's reach.
- Do not block any air vents / ventilation.
- Never use a mobile gas heater or portable cooking equipment.
- If you use an electric heater to provide additional warmth it should not be the direct radiant type.
- Ensure that you switch off the lounge fire / heater when not using the room.
- Do not obstruct any heaters.

### **In case of fire**

- Get everyone out.
- Turn off outside gas valve and / or oil valve (if fitted). If possible remove cylinders away from the leisure home. If not possible, cool the cylinders with water.
- If connected to a mains electrical supply, check that it is disconnected or switched off at the pitch supply point.
- Raise the alarm and call the fire brigade then if it is safe to do so, tackle the fire.
- With the dry powder extinguisher, however, never use it on a pan of fat as there is always danger of spreading the fire. Always use a fire blanket for pan fires.
- Always stand back about six feet before you aim the extinguisher.
- Always aim at the base of the fire and not at the flames.
- Always be aware that a fire can re-ignite, even if you think it is extinguished – a fire blanket will keep the fire smothered.
- Do not use water on a fat or electrical fire.



## **SENSIBLE WARNINGS, REGULAR CHECKS AND IMPORTANT GENERAL INFORMATION**

Important Note: During the warranty period, you must check with Carabuild Park & Leisure Homes or any appliance manufacturer if any maintenance, modification or repair will invalidate any warranty. Throughout the life of the home, care should be taken to ensure that any additional equipment or appliances are installed in accordance with the appliance /equipment manufacturer's instructions and also comply with the other safety requirements detailed in this handbook.

### **ELECTRICITY**

Regularly check that accessible electrical cable terminal connections are firm and secure. Check exposed cables for wear and damage. Always use a NICEIC registered electrician for any work or modifications to your electrical system or appliances. Make sure that you understand the operation of all the electrical switches in your leisure home. Check exposed cables for wear and damage. Remember if you don't understand it, don't touch it - see your park manager or qualified electrician. In general, but not in all cases, cables run vertically to the ceiling from the visible point of termination. However, you should always check with a cable finder before drilling, screwing, nailing etc.

Please pay particular attention to this on a partition wall where there is an electrical termination point on the other side.

### **GAS**

Make sure you regularly check any flexible gas hoses. Refer to the section on 'hoses' within THE GAS SYSTEM for further details. Keep everything clean, particularly the gas jets within each appliance. When not in use, keep the gas inlet protected. Make sure that each gas appliance is working efficiently to the recommendations of the appliance manufacturers by having them annually serviced by a GAS SAFE registered engineer. The flue installation for all appliances is fitted in accordance with relevant current regulations and to manufacturers' installation instructions. Each should be inspected at least once a year, throughout its length, for integrity of attachment, damage or corrosion. If any sign of corrosion is found it must be replaced immediately with the correct type and by a GAS SAFE registered fitter. **WARNING:** Gas sockets are to be used only with dedicated appliances supplied as original equipment. Under no circumstances shall any internal gas socket be used for appliances outside the leisure home. Always use a GAS SAFE registered gas fitter for any work or modifications to your gas system or appliances. Make sure that boiler, fire, cooking appliances and gas cylinders are switched off before you leave the leisure home. Changing of cylinder(s) or refuelling instructions for the gas tank (including the need, to ensure that all appliances are turned off and the service valve is closed before refuelling) Make sure that there are no sources of accidental ignition when changing a gas cylinder. Never look for a gas leak with a match or cigarette lighter. If you suspect a leak, call in a GAS SAFE registered fitter who will use a safe and approved method of locating and repairing the leak. Unless a gas appliance incorporates automatic ignition, when lighting always make sure you apply a lighted match, taper or similar to the burner before turning on the gas. If any gas appliance is disconnected for repair, maintenance etc. ensure that the gas line is capped off. If gas taps are stiff to operate or appear to be the source of leakage, call in a competent person to rectify. LPG taps require special grease. To inspect the flue, the engineer may need to remove the inspection panel(s) at high and/or low level.

## **VENTILATION**

Regularly inspect all fixed ventilation, unblock and clean them whenever necessary, to ensure optimum performance and absolute safety. Care should be taken whenever there is snow. Care shall be taken when snow load is excessive. It is important that high level ventilators and appliance flues are not blocked. It is important that you check flues and ventilation points for temporary blockage and clear as necessary. All ventilation complies with European Standards. Good ventilation is essential in your leisure home and is provided for your comfort and safety. It is necessary therefore to follow these simple rules to maintain the correct ventilation. NEVER cover over, partially or fully, the fixed open ventilation grills. Your safety depends on them operating as they should. Never use your cooker or hob for heating purposes. When using the cooker or hob, it is recommended that you provide additional ventilation, such as opening the kitchen window or the exterior door.

## **LARDER AND FOOD STORAGE**

We do not vent any cupboards or lockers as we would expect perishable food to be stored in a refrigerator. A refrigerator is supplied as standard in all Carabuild Park & Leisure homes, however if this has been requested without, then a space is allowed in the kitchen area for a refrigerator with a mains electric socket provided in this space for connection.

## **THERMAL INSULATION & HEATING GRADE**

If your leisure home has been approved by the National Caravan Council, the details are provided on the National Caravan Council Certificate issued with your leisure home. Grade 1 requires the average thermal transmittance (u) of the elements of construction\* to not exceed  $1.7w/(m^2-k)$  calculated in accordance with annex A of EN1647: 1998. (\* these are the walls, the floor and the roof structures). Grade 2 requires the same average thermal transmittance as Grade 1 and also a heating requirement giving an average temperature difference of at least 20K between the inside and outside temperatures achieved in the lounge, dining area and kitchen when the outside temperature is 0c.

## **CONSTRUCTION CLASSIFICATION GRADE (SNOW LOADING) (as above)**

This is detailed on the National Caravan Council Certificate issued with your leisure home. The construction grade given will allow the leisure home, resting on the supports recommended by Carabuild Leisure Homes, to be capable of withstanding the snow loading exerted uniformly over the roof as follows: Grade A - 75kg per square metre (approx) Grade B - 150kg per square metre (approx) Grade C - 200kg per square metre (approx) Grade D - 300kg per square metre (approx).

## **HEATING**

All the elements of heating - the fire, radiators, plinth heaters, electric towel rail, boiler or water heater and the cooker - become very hot during use. Any guard(s) provided will not give full protection. As some of these elements are in confined areas, you should show due diligence when you come into close proximity with them. Read any instructions supplied by the manufacturer before use and take heed of any special conditions. Especially, please make sure that the young and elderly are aware and informed of the potential hazard.

