

Warranty Handbook & Terms 2015

Webasto Authorised Dealer



Warranty Handbook 2015

Warranty Terms

Webasto Thermo & Comfort UK Ltd warrants against defects in manufacturing and material, products, replacement parts and accessories supplied by the company, the precise duration of which will be detailed on the Product warranty Registration Document accompanying the product.

The warranty duration as shown on your Product warranty Registration Document is conditional upon the product service recommendations being adhered to.

Upon expiry of the product warranty, all warranties on components or services supplied during the product's warranty period will also cease.

Unless specifically branded and containing instructions for the end customer installation, all Webasto products are intended for installation by Webasto trained personnel.

In instances where Webasto Thermo & Comfort UK Ltd have carried out, or are contractually responsible for, the installation or repair of a product, warranty against defective workmanship or component damage caused as a direct result of defective workmanship, is limited to 3 months.

All warranties are subject to the specific exclusions detailed below:

- Bulbs, line fuses, fuel filters, overheat fuses, drive belts, glass panels, refrigerant, receiver drier and lubricants (unless their loss, damage or failure, has been caused by a defect that falls within the scope of the warranty cover as detailed above).
- Glow plugs, burner fleeces, nozzles, burner tubes, gaskets and seals normally replaced during routine servicing, will not be covered by the warranty, either to qualify for, or within the duration, of any specific warranty period.
- Failure of product due to no or low battery power supply / insufficient fuel supply including the activation of any fuel cut off device.
- Travelling time and mileage incurred in order to affect repairs, (unless the installation of the product is such that it cannot practically be taken to an authorised repair centre).

These exclusions also preclude any claims for labour associated with the diagnosis, or repair, of any defects falling wholly within the scope of the exclusions.

Warranty cover does not apply if the product was not correctly installed (except as detailed above); is used for any purpose other than that for which it was designed; has been subject to misuse or neglect in any way; has been modified without the prior approval of Webasto Thermo & Comfort UK Ltd; has been fitted with non-genuine parts; or has been serviced or repaired other than by a person approved by Webasto Thermo & Comfort UK Ltd.

Warranty cover commences upon the date of purchase of the product, or of the equipment into which the product is installed from new. All warranty claims must be presented with proof of purchase of the product.

This warranty is in substitution for any implied warranties, including implied warranties as to satisfactory quality, which are hereby excluded.

The following third party costs are not covered within these warranty terms;

- Costs incurred for replacement vehicles.
- The loss of any goods within the vehicle.
- Any loss of earnings.

Subject to the Unfair Contract Terms Act 1999, Webasto Thermo & Comfort UK Ltd shall not be liable for any consequential loss or damage, however arising.

If you discover a defect covered by this warranty you should, within 7 days, notify the supplier from whom you purchased the product or an authorised Webasto agent. Subject to satisfactory validation of the warranty period, as detailed above, Webasto Thermo & Comfort UK Ltd will, at its discretion, repair or replace the product at no charge.

If your purchase was a consumer transaction, your Statutory Rights are not affected.

Warranty Handbook 2015

Introduction

This handbook has been issued to provide guidance to authorised Webasto agents, for the processing of warranty claims in respect of products supplied by Webasto Thermo & Comfort UK Ltd. It must be read in conjunction with the warranty terms contained herein as these are conditions against which the customer will expect warranty support. The warranty terms also detail warranty validity, specific exclusions from warranty and circumstances that invalidate warranty.

Repair Authority

Authorised Webasto agents have the authority to carry out repairs in accordance with this handbook, provided that:

- Authorisation of repair must be granted either by Webasto Thermo & Comfort UK Ltd or the Webasto dealer responsible for the areas where either the product was originally sold, or the area where the repair is to take place.
- The repairing agent is satisfied before commencing work that the failure is a result of a genuine defect of a Webasto component. Should this not be the case, the customer must be advised of the cause, informed that the repair cannot be carried out under warranty and that they will be expected to cover the cost of repairs. If the cause is installation related, then the installer (details should be recorded on the Product warranty Registration Document) must be contacted and authority for payment obtained from them before commencing work.
- The defective components together with a correctly completed Webasto Thermo & Comfort UK Ltd warranty claim form are returned within 30 days of the repair or replacement. Upon settlement of the warranty claim the Webasto dealer will receive a credit.
- None of the exclusions apply.

