



# Owner's Handbook





## Congratulations...

On purchasing your new Regal Leisure Home.

If you have any questions regarding your new home, you should consult your park representative who will either be able to answer your question or will contact Regal Leisure Homes on your behalf.

Whilst staying in your home, we would like you to enjoy your time safely. Please take some time to read this booklet as it contains important safety information and general maintenance guidelines.

Please retain the booklet and keep it in a safe place for future reference.

Depending on your purchase, the home is a Caravan Holiday Home built to EN1647, or a Residential Park Home built to BS3632.

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# Specifications

## Manufacturer: Regal Leisure Homes Ltd

Model

Dimensions

Serial Number

Number of Berths

Snow Load Grade

CO Alarm (Date of Manufacture)

Smoke Alarm (Date of Manufacture)

It is the responsibility of your Holiday Park owner to:-

- Carry out an inspection upon delivery to ensure no damage has occurred during transportation. Any damage must be reported within 72 hours of delivery.
- Ensure the home is sited and checked in accordance with the Regal Leisure Homes Handbook and the 'Guidelines of Good Practice for the Transportation, Movement, Siting, De-Siting and commissioning of single-Unit Caravan Holiday Homes', published by the National Caravan Council ( Issue 6.7 onwards)
- Ensure that the gas commissioning of the holiday home is carried out by a GAS SAFE registered engineer
- Ensure that the water commissioning of the Holiday Home is carried out by a qualified and competent engineer
- Ensure that both the gas and water commissioning paperwork is returned to Regal Leisure Homes Ltd. within 14 days of commissioning. Failure to do so may affect any related warranty claims.

To help keep your home in good order, you should carry out periodic inspections and maintenance tasks.

# Energy Rating Schemes

## The NCC Energy Efficiency Rating Scheme (EN1647)

Is designed to give purchasers of Caravan Holiday Homes an indication of the likely thermal efficiency of the homes they are considering.

The scheme takes into consideration the insulation qualities of the fabric of the home and the amount of energy required to heat the air passing through the home.

The calculator generates a rating label giving an indication of the fabric and ventilation heat losses. Given that Caravan Holiday Homes are designed for holiday occupancy, they are given a rating that assumes that the home isn't used during the coldest part of the year from the beginning of December until the end of February.

The ratings are based on the calculated seasonal heating load per square meter of floor area. A score of between 1 and 10 is awarded to each home based upon its thermal rating. The most thermally efficient homes are those with a high numerical rating. Scores at the upper end of the scale represent industry leading constructions.

The seasonal rating provided enables end-users to compare the typical energy consumption of homes that are of a similar plan area and that are only used in the warmer months.

Homes with features such as double glazing and enhanced insulation packages are likely to have a higher rating than those of more basic construction. Homes with larger floor areas will score more highly than those of identical construction with smaller footprints; care should therefore be taken to only directly compare homes of similar sizes.

## The NCC Energy Efficiency Rating Scheme (BS3632)

Is designed to give purchasers of BS3632 Residential Park Homes an indication of the likely energy consumption and Carbon Dioxide (CO<sub>2</sub>) emissions of the homes they are considering.

The scheme takes into consideration the insulation qualities of the fabric of the home, the amount of energy required to heat the air passing through the home, the efficiency of the central heating and water heating equipment, as well as the energy consumed by the fixed lighting equipment.

Using Degree Day Data, the calculator generates a rating label giving an indication of the total energy consumption. 12-month residential occupancy is assumed.

In common with other energy efficiency rating scales, the most efficient homes are those with a rating at the green end of the scale whilst the least efficient will have a rating in the red zone.

The ratings are based on the calculated energy consumption per square metre of floor area. An estimate of the Carbon Dioxide emissions per square metre of floor area is also provided.

Homes with features such as gas central heating and double glazing are likely to have a higher rating than equivalent electrically heated homes because of the additional losses incurred by centrally generated and distributed electricity.

Homes that have a lower occupancy are likely to have a higher rating because of the reduced ventilation, lighting and domestic hot water.

# Safety

## IN CASE OF FIRE

- Raise the alarm and evacuate.
- Turn off the gas.
- Call the Fire Brigade.
- Disconnect the mains electricity supply.
- Only attack the fire if safe to do so.

## IF YOU SMELL GASS

- Turn off gas isolation valve adjacent to the appliance
- Turn off regulator isolation valve outside the home
- Open windows to increase air circulation
- Call a registered gas engineer ; park operator or the local gas authority to attend to the problem

## COOKER/ HOB FIRE

- Use a fire blanket on a hob fire (not supplied with the home).
- If a fire occurs in the oven, turn the oven off and leave the door closed to smother the fire.

## FIRE FIGHTING EQUIPMENT

- Use only portable fire extinguishers of the dry powder type, except on a liquid fire, where only fire blankets should be used.
- It is recommended that one dry powder fire extinguisher of an approved type or complying with EN 3-7 of at least 1 kg capacity by the main exit door, and a fire blanket next to the cooker are provided.
- Ensure firefighting equipment ( which should comply with EN3-7 standards) is regularly maintained in accordance with the instructions on the firefighting equipment.
- Ensure that you, your family and any guests are familiar with the operating instructions on the fire fighting apparatus.

## FIRE PRECAUTIONS

- Vulnerable people should not be left unsupervised at any time
- Make sure that you, your family and any guests know location and operation of the escape windows and doors ( refer to MEANS OF ESCAPE section in this handbook )
- Keep escape routes clear at all time
- Keep combustible material clear of heating and cooking appliances at all times.
- Ensure that when using the fold out bed, you switch off your lounge fire/heater. Do not use the fire/heater until the fold out bed has been completely packed away.
- Never use portable cooking or heating equipment, other than electric heaters that are not of the direct radiant type, as it is a fire and asphyxiation hazard.
- It is recommended that you test the smoke alarm weekly, replacing batteries when required (refer to smoke alarm instruction booklet in your document folder). Replace the smoke alarm if it appears damaged or faulty at any time. Ensure any replacement detector is British standard Approved
- It is recommended that you test your carbon monoxide alarm weekly ( refer to carbon monoxide alarm instruction booklet in your Document folder) The battery is in a sealed unit. Therefore, once the batteries have expired, the whole alarm unit must be replaced. If the alarm unit appears damaged or faulty at any time it must be replaced with a new unit. Ensure any replacement alarm is British standard Approved.

## VENTILATION

- Do not obstruct the permanent ventilation openings which are fitted, even partially, as your safety depends on them.
- When you are cooking it is essential to provide additional ventilation, such as opening windows near the grill, cooker and oven.

# Safety

- Appliances, such as cookers, must not be used for heating the home ( other than cooking).
- We recommend that additional independent gas appliances are not used inside the home.
- Screens and grilles should be kept clean and free from dust.

## HOT SURFACES

Gas/ electric fires, radiators, plinth heaters, heated towel rails, water heaters/ boilers and cookers all become hot during use. Some have guards. These guards will not give full protection. As some of them are in confined spaces, you should take care when you come into close contact with them .

## CARBON MONOXIDE (CO) IN YOUR HOME CAN BE FATAL

### What is Carbon Monoxide (CO) poisoning?

Carbon Monoxide is poisonous and results from the incomplete combustion of gas and fossil fuels. CO poisoning happens when you inhale Carbon Monoxide, even at very low levels.

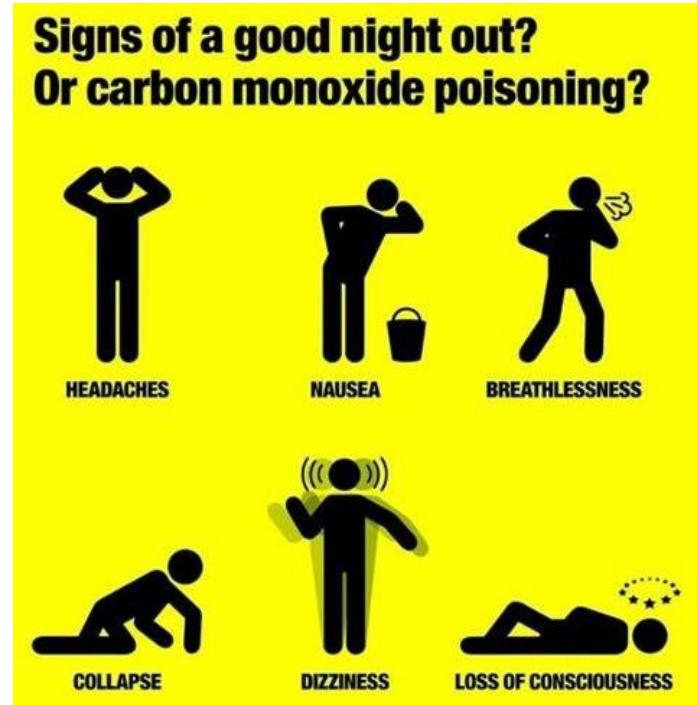
Even though your home's appliances may all be electric, if you bring a smouldering or lit portable BBQ or gas stove into the home for whatever reason, it can give off fumes that might lead to CO poisoning.

### What are the symptoms ?

You can't see it, taste it or smell it but it can kill quickly and with no warning.

Remember the six main symptoms to look out for :

1. Headaches
2. Dizziness
3. Nausea
4. Breathlessness
5. Collapse
6. Loss of Consciousness



Carbon Monoxide symptoms are similar to flu, food poisoning, viral infections and simply tiredness. That's why its quite common for people to mistake this very dangerous poisoning for something else. The symptoms are often overlooked and the only sure means of diagnosis is a blood test.

