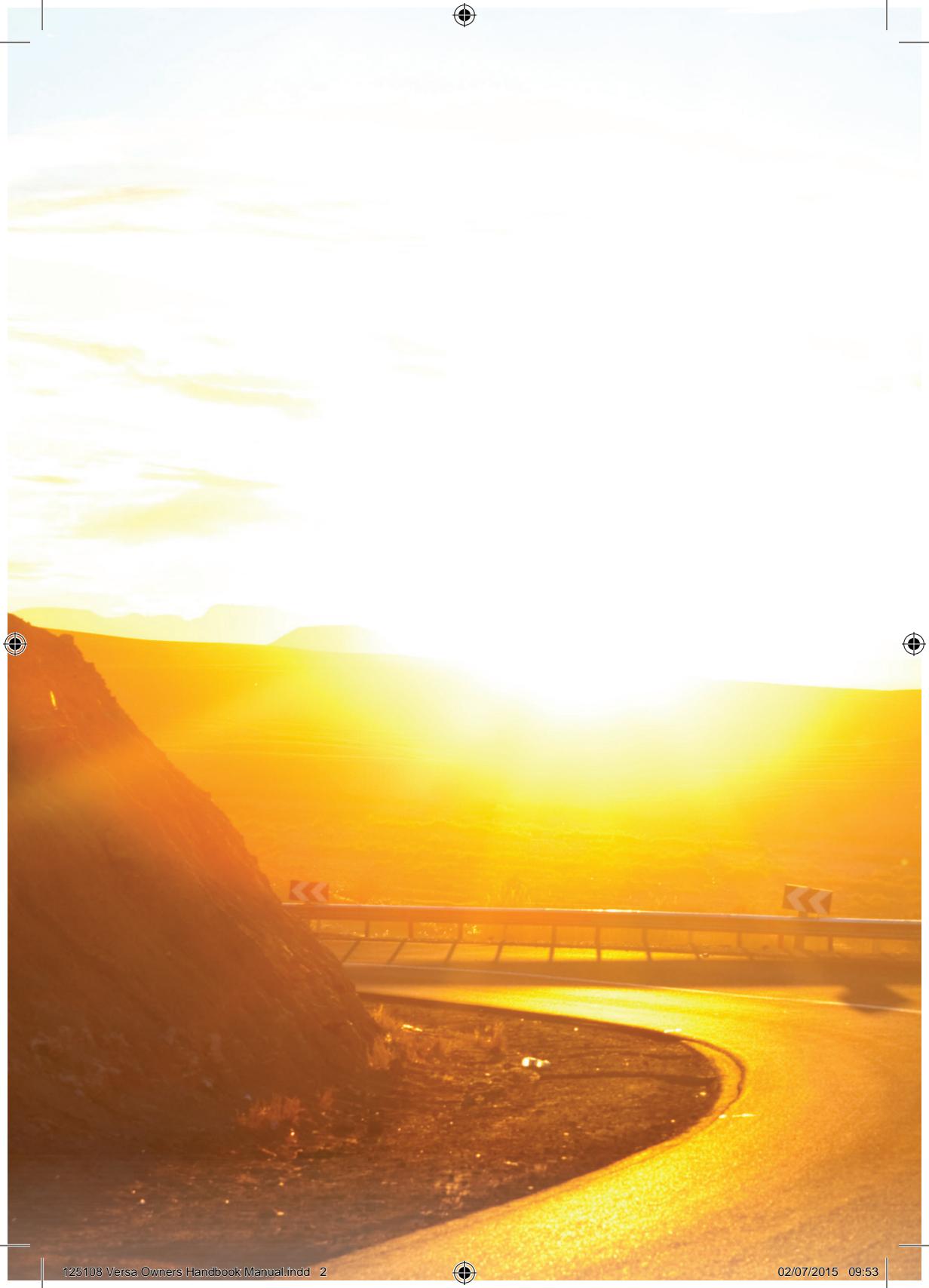




Wheelchair Accessible Vehicle Owner's Handbook



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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

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.



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

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

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

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

DON'T use your ramp or lift 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 across the front of the pelvis as possible

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 any 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.



Who to Contact

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

My vehicle has a problem with...	Who to contact
<ul style="list-style-type: none"> • Engine • Gearbox • Head/tail lights • Stereo • Seats and Seatbelts[†] • Brakes • Exhaust[*] • Fuel tank[*] • Air conditioning 	<p>Your nearest franchise dealer (Renault, Volkswagen, Fiat, Ford)</p>
<ul style="list-style-type: none"> • Wheelchair tiedowns and occupant restraints • Lift • Winch • Step (manual or electric) • Any other conversion item • Ramp • Lowering suspension 	<p>Bristol Street Versa (see contact details below)</p>

* N.B. For lowered floor vehicles e.g. VW Caddy/ Ford Connect or vehicles with an underfloor lift e.g. VW Caravelle, exhausts and fuel tanks are changed as part of the vehicle conversion and so you should contact us and not the dealer

† N.B. Many conversions have seats installed by us as well as the original manufacturer's seats. Franchise dealers will not be able to help you with the additional seating

How to Contact Us

Telephone: **01924 442386** (between 8am and 5pm Monday to Friday)

Email: **customerservices@bristolstreetversa.com**

Address: **Bristol Street Versa Mobility Solutions,**
Carlinghow Mills, 501 Bradford Road,
Batley, West Yorkshire, WF17 8LL

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.

