

## Omar Warranty

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All our park homes and luxury lodges are built to comply with BS 3632, the residential standard for park homes. All park homes and lodges built to this standard are designed to last, are energy efficient, and providing the home or lodge is registered correctly, will come with a 10-year structural warranty. When it comes to guaranteeing our products, our word is our bond. Our products are built by some of the finest craftspeople in Britain but, if you need us, we'll be there.

From the day you take possession of your new park home / lodge, or on the day of delivery for holiday lodges, you can relax and enjoy your new park home / lodge with our 12-month contents and workmanship guarantee, a 10-year structural warranty, with the first 2 years covered by Omar and a further 8 years GoldShield insurance-backed structural warranty.

For every park home and lodge we build, we register the home with GoldShield and pay in full the GoldShield insurance premium for the duration of the warranty.

**Please note:** To enjoy this warranty your chosen park will need to be registered with GoldShield when you move in, and there are also certain maintenance requirements placed upon the homeowner to maintain the warranty.

*Homes must be registered with GoldShield within 90 days from delivery of the home / lodge.*

*If your home is finished with Resitex exterior coating, it should be re-coated within the first two years from date of manufacture of the home. Thereafter, the park home should be re-coated every three years (all receipts for purchase of material or subcontract painting should be retained as proof of the maintenance). For homes / lodges clad in natural wood, these should be cared for on a regular planned basis (treatment required every 2-3 years) to avoid excessive reparation and maintenance costs.*

*Pressure washers should not be used for cleaning painted wood or wood based cladding (CanExel).*

To check to see if your chosen park is registered with GoldShield, or for more information about the cover provided, call 0191 258 8124 or visit [www.goldshieldwarranty.co.uk](http://www.goldshieldwarranty.co.uk).

With every home and lodge, we will provide you with an owner's handbook and siting instructions where you will find lots of information about the conditions and exceptions applied to our warranty.

During transportation, homes are subjected to flexing, movement and may suffer damage from overhanging trees, etc. Although we make every effort to fully secure the contents, fixtures and fitting within the home, some stowed items may become dislodged during transportation and could get damaged or cause damage to the interior walls etc. Homes must be inspected on arrival. Any noticeable damage caused during transportation should be reported to the transport company immediately by contacting your park directly. Any damaged or missing items must be reported to **Omar Park Homes Ltd** within 7 days of collection by contacting our customer care team at [customercare@omar.co.uk](mailto:customercare@omar.co.uk) or calling us on 01842 810673.

Our 12-month parts / contents and workmanship guarantee commences from the date of collection (except damage and missing items which are covered for 7 days from collection).

Please notify **Omar Park Homes Ltd** within 7 days from arrival on park of any damage to loose items / furniture so that this can be noted on our records and any replacements ordered.

If no damage is reported within the 7 days, any claims received after this will be rejected.

## Appliances

All appliances and boilers supplied by Omar in your park home or lodge are covered by the manufacturer's warranty for up to 2 Years, however some appliance warranties can be extended from the time you register your appliance with them.

**Please note:** all appliances for both residential park homes and letting lodges must be registered within 7 days from the date of collection. In the unlikely event of an issue with your appliance, please contact the manufacturer of the appliance who will arrange a qualified technician to attend under their warranty.

## Windows and Doors

Our PVCu / composite exterior window and door frames are guaranteed for 10 years against the failure of the PVCu frame and 5 years for the insulated glass unit. Hardware, handles, hinges, and letterboxes are guaranteed for 12 Months.

## Roof Tiles

A 40-year manufacturer's guarantee directly from Metrotile applies to the roof tiles.

## Transferability

Your Omar warranty is not transferable. However, the GoldShield structural cover may be transferred subject to a chargeable inspection fee arranged directly with GoldShield.

Homes that are moved or re-sited from their original plot are not covered under the Omar warranty.

## Registering your new park home and Lodge

We have made it quick and simple for you to complete the registration through our website, by email, or by post with the registration form in your home. As soon as you have taken ownership of your new home you must register the home within 7 days. Simply head to <https://www.omar.co.uk/buying-information/owners-information/register-your-home-with-omar/> we will confirm the registration by return for your records.

## Claiming under warranty

If you spot something wrong with your home, you should contact your park operator as soon as possible and within 7 days for any missing items and damage or within 12 months for any snagging requirements (workmanship, component failure, settlement cracks or new build faults that need rectifying). Due to contractual agreements between Omar and the park we recommend all communication is directed through the park. For all enquiries or requests, we will require the serial number of your home / lodge, name, address, date of occupation, a detailed explanation of the enquiry, and photographic evidence of the works required by emailing our dedicated customer care team at [customercare@omar.co.uk](mailto:customercare@omar.co.uk). If you have any questions about our warranty please get in contact with us on 01842 810673.

The entire Omar Group team would like to thank you for choosing our product and with the above warranty provide assurance that you will be able to enjoy your home for many years to come.