### Other signs that could point to carbon monoxide poisoning :

- Your symptoms only occur when you are at home
- Your symptoms disappear or get better when you leave home and come back when you return
- Others in your household are experiencing ( including your pets) and they appear at a similar time

### What should I do if I experience any symptoms of carbon monoxide poisoning ?

- Get fresh air immediately. Open doors and windows, turn off gas appliances and leave the house.
- See your doctor immediately or go to the hospital—let them know that you suspect carbon monoxide poisoning. They can do a blood or breath test to check .

# Safety

## Five steps you can take to 'stay safe'

### 1. Get your gas appliances checked annually

All gas appliances should be serviced annually by a Gas Safe registered engineer to keep them working safely and efficiently. This will reduce both the chance of exposure to carbon Monoxide and running costs.

NB: The law requires an annual gas appliance check to be done if you let out accommodation; for example, if holidaymakers stay in your caravan holiday home.

### 2. Don't block the ventilation

Gas-burning appliances need a constant supply of air in order for complete combustion to occur and to keep you safe. Suitable ventilation is designed into homes to ensure your safety. If you block that ventilation, it could lead to Carbon Monoxide Poisoning.

#### **STAY SAFE : never block the ventilation!**

### 3. Use a Gas safe registered engineer; never do it yourself

Do not let unqualified people work on gas appliances. Always use a Gas Safe registered engineer; qualified either in natural gas and/or liquified petroleum gas (LPG).

Make sure that they have the appropriate registration for the gas used in your appliances.

Check the engineer is qualified for the work you need doing –you can find this information on the back of their ID card.

Ask for the gas safety record for the work carried out. Your park manager may be able to recommend a suitable Gas Safe registered engineer. Alternatively to find a Gas Safe registered engineer visit

[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk) or call 0800 408 5500

### 4. Know the danger signs to look out for

You cannot see, taste or smell Carbon Monoxide, but you can look out for signs. Your gas appliance should burn with a crisp blue flame. If it burns with lazy yellow or orange flames, or you notice sooty or staining, you could be at risk.

**If you spot the danger signs, get it checked out by a Gas Safe registered engineer.**

### 5. Fit an audible Carbon Monoxide Alarm

Carbon Monoxide (CO) alarms will provide a further safeguard. NCC member manufacturers now fit CO alarms on all new homes—gas and electric.

- There should be two: one in the hall way near bedrooms and the other in the main living area
- Test them at least once a month and never remove the batteries
- If not already fitted, we recommend you buy alarms that comply with **BS EN 50291** and follow the fitting instructions carefully.
- Check and follow the maintenance requirements; Carbon Monoxide alarms usually need replacing about every five years.
- There is no substitute for properly functioning, audible alarms. Do not be tempted to fit the cheaper 'black spot' detectors as they won't sound an alarm and alert you to potential danger.

The laws relating to the installation and maintenance of CO alarms are different depending on where you are in the UK. Contact the NCC for further details.

# Safety

## If the Carbon Monoxide alarm goes off:

- Make sure everyone leaves the home
- Turn off the gas at the meter or cylinder valve
- Seek medical attention for anyone feeling unwell
- Immediately call the gas emergency number for your area
- Tell the Park Manager
- Get the appliances safety checked

under 6 years of age. Bunk Beds are not suitable for use by infants without supervision.

## MANOUVERING THE HOME (SPEED)

For safety purposes, when manoeuvring the home it is recommended that the front drawbar be used (as the nose is weighted). If the rear drawbar is to be used then care should be taken to transfer the weight of the home from the front to the rear, prior to raising the support legs.

It is the responsibility of the Park to position and site the home once it has been delivered by the haulage contractor. All persons involved in the manoeuvring/siting of the home must be adequately trained and deemed competent by the Park.

## APPLIANCES

Always use the appliances in accordance with the manufacturers instructions. These instructions are included in your Document folder. We recommend that you read these prior to using the appliances.

In the interest of safety, replacement parts for an appliance shall conform to the appliance manufacturers specification and should be fitted by the manufacturer or an authorised agent.

To ensure that your central heating and water system are protected from frost during colder temperatures, we have introduced anti-freeze into the heating system. Care should be taken that any additional equipment or appliance are installed in accordance with the appliance/ equipment manufacturers instructions.

## MEANS OF ESCAPE

Make sure you know the location and operation of the emergency exits. ( See typical Diagrams at the back of this handbook).

Keep all escape routes clear

Where window locks are fitted, keep the key readily available in case of an emergency

## COMBUSTIBLE MATERIALS

Keep combustible materials clear of all heating and cooking appliances. Maintain a safe distance between heat sources and combustible materials.

## ADDITIONAL HEATING EQUIPMENT

Do not use portable heating equipment. It is a source of danger and could cause fumes, asphyxiation and condensation .

## MODIFICATIONS TO THE HOME

**WARNING -** Do not carry out any modifications without first consulting the Manufacturer as it may invalidate your warranty.

## BUNK BEDS

Care should be taken against the risk of falling out when upper bunks are used by children, especially

# Siting of your Home

It is the responsibility of the park to position and site the home once it has been delivered by the haulage contractor.

The National Caravan Councils (NCC) 'Guidelines of Good Practice for the Transportation, siting and commissioning of Twin Unit Caravan Holiday Homes and Residential Park Homes' ( Version 6.7 onwards) should be adhered to when transporting, manoeuvring, siting and commissioning the home.

## Pitch Base or Foundations

Lay the site mains services, water, sewer, electricity, gas ( if available), storm drain, etc.

Terminate them according to position of incoming services as shown on the floor plan of the model being sited. We also recommend that soakaway facilities are allowed for prior to laying the concrete, to feed the rainwater from the downpipes into the gully to a grating.

A good hard core base to a depth of 150mm is recommended. This should be a well compacted before overlaying with 100mm of concrete. This is a recommendation; however, subsoil conditions vary considerably and guidance from a local expert should be obtained.

The finished raft should be level in all directions. Once or two shallow gullies can be formed in the concrete to allow water to run off. The importance of this foundation cannot be over emphasised if you wish to avoid subsequent problems with the home.

Although ideally the foundation raft should be slightly larger in dimension to the floor area of the home; it is acceptable to lay concrete strips roughly 600m wide (two for a single unit, four for a twin) to coincide with jacking points. However, hard core and concrete depths should be calculated/increased accordingly.

On exposed sites steel eyes should be cast into the concrete. The home should be anchored to the steel eyes to prevent movement caused by Gale force winds.

Each ground anchor and eye should be capable of resisting 10kN in tension.

Regal Holiday Homes Ltd will not be held responsible for any defects of the product arising out of bad foundations:-

- **Do not** site on Shingle
- **Do not** site on tarmac
- **Do not** site on concrete slabs
- **Do not** site on wooden planks
- **Do not** site in an area likely to be affected by flooding
- **Always** construct the base relative to the subsoil conditions.

The weight of a home section can be from 3.5 tons to 9 tons. Unless the axle blocks and support stands are on a solid raft of concrete the home will subside and doors will not shut, windows will not close and unnecessary vibrations will occur. The home will also be liable to have problems with cracking walls and creasing wallpaper in room corners and joints.

## Base Skirting

Should you, the occupier, decide to fit a skirting wall between ground level and the underside of the floor of your home, regardless of materials used, it is imperative to well ventilate at points relative to each room. Vents should be large enough and unobscured by fine mesh gauze to enable plenty of air movement under the home. This practice will help provide proper draught for gas appliances as is mandatory by law. It prevents condensation and allows the concentration of gases and fumes to escape in the event of any gas leaks in the home. Regal holiday Homes Ltd highly recommend the fitting of skirting as it greatly reduces under floor draughts.

The National Caravan Councils (NCC)' Guidelines of Good Practice for the Transportation, siting and Commissioning of Twin Unit Caravan Holiday Homes

# Siting of your Home

and Residential Park Homes' ( Version 6.7 onwards), section on External base Skirting should be adhered to.

## **Chassis Nose Weight - CAUTION**

The nose weight exceeds 25kg; this is to provide a safe, suitable force on the towing hitch whilst the holiday home is being manoeuvred.

## **Corner steadies**

Corner steadies are intended to only provide a temporary means of support and should not be used for levelling of a home or part of the permanent support of a sited unit.

## **Holding down points**

It is a good practice to anchor the home to the ground. Some insurance companies require that holiday homes are anchored and specify minimum requirements. Each ground anchor and eye should be capable of resisting 10kN in tension. Where anchors are fitted, they should be fitted to the holding down points marked on the chassis, which are located approximately 1m from the ends of the main longitudinal chassis member at each corner. These anchors should not be overtightened, which can stress the chassis. It is important to note that both the chain and turnbuckles should be suitably rated. The preferred turnbuckle is the type which has an 'eyelet' at both ends (as opposed to hooks) and should be used with suitable 'D' shackles.

## **Supporting the Axles**

Solid concrete blocks or primary axle stands should be placed under the main longitudinal chassis beams either side of the axle in four positions ( see diagram on next page ) Suitable hardwood packing should be placed between the top of the concrete block and the underside of the chassis to cushion the weight and reduce the transmission of vibration. Concrete blocks should not be in direct contact with the steel chassis.