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 3, 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.

New Vehicles on the Motability Scheme

The conversion element of the vehicle is supplied with a 3 year warranty, subject to the requirements for Maintaining your Warranty outlined on page 10.

In addition, the conversion element of the vehicle is supplied with a 5 year corrosion warranty*, subject to the requirements for Maintaining your Corrosion Warranty outlined on page 11.

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 convert the vehicle, our warranty is provided subject to the requirements for Maintaining your Warranty outlined on page 10. 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 converters. As above, if we originally converted the vehicle, our warranty is provided subject to the requirements for Maintaining your Corrosion Warranty outlined on page 11. 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 corrosion warranty policy as that belongs to another company.

* 5 year corrosion warranty – depending on the year of manufacture of the vehicle most converters provide a 5 year corrosion warranty on the conversion element of the vehicle for the Motability Scheme. For our vehicles this is certainly the case, however some converters only used to provide a 3 year corrosion warranty. For vehicles manufactured from 2017 onwards, all converters will provide a 5 year corrosion warranty on the Motability Scheme.

Non-Motability New Vehicles

The conversion element of the vehicle is supplied with a 3 year warranty, subject to the requirements for Maintaining your Warranty outlined on page 11.

In addition, the conversion element of the vehicle is supplied with a 5 year corrosion warranty, subject to the requirements for Maintaining your Corrosion Warranty outlined on page 11.

Non-Motability Used Vehicles

The vehicle and the conversion element of the vehicle are supplied with a 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), subject to the requirements for Maintaining your Warranty and Corrosion Warranty outlined on pages 10 - 11.

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). We offer a free of charge service on all these items but it is your responsibility to bring the vehicle to us. 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.

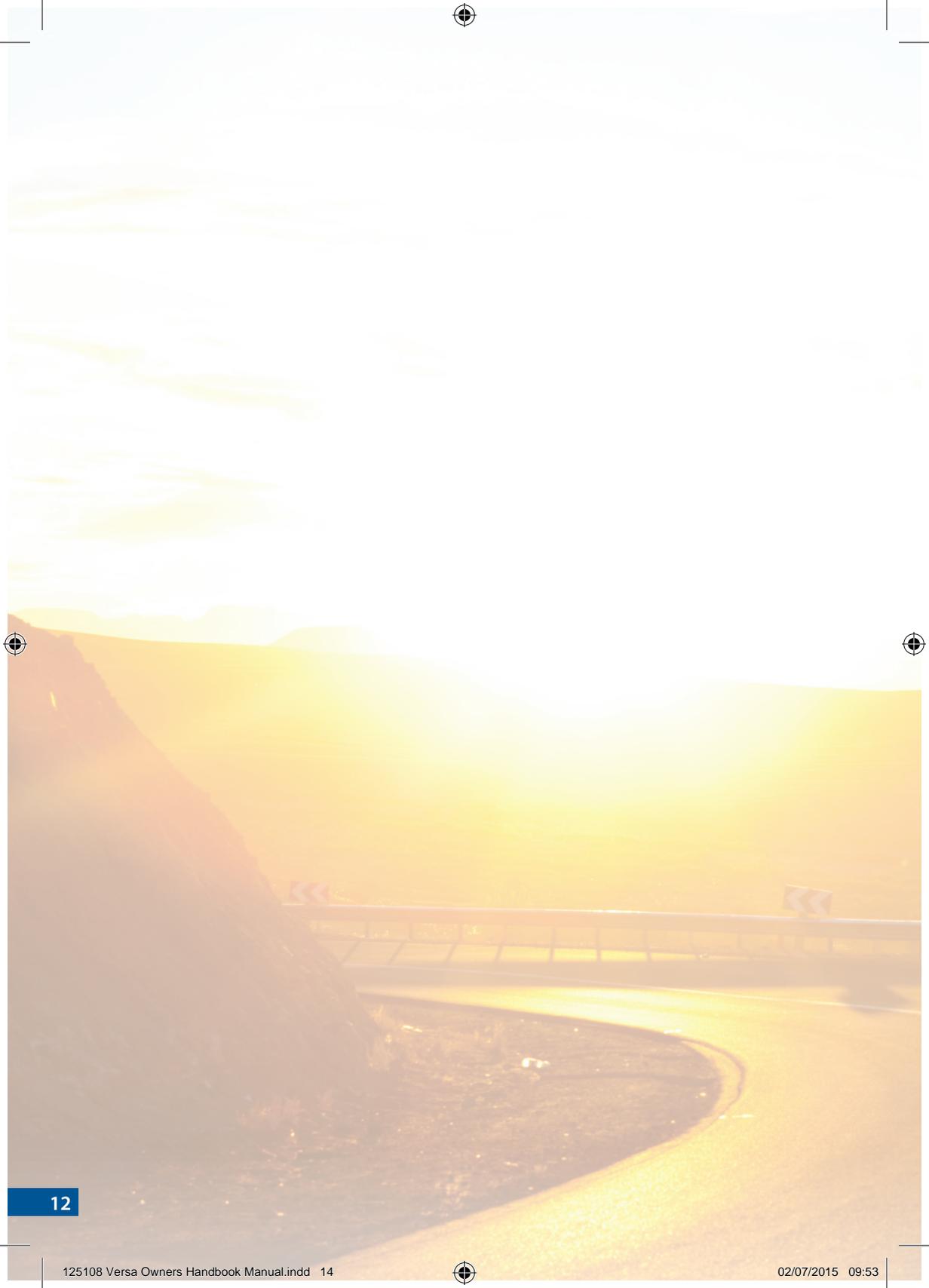
The conversion corrosion warranty is subject to the same requirements as the general warranty as outlined on page 10, and the additional requirements below. We therefore ask that you also adhere to these additional simple rules to maintain the benefit of your corrosion warranty.

