



Ace Motorhomes

Warranty & Service Handbook



Enjoy the freedom

Your Warranty Explained

Your Ace motorhome has a three year SuperSure Manufacturer's Warranty. The items covered during years one, two and three vary, and are clearly explained on pages 2 and 3 of this booklet.

Your dealer should fully explain the terms of the warranty, which is also subject to annual service requirements, at the time of the official handover of your product.

Please sign this form to say that you have had the details of the warranty and the annual service arrangements fully explained.

Signing this document in no way affects your statutory rights under the Sale of Goods Act.

SignedDate

Motorhome Details

IMPORTANT Enter all your motorhome details on this page (see specification in this handbook).

Registration Number
Serial Number
Chassis Number
Delivery Date
Key Number
Overall Length
Overall Width
Maximum External Height
Mass in Running Order
User Payload
Maximum Technical Permissible Laden Mass
Tyre Size Front: Rear:

Supplied and Pre-delivery Inspection by:	
Service History	
Signed/Dealer	Date



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Warranty

All the illustrations and descriptive matter in this handbook are intended to give a general idea of the motorhome. Changing market and supply situations and our policy of continuous product development may prevent us from maintaining the exact specifications detailed in this handbook. We therefore reserve the right to alter specifications as materials and conditions demand.

Dealers are not agents of Swift Group Limited, the manufacturer of Swift Group motorhomes and have absolutely no authority to bind the manufacturer by any express or implied undertaking or representation.

All motorhomes (other than the engine, chassis cab and associated parts referred to earlier in this handbook which are subject to the relevant chassis manufacturer's warranty) have a 3 year SuperSure manufacturer's warranty from the date of purchase (or hire purchase), which is subject to a chargeable annual service and inspection being carried out at an authorised Swift Group Service Centre.

During the warranty period, subject to the exclusions set out in this section of the handbook, the manufacturer, Swift Group Limited, will repair (or at its option, replace) all defective parts of the motorhome. For any

engine, chassis cab and associated parts warranty issues please contact your local Fiat Agent.

The manufacturer will honour the warranty until 36 months from the date of sale, provided that the motorhome has been serviced annually within 90 days before or 60 days after each anniversary of the original date of sale. The third service must, however, be carried out before the expiry of the 36 month period from the original date of sale.

In the first 12 months the warranty will cover:

Faults arising from a manufacturing defect but not those which are a result of normal wear and tear or those which relate to replacement light bulbs.

Also not covered under the first year are faults resulting from accidental damage or damage caused by misuse of any component part of the motorhome.

In the years two and three the warranty will cover:

1. All original components of the motorhome including permanently fitted equipment forming part of the manufacturer's original specification.
2. Water ingress and body delamination

Specific exclusions to Supersure Warranty during Years 2 and 3

- Glass including heat shields, sink lids, mirrors.
- Paintwork including all exterior paint, heat shields, heater cases and all other painted surfaces.
- Decals, mirror transfers, resin badges.
- GRP/ABS wheel spats and skirts.
- Cosmetic finishes to kitchen sinks, cooker tops, vanity units, shower trays.
- Soft furnishings including upholstery, curtains, pelmets.
- Carpets, lino and floor coverings including door mats, shower mats.
- Work surfaces, tables, and flaps.
- Wallboards, ceiling boards and all other interior décor finishes.
- Window catches, stays and associated fittings.
- Blinds and flyscreens including door, Heki and other rooflights.
- All hinges, catches, knobs, stays and handles (interior and exterior).
- Adjustment of external doors and lockers.

- Replacement of bulbs, fluorescent tubes, fuses and electrical connections including 12n and 12s plugs, high level brake lights and bulb contacts.
- Adjustment and natural movement of internal doors, flaps and furniture.
- Audio equipment including radios, speakers, aerials and associated parts.
- Bent corner steadies.
- Fair wear and tear, accidental damage or any damage caused by the misuse of any component fitted by the manufacturer.
- Routine maintenance items which are part of the annual service including lubricants, rubber gas hose, the cleaning of the heater and fridge flues, the replacement of gas jets, the resealing and/or replacement of shower room sealant, and the adjustment and lubrication of locks.

General terms applying to all three years of the warranty period

The motorhome is not covered for:-

- The failure of a component for reasons of fair wear and tear.
- Damage resulting from accidents.
- Misuse of any component.

- Normal deterioration or negligence of any person other than the Swift Group Limited which causes stoppage of or impairment to the function of any component of the motorhome.
- Replacement of parts which have reached the end of their effective working life because of age and/or usage.
- Cleaning or adjustment of any assemblies.