# Siting of your Home

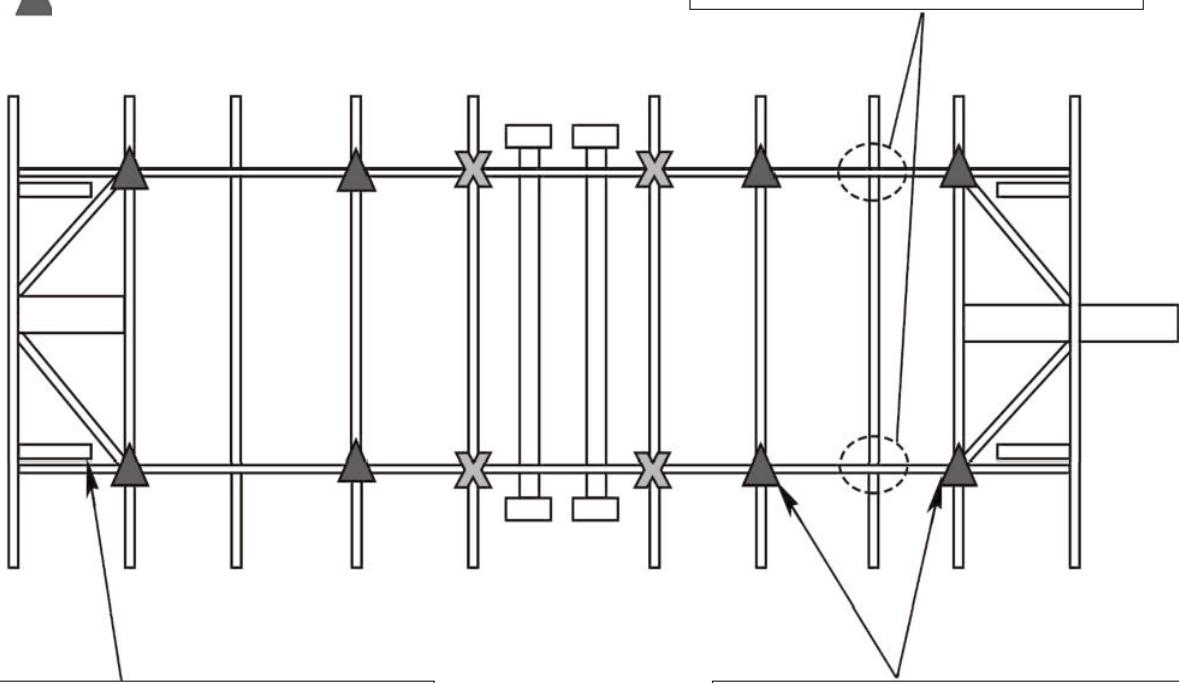
## Support (Axe) Stands

### Minimum Support for a Home Sited in the UK (excluding the Highlands)



-Heavy duty support axle stands/ Concrete blocks

Additional supports can be placed under intersections if required



The above diagram shows the recommended minimum chassis support for homes sited within the UK and Ireland.

For homes up to 12.2metres in length there should be a minimum of 4 support points on each longitudinal member (in addition to those either side of the axle support area )

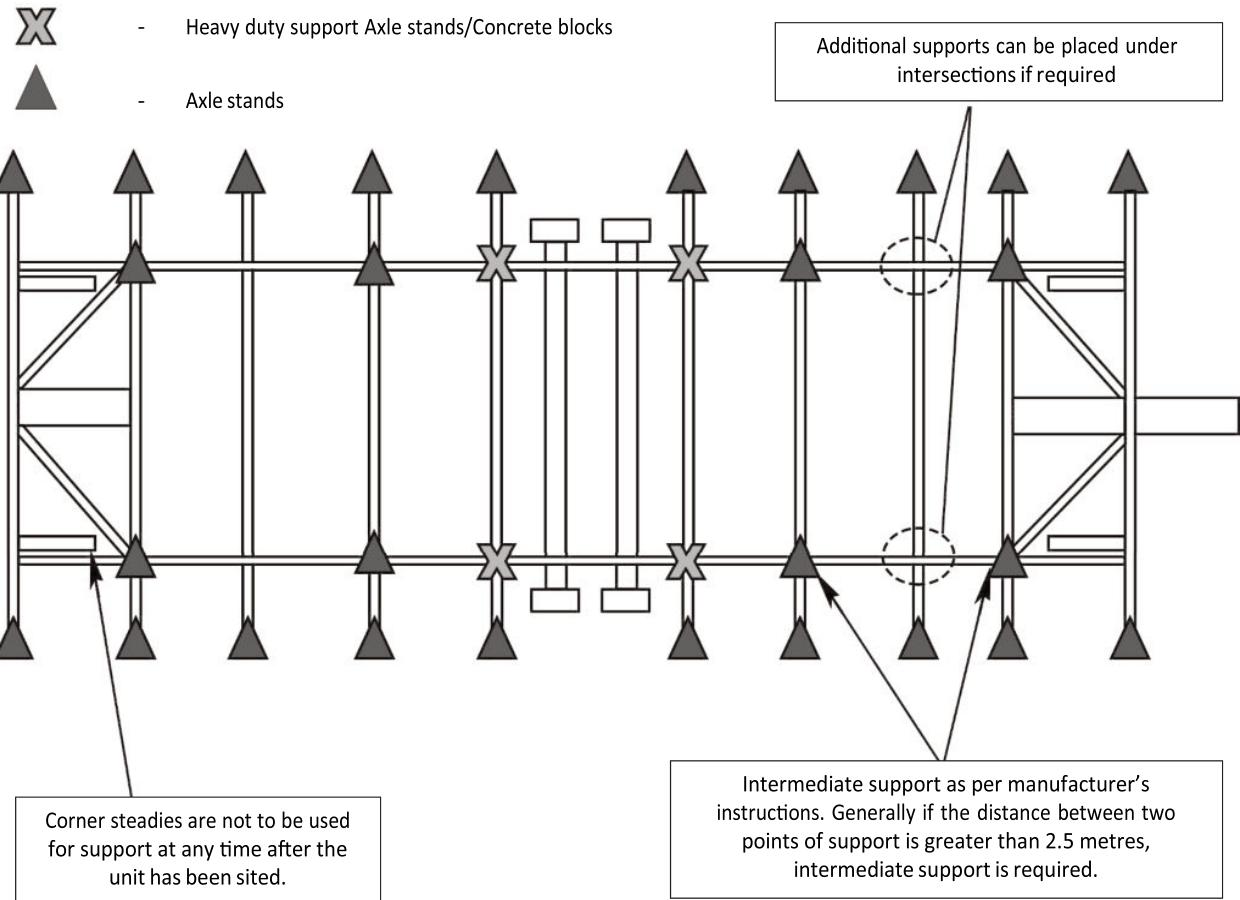
For homes over 12.2 metres and up to the maximum legal length of 20,000 metres in length there should be a minimum of 6 support points on each longitudinal member ( in addition to those either side of the axle support area)

Support point are identified by yellow labels in chassis.

# Siting of your Home

## Support (Axe) Stands Continued

### Minimum Support for a Home Sited in an Area of Significant Snowfall



It is recommended that for homes sited where significant levels of snowfall occurs (France, Norway) the chassis is supported as per the above diagram.

For category 'C' and 'D' structural classification Homes, it is recommended that each outrigger is supported( as shown in the above diagram) in addition to the minimum support criteria being met.

# Water

## Drinking water supply

Contact your park Operator for further information

## Winterisation of Homes - General

Fresh water freezes at 0° Celsius and expands with a significant force that will destroy.

- Pipe work
- Boiler components
- Taps, and shower Valves

If you leave fresh water in your caravan system over the winter you will run the risk of damage. This can only be avoided by removing the fresh water from the system—we call this a “drain down”. You may wish to drain down the fresh water system yourself using the procedure in the next section but we strongly recommend that you have this carried out by an experienced engineer as many caravan systems can only be completely drained by blowing the water out and this requires specialist equipment. View the charge for a drain down as a mini insurance policy and always ask the engineer if he has equipment to blow the water out and a refractometer to check the anti-freeze level. The two most common parts to be damaged by frost are the shower valve and the hydraulic assembly in a combi boiler, which can be costly to replace.

## Drain down procedure

- Disconnect the fresh water feed outside the home if possible as this protects from flooding due to stop clock failure.
- Turn off the fresh water supply stop cock outside the holiday home
- Open all hot and cold taps and shower valves and place the shower head in the tray
- Use the Holiday Home Owners Handbook to locate the fresh water drain cocks under the van.

- Open these drain cocks—if you have centrally heated home **do not** open all the drain cocks directly under the combination boiler as this will drain the sealed system and this should be protected by antifreeze—see details in
- “Additional information for Combi Boilers”



This Photo shows the plumbing under a home directly under a combination boiler. The two drain cocks are for the sealed central heating system.



The above photo shows two drain cocks which are for the fresh water. Only open those for fresh water. On Regal Holiday Homes there are typically two sets of drain cocks for the fresh water feeds ( See Typical water pipework at the back of this handbook)

# Water

This Procedure does not guarantee that all the fresh water will leave the system. Most modern homes have check valves in the shower mixers and these trap fresh water.

Shower mix valves have double check valves fitted that stop the flow of water around the system once the drain cocks and taps are open, It may appear that all the water has left the system, but some may remain.

This Pitfall can be avoided by removing the shower mixer valve/ valves from the system after the cold water supply has been switched off and the drain cocks opened. Many Manufacturers provide access panels and these may make the removal of shower mixers easier. Removal of some shower mixers requires the use of special tools.

In addition pipe work layouts can cause air locks leaving water inside vulnerable components such as the boiler. Re-commissioning the home in spring is a reverse of the above procedure.

## Additional information for Combi boilers

If your home has radiators it will have a combination boiler. These have 2 water circuits, one which has fresh water passing through it and a second which is sealed and has a water/antifreeze mix passing around the radiators. To drain the fresh water circuit follow the above drain down procedure whole carefully noting that this **will not guarantee** a successful drained drain.

For this you need to use a experience engineer with the specialist equipment needed to blow all the fresh water out of the system.