Period of Warranty Cover

The warranty period applicable to products supplied by Webasto Thermo & Comfort UK Ltd is detailed on the Product warranty Registration Document accompanying the product. The applicable warranty period should be ascertained by reference to this certificate prior to commencing repairs.

All Webasto products must be registered online in order for the 36 month warranty period to be activated.

If the Product warranty Registration Document is not available, then warranty is deemed to be 36 months from any other proof of purchase that is presented.

If the product was a sale only transaction and it was not commissioned by an approved Webasto Thermo & Comfort UK Ltd agent the product warranty will be for 24 months on a return to dealer basis. The cost of removing and refitting the product from the vehicle and transporting it to a dealer is the responsibility of the end user.

When replacement parts are fitted to any product in order to effect a warranty repair, the warranty period applicable to that product will remain as originally specified. The warranty applicable to any components used to affect a warranty repair will also cease at the expiry of the product warranty.

Replacement parts sold as a customer transaction are warranted for 12 months, provided that a proof of purchase can support any subsequent claim.

Warranty Handbook 2015

Product Warranty Registration Document

A Product Warranty Registration Document is included with all products supplied by Webasto Thermo & Comfort UK Ltd.

This document should be completed by the installing dealer and a copy returned to Webasto Thermo & Comfort UK Ltd for registration purposes, alternatively the product can be registered using the Webasto Online registration system. The document also details the terms of warranty offered by Webasto and has a section for completion by the installer, to record the warranty commencement date. In the event of a claim, the dealer should refer to this document to ascertain the warranty applicable to the product and submit a copy of the installation record with the warranty claim form relating to the repair.

Warranty Invalidation

As detailed in the warranty terms, certain situations will invalidate warranty. These are summarized below and any warranty repair presented should have these points investigated.

- The product has been incorrectly installed in accordance with the relevant product installation guidelines.
- Unless branded as such, Webasto products are all intended for installation by trained personnel. Installation by untrained personnel will revert the warranty period to 24 months from date of sale. The warranty is on a return to dealer basis as described above.
- The product has been used for a purpose other than for which it was designed.
- The product has suffered misuse or neglect.
- The product has been modified without the approval of Webasto Thermo & Comfort UK Ltd.
- The product has been fitted with parts not supplied, or approved by Webasto Thermo & Comfort UK Ltd.
- Failure of the equipment through fair wear and tear.
- The product has been serviced or repaired by a person or organization other than one approved by Webasto Thermo & Comfort UK Ltd.

Exclusions

Certain components are considered as consumable items subject to normal wear and tear and therefore unable to be provided with warranty cover. These are listed below and are not subject to any warranty allowance unless their failure, damage or loss is directly the result of the failure of a component allowable under within our warranty terms.

- | | |
|------------------|---------------------------|
| ■ Bulbs | ■ Receiver Drier |
| ■ Line Fuses | ■ Lubricant |
| ■ Fuel Filters | ■ Drive Belts |
| ■ Overheat Fuses | ■ Glass Panels |
| ■ Refrigerant | ■ Tension / Idler Pulleys |

Glow plugs, burner fleeces, nozzles, burner tubes, gaskets and seals normally used during routine servicing are not covered, either to qualify for or within the duration of any extended warranty. They are, however, covered during the main term of the first 12 months. Overtime and call out charges are also excluded unless subject to prior approval by Webasto Thermo & Comfort UK Ltd Warranty Department.

Warranty Handbook 2015

Labour Reimbursement

Any authorised Webasto agent holding a direct trading account may submit claims for labour reimbursement to Webasto Thermo & Comfort UK Ltd. These will be processed in accordance with the following conditions:

- Labour costs will be reimbursed at the prevailing UK Webasto agreed warranty rate. The warranty labour rate is, until further notice, your normal hourly rate. No enhanced rate for overtime working is allowed, without prior approval from the Webasto Thermo & Comfort UK Ltd warranty department.
- Labour reimbursement will be calculated on the basis of the published Webasto repair times, which also detail the conditions surrounding the claiming of diagnostic and testing times.
- Sunroof repair times can be found on the online spare parts list.