The warranty will be invalidated if the motorhome has been neglected, misused or modified. The warranty on all internal components will be invalidated if the motorhome has been used for hire or reward. The motorhome will be deemed to have been neglected if it has not been serviced and maintained as stated in this handbook.

The warranty only applies to motorhome purchased and used within the UK, and for continuous journeys abroad of no longer than 90 days per journey.

The cost of transporting, towing or moving the motorhome by any means to or from the place of repair is the responsibility of the owner.

The benefit of this warranty may be transferred to a new owner if the motorhome is sold, provided that the motorhome has

been serviced by an authorised Swift Group Service Centre in accordance with the requirements of this handbook, and details of the change of ownership have been supplied to Swift Group using the change of ownership form set out in this handbook. Failure to notify Swift Group of a change of ownership within 14 days of such a change will invalidate the warranty.

This warranty only applies to motorhomes purchased in the UK.

You have legal rights under UK law governing the sale of consumer goods. This warranty does not affect your legal rights.

The name and address of the warranty provider is:-

Swift Group Limited
Dunswell Road
Cottingham
East Yorkshire
HU16 4JX

To make a claim under this warranty, contact the Swift Group Service Centre which supplied your motorhome. Alternatively, details of your nearest authorised Swift Group Service Centre can be obtained by contacting the Swift Group Customer Care Department on 01482 875740, or enquiring on the website www.swiftleisure.co.uk

WHAT TO DO IF YOU REQUIRE ASSISTANCE

Congratulations on purchasing an Ace product. We are confident that you will enjoy many happy holidays. However, should you have an enquiry or require assistance with a problem, we hope that this guide will be of assistance to you.

If you have a problem, or enquiry with regards to your new motorhome, please follow these steps:

1. Check the Owners Handbook, paying particular attention to the fault finding advice at the back of the book.
2. Contact your supplying dealer for assistance.

If you need to contact the Swift Group, please be aware of the following:

1. When contacting Swift Supercare, please quote your name, postcode and serial number of your caravan, or build number of your motorhome.
2. In most instances, the Customer Care Team will involve your dealer in resolving the issue you are experiencing.
3. If you are contacting the company by email, letter or fax, the Customer Care Team will respond to you within five working days from the date of receiving the correspondence.
4. If you are calling the Customer Care Team, please avoid where possible, Mondays and lunch times.
5. Please be aware that the Swift Group cannot send parts direct from the factory. In all cases, without exception, your dealer must place the order for you.

MOTORHOMES - ANNUAL SERVICE/INSPECTION RECORD

In order to comply with the warranty, you must have your motorhome inspected and serviced by an authorised Swift Group Service Centre at least once per year.

It is important that the owner's handbook is stamped on the appropriate page by the authorised Swift Group Service Centre. Failure to do this will invalidate the warranty and the transfer of the warranty on the change of ownership.

The inspection should take approximately two hours and will cover the areas dealt with in the annual service check list. Any areas requiring service and/or maintenance will be highlighted by your dealer and we recommend that you authorise any necessary work to be carried out.

NB. It is essential, to validate the warranty, that an annual inspection be carried out by an authorised Swift Group Service Centre covering the items listed.

Just as the engine/gearbox/roadwheels need regular servicing by your chassis dealer, so there are components in your conversion that need regular maintenance by your motorhome dealer.

These include the gas and electrical systems and the seals in the bodywork. Your dealer will complete the record in this handbook to show that the work has been carried out.

- | | |
|--|---|
| 1. Damp and lamination test. | 12. Mains 230V AC system. |
| 2. Chassis and chassis to body security. | 13. Windows and fittings. |
| 3. Corner steadies. | 14. Roof lights. |
| 4. Motorhome step. | 15. Furniture hinges/stays etc. |
| 5. Road lights, wiring and reflectors. | 16. Exterior locks and hinges. |
| 6. Internal lights and 12V DC system. | 17. All internal vents. |
| 7. Water heater - gas and 230V AC. | 18. Seals. |
| 8. Hob, grill and oven. | 19. Blinds and fly screens. |
| 9. Refrigerator 230V AC, 12V DC and gas. | 20. Blown air heating and gas fire systems. |
| 10. Gas system. | 21. Tyres and tyre pressures. |
| 11. Water pump, taps and water system. | 22. Torque wheel nuts. |

ANNUAL SERVICE/INSPECTION RECORD

MOTORHOME MODEL _____ REGISTRATION NUMBER _____

CHASSIS NUMBER _____ REGISTRATION DATE _____

1st SERVICE

DATE:

DEALER'S STAMP

We certify that an annual service has been carried out in
accordance with the handbook.