## **TO AVOID MOULD AND MILDEW FORMING**

A periodic check during the winter months is essential. Fixed ventilation must not be obstructed or sealed off. Do not cover your leisure home with plastic sheeting, tarpaulins, etc. No structures should be placed or built underneath or around the unit that would stop the free flow of air (generally, the lower fixed ventilation is incorporated into the floor). Excessive condensation can be overcome by the introduction of extra ventilation via opening windows or the fitting of window vents etc. See CONDENSATION section following. Remember the use of LP Gas (cooker, fire and water heater) will create excess moisture within the unit.

## **CONDENSATION**

Condensation is, in simple terms, the air's excess moisture settling on cool surfaces. Moisture is a part of nature and we couldn't live without it. However the air can only hold a certain amount of moisture and this varies according to its temperature. The colder the air the less moisture it can hold. This excess moisture can be seen as trickles on windows and as pools of water on sills. It can result in mildew or mould growth on walls and soft furnishings. This is a situation experienced by many caravan leisure home owners. Besides being inconvenient, such problems with condensation can be costly. At the very least, soft furnishings may have to be removed and stored elsewhere during the winter and redecorating may become a necessity to eliminate unsightly deposits on walls. Cold air and moisture in winter are a deadly combination because leisure caravans are frequently left unheated and many are located in exposed coastal locations with a damper climate than inland parts of the country. The effects of condensation have been well documented. Besides the obvious dripping windows and musty smells, extreme signs include loss of adhesion between surfaces, corrosion of metalwork and the rotting of wooden structures. Mould spots can also appear on walls or even clothes.

Moist air can never be eliminated from any home. What needs to be tackled is excess moisture that is the cause of these condensation problems. There are various means people use to reduce moisture levels. Silica gel crystals, bowls of salt, extractor fans and double-glazing are all put forward as solutions without totally satisfactory results. Dehumidifiers, however, do offer a practical cost-effective answer. Although cheap to use, salt & silica gel crystals can only collect up to half a pint of water in 3 or 4 days. This is helpful for enclosed spaces like cupboards, but totally counterproductive if the collected water is not disposed of as it will become a source of dampness. We do not recommend the use of these items if you vacate your leisure home for longer than 14 days at a time during the colder months. Extractor fans are useful in areas of high moisture content such as kitchens, shower rooms and bathrooms. Fans with humidity controls are now available to avoid unnecessary usage, but the major disadvantage is that they remove warm air from the caravan and the cooler air means more condensation. The trend towards double-glazing has been significant in recent years. uPVC windows reduce the need for maintenance and it is often anticipated that condensation too will be eliminated.

Double-glazing undoubtedly makes windows warmer and so reduces the likelihood that moisture will condense on the glass. However, no reputable window manufacturer will claim the double-glazing will cure condensation problems. If there is still excess moisture in the air it will find another cold surface on which to condense. The problem

is simply moved to another location in the caravan. One option becoming increasingly popular for controlling condensation over prolonged periods of time is the electric dehumidifier. Dehumidifiers are specifically designed to control moisture levels in the air. About the size of a hi-fi speaker, dehumidifiers come in varying capacities with one correctly sized unit, placed centrally in the caravan, able to control condensation problems throughout. Moist air inside the caravan is drawn across a cold coil in the dehumidifier. This causes the water vapour to condense onto the coil and drain into a pre-plumbed drainage pipe (a water container can be used as an alternative but needs regular emptying). Many dehumidifiers incorporate a humidistat, which prevents the air from over-drying by controlling the amount of moisture removed from the air, thus maintaining the perfect level for a healthy environment whilst overcoming the problems of condensation. By using the humidistat in conjunction with the continuous drainage, the dehumidifier will switch off and on automatically so protecting the caravan for many months without any attention. Recent use of dehumidifiers has shown they are a viable solution to a frustrating problem. Units cost from under £200 upwards, with running costs of around 1p-2p per hour- a small investment to make towards virtually eliminating damp related repair and redecoration and giving peace of mind to all who leave their caravans empty for weeks and months at a time. It is a fact that the causes of condensation (changing temperatures and air moisture) will always be around and can never be eliminated - that means controlling humidity levels remains the most effective method of attack. Dehumidifiers used by millions of private homeowners in the UK and abroad, are currently the most cost-effective solution to the problem.

### **GENERAL ADVICE FOR CONDENSATION MANAGEMENT**

Good ventilation is essential to reduce condensation and is helped by the fixed ventilation installed in your home on manufacture. These ventilators should remain free from obstruction at all times. Mechanical extractors have been installed in your home from manufacture and should be maintained and used particularly when cooking and bathing.

When cooking, cover boiling pans where possible. When showering or bathing keep all doors closed leading off the room, use the extractor system and when the room is left keep doors closed to allow water laden air to be removed. Have a window open for half an hour each morning. Dry and air clothes outside the home where possible or in a room with a window open. Keep heating on a constant low setting to all areas of the home increasing the heat as and when required (this will help eliminate any cold areas and will not necessarily increase your running costs, as a room is more expensive to heat from cold). Do not use portable gas heaters instead of the normal heating system, these supplementary heaters create a great deal of water vapour when they burn.

## **SMOKE DETECTOR & CARBON MONOXIDE DETECTOR**

All Carabuild Park & Leisure homes are fitted with a battery powered smoke detector and a carbon monoxide detector by Fire Angels. Check the life of each battery regularly - at least once every three months. Follow the instructions detailed in the product leaflets.

If the battery is close to exhaustion then either the battery or the unit must be changed.

## **FROST PROTECTION**

If your leisure home is unoccupied during the winter or in cold weather, shut-off the water system and drain down. If it is to be occupied during such periods, insulate the plumbing system to comply with the relevant water bylaw. Please consult your nearest Water Bylaws Advisory Service (WBAS) for further information.

## **MEANS OF ESCAPE**

All escape doors and windows should have their operation checked to ensure that they are still capable of use. All "means of escape" routes should be kept clear of any obstructions. Please refer to the separate drawing highlighting escape doors and windows.

## **THE CHASSIS AND FITTINGS**

The standard chassis should be inspected regularly to make sure that the protective paint is intact. If necessary, remove any loose particles, clean off and repaint the chassis using any good external corrosion resistant paint suitable for steel.

The galvanised/pre-galvanised chassis should also be regularly inspected for any damage. Lubricate all moving parts of the jockey wheel with oil/light grease and coupling head with light grease. The threads and other moving parts of the corner steadies should be kept clean and lightly greased. Carabuild Park & Leisure homes are built on a steel chassis. It will either be standard, a painted steel chassis or galvanised/pregalvanised steel chassis dependent on model or your choice as an optional extra. In the unlikely event that the galvanising breaks down, we recommend that you touch up with silver-grey Hammerite or similar, making sure to follow the paint manufacturing instructions. If major retouching is required during the warranty period, please obtain written permission. Your chassis warranty will be invalidated if this is not done.