The sealed pressurised central heating circuit should **not** be drained down and should have sufficient antifreeze in it to protect to  $-15^{\circ}\text{C}$  ( additional antifreeze can be added to protect down to  $-22^{\circ}\text{C}$  ). **This circuit can leak** under the van and cause low system pressure (see the factsheet for low central heating system pressure). If this is then topped up with fresh water via the filling loop beneath the combi boiler the antifreeze is diluted and the protection reduced.

A sealed system with insufficient antifreeze will result in damaged radiators, combination boilers and pipework. As part of the winterisation process an experienced engineer should use a refractometer to determine the level of protection. If it is too low he will refill the sealed system to the required level, If an engineer does not have a refractometer then you should question their ability to winterise your home.

Below is a table showing the approximate total volume of a system and the volume of 100% antifreeze needed to protect that volume. If a system is found to contain less than 30% antifreeze/ inhibitor, the easiest and safest way to rectify this is to drain the entire contents of the sealed system and refill using 30% antifreeze/ inhibitor, the easiest and safest way to rectify this is to drain the entire contents of the sealed system and refill using 30% pre-mix. The solution must be pre-mixed or there is a danger that by filling the system partially with fresh water and then adding neat antifreeze/inhibitor, insufficient mixing will occur.

Size of Home	Approx. total volume of sealed system	Volume of 100% antifreeze/inhibitor needed for 30% or $-17^{\circ}\text{C}^{**}$
28 x10 2 bed	15 litres	4.5 litres
35 x 12 2 bed	17.5 litres	5.25 litres
36 x 12 3 bed	20 litres	6.67 litres

\* Contact unit manufacturer for total volume

\*\* Based on the use of Fernox Alpha 11 antifreeze/inhibitor

# Water

## Frost Protection Systems ( Frosts Stats)

Frost Protection systems (sometimes called frost stats) are fitted to many combination boilers. In order for these systems to work the boiler must be connected to a gas **and** electric supply **throughout** the winter and have the controls set to the correct position. If the boiler experiences any problems during the winter such as low system pressure or a component failure, the frost protection system **will not** protect the fresh water circuit and will only give partial protection to the sealed circuit. For these reasons it should be used **only** as a back up to a full drain down and an antifreeze check-up.

## Additional information for Condensing Combination Boilers

Historically condensing boilers have been fitted to residential park homes but within the last year all combination boilers supplied in caravan holiday homes have been of the condensing type. As part of the condensing process, a liquid condensate is produced that leaves the boiler via a condensate trap and flows into the waste water drain under the holiday home. In certain circumstances this condensate can freeze and block the passage of newly generated condensate that in turn extinguishes the boiler and displays a fault code.

There are four ways of mitigating this problem:

1. The condensate trap used should be siphonic. It will store approximately 150ml of warm condensate inside the boiler and release it all at once making freezing within the pipe below less likely.
2. Condensate traps can be removed from the boiler when it is not in use to avoid being damaged by frost. They must be replaced prior to turning the boiler on as they are an important feature of the boilers operation. The colour of the condensate is not green as in the photo but clear.
3. Ensure that the pipe that takes the condensate from the boiler to the drain is at least 22m . Most installations will feature a 22mm pipe changing to a 32mm pipe before it passes through the floor.

4. The condensate pipe work, wherever possible, be vertical unit it reaches the main 110mm waste pipe under the home. This way the condensate has the easiest possible journey. Horizontal condensate pipes will trap fluid and may freeze.

## Radiator Valves

Most Central heating systems have thermostatic radiator valves and these have a frost setting marked as “\*”. This setting is not relevant to the protection of your caravan holiday home from frost.

## Summary

The only way to guarantee protection for the fresh water circuit in your holiday home is to ask an experienced engineer to carry out a drain down using a system capable of blowing water out. The only way to guarantee protection for the sealed central heating circuit (if fitted) is to check with a refractometer that the system has sufficient antifreeze to withstand the temperatures it is likely to encounter during the winter.

Doing your own drain down and using a boiler frost protection system (where fitted) will offer some protection but frost damage is still a possibility due to the reasons outlined in the preceding sections.

# Gas

Regal Holiday Homes are specifically set up for either Liquid Propane Gas (LPG) or Natural Gas (depending on your Parks supply system).

The gas system , including appliances, must by law be commissioned by a registered GAS SAFE engineer to current regulations/standards and appliance manufacturers commissioning instructions. Never allow modification of electrical or LPG systems and appliances except by qualified persons.

## LPG—General

- Is highly flammable and even a small quantity of gas in air can form an explosive mixture.
- Is colourless
- Is tasteless
- Is odourless, but has strong odorant added as a detection agent
- Is heavier than air. Therefore, any leaked gas will accumulate at low level
- Is non-toxic but can cause asphyxiation
- When LPG appliances are used in your home, they use air from within the home. Blocked air vents in the holiday home will cause a depletion of oxygen, leading to a build-up of the highly poisonous Carbon Monoxide gas. It is vital that vents do not become blocked, even partially.

Your holiday home complies with BSEN721 Leisure Accommodation Vehicles—Safety ventilation Requirements.

- Propane is stored in cylinders as liquids under pressure. When the pressure is released, i.e. when the cylinder valve is opened, the liquid boils and gas is evolved. Both gases are heavier than air and any leaking gas will tend to collect at a low level.

## Storage of Cylinders

- Cylinders should be used and stored always in a vertical position with the valve uppermost.
- Always store gas cylinders in open air outside the holiday home on firm level ground in a well ventilated location .
- Store gas cylinders where they are reasonably protected from accidental damage or interference by persons, animals or vehicles.
- The area around the cylinder should be kept clear of litter, vegetation and other flammable material.

## Gas Bottle Size

For LPG, the minimum size is 19kg for a home fitted with a water heater and 47kg for a home with a combination boilers.

## Regulators

A suitably rated regulator must be included in the connection between cylinder and the appliance. The regulator is precisely set to control the pressure of the supply and **Must Not Be Adjusted**. Replace any regulator, which is not working properly, or after 10 years' of life.

## Regulators must be marked BS3016 or BSEN12864.

For caravan Holiday Homes and Residential Park Homes the regulator must have an outlet pressure of 37mbar for propane and marked BS3016 or BS EN 12864 (for cylinder use ) or BS EN 13785 when connected to a piped supply. Where an automatic change over decide or regulator is fitted to multiple Propane cylinder installations, this must have an outlet pressure of 37 mbar and be marked BS EN 13786.

A suitable size capacity or flow rate for a Caravan Holiday Home is 4kg per hour ( 75cu.ft per hour, or 7.5cu.m per hour) minimum.

# Gas

## Safe Usage

To avoid accidents the following fundamental advice should be carefully read before using gas appliances or changing gas cylinders.

- Always read and follow the user and maintenance instructions provided by the manufacturers of gas equipment. Should any soot accumulate on pans, fire radiants etc. or any smell be produced, consult a competent installer on the correct maintenance procedure and adjustment of burners.
- Never check for gas leaks with a naked flame
- Always turn off the gas cylinder valve(s) or inlet to the caravan when gas appliances are not in use
- Never use gas appliances without adequate ventilation. All gas appliances require a plentiful supply of fresh air for correct operation. Fixed ventilators or air inlets should not be stopped.
- Where practical turn off all appliances before retiring to bed, preferably at the cylinder or inlet to the caravan or other dwelling.
- Unless the appliance incorporates automatic ignition, when lighting an appliance always make sure you apply a lighted match or taper to the burner before turning on the gas.
- If an appliance is disconnected for repair, maintenance, etc. ensure that the gas line is capped off.
- If taps are stiff to operate or appear to be a source of leakage, call in a competent installer to rectify. LPG taps require a special grease.
- Avoid stress at the hose assembly when it is connected to the gas cylinder, as this could damage the hose, causing a leak.

Always seek advice when in doubt

## Routine Checking

Flexible hoses and tubing should be regularly inspected and replaced when signs of cracking or other deterioration appears. After replacement ensure that

Do not use any extension hoses

Hoses should be of minimum length

Check the complete gas installation on a mobile caravan for soundness at least once per annum and as necessary according to usage.

All flue installations should be inspected, at least once a year, throughout their length for integrity of attachment, both to appliance and cowl, and for perforation due to damage or corrosion. Flues should be replaced if any sign of damage or perforation is found. It should be ensured that the replacement is of an approved type conforming to the recommendations of BS 5440-1

## Changing Gas Cylinders

The following procedure should be adopted when changing 3.9kg, 6kg, 13kg, 19kg and 47kg

- Ensure that the replacement gas cylinder is the correct one for the installation
- Extinguish any fire, flame or source of ignition (including cigarettes, pipes and pilot lights) before changing gas cylinder.
- Wherever possible change gas cylinders in the open air
- Ensure that the gas cylinder valve(s) is/are closed before disconnecting any empty cylinder or before removing the plastic caps or plug on the outlet connection of the replacement cylinder.
- Remove the Regulator (or connecting nut-left hand thread) with the correct spanner
- Remove the protective plug and leave hanging to replace later
- In the case of a connection on a pressure regulator or gas appliance which relies upon a sealing washer(s) to maintain a gas-tight joint, it is essential to check that the washer is present, is sound and is correctly positioned prior to making the connection. Where the connection relies on a metal to metal seating or bull nose connection to obtain a gas-tight joint it is essential that the mating surfaces are clean and undamaged. In no case should a damaged valve or connection be used.

