

## **Fusion – Quality Guarantee**

This customer advice leaflet is to be read in conjunction with the holiday home manufacturer's handbook.

All Bankside Patterson chassis comply with the National Caravan Council Codes of Practice and meets the International Standards Organisation (ISO) 9002 specification.

# fusion

innovative  
engineering

Bankside  
Patterson

**Fusion is a revolutionary new holiday home chassis solution fusing intelligent design, innovative thinking and engineering expertise.**

**We have invested £5m in our on-site engineering facility and an in-house engineering design studio at our facility in Brandsburton, the most up to date chassis manufacturing factory in Europe. We take great pride in quality and attention to detail and are proud to present Fusion - the result of a 5 year research & development project by Bankside Patterson and the most innovative chassis solution in the industry for more than 40 years.**

### **Peace of Mind**

**Fusion comes with excellent anti-corrosion warranties as standard:**  
**Warranty on all Zinphos finished chassis lasts 3 years from point of sale and up to a maximum of 5 years from point of original manufacture.**  
**Warranty on the galvanised chassis lasts 10 years from point of sale and up to a maximum of 12 years from point of original manufacture.**

fusion **3**<sup>yr</sup>

zinphos coating system  
anti-corrosion warranty

fusion **10**<sup>yr</sup>

galvanised finish  
anti-corrosion warranty

# Fusion – Quality Guarantee

# fusion

innovative  
engineering

Bankside  
Patterson

## Delivery

We would recommend that you inspect your chassis at point of delivery and report any perceived damage to the structure or paintwork immediately to the holiday home manufacturer. Please note, all customer enquiries should be directed through your supplying dealer or park operator.

## Siting

The holiday home should be sited in accordance with NCC Code of Practice for the Transportation, Siting and Commissioning of the Caravan Holiday Homes and as per the holiday home manufacturer's handbook.

Jacking points are provided to assist the siting process. They are marked on the chassis by a red label. (Jacking & Support Point). The chassis should be supported by placing axle stands or concrete blocks under the longitudinal beam of the chassis, at the points indicated by a yellow label. (Support Point). The chassis should be secured using the holding down points provided. They are marked on the chassis by a yellow and black label. (Holding Down Point).

Failure to use these locations may cause damage and invalidate the warranty.

Corner steadies are only to be used to assist siting. They are not designed to provide a means of permanent support.

It is recommended the chassis be checked annually for any signs of damage or corrosion. The chassis should be touched up using paint conforming to specification ISO 12944 C4. Compliant paint can be obtained from Bankside Patterson by calling our customer services department on **01964 545454** or email **services@bankside-patterson.co.uk**. Areas requiring repainting should be prepared using a wire brush or abrasive paper to remove rust and flaking paint. Primer should be applied before repainting.

## Periodic Lubrication

Corner Steadies/Jack stands – clean, grease and wind each of the four corner steadies/Jack stands through their full range of movement to guard against corrosion and stiffness.

Jockey Wheel – clean and oil all moving parts.

Hitch head – clean and oil hitch handle and grease ball area.

Wheels and wheel stubs – protect tyres from direct sunlight. Tyre pressures should be maintained at the level indicated on the wheel hub. If wheels are removed after siting then protect the wheel stub with grease.

## Warranty Exclusions

### Tyres & Hub

Warranty is invalidated if chassis is not transported in accordance with chassis manufacturers instructions as shown using marked holding down/ anchor points.

Any collision, impact or accident not caused by Bankside.

Warranty is invalidated if attempts are made to modify or repair chassis without chassis manufacturer's written consent.

Damage caused by abuse, neglect or misuse.

Cosmetic blemishes to the finish will not give rise to a valid claim.

Chassis must not be towed in excess of the maximum permitted speed as stated on the wheel.

The caravan must be sited in accordance with caravan manufacturer's instructions.

Warranty invalidated if Bankside's chassis plate has been removed or defaced.

## Valid Warranty Claim

If a valid claim occurs during the warranty period then after inspection Bankside or an agent appointed by Bankside will arrange for remedial work to be carried out at Bankside's expense at an agreed time.

Maximum value of any one claim is £5,000.

Bankside or their approved agent will not be responsible for any consequential loss caused by any valid claim.

fusion **3**<sup>yr</sup>  
zincphos coating system  
anti-corrosion warranty

fusion **10**<sup>yr</sup>  
galvanised finish  
anti-corrosion warranty