## **CHECKING THE STRUCTURE**

The leisure home should be visually inspected for damage to the gutter, panels and other external features. The exterior walls should be inspected for signs of damage, leakage and movement and repaired as necessary by a competent person. A visual inspection should be carried out to check for any damage to the roof structure. Ensure that roof tiles/ sheets, barge cappings, chimney flashings or roof blanket have not become displaced or damaged, or that hairline cracks through natural shrinkage or movement in sealed joints has occurred. A competent person should rectify any defect immediately. An annual inspection should be undertaken to ensure that roof tiles, barge cappings, chimney flashings or roof blanket have not become displaced or damaged, or that hairline cracks through natural shrinkage or movement in sealed joints has occurred. A competent person should rectify any defect immediately. All visible mastic seals should be checked for any signs of shrinkage and cracking and resealed where necessary by a competent person. Windows and doors should be checked for leaks. All seals should be examined for signs of shrinkage, cracking and should be resealed where necessary by a competent person. Gutters and down pipes,

where fitted, must be kept clear of any blockages. All internal walls with an external side should be checked visually for damp and repaired as necessary by a competent person. The water system should be checked for leaks. Any leaks found should be rectified by a competent person.

## **INTERNAL SURFACE PROTECTION**

Never use a knife or sharp instrument directly on worktops or unit surfaces.

## **PLASTICS**

High quality plastics are used in the construction of the shower room fittings. You should not, however, pour very hot or boiling water directly onto the shower tray - always add cold first.

## **VITREOUS ENAMEL**

Your leisure home will contain some vitreous enamel components such as cooker hob and oven. Please note that vitreous enamel is not impact resistant. It is a tough glass type material backed by metal and should be treated with the same respect that you give to toughened glass.

## **DUE DILIGENCE SHOWER / BATHROOMS / KITCHEN AREAS**

As some areas require protection from water spillage and some surfaces may become slippery when wet, you should exercise due diligence in these areas. It is recommended that a non-slip mat is used in the bath/shower, a mat/towel is used to step onto as you exit the bath/shower and any moisture is dried from vinyl flooring. Even when dry, vinyl flooring can be slippery to bare feet, stocking feet etc. so always exercise due diligence. **CORD OPERATED BLINDS** There is a possibility that small children may play with the operation cords of blinds. We strongly recommend that parents should take extra care with small children when choosing beds, cot location or positioning of stools, chairs etc. and should always use the cord safety brackets provided.

## **SITING & PRE-DELIVERY INSPECTION**

Periodically, check with a spirit level or measure each corner, if your pitch is flat to ensure that settlement has not moved the leisure home out of level. During the first four weeks of occupation, it would be helpful if you could keep an eye on water connections at taps and the joining of toilet cistern to pan. Very occasionally, these can loosen during transit, but only show after a few hours exposure to water pressure. **PLEASE NOTE: SKIRTING WALL** – Subject to any particular planning, site licence or contractual requirements, should the Park or home owner wish to fit a skirting wall between ground level and the underside of the floor, it is imperative to ensure adequate ventilation at points relative to each room, regardless of the materials used. As a general rule, skirting ventilators should provide at least twice the low-level fixed area ventilation as is provided in the leisure home as low as possible within the skirting wall. Where the leisure home is sited on sloping ground, any gasses accumulating beneath it will pool at the lowest point, therefore it is essential that adequate ventilation is provided at that point. There should be cross-flow ventilation to provide plenty of air movement under the leisure home. The specification is detailed in EN721 (available from British Standards Institution, BSI). Such ventilation is necessary to help provide proper draught for gas appliances as is mandatory by law. It also minimises condensation and allows any gasses, fumes

etc. to escape in the event of any leaks that may occur inside the leisure home. Prior to you taking possession of your leisure home, your Park, Dealer or Siting Agent will have carried out a full pre-delivery inspection to ensure that the leisure home is complete, undamaged, clean and that everything works as it should. Also, they will have arranged the connection and testing of water, drainage, sewerage, gas and electricity to stringent standards and complying with local regulations. Your leisure home will have been sited and levelled following Carabuild's recommendations encompassing snow loading requirements. It will have been jacked-up and supported to lift the wheels just clear of the ground. Additionally, supports will have been placed close to the four corner steadies. Extra supports may have been placed at designated support points between the central supports and both ends. Please note that the corner steadies will not be used as significant load-bearing points and could be wound back into position. **If your leisure home is not level, you will invariably experience problems with exterior doors and windows not functioning properly and interior doors, cupboard doors and drawers binding and not lining up, as they should.** If you experience any of these difficulties, your first course of action is to have the siting method and level checked by your Park operator or siting agent. Your leisure home is inspected on arrival by Park staff or your sales agent. Also it is inspected after the commissioning of gas, electricity and water. Any gas, electrical or water queries should be addressed to whoever commissioned the system. Only they can decide if the system or an appliance causes any anomalies. Please do not assume that any malfunction is always the appliance.

## **FLOORS**

Your leisure home floor is a tongued and grooved timber particleboard with moisture resistance. It is a specialist flooring material widely used in the construction industry. The floorboards are supported by a steel and timber chassis construction. Because of the nature of the product, you can expect a slight amount of floorboard creaking as it flexes when walked on. If the leisure home is out of level, not supported as recommended or the supports not tight enough, then the creaking may be more pronounced. This is not detrimental to the unit, but you could correct any causal fault to lessen the condition. Seek help from your Park or selling agent if in doubt.

## **HOLDING DOWN POINTS**

Your leisure home should be anchored to the ground from holding down points located at 1000mm  $\pm$  200mm from the ends of the main longitudinal chassis members at each corner.

## **USING YOUR LEISURE HOME**

### **THE GAS SYSTEM**

Regulators should be kept clean and dry and changed approximately every 5 years or earlier if not working properly. Like regulators, LPG resistant hoses have a limited life. All hoses are date stamped and must be changed at least every five years from the date of manufacture. **IT IS A LEGAL REQUIREMENT THAT YOUR GAS SYSTEM WILL HAVE BEEN CONNECTED AND COMMISSIONED BY A REGISTERED GAS SAFE ENGINEER ENGAGED BY YOUR PARK OR WHEN SITING ON PRIVATE LAND, THE PURCHASER OF THE CARABUILD PARK & LEISURE HOME.**

There are several ways that your caravan leisure home can be connected to a gas supply. If your supply is via gas cylinders, your Park/Supplier will have positioned the

cylinders and secured against falling over. Please note that these instructions are for information purposes only, as all gas fitting, tests etc. will need to be carried out by your Park's gas trained staff. Always ensure that gas cylinders are in the open air. Ensure that the replacement cylinder is the correct one for the installation. Ensure that the gas cylinder valve(s) is/are closed before disconnecting any empty cylinder or before removing the plastic cap or plug on the outlet connection of the replacement cylinder. Make firm gas-tight joints. Any leaking vapour will smell. If a leak is suspected after changing cylinders and opening valve, test by brushing with appropriate leak detection fluid around the joints. Bubbles will form at the leak source. Never use a naked flame. If a leaking cylinder cannot be stopped, remove it to a safe place in the open air, in an upright position away from drains and any source of ignition. Inform your Park Operator immediately.