If no repair times are published, the claim must be submitted with supporting evidence (e.g. Copies of time sheets) of the time taken. If this is deemed excessive in the opinion of Webasto Thermo & Comfort UK Ltd, we reserve the right to vary the claim accordingly.

All payments made by Webasto Thermo & Comfort UK Ltd in respect of warranty work carried out, will be credited to the appropriate authorised Webasto dealer trading account.

Component Replacement

Components used by the authorised Webasto agent will, upon approval of the claim by Webasto Thermo & Comfort UK Ltd, be replaced with a new component free of charge within 30 days of the claim being accepted. In instances where specially ordered parts are used, a credit may be requested.

The selection of components used to carry out a warranty repair should reflect those currently published in our spare parts list. The repair should be carried out using the lowest level of spare part published. Complete unit changes will be rejected if components are available to affect repair.

Carriage costs relating to parts returned to Webasto Thermo & Comfort UK Ltd for warranty purposes will be credited in full, provided that the most appropriate and economic means of carriage has been used for the components returned.

Where parts have to be special orders for warranty repairs the carriage costs from Webasto Thermo & Comfort UK Ltd will be reimbursed. Proof must be supplied with the warranty claim. Carriage will not be reimbursed where the parts have been supplied as part of a stock order.

Carriage costs to and from dealers and their customers to return heaters/components for repair are not covered. Where no supporting paperwork is provided, carriage costs will be based on only the return postage cost.

Travelling Cost Reimbursement

It is Webasto policy to encourage, where possible, operators to attend our dealer's premises in order to have warranty repairs carried out. However, it is accepted that this is not practical for all customers and in these instances a mobile warranty repair service is expected.

For applications where it is obvious that travelling to carry out a warranty repair cannot be avoided, the additional travel time will be the dealer's normal hourly rate. **NO ADDITIONAL MILEAGE ALLOWANCE IS CLAIMABLE.**

Webasto Thermo & Comfort UK Ltd reserves the right to check the mileage claimed and amend as necessary.

Any travel to a repair must be pre-arranged and consented through either Webasto Thermo & Comfort UK Ltd or the dealer responsible for the areas where the product was originally sold. The nearest suitable repairing dealer must be considered first if travel to a repair is necessary.

Warranty Claims

Warranty claims will only be accepted when submitted on Webasto Thermo & Comfort UK Ltd claim forms unless it is submitted directly via the Online Warranty System. The paper claim is a two part document. Please retain the bottom copy for your own records and return the failed component with the top copy.

- A claim received on any other paperwork will be rejected.
- A claim will also be rejected if the blue sections on the form are not fully completed.
- Missing information e.g. Serial number will result in rejection of the claim.
- Please also complete as much of the white customer/ installation data sections as possible.

Guide to Completing Dealer Warranty Report / Claim Form

1. Details of dealer submitting claim
2. Dealer no (this number starts with 4400)
3. Details of customer (owner of product)
4. Details of Engineer who carried out the repair. (Please complete as contact may be needed if further questions need to be asked regarding the repair).
5. Number or reference used by the dealer to track warranty claims
6. Product Description (For example: Air Top 2000 ST and Thermo Top C)
7. Heater part number on label with serial number
8. This is most important : claims will be rejected without a serial number
9. Installation date required verifies warranty start date
10. Required to understand type of installation and if there is a common failure
11. Registration number or boat name particularly helpful on imported vehicles to verify warranty
12. Required to establish that product is within warranty when repair carried out
13. Required especially when travelling is claimed
14. The more details provided on this report regarding the fault and subsequent action taken, the easier it is to verify the claim and therefore process your claim faster
15. Amount of each part used for warranty repairs
16. Webasto description of parts used for warranty repairs
17. Webasto part numbers used for warranty repair
18. Please list each individual task performed. Please do not list any parts prices here. Labour and carriage only.
For example:
 - Diagnosis using pc diagnosis test including printing of report - 45 mins
 - Remove refit heater including test fire and reset CO_ - 45 mins*
 - Replace glowpin- 20 mins**example based on Air Top 2000 ST

