



Bristol Street
Versa Mobility Solutions

Wheelchair Accessible Vehicle Owner's Handbook



Nationwide
Service



High Quality
Conversions



Friendly and
Experienced Team



Customer
Aftercare

Mobility experts you can trust



For an instant query with your vehicle, get in touch, we'll be happy to help. www.bristolstreet.co.uk/motorservices@bristolstreet.co.uk

Contents

Welcome to your Bristol Street Versa Vehicle	2
Who to Contact	3
General Guidance	4
Using your Vehicle Safely	5
Wheelchair Restraint Guidance	6
Servicing your Vehicle	7
Warranty on your Vehicle	8
Maintaining your Warranty	10
Maintaining your Corrosion Warranty	11



Welcome to your Bristol Street Versa Wheelchair Accessible Vehicle

Thank you for purchasing your vehicle from Bristol Street Versa. We are delighted that you chose us and want to ensure you of the highest level of customer service.

It is extremely important to us that our customers are happy with their vehicle and travel safely.

The aim of this booklet is to make the instructions on how to use and maintain your vehicle as clear as possible and to ensure that, should you ever have any questions, you know exactly where to go for help.

There is one other section that includes very important information. This is the section on **page 8** outlining the warranty cover on your vehicle.

Can we encourage you to take a few minutes to read through this Owner's Handbook. We have tried to write it as clearly as we can, and wherever possible we have avoided complicated technicalities. If after reading the booklet you have any queries then please do not hesitate to call us on **01924 442386**. Our team will be happy to explain any details that are not clear.

With our best wishes,

The Versa Team

Who to Contact

If you do encounter any problems with your vehicle, or ever have any questions, we want you to know who to ask for help. We have provided a quick guide below.

Bristol StreetVersa are proud to present ourselves as your Managing Dealer. This means that for almost all your queries or questions, we'll take care of you!

This covers everything from:

- ✓ Questions about your vehicle
- ✓ Booking a service
- ✓ Repairs to bodywork or windscreen
- ✓ Fixing a puncture
- ✓ Issues with your lift or ramp
- ✓ Issues with your restraints
- ✓ Anything else where you're just not sure who to ask!

So how do you contact us?

Call us on **01924 442386** and ask to speak to a Customer Service Advisor

Email us at customerservices@bristolstreetversa.com

(Our offices are open Monday-Friday 9am-5pm).

Visit our Useful Contacts page at www.bristolstreetversa.com/contact-us/

We've included a key fob with your welcome pack to pop on your keyring so you can keep all the useful contact details close to hand. If at any point you lose or damage the key fob, just give us a bell and we'll happily post a new one out to you.

When should I call someone else?

In the event of a breakdown



Call 0800 73 111 73 or
0333 202 1878 from a mobile.

Lines open 24 hours a day, 7 days a week, every day of the year.

The RAC have text facilities if you're hard of hearing. Either prefix 18001 before dialling 0800 029 029 to use Tynetalk, or text them on 07855 828282.

In the event of an accident



Call 0300 037 3737

Lines open for:

New Claims:

8am - 8pm Monday to Friday
and 8am - 4pm Saturday

Existing Claims:

9am - 5pm Monday to Friday

Making a change or requesting information to your policy:

8am - 7pm Monday to Friday
and 8am - 4pm Saturday

When you contact us, please give us as much information as possible about the problem to help us find an answer for you. Please provide your vehicle registration number in any communication.

General Guidance

Your vehicle started life as a standard car or van. This standard car or van was then converted to become wheelchair accessible. The reason for explaining this is because it makes your vehicle quite unique as you have two handbooks to refer to; the manufacturer handbook and this handbook. The manufacturer handbook will provide information on the standard vehicle and this handbook provides information on the specific wheelchair accessible parts.

As the conversion happened after the standard vehicle was built, it follows that if the two handbooks don't agree, the information in this handbook supersedes the information in the manufacturer handbook. For most things, the two handbooks deal with different parts of the vehicle, but if in any doubt, this handbook takes priority.