LPG in common use: There are two types of bottled liquid petroleum gas (LPG) in common use in Europe - butane and propane. Most cylinders containing propane are red, those holding butane are blue. Gas cylinders are specially made to store the fuel in its liquid state. The liquid turns to gas very easily and gas fills the space above the liquid in the cylinder. As gas is drawn off in use, more liquid turns to gas to replace it. **YOUR LEISURE HOME GAS SYSTEM AND APPLIANCES ARE CONFIGURED TO OPERATE ON PROPANE ONLY. DO NOT ATTEMPT TO USE BUTANE AS SERIOUS CONSEQUENCES COULD RESULT.** Amount of gas needed: The variety, sizes and shapes of cylinders in which the gases are stored are many. Consult your park owner who will advise you on the amount of gas needed based upon your leisure home specification. Gas regulators: Gas cannot be supplied from the bottle without some form of gas regulation. The gas regulator supplies gas to the gas appliance at a constant pressure independent of gas flow. Regulators between propane and butane are NOT interchangeable.

Your GAS SAFE engineer will test and advise during the annual service. Information for your installer - 37mbar Propane supply only. Minimum regulator capacity should be rated at least 3.5kg per hour. Hose: Being a product of crude oil, LPG attacks rubber-based materials. All hoses used with LPG should be made from Neoprene, which is black and will have the current BS/ISO regulation identification stamped on it. Keep hose runs to a minimum and certainly no longer than the length specified in current regulations. Should you suspect wear or damage, however, change the hose immediately. Again it is important to check annually with your GAS SAFE engineer as they will be able to advise on any changes to legislation. Gas inlet(s): The inlet is the beginning of the leisure home's gas system. Unless you are qualified to do so, you must not interfere with the inlet connection. Information for your installer - do not use any fitting that reduces the pipe bore below 15mm. Cylinders: A gas cylinder must always be operated standing on its base. A cylinder on its side could allow liquid gas into the supply pipes with very serious consequences. Never apply heat to a cylinder because this could cause a build up of pressure beyond the design limit. Treat the cylinder with care as a damaged valve can result in a leak. Warning, avoid stress at the hose assembly when it is connected to the cylinder. Do not store or use propane cylinders indoors, because gas is contained under high pressure and should only be kept outdoors. Positioning the cylinder(s) is important and forms part of the gas regulations. They must not be chained and padlocked as they may need to be moved quickly in an emergency. Your GAS SAFE engineer will know the optimum position. Please note that the position of the gas inlet(s) is not to be used as the indicator for the position of the gas cylinder(s). Additional appliance(s) or change of appliance: These must be



installed by a qualified installer (GAS SAFE registered). Installing a gas appliance is complex as there are many considerations to take into account - pipe runs and sizing, pressure drop, ventilation etc. No matter how easy it may seem to do it yourself, be aware that it is not. DIY enthusiasts can put lives at risk and face serious prosecution. Safety: LPG is a heavy gas and therefore sinks to the lowest point. If there is insufficient ventilation a spark could result in an explosion. Never store wholly or partially below ground level. LPG is odourless so the manufacturers add the distinctive smell to act as a warning if a fault should occur. If you suspect a gas leak, extinguish all flames, turn off the gas at the bottle and ventilate the leisure home by opening doors, windows, and cupboards. Do not operate fans, lights or other electrical apparatus. Get outside for a few minutes and consult your park operator. It is vitally important that you read all instructions and labels before using any appliance and then keep them handy for future reference. Do not place clothes or any other combustible material on, over or near gas appliances. Apart from the fire hazard, their presence could affect the appliance and negate any guarantee. Do not use appliances in any other way than their intended use. Cookers are for cooking NOT heating. IF IN DOUBT ASK.

## **VENTILATION**

Ventilators should be regularly inspected and cleaned of accumulated dirt and debris. Make absolutely sure that ventilation openings are never blocked, even partially. Occasionally flues can become blocked with debris, bird's nests, soot etc. This will cause the products of combustion to spill into the room polluting the air with toxic fumes. It is vitally important that flues are checked regularly and that they are never blocked. Gas appliances need the oxygen in the air. There must be an adequate supply of fresh air for appliances to work properly and the products of combustion must be removed. Your leisure home is equipped with the ventilation necessary for the appliances fitted by Carabuild. If you modify appliances or have appliances fitted, your fitter must adjust the ventilation as required. Also, in the event of a gas leak from an appliance, additional ventilation holes (known as gas dispersal holes) are required. There are two types of appliances used in Carabuild leisure homes. Those that need an external flue such as central heating boilers, water heaters and radiant fires and those that do not have a flue such as a cooker, oven or hob. If a room contains any gas appliance, flued or unflued, make sure you are aware of all the ventilation/gas dispersal openings.

## **SERVICING**

All gas appliances should be serviced annually to keep them in a safe and efficient condition. Properly maintained appliances are safe to use and should be no cause for concern. Central heating boilers, water heaters and fires are strongly recommended to be serviced every year. Servicing will ensure that flues and heat exchangers are not blocked, air inlets are clear, the gas consumption is correct, that safety devices are working correctly and that the appliance is safe for continued use. So, not only could it save your life, it could save you money too. REMEMBER Have your appliances cared for by a competent installer who is a GAS SAFE member.

Never allow modification of electrical or LPG systems and appliances except by qualified persons. Care should be taken that any additional equipment or appliances

are installed in accordance with the appliance/equipment manufacturers instructions (e. g. air conditioning, satellite dish, bicycle rack)

If you think any appliance is not working properly then do not use it. Things like any soot accumulation on pans, fire radiants etc. or any smell being produced. Contact your GAS SAFE installer for professional advice. **THE UNPLEASANT FACTS IF YOU DO NOT TREAT GAS AND APPLIANCES WITH CARE** When gas does not burn properly, poisonous carbon monoxide fumes may be produced. You cannot see or smell carbon monoxide fumes. They are invisible, odourless, colourless, tasteless and very deadly. Fumes from partially burned gas kill more people than fires and explosions from unburned gas. Faulty gas appliances, poor ventilation or incorrect fluing may result in carbon monoxide being produced. The danger signs on the gas appliances are stains, deposits of soot and excessively yellow or orange flames. Carbon monoxide can cause drowsiness, dizziness, headaches, watering eyes, chest pains or palpitations, sickness, stomach pains and diarrhea. You should seek medical advice if you persistently suffer from any of these symptoms after being in a room where any gas burning appliance is in use. And, of course, have your installation checked to comply with current regulations. **ALWAYS REMEMBER** - Gas appliances that are designed, installed and used correctly, regularly serviced and properly ventilated and flued are completely safe.