Warranty Handbook 2015

Webasto Feel the drive				DEALER WARRANTY REPORT/CLAIM FORM				WARRANTY CLAIM NUMBER DW			
Webasto Product UK Ltd Webasto House The Chase Dunstable City South Yorkshire DN4 5JH Tel: 01302 322232 Fax: 01302 322231 E-mail: warranty@webastouk.com				This report is to be completed after attending a Webasto Product where costs are to be reclaimed through our Warranty Procedure. Please note: Return parts with white copy and any supporting paperwork. Claim will be rejected if this is not done. Check standard times/check terms of warranty. Check parts/carryage allowance.						TECH. APP. DATE APP. Credit Note No. Despatch No. Fault Code Claim Instructions Recovery Code	
DEALER NAME AND ADDRESS				DEALER NO.		CUSTOMER DETAILS					
1				3							
ENGINEER 4				DEALER TEL. NO.		CUSTOMER TEL. NO.					
PRODUCT TYPE 6				PART / KIT / KBA NO. 7		SERIAL/PRODUCTION NO. 8					
INSTALLATION DATE 9				TYPE OF VEHICLE/BOAT 10		REG NO. 11		VOLTAGE			
				REPAIR DATE 12		REPAIR SITE 13					
14				Details of work carried out. Please give as much detail as possible, with copies of support material i.e. time sheets if applicable.							
PARTS USED DETAILS				LABOUR CLAIM DETAILS (Note Standard Times)				NORMAL RETAIL HOUR RATE			
QUANTITY	DESCRIPTION	PART NUMBER	WEBASTO USE ONLY	STANDARD TIME APPLICABLE				LABOUR RATE TOTAL			
15		17		18							
				TOTAL LABOUR CLAIM							
				CARRIAGE ON RETURNED PARTS (MOST ECONOMIC METHOD)							
				SUB TOTAL							

Signature Name Title
Date

Warranty Handbook 2015

Standard Warranty Repair Times

Air Top 2000 S / ST / STC

Operations with heater installed	Minutes
1. Replace fuel pump, including test fire and reset CO ² after repair	35
2. Replace any timer, switch etc, including test fire	20
3. Replace control board, or overheat sensor, including test fire	20
4. Remove and refit heater, including test fire and reset CO ²	45
Operations with heater removed	
5. Replace combustion air motor	15
6. Replace glow pin, flame detector or burner	20
7. Complete heater overhaul	30
Diagnosis	
Diagnosis using PC diagnostic test including printing of report	45

Important notes:

Operations 1 to 4: if more than one operation which includes testing is performed, the diagnostic time claimed (maximum 45 min), must be reduced by 10 minutes per additional item claimed.

If only one of these repair times is claimed, the maximum diagnostic allowance of 45 minutes is claimable.

Operations 5 to 7: only one of these repair times, which are claimable in conjunction with number 4, can be claimed to cover the maximum level of repair carried out on the heater.

Air Top 3500/5000 S/ST & AIR TOP EVO 3900/5500 / AIRTOP EVO 40/55

Operations with heater installed	Minutes
----------------------------------	---------

- | | |
|--|----|
| 1. Replace fuel pump, including test fire and reset CO ₂ after repair | 35 |
| 2. Replace any timer, switch etc, including test fire | 20 |
| 3. Replace control board, or overheat sensor, including test fire | 20 |
| 4. Remove and refit heater, including test fire and reset CO ₂ | 45 |

Operations with heater removed

- | | |
|---|----|
| 5. Replace combustion air motor | 15 |
| 6. Replace glow pin, flame detector or burner | 20 |
| 7. Complete heater overhaul | 30 |

Diagnosis

- | | |
|---|----|
| Diagnosis using PC diagnostic test including printing of report | 45 |
|---|----|

Important notes:

Operations 1 to 4: if more than one operation which includes testing is performed, the diagnostic time claimed (maximum 45 min), must be reduced by 10 minutes per additional item claimed.