Which Handbook should I refer to?

Standard Car or Van
Manufacturer Handbook

Wheelchair Accessible Vehicle
This Handbook



Using your Vehicle Safely

Please take the time to fully read and understand all of the instructions and manuals supplied with your vehicle, especially those regarding wheelchair restraints and your lift or ramp. Copies of product guides which may be relevant to your vehicle can be found on our website, www.bristolstreetversa.com.

Ramps/lifts should only be used by persons familiar with their operation.

Ramps/lifts are only designed to be deployed onto firm and level ground.

Only use your ramp/lift when the vehicle's parking brake is applied.

If you encounter any problems with your ramp/lift or wheelchair restraints, please seek advice from us (see **How to Contact Us** on **page 3**).

DON'T use your ramp/lift or restraints if you have any concerns.



Wheelchair Restraint Guidance

We thought it would be useful to provide some further specific information about the restraints fitted in your vehicle to ensure the safe transportation of the wheelchair occupant.

DO Ensure that the wheelchair is appropriate for the tie-down being used.

DON'T Use worn, torn or frayed belts.

DO Ensure that the wheelchair is facing towards the front of the vehicle with the brakes applied.

DON'T Cross any of the four wheelchair tie-down restraints.

DO Remove and securely store wheelchair add-on equipment. In the event of an accident, unsecured items can move quickly and cause injury to people in the vehicle.

DON'T Attach restraints to any part of the wheelchair that is not indicated on the frame or in the manual as a tie-down point.

DO Position the pelvic belt inside of the wheelchair side frame so that the webbing and buckle are in contact with, or very near, the occupant's body and with the pelvic belt placed as low as possible across the front of the pelvis.

DON'T Route pelvic belts on the outside of the wheelchair frames or over wheelchair armrests or wheels.

DO Ensure the shoulder belt sits comfortably around mid-shoulder.

DON'T Mix components of restraints from different manufacturers even if they look similar or appear to engage with each other.

DO Check all restraints for signs of damage or wear and tear before each use. Damaged or malfunctioning restraints should be replaced immediately.

DON'T Use restraints that have been called upon in the event of an accident, they should be discarded and replaced with new items.

Note on cleaning restraints

Webbing restraints can be washed with a mild detergent solution and soft cloth.

Do not submerge restraints in cleaning solution.

Servicing Your Vehicle

Routine servicing of your vehicle should be carried out in accordance with the original manufacturer's service manual. You will find any radio/key/security codes which are needed in the manufacturer handbook.

If your vehicle is fitted with a lift, steps, rear heater or rear air conditioning these also need routine servicing. This should not be ignored as it could lead to failure and potential injury to the user, and could also invalidate your warranty (see **page 8** for further details). Please refer to the separate documentation from the relevant supplier(s) to find out the recommended inspection schedule and how to find your nearest service engineer. Alternatively, give us a call and we'll find this out for you.



Warranty on your Vehicle

The objective of this section is to be clear about the warranty provided on your vehicle. As explained in the General Guidance section on **page 4**, your vehicle started life as a standard car or van and was then converted to make it wheelchair accessible. This means it is covered by a warranty on the vehicle (provided by the vehicle manufacturer) and a warranty on the conversion (provided by the converter).

The terms of the vehicle warranty will depend on the make of vehicle you have. Please refer to the manufacturer's handbook.

The terms of the conversion warranty are outlined below. You will see that we have split this section into different headings depending on whether your vehicle is new or used and whether you bought it yourself or on the Motability Scheme. Please refer to the heading appropriate for your vehicle. If you are in any doubt, please don't hesitate to contact us.

For all warranties provided, the cover is subject to the requirements for either Maintaining your Warranty outlined on page 10 or Maintaining your Corrosion Warranty outlined on page 11.

New Vehicles on the Motability Scheme

The conversion element of the vehicle is supplied with a 3 year warranty.

In addition, the conversion element of the vehicle is supplied with a 5 year corrosion warranty.