### **USING YOUR LEISURE HOME MAINS ELECTRICITY**

The RCD should be tested each time you switch on the mains supply and/or every month. Preferably not less than once a year, the electrical installation should be inspected and tested and a report on its condition obtained as prescribed in the Regulations for Electrical Installations, published by the Institute of Electrical Engineers. **THE MAINS ELECTRICITY TO YOUR LEISURE HOME WILL HAVE BEEN CONNECTED AND FULLY COMMISSIONED BY A QUALIFIED ELECTRICIAN TO CURRENT REGULATIONS. THE ELECTRICIAN WILL HAVE BEEN ENGAGED BY YOUR PARK OR SITING AGENT.** The electrical supply to a leisure home on some leisure parks is restricted. Please check with your Park Manager before using additional appliances within your leisure home. In case of doubt consult the park owner or his agent. The Residual Current Circuit Breaker (RCCB) or Residual Current Device (RCD) serves as the main isolation switch for your leisure home. It is also the main emergency shut off switch for the leisure home.

It is a safety device designed to protect you from the possibility of shocks that could arise from a faulty park power supply, faulty appliance or a fault on the leisure home causing the current to run to earth. The RCD has been factory tested for correct operation. 1. With supply connected, switch RCD to ON 2. Press test button marked 'T' 3. Unit should now 'trip off'. If so, reset the system by switching on again. If the unit does not 'trip off' do not use the mains supply until the fault is corrected - consult your park owner or qualified electrician. If the unit 'trips off', other than during test, again, do not attempt to use the mains supply there is a fault which needs expert attention. In case of difficulty consult an NICEIC/ECA approved electrical installation contractor. It is dangerous to attempt modifications and additions yourself.

**MAINS ELECTRICITY AND FAULT FINDING** Symptom: No mains electric working in leisure home. 1. Check that Park supply is switched on. 2. Check that the leisure home is connected to Park supply. 3. Check that the RCD and miniature circuit breakers

(MCB's) are switched on. If all checks above are carried out without success, consult your Park Operator Symptom: RCD or MCB trips out after the leisure home is switched on. Disconnect all appliances in the leisure home, both those supplied and those introduced by you. Reset RCD/MCB. If you have no tripping now, then the fault lies with one or more of the appliances. You should connect these one by one until the system trips again, thus highlighting the appliance at fault. Symptom: The system still trips with all the appliances disconnected. With the appliances still disconnected, you should now disconnect/remove all the bulbs and fluorescent tubes and try the system again.

If the system does not trip, you should refit the bulbs one by one until the faulty one is highlighted by the system tripping once more. N.B. Most RCD/MCB trips are caused by faulty bulbs. Symptom: The system still trips with all the appliances and bulbs removed. There is a fault on the electrical circuit or the circuit is overloaded. Have you hung pictures, or fastened anything to the walls? If so, you may have damaged the wiring within the wall, causing the circuit to trip. You should consult your Park Operator or a qualified electrician. Symptom: The RCD/MCB's do not trip when tested. There is a fault on the circuit. Do not use the mains supply until the fault is corrected. Consult your Park Operator or qualified electrician. WIRING All leisure homes fitted with both gas and mains electricity have a maximum current rating of 40 amps.

The mains electricity only leisure homes have a maximum rating of 80 amps. The achievement of either is conditional on the supply to the leisure home. The socket circuits are wired as a 2.5 twin & earth screened PVC cable and are protected by a 32 amp MCB. The lighting circuits are wired as a radial circuit using 1mm twin & earth screened PVC cable and are protected by a 6 amp MCB. In standard gas/electric combinations electric fires, water heaters and oven circuits are wired as a radial circuit using 2.5mm twin & earth screened PVC cable and are protected by a 16 amp MCB. Electrical cookers and hobs are wired as a radial circuit using 6.00mm split concentric sheathed PVC cable and protected by a 32 amp MCB. Any low wattage heaters and towel rails are wired as a radial circuit using 1.0mm twin & earth screened PVC cable and are protected by a 6 amp MCB. As a general rule, all cables run vertically to the ceiling from the visible point of termination but not in all cases. However, you should always check with a cable finder before drilling, screwing, nailing. BULBS, LAMPS ETC. It is important to fit the correct wattage lighting bulbs. Should you need to replace any bulbs please replace with the same type and wattage rated LED bulbs to ensure high efficiency.

### **CALCULATION OF ELECTRICITY USAGE**

The kw (kilowatt) is a unit of power. It is 1000 watts or 1000 joules By definition power = energy ÷ time, so energy = power x time Energy (kilowatt hour) = power (kilowatt) x time (hour) The kwh is more commonly known as a unit of electricity that we all see on our bills. You can now work out how much it costs to run electrical equipment and appliances. You need to know the equipment or appliance power rating (e.g. a 2kw fire, a 40w bulb, a 2.5kw kettle etc.). You need to know how long you use the equipment or appliance for. You need to know the cost of a unit of electricity.

So let us use the three items as an example: A 2kw fire used for 4 hours per day at full power and 4 hours at half power with a unit of electricity at 8p (8p is just for example purposes, not an indication of current energy costs). 2kw x 4h = 8kwh plus 1kw x 4h = 4kwh Total 12kwh @ 8p = 96p per day A 10w bulb used for 12 hours per day 0.01w

x 12h = 0.12h @ 8p = 0.96p per day A 2.5kw kettle used 6 times at 10mins each 2.5kw  
x 1h (6 x 10mins) = 2.5kwh @ 8p = 20p per day

## **USING YOUR LEISURE HOME - THE WATER SYSTEM**

It is vitally important that you monitor all water bearing equipment during the first week or so of occupation as initial usage can cause joints and couplings to move. Particular attention should be paid to the water inlet from the toilet cistern to the toilet pan. Any sign of leakage should be reported to your Park Manager immediately and the water supply shut off or isolated. The standard requires that TMV2 valves undergo periodical inspection (at least once per year), more frequently if fitted in an area where high lime scale is a problem and that records of inspection be kept. (See details below) From late 2006 / early 2007 all caravan leisure homes manufactured have been fitted with shower and bath TMV's (thermostatic mixer valves). TMV2 regulations are complex and not only involve draining procedures, but regular inspection requirements. Both can only be done by a qualified person. Your Park / You has/have the responsibility for commissioning your leisure home and as such becomes the installer and then assumes responsibility for the valves. Under the regulations, unless you are suitably qualified, you cannot adjust, maintain or drain these valves. The water system has been tested for joint leaks prior to leaving the factory, but due to stress and vibration during transportation it is possible for pipe connections to work loose. Therefore it is imperative that all joints are checked before turning on the water supply. Depending on local building regulations WC and waste disposal may be coupled to one common outlet and connected into the main sewerage. A ventilation pipe may also be required. ALL OF THE ABOVE WILL HAVE BEEN FULLY CHECKED AND COMMISSIONED (WHEN WATER WAS CONNECTED) BY A QUALIFIED PLUMBER ENGAGED BY YOUR PARK OR SITING AGENT. If your leisure home is to be occupied during cold spells, it is recommended that your plumbing system be insulated to comply with the relevant water bylaw. Please consult your nearest Water Bylaws Advisory Service (WBAS) for further information. In early and late season guard against frost damage by draining down the water system. (Refer to the section on winter storage).