# Gas

- Where connections are designed to be tightened with a spanner it is essential that a spanner of the correct size is used and that the union is firmly tightened: hand tightness is not sufficient. When self-sealing valves are incorporated in a gas cylinder. Connections should be made in accordance with the Manufacturer's instructions and tools should not be used.
- Make firm gas-tight joints. Any leaking vapour will smell. If a leak is suspected after changing gas cylinders and opening valve, test by brushing with soapy water around the joints. Bubbles will form if Vapor is leaking. Never use a naked flame.
- Gas cylinder valves are of various designs depending on the type of cylinder and the use for which it is intended and it is essential that the correct pressure regulator with the correct pressure setting and capacity for the installation is used in accordance with the manufacturers instructions.

## GAS LEAK

### Action to be taken in the event of a suspected leak

If gas leak is suspected, close the gas cylinder valve or other valve at the inlet to the premises. Do not operate electrical switches and ensure there is no source of ignition nearby i.e. extinguish any cigarettes and switch off your mobile phone. Open all doors and window to disperse of any gas. The strong unpleasant smell of LPG should enable the area of the leak to be detected. Check that gas is not escaping from an unit appliance.

In the case of a leak , close cylinder valve(s) and call a competent installer to rectify the fault.

### In the event of a Fire ( GAS)

#### Precautions and actions to be taken

Immediately raise the alarm and call the Fire Brigade advising them of the presence of LPG

A fire extinguisher of adequate size and preferable of the dry powder type should be available

The initial use of dry powder extinguishers is recommended only if it is likely that the leakage can be stopped by closing the cylinder valve or that the cylinder can be speedily removed.

Cool (with water) all gas cylinders which cannot be removed if safe to do so .

As soon as possible remove cylinders adjacent to the fire to a safe place in order to gain access to the seat of the fire.

# Gas

## GAS Installation & Appliance Commissioning

All homes are despatched from Regal Holiday Homes Ltd with a gas commissioning notice fixed to the front of the boiler ( except for all electric homes) . This notice should be filled in by the Gas Safe registered engineer at the time of commissioning the home when new. This record of first commissioning should not be removed.

### **Gas Commissioning Notice**

In the general interests of your safety and others that may use this residential park home, you should have the gas installation and appliances properly commissioned and checked for safety by a competent Gas Safe registered engineer after the unit has been delivered and a gas supply connected to it.

We recommend that the registered engineer completes this notice at the time of commissioning this residential park home when new. This record of first commissioning should not be removed.

**Installation Company:**

**Gas Safe registration No:**

**Commissioning Date:**

**Engineer's name:**

**Engineer's signature:**

If the residential park home is to be let out (either permanently or short term), then by law (The Gas Safety (installation and use) regulations and health and safety legislation) the current owner or their agent must ensure that: commissioning and servicing checks of gas installations and gas appliances have been carried out by a Gas Safe registered engineer; the gas appliances are checked for safety at least once a year by a Gas Safe registered engineer; and a record of the installer's safety check is prominently displayed in the unit for the occupants to see.

The above diagram shows a typical gas commissioning notice for a residential home built to BS3632:2015

# Maintaining your Home

## Aluminum Panelling

### Cleaning

Whilst the coating on exterior panels is both tough and flexible, care must be taken when cleaning them.

Euromax Ltd recommends the use of any reputable car shampoo or “wash and wax” for use on our caravan products. Stronger cleaning products, such as “GizerBio” and “Auto Glym Motorcyle Cleaner”, have been used without detrimental effect to remove ingrained dirt, but we would recommend that the product is tested in a small area prior to use to ensure that there is no damage to the painted surface. Always follow the cleaning agent manufacturers guide lines.

Abrasive cleaning agents, such as “T-cut” should not be used, nor should washing— up liquids and other salt containing products. Chlorine based (or containing) cleaning agents should also be avoided.

Regal Holiday homes Ltd does not recommend the use of power-washers or hosepipes to clean your home, as these may affect seals around windows, panelling or drive water into ventilation openings. Under no circumstances use abrasive cleaners or compounds on the panelling.

### Cracking/Popping sounds?

From time to time you may hear the exterior aluminum panelling make cracking/popping sounds. This is normal, as the aluminium panels expand and contract with the varying temperatures throughout the day and night.

### Caring for your Celutex cladding (if fitted)

This is a low maintenance material, which will never need painting or preserving and with the required care and attention will look good for years to come.

However, the following external factors may adversely affect the appearance of any PVC, especially after extended weathering:

- Solvent based cleaners
- Abrasive cleaners
- Environmental contamination e.g. dirt
- Pollen



Hence in order to maintain the appearance, it will be necessary to wash the installation with warm soap and water to remove surface dirt. The frequency of this will depend on local environmental conditions.

This cleaning should be carried out with copious amounts of soapy water to avoid any chance of scratching the surface.

When wiping over **always** use a soft cloth or sponge.

**Never** use solvent-based cleaners

**Never** use abrasive cleaners

### Caring for your Log Lap Cladding

Your Regal home log lap exterior has been protected with a high build translucent stain.

In most circumstances this will give up to 3 years maintenance free life, but in coastal locations and open exposed areas, wind, rain and strong sunlight can cause more rapid degradation of the protective coatings. The protective coating is built up from 2 layers; a coloured undercoat and a translucent top coat.

We recommend that you inspect the cladding annually and repair any area of breakdown. Early maintenance,

# Maintaining your Home

always fully protected and greatly extend the life and appearance of the timber cladding.



## At least once a year

- All coatings should be washed with mild detergent and water to remove any surface pollution
- Weather seals and guttering should be cleaned to remove leaves, dust and grime
- Ventilators should be cleaned to remove any dirt or grime
- Maintain any areas of degradation

## When washing the Cladding

- Do not use high pressure washers or hoses
- Do not use abrasive cleaners such as scotch pads or scouring pads
- Do not use solvent based cleaners

## First and subsequent re-application

All areas to be re-coated should be washed down with a mild detergent solution and rinsed with clean water to remove dust, insects and other contaminants , which can form a base for algae and fungi growth.

**Where the coating system is intact but requires a cosmetic coat to “freshen” it up, the following procedure should be followed:**

- Using a good quality synthetic, long haired, brush, apply

one or two coats of top coat in the appropriate shade.

- Load the brush generously. Avoid over-brushing; the coating will level out as it dries.
- Coat complete sections or elevations at the same time. The horizontal joints between the timber sections open and close with the natural movement of timber during the seasons, so take care to brush the coating as far as possible into these joints.
- Allow to dry for four hours between coats.

**Where paint is flaking, moisture has penetrated joints, end grain and mitres or natural movement of the timber has opened shakes, treat as follows:**

- Rub down the damaged area with medium and then fine grade sandpaper
- Wash down the abraded area to remove dust, and allow to dry thoroughly
- Prime the damaged area with appropriate colour primer
- When applying primer to small areas, apply light thin coats to gradually build up colour to blend in with surrounding paintwork. Since the timber will discolour over time in sunlight it may be difficult to get an exact match, but by building up the colour in this way a close match will be possible
- When applying primer, use thin coats to build up the paint thickness in the damaged area to the level of the surrounding sound coating
- After priming, seal any exposed end grain with end grain sealer
- Using a good quality synthetic, long haired, brush, apply one or two coats of top coat in the appropriate shade
- Allow to dry for four hours between coats

# Maintaining your Home

## Where resin (sap) has exuded through the coating:

The best remedial treatment is to allow resin to weather until it dries and oxidizes, forming a white crystalline powder. The dried resin can then be removed with a stiff nylon brush, and any remaining residues washed off.

Water based coatings have good moisture vapour permeability and often allow the passage of resin to the surface without damage to the coating. If the finish is not damaged by over-vigorous scrubbing during crystal removal , re-coating is often necessary.

Although unsightly, it is better not to remove fresh sticky resin. In practice, this can be very difficult, and the presence of sticky resin indicates that the exudation is still continuing.

The remedial work for resin exudation is best left until the first maintenance period, by which time the resin has normally fully crystalized.

After removal as described above, the overall application of one maintenance coat of finish restores the general appearance of the timber and maintains its protection.

## Log lap Health & Safety

Your log lap cladding coating has been fire tested according to BS 476:Part 7: 1987 (As amended).

When using primer or top coat always read the safety and usage instructions.

## Cedar Cladding

Exterior timbers turn grey or silver over time as a result of exposure to the sun and rain.

If you wish to preserve the natural colour of the cedar, a wood preservative and natural wood cladding oil can be applied\*.

Use a penetrating product that leaves the cladding UV

protected, free from rot, mould and one that allows the wood to breathe.

Avoid varnish and paints, which form a film on the surface and tend to bubble up

(\* consult your park regarding local byelaws and relevant site licence conditions first).

## Canexel Cladding

### Touch up Paint Application

Should you need to do touch ups, we suggest the very easy method detailed in the photos below for quick repairs. (dip in paint lightly, dab and blot onto spots and repeat).

Touch up should only be applied to areas smaller than a two-pence piece and applied with a cotton swab Q-tip.

Apply the paint to the affected areas ONLY and let dry, approximately 1 hour. (Do not apply with paint brush)

For best results, exterior temperatures should be at least 50°F/10°C (24-hour period).

For further Canexel aftersales advice, please contact: [sarrel@hawthorntimber.co.uk](mailto:sarrel@hawthorntimber.co.uk)

For best results, exterior temperatures should be at least 50°F/10°C (24-hour period).

# Maintaining your Home

## Chassis

All chassis should be inspected yearly and the different characteristics are itemised below :

**Painted Chassis** - are produced from standard uncoated steel and spray painted with a rust paint. At delivery/siting and following the first year after manufacture, the chassis should be inspected and at any sign of damage or local deterioration, the affected areas should be rubbed down and over coated with a good rust inhibiting paint e.g. Hammerite. Regular basic inspection and maintenance is then recommended on a yearly basis. This will provide a good level of protection over the life of the caravan.