If only one of these repair times is claimed, the maximum diagnostic allowance of 45 minutes is claimable.

Operations 5 to 7: only one of these repair times, which are claimable in conjunction with number 4, can be claimed to cover the maximum level of repair carried out on the heater.

Thermo 50, Thermo Pro 50, Thermo Top C/ Z/ E/ P & Thermo Top Evo

Operations with heater installed	Minutes
1. Replace fuel pump, inc test fire and check CO ²	35
2. Replace any timer, switch etc, inc test fire	20
3. Replace glowpin/flame detector or burner cartridge, inc test fire and check CO ²	30
4. Replace combustion air motor, inc test fire	20
5. Replace water pump, inc test fire	20
6. Replace control box/heat exchanger, inc test fire	40
7. Change any exhaust, combustion air pipe or silencer	15
8. Change any water hose, inc top-up coolant, fire and check anti-freeze strength	30
9. Remove and replace heater, inc test fire and check CO ²	60

Operations with heater removed

10. Overhaul and decarbonise heater	60
-------------------------------------	----

Diagnosis

Diagnosis using pc diagnostic test including printing of report	45
---	----

Important notes:

Operations 1 to 6: if more than one operation which includes testing is performed, the diagnostic time claimed (maximum 45 min), must be reduced by 10 minutes per additional item claimed.

If only one of these repair times is claimed, the maximum diagnostic allowance of 45 minutes is claimable.

Operation 7 and 8 do not qualify for diagnostic allowance. Operation 10 is claimable in conjunction with Operation 9.

Thermo 90 S/ST, Thermo Pro 90

Operations with heater installed	Minutes
1. Replace fuel pump, inc test fire and check CO ²	35
2. Replace any timer, switch etc, inc test fire	20
3. Replace glowpin/flame detector or burner cartridge, including test fire and check CO ²	30
4. Replace combustion air motor, including test fire	20
5. Replace water pump, inc test fire	20
6. Replace temperature sensor or overheat reset, inc test fire	25
7. Replace control box, inc test fire	25
8. Change any exhaust, combustion air pipe or silencer	15
9. Change any water hose, inc top-up coolant, fire and check anti-freeze strength	30
10. Remove and replace heater, inc test fire and check CO ²	60

Operations with heater removed

11. Overhaul and decarbonise heater	60
-------------------------------------	----

Diagnosis

Diagnosis using PC diagnostic test including printing of report	45
---	----

Important notes:

Operations 1 to 7: if more than one operation which includes testing is performed, the diagnostic time claimed (maximum 45 min), must be reduced by 10 minutes per additional item claimed.

If only one of these repair times is claimed, the maximum diagnostic allowance of 45 minutes is claimable.

Operation 8 and 9 do not qualify for diagnostic allowance. Operation 11 is claimable in conjunction with operation 10.

DW / Thermo (S) 230, 300, 350

Operations with heater installed

Minutes

- | | |
|--|----|
| 1. Replace control box, including test fire after repair | 40 |
| 2. Replace temperature sensor | 15 |
| 3. Replace thermostat including test fire after repair | 15 |
| 4. Replace photocell including test fire after repair | 15 |
| 5. Replace spark generator including test fire after repair | 15 |
| 6. Replace motor including test fire and reset CO ₂ after repair | 30 |
| 7. Replace fuel pump solenoid including test fire after repair | 20 |
| 8. Replace and set electrodes including test fire after repair | 10 |
| 9. Replace fuel nozzle, including check pressure and reset CO ₂ | 20 |
| 10. Replace fuel pump, including test fire, check pressure and reset CO ₂ | 40 |
| 11. Replace combustion air blower bearings including test fire | 45 |
| 12. Replace heat exchanger, including remove from vehicle and detach burner head | 60 |
| 13. Replace flame tube, including clean soot from heat exchanger | 10 |

Operations with heater removed

- | | |
|-------------------------------------|----|
| 14. Overhaul and decarbonise heater | 60 |
|-------------------------------------|----|

Diagnosis

- | | |
|---|----|
| Diagnosis using PC diagnostic test including printing of report | 45 |
|---|----|

Important notes:

If more than one operation which includes testing is performed, the diagnostic time claimed (maximum 45 min), must be reduced by 10 minutes per extra item claimed.