## **BLOCKAGES**

If you have a waste water or toilet blockage, the first thing to check is that the site main drainage is clear as any blockage here could back-up to your leisure home. If it is clear and you have a toilet blockage we would recommend that you call a plumber, unless you are aware of what could have caused the problem and are competent to address the problem.

If it is a waste water blockage, you should first check and clean out the bottle traps situated under the sink, basin and shower tray (if fitted). If you still have a blockage, then it must be in the feeder pipes to the main sewerage pipe or the main sewerage pipe. You should consult a plumber or your park office at this stage unless you are competent to do the job. TAPS, PIPES AND FITTINGS. These are all normal domestic standard. So, if you would not normally touch or fiddle about with them at home, please do not start experimenting in your leisure home.

**USING YOUR LEISURE HOME - BRANDED APPLIANCES & COMPONENTS YOU MUST READ AND UNDERSTAND THE OPERATING INSTRUCTIONS PROVIDED BY THE MANUFACTURER BEFORE USING ANY APPLIANCE.**

All of the appliances fitted into your leisure home have an instruction leaflet issued by the manufacturer and a proof of purchase document and you will find this information either with the appliance or placed with this Owners Handbook. If one cannot be found, please notify us immediately. **YOU SHOULD NOT USE THE APPLIANCE BEFORE READING THE MANUFACTURER'S OPERATING INSTRUCTIONS.** We will not be liable for loss or damage of any kind arising as a result of you failing to read the relevant instructions. All appliances are fitted in accordance with the specification laid down by each manufacturer and they often undertake their own inspection of installation to ensure conformity. Most of the branded appliances carry their own warranty and after sales support. In the event of either being required, please follow the directions of the warranty or consult your own supplying dealer.

**REMEMBER: IT IS DANGEROUS TO USE AN APPLIANCE WITHOUT READING THE MANUFACTURER'S OPERATING INSTRUCTIONS.** If the relevant appliance is fitted to your leisure home, you should have the instructions for: Central heating boiler and radiator thermostats / Electric plinth, fan or panel heaters / Gas or electric water heater / Gas or electric oven / Gas or electric cooking hob / Refrigerator / Fridge/freezer / Dishwasher / Washing Machine / Microwave oven / Gas or electric lounge fire/heater / Smoke alarm / Carbon Monoxide alarm / Extractor fans. N.B. In the interest of safety, replacement parts for an appliance shall conform to the appliance manufacturer's specifications and should be fitted by them or their authorised agent.

### **USING YOUR LEISURE HOME - COOKING EQUIPMENT - CAUTION**

When you are cooking, keep children away from the vicinity of the appliance. Keep all flammable materials (such as curtains, furnishings and tea towels) away from the appliance. Parts of the appliance may be hot during or immediately after use. Allow sufficient time for the appliance to cool after switching off. Do not drape tea towels over the flue vents as this creates a fire hazard. Be careful when opening any appliance door as steam may escape from the cooking. Using aluminium foil on the hob or to cover the grill pan, or putting items wrapped in foil under the grill can create a fire hazard. Do not allow fat to build up in a grill pan as this creates a fire hazard. Do not use the oven with the door inner glass panel removed (glass oven doors only). Use oven gloves when removing hot food utensils from the oven or grill. The oven/grill and utensils will be very hot when in use. Do not use foil to line oven shelves or grill pan, or allow it to block the oven flue, as this creates a fire hazard and hinders circulation. When cooking heavy items, e.g. turkeys, do not pull the oven shelf out with the item still on the shelf. If the cooker has a storage compartment below the oven, this should only be used to store oven furniture. Do not store any flammable materials in this compartment. When cooking with fat or oil, never leave the pan etc. unattended. Turn pan handles inwards so they are out of reach of children and cannot be caught accidentally. Use pans with a flat base of minimum 100 mm/4 ins diameter, and maximum 230 mm/9 ins diameter, which are stable in use. Avoid using double pans, any old misshapen pans or any pan that is unstable when placed on a flat surface. Position pans over the centre of the burners. Commercial simmering aids, e.g. asbestos mats, should not be used as they create excessive temperatures that can damage the surface and may cause a hazard. Glass lids may shatter when heated, turn off all burners and allow to cool before shutting the lid. Never use the cooking

appliances for heating a room. When you have finished cooking, check that all controls are in the off position.

## **USING YOUR LEISURE HOME - IMPORTANT NOTES FOR CENTRAL HEATING INSTALLATIONS**

The combi boiler has a dual purpose, one side is a sealed protected system for the central heating and the other is domestic hot water. The sealed radiator system has a 33% anti-freeze mixture of Fernox which is clear in colour. DO NOT drain-down the sealed heating system at the end of the year when you drain your leisure home. DO drain down the domestic hot water flow and the cold water inlet. During the first operation of the central heating system, check that all radiators are heated evenly. If the top of the radiator is at a lower temperature than the bottom, then vent it by releasing air through the vent screw at the top of each radiator. Excessive venting may cause a drop in system pressure. After venting, you must check the system pressure at the boiler and adjust as necessary. Please refer to the boiler handbook.

## **USING YOUR LEISURE HOME - UPVC DOORS AND WINDOWS OPERATION OF STANDARD DOOR LOCKS**

To unlock the door from the outside, insert the key and turn anticlockwise, pull down on the handle. To lock, push the door to the closed position so that the first stage lock engages. Lift the handle upward to engage the extra security roller locks, insert the key and turn clockwise to engage the deadlock. The window and doors are fitted with internal thumb locks. To operate these you just turn them.