**Pre-Galvanised Chassis** - are produced from electro galvanised strip steel which is cut, formed into sections and parts welded to form the chassis structure. The welded area and cut edges are over coated with a zinc rich paint following assembly. Electro galvanised (pre-galvanised) steel provides a thin galvanised coating which will provide a good level of protection, but will require some minimal regular maintenance to ensure long life in operation. The cut edges and welds may initially suffer from corrosion, but the galvanising process will restrict this to these local areas. Regular maintenance should be as for the painted chassis using zinc rich paints (e.g Galvafroid) for repair/over coating in the affected area.

**Hot Dipped Galvanised Chassis** - Components are produced from untreated steel, which are then fully dipped in the hot molten zinc (galvanising) bath after manufacture, prior to assembly. This provides the highest level of protection, with little deterioration expected over the life of the caravan. The process insures that even after manufacture and damaged areas are isolated and corrosion will not spread under the galvanised area. Should any such damage occur these areas should be repaired with a Zinc Rich paint (e.g. Galvafroid)

All chassis of holiday homes and park homes are subject to various processes after manufacture, including transport, van manufacture and siting. Whilst every effort is made to eliminate damage, the large size and weight of the unit may make some local damage to the chassis finish unavoidable.

**Corner steadies**—Require yearly clean and re-greasing to maintain full range of movement

**Wheels and Tyres**—Wheels and stubs require yearly greasing. Tyres should be supported off the floor and protected from direct sunlight. They should be inspected for pressure and damage prior to moving the home.

**Tow Hitch**—Requires yearly clean and oiling

## General Exclusions to Chassis Warranty

Damage cause by neglect or misuse

Structural damage caused by overloading the chassis

Accidental or malicious damage

Siting or transport not in accordance with NCC code of practice 501

Modification or repair without consent of Gateway  
Chassis may invalidate the warranty

Damage by sea spray or wind driven sand

# Maintaining your Home

## Caring For Your Worktops

### Cleaning

General cleaning of the surface requires only a damp cloth & a mild detergent or non-abrasive cleaner diluted in a warm water. Some strong chemicals, dyes and fruit juices may harm your laminate counter top.

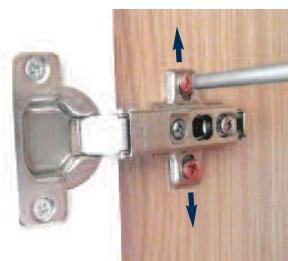
In the event of spillage always wipe up, rinse & dry the area thoroughly. Do not leave liquids lying on the surface. They may seep through a joint and affect the core board.

Note: Prolonged contact with some PVC aprons may promote premature wear of the worktop surface. Abrasive scouring powders, creams and even polishes should all be avoided.

### Wear Resistance

Laminate worktops provide a hard wearing surface. However, the surface will be damaged by scratching of sharp knives or other sharp utensils. It is recommended that a cutting board or protective mat be used when using such implements.

## Cupboard Door Hinge Adjustments



Vertical Adjustment



Horizontal Adjustment



Fine Adjustment

## Caring For Your Carpet

### Regular Vacuuming

Vacuum your carpet on a regular basis as this will reduce dust and dirt, prolonging the life of your carpet. Heavy traffic areas should be vacuumed daily. For cut pile carpets, we recommend the use of an upright cleaner with an active beater bar, as this will help loosen and lift soiling from the pile.

### Stains and Spills

Most stains and spills are far easier to remove when attended to immediately. Please refer to the guide below.

### Cleaning

The most frequently used areas in the house, such as doorways, main traffic lanes between rooms and in front of the favourite armchair etc, are always going to collect dirt and soiling much faster than the other areas of the house. The cleaning of these areas when they begin to look tired will stop the dirt from spreading to other areas of the home and can reduce the necessity for more regular professional cleaning.

### Professional Cleaning

Gradually, airborne particles of dust and oils will build up and leave a thin dusty film on even lightly used areas of your carpet. To overcome this natural spoiling, periodic professional cleaning of the carpet is essential. The warranty we give you is subject to the professional cleaning of the carpet at least once in every two year period from the date of purchase. The retailer you purchased your carpet from offer this service.

## LARDER & FOOD STORAGE

Cupboards and lockers are not intended for the storage of perishable foods and are therefore not vented to the

# Maintaining your Home

external air. We would expect perishable food to be sorted in a refrigerator.

Some of our models do not come with fridges as standard. In this instance, a fridge space is provided to allow a refrigerator to be purchase and fitted. Fridge spaces will be 600mm wide x 570mm deep x 870mm high typically, although this may vary between different home models.

We recommend that you measure the space prior to purchasing an appliance as spaces for refrigerators and fridge/freezers will vary.

## PREVENTING MOULD & MILDEW

The fixed vents (both high level and low level) must not be obstructed, even partially. Excessive condensation can be reduced in the winter months by opening windows, thus introducing additional air flow ( changes of air).

The use of liquid propane Gas (LPG) appliances creates excess moisture within the Home. Salt and Silica gel crystals collect around 1/2 pint of water in 3-4 days. These are useful for enclosed spaces such as wardrobes, but will have complete the reverse effect if the collected water is not disposed of as it will become a source of dampness. Do not use silica or gel crystals if you are intending to vacate your Regal Home for more than 14 days at a time during colder temperature.

## Floors

The floor of your Regal home is a tongue and grooved moisture resistant particle board ( or in some models, tongue and grooved plywood). The floorboards are supported by the steel chassis. Because of the nature of the product, a slight level of floorboard creaking is to be expected. If the home is out of level or the supports not tight enough, then the creaking may be more pronounced. Your park owner will be able to arrange for the siting of the home to be checked and adjusted if necessary.

## Shower Cubicles & Bath

Use warm soapy water only when cleaning the shower cubicle. Rinse with water after cleaning. Do not use any cleaning chemicals.

## Velux Window Care & Maintenance

### Opening and Closing the Window



Pull the control bar to open the window. Friction springs in the hinges allow the sash to be parked in partially open positions. The window is closed by pushing upwards firmly on the control bar to lock the sash and close the ventilation flap.

### Use of the ventilation flap



To enjoy fresh air even when the window is fully closed, pull the control bar lightly downwards to open the ventilation flap. The window will remain locked, but air can enter the room through a built-in air filter.

### Ventilation position



The built-in barrel bolt allows you to fix the window in an open position. The barrel bolt is placed in the top left part of the window, and slides into the housing at the top of the side frame.

## Cleaning the window



The white polyurethane surface can be cleaned with ordinary household cleaners

barrel bolt into the bushing at the bottom of the side frame. This safety feature leaves both hands free for cleaning.

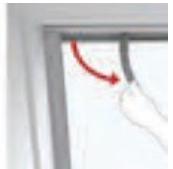
Clean the pane with a soft, clean, lint-free cloth/chamois leather/non abrasive sponge or a clean, non-metal window squeegee. Clean water will normally be sufficient for cleaning the pane.

Ordinary, non-abrasive household cleaners can also be used. Soft water is best for cleaning panes. Therefore, in hard water areas add a small amount of detergent to soften the water or wipe off all excess water after cleaning.

### Warning

- Avoid contact from silicone
- Do not use any cleaning products containing abrasive particles
- Do not use chemical products for cleaning the pane
- Avoid contact with the pane from all sharp or abrasive objects including jewellery
- Never attempt to clean off dirt on the pane without first applying water
- If any works are taking place in the vicinity of the pane, protect the pane with a clean plastic sheet to prevent any splashes or staining from aggressive and abrasive compounds.

## Cleaning the air filter



The air filter can be removed and washed with ordinary household cleaners. Fully rotate and

secure the window in cleaning position, then remove the filter from the filter rail ( New filters are available from VELUX)

## Cleaning the Flashing



Leaves and other debris should be removed from the flashing around the window

once per year to allow rain water to flow freely

## Snow and ice



Remove snow and ice to allow melted water to drain off from and around the window

## Minimising condensation



Particularly in rooms with levels of humidity, condensation can form on the inner pane of the window. This can be minimised by airing the room frequently



Reproduced with kind permission of Velux Ltd

## Cleaning the Pane

To clean the outer pane, rotate the sash 180 degrees, The sash must be secured in position by sliding the

# Maintaining your Home

## Windows & Exterior Doors

Only warm, mild soapy water should be used to clean your windows and doors. For stubborn marks on uPVC windows, a uPVC Cleaner can be used if used sparingly. We do not recommend that window stays be adjusted.

For Door hinge adjustment:-

**Compression adjustment +0.5mm -0.5mm (5mm**

**Allen key)**

Remove the top cap.

**Check pin alignment** via mark on top of pin. If the mark is pointing towards the door sash, the adjustment is in the neutral setting.

**To increase compression** turn the pin so that the alignment mark is moved towards the door frame.

**To reduce compression**, turn the pin so that the alignment mark moves away from the frame.

**Vertical adjustment +3.0mm -0.0mm (5mm Allen key)**

Remove the bottom cap.

**To raise for sash** , rotate the vertical adjustment screw clockwise. Ensure that all other hinges are adjusted equally.

**To lower door sash** rotate the vertical adjustment screw anti-clockwise. Ensure that all other hinges are adjusted equally.

**Lateral adjustment +2.0mm -2.0mm (4mm Allen key)**

Remove the side cover caps.

Rotate the lateral adjustment drives in the direction required. Ensure that each pair of alignment marks are at the same point.