If only one of these repair times is claimed, the maximum diagnostic allowance of 45 minutes is claimable.

DBW 2010 / 2020 / 300 /350

Operations with heater installed

Minutes

- | | |
|--|----|
| 1. Replace control box, including test fire after repair | 40 |
| 2. Replace temperature sensor | 15 |
| 3. Replace thermostat including test fire after repair | 15 |
| 4. Replace photocell including test fire after repair | 15 |
| 5. Replace spark generator including test fire after repair | 15 |
| 6. Replace motor including test fire and reset CO ² after repair | 30 |
| 7. Replace fuel pump solenoid including test fire after repair | 20 |
| 8. Replace and set electrodes including test fire after repair | 10 |
| 9. Replace fuel nozzle, including check pressure and reset CO ² | 20 |
| 10. Replace fuel pump, including test fire, check pressure and reset CO ² | 40 |
| 11. Replace combustion air blower bearings including test fire | 45 |
| 12. Replace heat exchanger, including remove from vehicle and detach burner head | 60 |
| 13. Replace flame tube, including clean soot from heat exchanger | 10 |

Operations with heater removed

- | | |
|-------------------------------------|----|
| 14. Overhaul and decarbonise heater | 60 |
|-------------------------------------|----|

Diagnosis

- | | |
|---|----|
| Diagnosis using PC diagnostic test including printing of report | 45 |
|---|----|

Important notes:

If more than one operation which includes testing is performed, the diagnostic time claimed (maximum 45 min), must be reduced by 10 minutes per extra item claimed.

If only one of these repair times is claimed, the maximum diagnostic allowance of 45 minutes is claimable.

Dual Top RHA 100 / 101 / 102 / Evo 6 / Evo 7 Evo 8

Operations with heater installed	Minutes
1. Replace fuel pump	15
2. Replace blower motor (pwm module)	45
3. Replace combustion air motor, including test fire and rest CO ²	60
4. Replace electronic control unit	45
5. Replace burner	75
6. Replace control panel	15
7. Replace solenoid drain valve	30
8. Replace overpressure valve	45
9. Replace overheat protector	90
10. Replace internal wiring harness	90
11. Remove product from and install product into vehicle	90

Diagnosis

Diagnosis using PC diagnostic test including printing of report	10
---	----

Important notes:

If more than one operation which includes testing is performed, the diagnostic time claimed (maximum 45 min), must be reduced by 10 minutes per extra item claimed.

If only one of these repair times is claimed, the maximum diagnostic allowance of 45 minutes is claimable.

Refrigeration and Air-Conditioning Operations

	Minutes
A. Evacuating and recharge system	
Standard rate including refrigerant: £80.00	NA
B. Recover refrigerant including (A)	NA
Check operation of the system following a repair	10
Change filter drier and / or sight glass	60
Hose repair/splice, leak repair includes (B)	60
Change Belt/ idler pulley replacement	45
Pressure tests (no diagnostic (K) allowed)	60
H. Replace hand valve / receiver / solenoid valve body/oil separator / CPRV	60
Replace condenser coil including (C)	150
Replace single condenser fan including (C)	120
Replace solenoid coil	5
D. Replace high pressure switch (binary / trinary)	15
Replace expansion valve orifice	60
Replace expansion valve including (D)	60
Replace vent	10
Replace evaporator in dash, includes (H)+(F)+(E)	300
Replace evaporator not in dash, includes (H)+(G)	180
Repair condensate drain	15
E. Thermostat change	60
Replace evaporator fan	30
Replace temperature probe	60
Replace fuse / reset circuit breaker (Not Warranty)	
Replace controller or switch device	60
Replace water switch	15
Replace relay(s) or timer	15
Repair or replace wiring loom	60
Compressor bracket - includes compressor and (B)	180
Changing Compressor	150
Clutch change	30
Standby compressor replacement	60
C. Work involving bumper-grille-headlamp removal and replacement	60
F. Work involving dashboard-trim removal and replacement	120
K. Diagnostic allowance (N.B. not to be applied with H)	60

Important notes:

If more than one operation which includes testing is performed, the diagnostic time claimed (maximum 45 min), must be reduced by 10 minutes per extra item claimed.