## **ADJUSTMENT OF THE WINDOW FRICTION STAYS**

The tension of these stays can be adjusted to suit individual needs. This can be done by turning the brass friction screw(s) with a flat head screwdriver. Please note that this type of mechanism is widely used throughout the domestic market and has all the necessary safety approvals. You should be aware, however, that strong wind can blow the window closed and that leaning or pushing against the window will cause it to open. If you have small children, please take the necessary precautions. **RECOMMENDED MAINTENANCE** Lubrication every six months. Door and window handles. Apply silicone spray and wipe off excess with a soft cloth. Lock cylinder. Lubricate with PFTE (Union part no. 9075) or similar. Apply to the key flutes, insert the key and operate several times to ensure even distribution. Door and window hinges. No lubrication is required, but a smear of Vaseline will keep water away. Window friction stays. Ensure that the track is kept clean, wash with warm water and a mild detergent. Oil with a very light lubricant and use sparingly as oil does attract dirt. **UNDER NO CIRCUMSTANCES SHOULD YOU USE WD40 AS A LUBRICANT.** **RECOMMENDED CLEANING** Monthly: Frames, door and window furniture. Wash with warm water and a mild detergent. It is important to ensure that all dirt and debris is regularly removed from the internal rebates of doors and windows. Cleaning cloths should be unbleached cellulose/cotton material. Do not use cloths containing synthetic fibres. Six monthly: Clean with a proprietary brand of uPVC cleaner. Important: make sure that you follow ALL the recommendations and cautions supplied with the product. **REPAIRS** On white profiles only, stains and scratches can be removed by sanding and polishing. Use a 320/400 grit sanding disc and polish using a sisal rotary brush to bring back the surface finish. It is important that you achieve a smooth even finish before beginning the polishing stage. On woodgrain surfaces, care should be taken when cleaning. Any white areas showing as a result of damage or cleaning can be

retouched using a woodgrain marker pen. Glass - if you have a breakage or a crack, please consult your nearest glazier.

Handle any broken glass with care and dispose of with the safety of others in mind.

### **USING YOUR LEISURE HOME - HINGE ADJUSTMENT SLIDE-ON CUPBOARD HINGES**

Screw A alters the angle of the door vertically. So this is the screw you should adjust if the gap between two doors is unequal or the edge of the door is out of alignment with the carcass. Screw in to close the gap and out to widen the gap. Screw B alters the distance between the rear face of the door and the face of the carcass. It is rare that this particular aspect will require adjustment. Screws C alter the level of the door vertically, again rarely needed. If required, it is possible that the position of the screws may need changing to allow the maximum adjustment.

### **USING YOUR LEISURE HOME - CLEANING EXTERIOR PANELS**

The exterior of your leisure home is either pre-painted aluminium, engineered polymer or pre-treated timber. All are very easy to keep clean. The cleaning recommended is to wash down with plenty of clean water and a very mild detergent. For aluminium only, an occasional polish with a good quality wax will help obtain a high gloss finish. Under no circumstances should an abrasive or harsh cleaner be used. Stubborn marks, such as bird soiling, grease etc. can be removed by rubbing with a soft cloth dampened with White Spirit for aluminium or uPVC cleaner for polymer.

Timber – We recommend that the Timber Cladding should be inspected annually for any signs of deterioration. Under normal circumstances, a re-stain should not be required within the first 2 years. However, after 2 years a full re-stain should be carried out, and thereafter every 3 years. Please note: In high exposed areas, i.e. cliff tops, where a home during the winter months could incur particularly severe weather conditions, the home should be inspected yearly for signs of degrading. Resin Exudation on External Cladding - This phenomenon is not unknown but does tend to vary from timber to timber, depending upon the resin content. Traditionally, the answer was to apply shellac knotting and 'seal' in the resin. However, many years of research and site experience have shown that this method is not effective as once the resin pressure builds up it blows off the knotting and subsequent coatings, resulting in failure of the system. This factor is one of the major causes of paint failure to cladding. The stain used at Carabuild is microporous, and to deal with the problem in a different manner, we deliberately allow resin to filter through without blistering or peeling off the finish, hence full protection is maintained. In the short term, resin bleed from the timber cladding tends to look unsightly, but within a year or so the excess becomes exhausted and exudation ceases, resulting in no detrimental effect on the timber. The best remedial treatment is to allow the resin to weather for as long as possible, at which stage it dries and oxidises, forming a white crystalline powder. This is removed on a cold morning with a stiff nylon or natural fibre brush. Provided that the stain is not damaged by over vigorous scrubbing, re-treatment is unnecessary. However, to freshen up the home one coat of stain can be applied. General Note: Remedial work for resin exudation is often left until the first maintenance period when the home is approximately 2 or 3 seasons old, by which time the resin should have ceased exuding and fully crystallised, your home is fully protected from the elements and under these normal maintenance procedures your Carabuild Park & Leisure home will last for many years to come.

### **GUTTERS & DOWNPIPES**

Gutters and down pipes should be checked annually ensuring that they are clear of leaves and debris. EXTERIOR DOOR AND WINDOW MOULDINGS uPVC can be cleaned in the same way, but if stubborn marks appear, you must use proprietary uPVC cleaner only.

### **CURTAINS AND UPHOLSTERY (if fitted)**

The upholstery may be cleaned with proprietary upholstery cleaner or in an emergency with a very slightly dampened cloth (no water or excess moisture).

Curtains are to be dry cleaned only unless there are washing instructions sewn to the inside of the curtain.

### **CARPET**

Any proprietary carpet cleaner may be used, but it is recommended that you do not use excessive amounts of water.

### **MIRRORS**

When cleaning we recommended that you apply the cleaner to the cloth, NOT to the mirror.

### **FURNITURE**

To clean your furniture, we recommend you clean your items with a damp cloth.

Avoid using any other chemical cleaners or sprays, which may damage your furniture. It is recommended that cupboard catches, stays, sliding bolts and hinges are kept clean and lightly oiled or smeared with petroleum jelly.

### **BUNK BEDS**

Use upper bunks for sleeping only, with protection against falling out in position.

Care should be taken against the risk of falling out when upper bunks are used by children, especially under 6 years of age. These bunks are NOT suitable for the use by infants without supervision.

### **BATHROOM FITTINGS**

Plastics can be cleaned using a very mild detergent in tepid water. Never use any abrasive cleaner or chemical cleaner. NB. It is important not to pour hot water directly into or onto any plastic. Always start with cold water and add the hot to achieve the desired temperature.

The shower cubicle and all sanitary ware should be cleaned with mild detergent and warm water. Never use abrasive cleaners.

### **KITCHEN**

To clean the vinyl floor covering, use warm soapy water, rinse and dry thoroughly. Do not use excessive amounts of water as this could seep under the vinyl and cause damage. The kitchen worktop, sink, drainer and cooking equipment surfaces should only be cleaned with hot soapy water, unless the appliance manufacturer says otherwise in their own literature. Do not use abrasives and particularly not wire wool. The inside of ovens should be cleaned in accordance with the instructions contained in the manufacturer's leaflet.