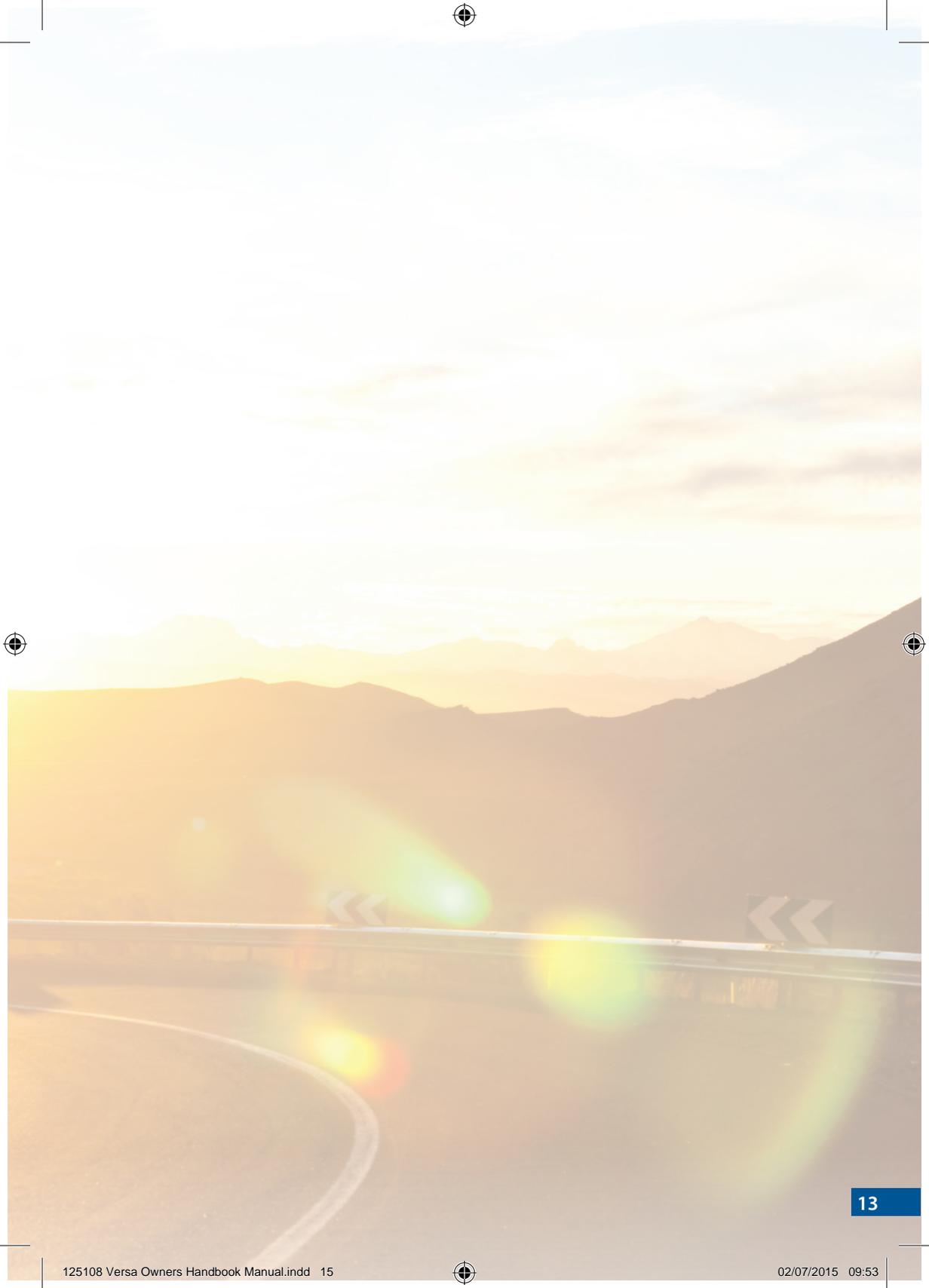
Paint and bodywork must be maintained by regular cleaning in accordance with the manufacturer's instructions.

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







Wheelchair Accessible Vehicles
Vehicle Adaptations