Nearly New Vehicles on the Motability Scheme

The conversion element of the vehicle is supplied with a 3 year warranty from the **original converter**. In some instances this will be us, but in some instances it will not. If we did not convert the vehicle, we will contact the original converter on your behalf in the event of a warranty claim. We cannot however provide input on the warranty policy as that belongs to another company.

In addition, the conversion element of the vehicle is supplied with a 5 year corrosion warranty from the original converter. If we did not convert the vehicle, we will contact the original converter on your behalf in the event of a corrosion warranty claim. We cannot however provide input on the corrosion warranty policy as that belongs to another company.

Non-Motability New Vehicles

The conversion element of the vehicle is supplied with a 3 year warranty.

In addition, the conversion element of the vehicle is supplied with a 5 year corrosion warranty.

Non-Motability Used Vehicles

The vehicle and the conversion element of the vehicle are supplied with a minimum 12 month warranty. Depending on the age of the vehicle, there may be more than 12 months left to run on the original manufacturer's warranty but we commit to provide all our used vehicles with a minimum 12 month warranty on the vehicle and conversion (inclusive of corrosion).

Warranty Cover at a Glance

Vehicle	Warranty Period	Corrosion Warranty Period	Warranty Provider
New Motability	3 year	5 year	Bristol Street Versa
Nearly New Motability	3 year	5 year	Original Converter
New Non-Motability	3 year	5 year	Bristol Street Versa
Used Non-Motability	Minimum 12 months	Minimum 12 months	Bristol Street Versa

Maintaining your Warranty

Please read these items carefully. We ask that you adhere to these few simple rules in order to maintain the benefit of the warranty cover on your vehicle.

Understand which parts of your vehicle conversion need to be maintained and have them serviced regularly. If your vehicle is fitted with a lift, step(s), rear heater or rear air conditioning, these all need to be serviced in line with the recommendations of the relevant supplier(s). If you arrange for an alternative servicing dealer to undertake the work, please ensure they complete and stamp the service record and retain a copy of the invoice as this will be required in the event of a claim. If you fail to have these parts of your conversion serviced in accordance with this requirement, the cover provided by our warranty will end on that item.

Provide us with information. You must provide us with all the information we reasonably require in order to decide if a claim is valid under the terms of our warranty.

Make any claim promptly. If a warranted part fails you must notify us promptly and within a maximum of 7 days after you discover the problem. Any delay in notifying us may cause further problems if you continue to use your vehicle and could invalidate your warranty.

Maintaining your Corrosion Warranty

The conversion corrosion warranty refers to the components specific to the conversion and the area in which these components interface with the base vehicle only. For any other bodywork or paintwork concerns please contact the original vehicle manufacturer.

The conversion corrosion warranty is subject to the same requirements as the general warranty as outlined on page 10, and the additional requirements below. We therefore ask that you also adhere to these additional simple rules to maintain the benefit of your corrosion warranty.

Paint and bodywork must be maintained by regular cleaning in accordance with the manufacturer's instructions.

If suspected signs of corrosion are identified you must notify us as soon as practically possible. Any delay in notifying us may cause further corrosion damage to your vehicle and could possibly invalidate your corrosion warranty.

The conversion corrosion warranty does not cover:

- Damage caused by neglect, improper use or accidental damage
- Damage caused by events beyond our reasonable control such as, but not limited to; fire, floods, earthquakes etc.
- Damage caused by additional components added by a third party
- Any corrosion resulting from stone chips and similar damage
- Any corrosion resulting from scratches and similar damage
- Any corrosion resulting from the use of unsuitable cleaning products
- Any corrosion resulting from airborne contamination or debris





 Bristol Street
Preston, Lancashire, PR1 2JH

01330 108 4030
www.bristolstreet.co.uk

Free
UK Home
Demos



Bristol Street
Versa Mobility Solutions

Wheelchair Accessible Vehicles

01924 442 386

customerservices@bristolstreetversa.com

www.bristolstreetversa.com



Nationwide
Service



High Quality
Conversions



Friendly and
Experienced Team



Customer
Aftercare

Mobility experts you can trust