

# Caravan and motorhome servicing

## *How to find a reliable workshop*



**Approved  
Workshop**

**THE  
CARAVAN  
CLUB**



**The  
Camping  
and  
Caravanning  
Club  
The Friendly Club**

## Why choose an Approved Workshop?

The **Approved Workshop Scheme** is a joint enterprise between the NCC (National Caravan Council), The Caravan Club and The Camping and Caravanning Club. It is the benchmark for touring caravan and motorhome servicing.

To be part of the Scheme, workshops must pass an annual inspection by a team of independent assessors and comply with the Scheme's rigorous standards – the **right things** done, to a **high standard**, by the **right people**.



When you choose an Approved Workshop, you can be sure that the technician working on your touring caravan or motorhome is a fully qualified servicing professional, trained to the required standards.

The Approved Workshop will normally guarantee their work for a minimum of six months and take all reasonable steps to protect the validity of any unexpired warranties.



***There are hundreds of mobile and fixed Approved Workshops throughout the UK.***

### **Where can I find an Approved Workshop?**

You can find your nearest Approved Workshop and learn more about them at [www.approvedworkshops.co.uk](http://www.approvedworkshops.co.uk).

The Approved Workshop Scheme is managed by the NCC, and supported by The Caravan Club, The Camping and Caravanning Club and all major touring caravan and motorhome manufacturers.



***To find a Workshop in the Scheme near you visit [www.approvedworkshops.co.uk](http://www.approvedworkshops.co.uk)***



## Why servicing is important

As well as having moving parts such as wheels, chassis and brakes, touring caravans and motorhomes also have gas and electrical appliances that need to be checked regularly to ensure their safe operation.

You will also find that most caravan and motorhome manufacturers' warranties only remain valid if you have a regular service.

You'll want to be sure that when your vehicle is serviced, the work is carried out by fully trained and experienced professionals. That is the best way of ensuring a carefree holiday and, more importantly, your safety.

## What can I expect from an Approved Workshop?

Along with the requirements for technicians, each Approved Workshop meets high standards of competency and complies with a Code of Practice. This means that all Workshops will:

- 🚩 Display a menu of pricing, specifying labour rates
- 🚩 Provide an estimate for additional servicing or repair work over £150
- 🚩 Give an estimated time for completion and collection
- 🚩 Use genuine spare parts where available
- 🚩 Ensure all work is carried out using skill, care and professional judgement
- 🚩 Always provide you with a check list of work done
- 🚩 Not start work without your express authority
- 🚩 Contact you for authority to continue if additional work is identified
- 🚩 Notify you in writing of faults which are not rectified, with an honest assessment of the urgency of the repairs

## What happens if I am not satisfied?

Every workshop in the Scheme has a positive approach to putting things right, and operates a clear and simple complaints procedure. In the unlikely event of a serious complaint that is not rectified this way, the complaint will be independently investigated via the free conciliation procedure. You have the reassurance that the Scheme is backed by:



### **The NCC**

*The trade association representing the UK caravan and motorhome industry*

Catherine House, Victoria Road, Aldershot, Hampshire GU11 1SS

☎ 01252 318251 [www.thecaravan.net](http://www.thecaravan.net)



### **The Caravan Club**

*Europe's premier touring organisation, representing the interests of a million caravanners, motor caravanners and trailer tenters*

☎ 01342 326944 [www.caravanclub.co.uk](http://www.caravanclub.co.uk)



### **The Camping and Caravanning Club**

*The Camping and Caravanning Club is the world's oldest club for people who love the outdoor adventure*

☎ 024 7669 4995

[www.campingandcaravaningclub.co.uk](http://www.campingandcaravaningclub.co.uk)

***For servicing by a qualified professional, choose an Approved Workshop***

***For high standards of competency, choose an Approved Workshop***

***For peace of mind, choose an Approved Workshop***