### **VENTILATORS**



Ventilators, both internal and external, should be cleaned with a stiff brush (and/or a vacuum cleaner) to remove any debris. Ventilators are fitted around the home in accordance with EN1647 and must be kept free of dust and dirt at all times. Under no circumstances should the ventilators be allowed to become blocked, they are positioned for your comfort and safety.

### **SMOKE & CO DETECTORS**

The alarms should only be cleaned with a vacuum or soft brush and no detergents should be used to clean the outer casing. The sensor in the alarm has a maximum LIFE SPAN. You should therefore change the complete alarm after the expiry date indicated. (This will usually be printed on a label on the alarm). You should ensure that the replacement alarm complies with the relevant British Standard and it is positioned in accordance with the manufacturer's installation instructions. If the alarm "low battery" warning signal is activated then the alarm or battery (dependent upon the battery type) must be replaced. The method of indicating low battery power will be found in the individual alarm user information.

### **USING YOUR LEISURE HOME - WINTER STORAGE**

The following items are some useful tips for preparing your leisure home for winter storage or for periods of non-occupation when frosts can be expected. The water system (excluding the sealed system for central heating) is the single most important part of the leisure home that has to be drained down properly if damage caused by freezing is to be avoided.

We strongly recommend that you use a competent person to do the drain-down. All parks that we know of offer a drain-down and reconnection facility, often with insurance included. The cost is very reasonable compared to getting it wrong. It is important that all water is removed from the system and in particular the water heater or central heating boiler and the pipes feeding them. The thermostatic shower mixer tap/valve, the thermostatic bath mixer valve (if bath fitted) and their feeder pipes, need special attention too. They contain non-return valves that can trap water not cleared by normal drain-down methods. Generally, central heating radiators are a sealed, pressurised system filled with a water/anti-freeze solution. These should not be drained down. However, this is not always the case, particularly if the leisure home is sited outside of the United Kingdom, or where some Parks or customers stipulate different systems. Before anything is assumed, you should speak with the commissioning agent for your Park to establish the exact specification of your system. Important: ensure that you have the user instructions for the appliances available for reference, should they be requested.

#### **Drain-down Procedure**

This procedure is given as a guide only and may not be complete as your Park could have used additional fittings in the connection of your leisure home to services. Also, it is possible that non-standard equipment could have been specified. As mentioned in point 1 above, we recommend the use of a competent person to carry out the drain-down as even a slight mistake can become very costly. However, if you feel confident, the following will help you, but the decision is yours to make and the risk yours to take. We or your Park cannot be held responsible for damage etc. Turn off the mains cold water supply. Disconnect your mains water supply to the leisure home, being careful not to open the central heating drain taps as they contain antifreeze (if you look under the floor beneath the boiler, these two pipes are larger bore than the rest). This will

allow some of the water to drain naturally, however you will need to continue to purge the system to expel the remaining water, if the chances of frost damage are to be reduced to a minimum. To blow this water out of the system, simply open each hot and cold tap in turn and connect a simple hand pump to the tap, then start the pumping operation for a few minutes. You will see that water is blown out of the system from beneath the leisure home. Continue pumping until you see no water being drained. Finally make sure you close the hot and cold taps before you move on to the next set of taps. The drain down process must include the shower and bath TMV's (thermostatic mixer valves). TMV2 regulations are complex and not only involve draining procedures, but regular inspection requirements. Both can only be done by a qualified person. Refer to the user instructions for boiler/water heater and follow the drain-down procedures detailed. Flush the toilet, making sure there is no water left in the cistern. Then pour a small amount of antifreeze into the toilet bowl we recommend 'Instinct over winter protector'. Pour a little antifreeze into the sink, basin(s) and shower waste traps via the waste outlet we recommend 'Instinct over winter protector'. Avoid these substances coming into contact with metallic surfaces such as sinks and waste covers. We recommend the use of a small funnel. Remove spillage if necessary. Finally and most importantly you should leave all the interior taps and brass drain taps in the open position, but do not forget to close them all before re-connection. If you choose to do so, you can have a gas trained competent person to turn off LP gas supply at the cylinder and remove regulator and hose for storage inside. Cover the gas inlet pipe/coupling. Remove all food. Thoroughly vacuum all carpets and vinyl to remove any traces of food. Empty the vacuum cleaner bag. Switch off and unplug all electrical appliances (including TV aerial plug). Turn main control switch to off position (unless you intend using a dehumidifier, when you should isolate the other circuits). The kitchen sink should be free of all particles and left clean. Carry out a full lubrication schedule. Clear gutters. Wash and polish exterior paintwork. Close all windows making sure no curtains are trapped but are hanging free. Preferably, soft furnishings should be removed and stored in ideal conditions, or, if they are to remain within the unit, it is advisable to place cushions and mattresses separately on end or edge to allow a free movement of air around them. It is recommended that you disperse any warm air from the leisure home, as warm air carries high moisture. If the weather is OK, open all doors and windows and allow a 10 or 15 minute blow through. Finally, secure windows and exterior doors.

**USING YOUR LEISURE HOME - PROTECTING YOUR LEISURE HOME AND POSSESSIONS** Windows and doors - Always close and secure windows and doors when leaving your leisure home, even if only for a few minutes. Consider fitting additional locks wherever necessary. Ask your park/distributor/dealer for details on security locks. Lights and alarms - Many devices, both battery powered and electrical, are available to the DIY enthusiast. A light inside your leisure home at night suggests it is occupied. Electrically triggered to turn on as darkness falls, or battery operated with a time switch, the light will help deter thieves. Ask your park/distributor/dealer for details on electrical intruder alarms.

Marking your property with your postcode and house number would help the police identify the owners of stolen goods. Advertising the fact that your property is so identified may act as a deterrent. Property can be marked by etching, die-stamping, branding, engraving or by using a security marker pen. Organise yourselves on the leisure home park so that everyone keeps an eye open for strangers or anything

suspicious. Report any unusual activity to the park manager or the police. Leisure homes on parks are vulnerable not only in summer but also in winter. When your leisure home is left unattended for long periods, take extra precautions and remove any items that are valuable or portable. Check your leisure home as frequently as possible. For free crime prevention advice about securing your leisure home, protecting your valuables, property marking, either at home or whilst on the park, contact the Crime Prevention Officer through your local police station. Note: All dimensions are approximate overall sizes. Illustrations, photographs, descriptions, information and statements contained in the Company's literature are intended only as a general guide and do not form any contract, nor do the same constitute any representation by or on behalf of the Company. All information given in this handbook appertains to the product and regulations current at the time of writing. Please remember that Carabuild reserves the right to change specifications at any time. Please check with your supplier for any changes which may affect the content of the information given.

We trust all the information you require now and in the future is here in this handbook. However should you require any further assistance then please contact us.

Best Regards

Carabuild Park & Leisure Homes Ltd