### **Warning**

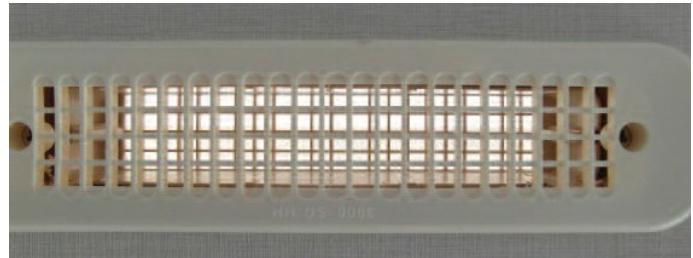
It is not recommended to fully adjust either one adjustor only or one hinge only. Adjustments should be made

gradually, aligning each pair of marks on each hinge until the desired adjustment is achieved.

# Maintaining your Home

## Ventilation Maintenance

Permanent ventilators in the living apartments and in the cylinder storage area should be checked to ensure that they are not obstructed, even partially .



EN1647 Bedroom Wall Vent

## Checking/ Cleaning Floor Ventilation

Typical Floor vent locations are shown in the back of this handbook



All vent caps are removable for cleaning purposes.

The vents can be cleaned with a compressed air aerosol or 'air duster', commonly available from stationers or online.



Ensure you read and follow the safety instructions on the can prior to use.



BS3632 trickle

## Checking/ Cleaning Main Kitchen Ceiling Vent

(EN1647 Caravan Holiday Homes only)

The grille is removable and access can be gained by turning the lug. The grille will then pull out.



The vent ducting should be cleaned with warm soapy water.

## Checking/ Cleaning Wall events

Wall events (EN1647 Caravan Holiday Home) and trickle vents (BS3632 Residential Home) are fixed vents and should be cleaned using a compressed air aerosol or 'Air Duster'

# Electrics

## Do's & Don'ts

- Always use a National Inspection Council for Electrical Installation Contracting (NICEIC) or Electrical Contractor's Association ECA qualified Electrician to carry out electrical work
- Do not screw items such as hanging baskets to the exterior of the home as you may inadvertently screw through electrical wires
- Do not use multi-plug adaptors
- Do not attempt to fix electrical faults yourself (unless you are electrically qualified). See your Park Operator or arrange for a qualified engineer to attend.
- Do not allow children to play with electrical sockets or appliances
- Do check that mains supply has been isolated before vacating your Regal home
- Do not use appliances outside when connected to an internal socket
- Internal outlet sockets should only be used with dedicated appliances

## Commissioning of the Holiday Home

### ( Electrical Test)

Before connecting the Home to the site supply, the Earth Loop Impedance must be ascertained and it must be verified that the maximum permissible values are not exceed to ensure disconnection within the specified limits as described in the Institute of Electrical and Electronics Engineers (IEE) regulations.

The inspection and completion certificate requires that the outstanding values regarding Loop Impedance, Prospective Short Circuit Current etc be filled in by a competent person (NICEIC or ECA certified).

We recommend the home be retested annually.

## Consumer Unit

The consumer unit is the main switch and electrical safety device for your home and had a 40amp rating (higher if the home is an 'all electric' specification)

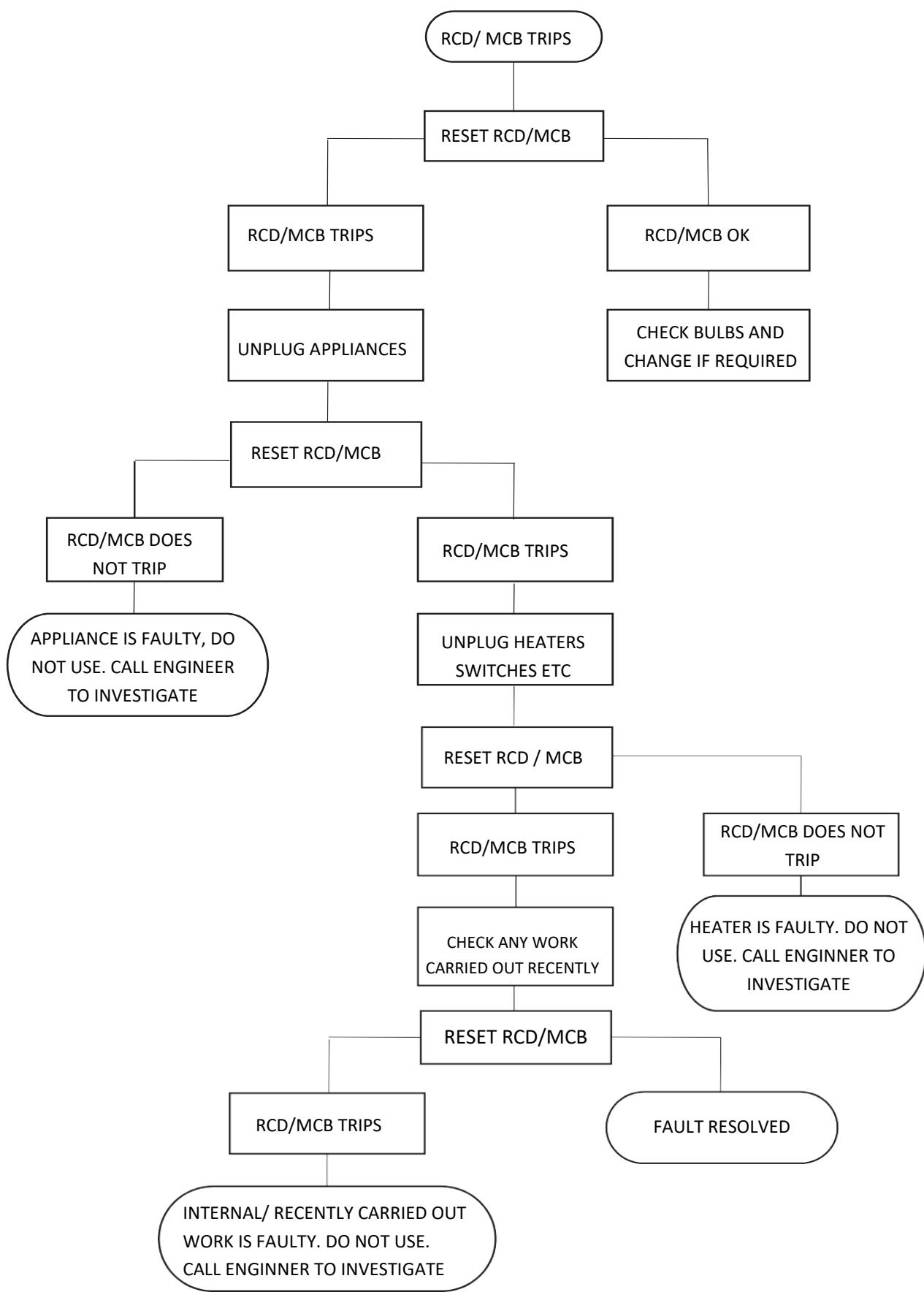
## Heaters

Ensure that wall heaters are never covered or have air intakes obstructed as they then become a fire hazard

## Light Bulbs

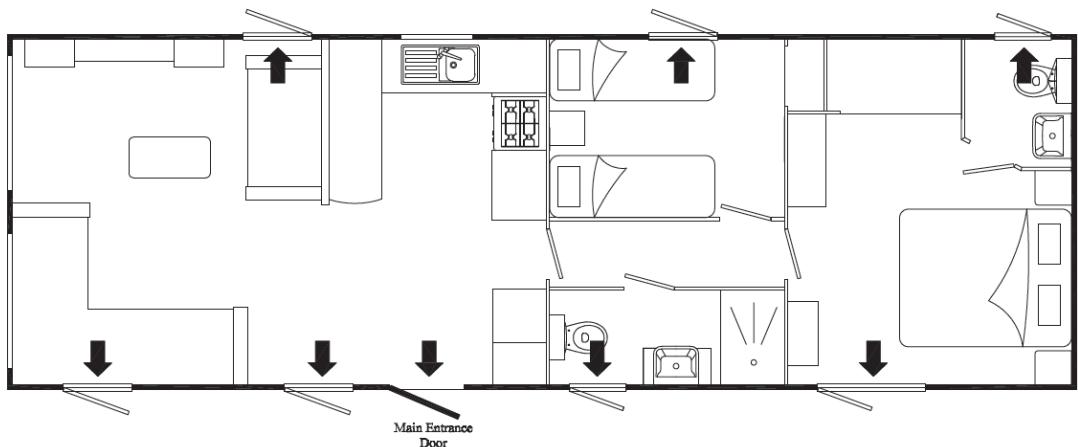
Consumables such as light bulbs are not covered under warranty. When hanging a bulb, isolate the power to the fitting. Use a cloth when removing/ fitting the bulb to prevent injury to hand should the bulb break. Always ensure the bulb is the correct shape and rating.