If only one of these repair times is claimed, the maximum diagnostic allowance of 45 minutes is claimable.

Warranty Handbook 2015

Service Schedule



FRIGO PRODUCT – APPROVED FIRST YEAR SERVICE SCHEDULE

TASK		ACTION			
1.	Before running fridge:	Calibrate Temp Probe Calibrate Coil Probe			
2.	Fit refrigerant gauges				
3.	Replace belt	Renew Belt			
4.	Replace any Webasto Diavia supplied idler/tensioner pulley	Renew			
5.	Check compressor	Mount kit Clutch bearings Bolts	Yes/No Yes/No Yes/No		
6.	Check hoses	Fittings Security Chafing	Yes/No Yes/No Yes/No		
7.	Check condenser	Security Clear of debris Fans operating	Yes/No Yes/No Yes/No		
8.	Check evaporator	Security Clear of debris Fans operating	Yes/No Yes/No Yes/No		
9.	Defrost	Off/Cycle Hot gas Electric	Yes/No Yes/No Yes/No		
10.	Pressure switch	LP MP HP		bar bar bar	
11.	Electrics	Fuses Connections: Battery Ignition Earth			
12.	Controller settings	LSE HSE diF FST Set-point			
13.	Check for leaks	Dye added	Yes/No		
14.	Reclaim refrigerant				
15.	Replace filter drier				
16.	Leak/pressure test system	20 minutes		bar	
17.	Evacuate system				
18.	Recharge system	Refrigerant type Refrigerant charge Oil type Oil added		kg g g	
19.	Run and test unit	Pull down to set-point			
20.	Any additional work required				
21.	Complete service certificate				

Part Number : xxxxxx

WTUK Jan 2014

FRIGO SERVICE RECORD

Vehicle Make/Model:	Vehicle Reg No:
Bodybuilder:	Body/Chassis No:
Date in Service:	Fleet Number:

[illegible]

Warranty Handbook 2015

Second and Third Year Warranty Certificates

Webasto 2nd Year

Warranty Certificate



Vehicle Manufacturer	
Vehicle Registration	
Vehicle Mileage	
System Serial Number	
Service Kit Part Number	
Date of Service	
Engineer	Official Stamp/Details & Signature of Authorised Installer carrying out service:
Webasto Service Dealer	

This vehicle has been serviced accordingly to the published service requirements available at www.webasto.co.uk and qualifies for full 24 month warranty from date of commissioning as recorded by Webasto at date of fitment.

This section to be retained by vehicle operator and produced in the event of a warranty claim.

White
Yellow

Customer Copy
Webasto Copy (must be returned to Webasto UK for registration)

Document Part Number 4113561B

Webasto 3rd Year

Warranty Certificate



Vehicle Manufacturer	
Vehicle Registration	
Vehicle Mileage	
System Serial Number	
Service Kit Part Number	
Date of Service	
Engineer	Official Stamp/Details & Signature of Authorised Installer carrying out service:
Webasto Service Dealer	

This vehicle has been serviced accordingly to the published service requirements available at www.webasto.co.uk and qualifies for full 36 month warranty from date of commissioning as recorded by Webasto at date of fitment.

This section to be retained by vehicle operator and produced in the event of a warranty claim.

White
Yellow

Customer Copy
Webasto Copy (must be returned to Webasto UK for registration)

Document Part Number 4114660A

Webasto Thermo & Comfort UK Ltd.
Webasto House, White Rose Way, Doncaster, DN4 5JH

Phone: 01302 322 232

Fax: 01302 322 231

info-uk@webasto.com

www.webasto.co.uk