**The Towbar Man (South) Ltd**

**Trading Terms and conditions**

**GUARANTEE**

All Towbars Comply with ISO 1102 (BSAU113) Specification.

European Law Implemented from 1st August 1998 requires all vehicles registered from that date to be fitted with a type approved EC94/20 Towbar.  More recently Regulation 55 also requires for the option of a secondary coupling in the towbar design & Test process. (Commercial Vehicles are currently exempt)   All Electrics are compliant with 1999 EU regulations  (Please note that our wiring is compatible with both new & old Caravans).

All Towbars fitted by us come with a lifetime guarantee.  This is not transferable from vehicle to vehicle.  (Detachable Necks normally have a 2 year Guarantee)

**ELECTRICS**

All universal electrical installations are guaranteed for 12 months from the date of installation.

All Dedicated Electric installations (VSK) are guaranteed for 60 months from the date of installation.

In the unlikely event that a Main Dealer believes that our installation has introduced a fault to the vehicle, we are fully insured and will cover associated direct costs.  We have had no claims on this policy in over 5 years….

**TOWING – GENERAL**

Please refer to the vehicle handbook for trailer weight and nose load limits.  These **MUST** be observed.

It is your responsibility to make sure that your car has an appropriate tow capacity, and never to exceed the towing limit or Nose weight limit of the Towbar and/or the vehicle.

All Towbar Manufacturers recommend that you check that the bolts are tight periodically.  Typically after 500 miles & annually thereafter.

**NOT COVERED BY GUARANTEE**

Wear and tear or misuse of electric sockets, rust caused by inclement weather, accidental damage or blown fuses.

**FAULT CALLS**

We only attend fault calls in the geographic areas that we cover.

A Charge will be applied for any call outs where Towbar Man is not at fault. (Check your Fuses!)

We endeavour to attend fault calls within 5 working days.

We do not work Weekends & Bank holidays and therefore cannot attend to faults at these times.

**COMMERCIAL**

The Towbar remains the property of The Towbar Man (South) ltd until the invoice is fully paid.

A Deposit (Usually around 30%) is taken when an order is placed.  In the event of cancellation, there will be costs associated with restocking & returning unused items, and we reserve the right to charge associated costs, plus an administration fee to cover associated time & costs.

**HANDY TIPS**

On a regular basis spray WD40 into sockets to keep damp & rust out.

Touch up paintwork every six months to prevent corrosion.

Grease tow ball when towing.  (With the exception of ALKO balls, which MUST be dry and free of paint or grease).

**COMMON FAULTS**

Q         Why do my sidelights go off when I apply my foot brake or indicator ?

A          This is normally caused by a poor earth.  Please check the plug or sockets for loose connections/corrosion.  (White wire – Pin 3)

Q         No interior lights or Fridge/Battery not charging inside my caravan

A          Make sure you have everything connected properly.  Check the fuses that we installed with your electrics.  Normally connected to orange cables.

Q         My Caravan Fridge & Leisure battery do not seem to be charging/operating correctly.

A          If your car is Euro 6 compliant, it may have a smart alternator that disengages and therefore does not provide sufficient output to the caravan. In this instance it is usually helpful to add a load, so we recommend towing with the headlights on.  This will normally re-engage the alternator.

**THIS GUARANTEE IS NOT TRANSFERABLE AND DOES NOT AFFECT YOUR STATUTORY RIGHTS**

Happy Towing…