# Electrics

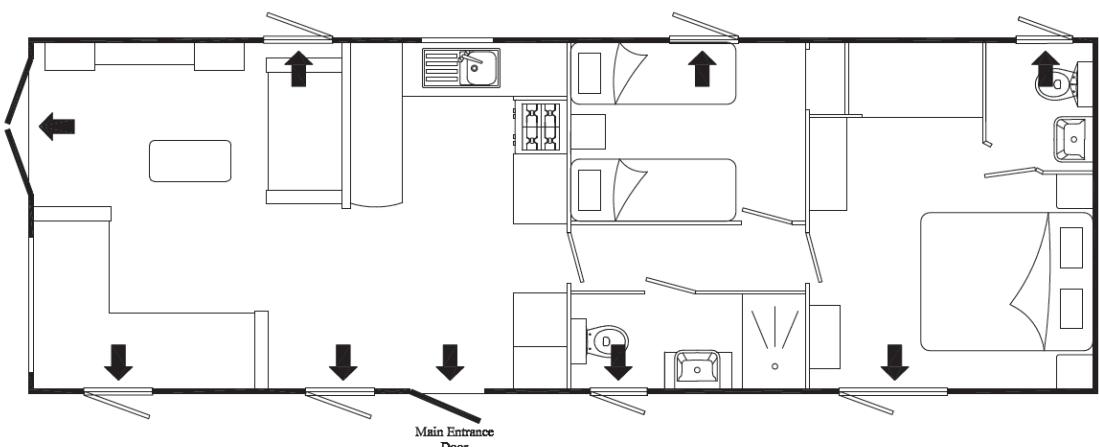


# Emergency Escape

Typical Emergency Exit Arrangements - 1 Door

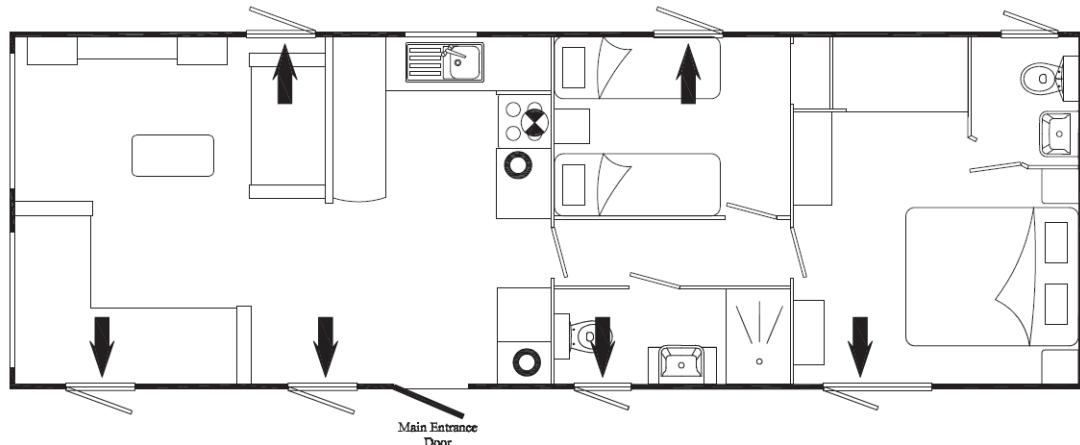


Typical Emergency Exit Arrangements - 2 Doors

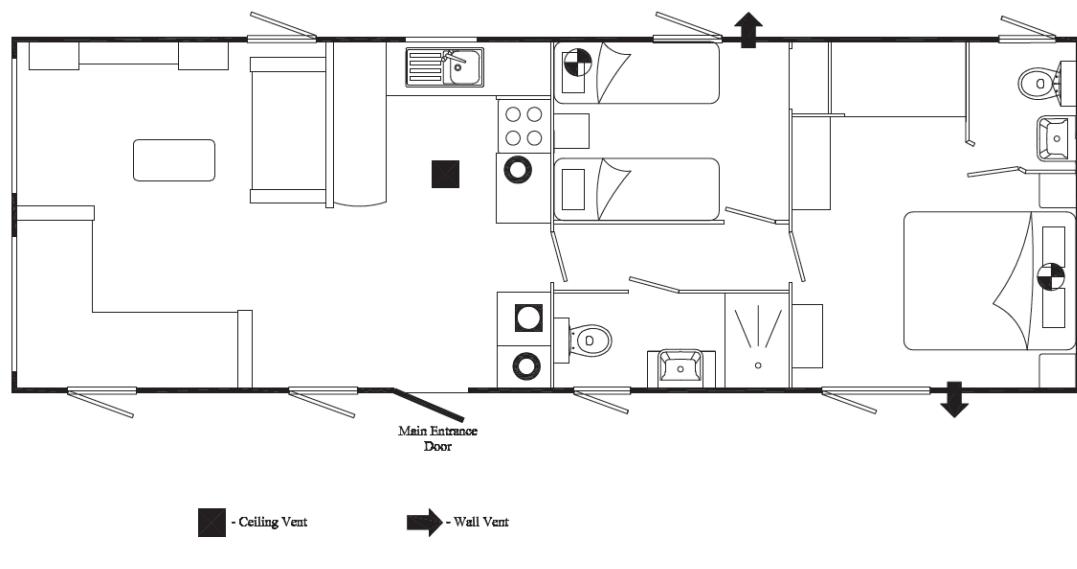


# Typical Ventilation

Typical Ventilation Arrangements - BS3632~2015 Home



Typical Ventilation Arrangements - EN 1647 Home



# Manufacturer's Warranty

Each new Caravan Holiday Home comes with a one year guarantee, subject to terms & conditions stated below. This does not affect your statutory rights under the Sale of Goods Act.

The Regal Leisure Homes Ltd warranty only applies to the first owner of the Caravan Holiday Home. Once the Caravan Holiday Home is sold on, warranty claims cannot be made and any parts required will be chargeable.

## General Exclusions

Our warranty covers faults arising from faults and defects during manufacture, but specifically excludes the following:-

- Damage caused by wear and tear consistent with the age and usage of the Caravan Holiday Home
- Defects/damage caused by modifications or works carried out by the owners or third parties
- Defects/ damage caused by a lack of routine maintenance set out in the Regal Leisure Ltd Owners handbook.
- Defects/ damage caused by improper maintenance of the Caravan Holiday Home
- Faults/damage caused by: neglect, misuse of the Holiday Homes
- Faults/damage caused by disruption to domestic services such as mains electrical, gas, water or drainage supply
- Fault/damage due to condensation, damp, mildew, fungus, dry rot, corrosion, leakage or ingress of water (unless determined to be a manufacturing fault or defect).
- Water damage attributable to pipes not being checked properly during commission.
- Fault/damage caused during the siting of the Caravan Holiday Home.
- Fault/damage attributable to the improper siting of the Caravan Holiday Homes
- Fault/damage attributable to an unsuitable pitch/base or raft.
- Fault/damage deemed to be caused by improper siting ( all siting should be in accordance with the NCC ;Guidelines )
- Blown light bulbs, florescent tubes and spotlights
- Fault/damage caused by DIY repairs
- Damaged caused by non- approved cleaning chemicals
- Tap-washers and thermocouples
- Colour fading, as items left in strong sunlight may cause colours to fade
- Accidental damage.

# Manufacturer's Warranty

## General Terms and Conditions

- The warranty only applies to Caravan Holiday Homes purchased and sited in the UK
- The Regal Leisure Homes Ltd Warranty only applies to the first owner of the Caravan Holiday Home. Once the Caravan Holiday Home is sold on, warranty claims cannot be made and any parts required will be chargeable.
- The Caravan Holiday Home must not be occupied for permanent residential use, but for seasonal holiday/leisure purposes only.
- Regal Leisure Homes Ltd will not accept liability for any indirect or consequential losses that you may suffer as a result of a manufacturing defect.
- The Caravan Holiday Home must be sited in accordance with the NCC Guidelines.
- The caravan Holiday Home must be regularly maintained (see information throughout the handbook).
- If a warranty claim is made regarding electrics and a Regal Leisure Homes Ltd Engineer attends, only to discover that the fault is blown light bulb, tube, spotlight, fuse or no fault is found, a £75.00 call-out charge will be made.
- Any electrical maintenance work carried out must be accompanied by a 'Minor Works Certificate' or relevant certification. Failure to do so will invalidate any warranty.
- Regal Leisure Homes Ltd may, at times, send out a third party aftercare company to deal with aftersales requests.
- Regal Leisure Homes Ltd will not accept responsibility for any damage, faults or losses caused by a result of the Caravan Holiday Home being used as a show unit or demonstrator unit.
- All claims must be submitted in writing and will not be accepted otherwise.

# Manufacturer's Warranty

## Reporting Warrant Claims

Please do not contact Regal Leisure Homes Ltd directly. Speak to your park representative or dealer. They will make the necessary calls for you.

All information about the Holiday Home must be entered for the claim to become valid. The claim cannot be logged unless a valid serial number had been provided.

- If you fail to return the Post Delivery Inspection (PDI) form to Regal Leisure Homes Ltd within 14 working days of delivery, any warranty claims may be deemed void. It is the parks responsibility to ensure that the PDI is communicated to Regal Leisure Homes via post, email or fax. Upon receipt of this documentation, Regal Holiday Homes will ensure all defects are logged and resolved. The park must inform Regal Leisure Homes of the Plot where the Holiday Home will be sited to validate the warranty process. (BH&HPA recommend returning the PDI form within 72hours)
- If you fail to return the loose item checklist form to Regal Leisure Homes within 5 working days of delivery, and warranty claims may be deemed void.
- If you fail to return the Full post Delivery inspection form to Regal Leisure Homes Ltd using one of the below methods:

Email - [customerservice@regallh.co.uk](mailto:customerservice@regallh.co.uk)

Tel - 01202 283782

Post -  
Omar Park Homes T/A Regal Leisure Homes  
Unit 90 Old Barn Farm Road, Woolsbridge Industrial Park, Three Legged Cross  
Wimborne  
Dorset  
BH21 6SU

## When does the Warranty Period Commence?

- Fleet Hire—The warranty period commences once the Caravan Holiday Home has been sited
- Private Owner—The warranty period commences when the owner takes over their new Caravan Holiday Home.
- Showground/ Demo Models—A PDI must be completed on delivery and any faults or missing items reported immediately, The warranty commences when the owner takes over the Caravan Holiday Home. No liability will be accepted for showground damage or missing items not reported at the time of commencement of display.