2nd SERVICE

DATE:

DEALER'S STAMP

We certify that an annual service has been carried out in
accordance with the handbook.

3rd SERVICE

DATE:

DEALER'S STAMP

We certify that an annual service has been carried out in
accordance with the handbook.

4th SERVICE

DATE:

DEALER'S STAMP

We certify that an annual service has been carried out in
accordance with the handbook.

<p>5th SERVICE</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>	<p>6th SERVICE</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>
<p>7th SERVICE</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>	<p>8th SERVICE</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>
<p>9th SERVICE</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>	<p>10th SERVICE</p> <p>DATE:</p> <p>DEALER'S STAMP</p> <p>We certify that an annual service has been carried out in accordance with the handbook.</p>

Specifications

MODEL	Novella Capri	Novella Napoli	Novella Milano	Novella Modena	Novella Firenze	Novella Roma
Roof Profile	Low Line	High Line	High Line	Low Line	High Line	High Line
Designated Passenger Seats	1	1	3	1	3	3
Berths (Sleeping Positions)	2	4	5	2	6	6
Overall Length	5.59m/18' 4"	6.16m/20' 3**	6.16m/20' 3**	6.16m/20' 3"	6.99m/22' 11**	6.99m/22' 11**
Overall Width (mirrors folded)	2.22m/7' 3"	2.22m/7' 3"	2.22m/7' 3"	2.22m/7' 3"	2.22m/7' 3"	2.22m/7' 3"
Overall Height (no TV aerial or roof rack)	2.94m/9' 8***	3.10m/10' 2"	3.10m/10' 2"	2.94m/9' 8***	3.10m/10' 2"	3.10m/10' 2"
Maximum Technical Permissible Laden Mass (A)	3000kg	3400kg	3400kg	3400kg	3850kg	3850kg
Mass in Running Order (B)	2644kg	2871kg	2855kg	2811kg	3123kg	3212kg
Maximum User Payload (A-B)	356kg	529kg	545kg	589kg	727kg	638kg
Essential Habitation Equipment	14kg	14kg	14kg	14kg	14kg	14kg
Thermal Insulation Grade	TWO	TWO	TWO	TWO	TWO	TWO
BED SIZES						
Front Double	2.09m x 1.33m 6'10" x 4'4"		1.87m x 1.20m 6'2" x 4'0"		1.87m x 1.20m 6'2" x 4'0"	1.87m x 1.20m 6'2" x 4'0"
Front Nearside Single			1.87m x 0.66m 6'2" x 2'2"			
Front Offside Single			1.87m x 0.87m 6'2" x 2'10"		1.87m x 0.87m 6'2" x 2'10"	1.87m x 0.87m 6'2" x 2'10"
Rear Double		2.09m x 1.39m 6'10" x 4'7"		1.87m x 1.30m 6'1" x 4'3"	2.09m x 1.39m 6'10" x 4'7"	1.93m x 1.35m 6'4" x 4'5"
Overcab Bed		2.09m x 1.35m 6'10" x 4'5"	2.09m x 1.35m 6'10" x 4'5"		2.09m x 1.35m 6'10" x 4'5"	2.09m x 1.35m 6'10" x 4'5"

*Add 80mm for optional roof ladder. **Add 160mm for optional TV aerial.

- NOTE:**
- The **Maximum User Payload** includes:
 - a) the **conventional load** (this is the allowance for passengers)
 - b) **essential habitation equipment** (items and fluids required for safe and proper functioning of habitation equipment)
 - c) **optional equipment** (items available from the manufacturer over and above the standard specification)
 - d) **personal effects** (those items not covered by the above)
 - The **Mass in Running Order** is the mass of the unladen vehicle including a 75kg allowance for the driver plus engine coolants and 90% of the fuel tank, water tank and gas capacity.
 - PLEASE TAKE CARE TO ENSURE THAT YOU HAVE ALLOWED FOR THE MASSES OF ALL ITEMS YOU INTEND TO CARRY IN THE MOTOR CARAVAN,
e.g. passengers, optional equipment, essential habitation equipment and personal effects, such as clothing, food, pets, bicycles, sailboards, sports equipment etc.
 - WARNING** - UNDER NO CIRCUMSTANCES SHOULD THE MAXIMUM TECHNICAL PERMISSIBLE LADEN MASS OF THIS MOTOR CARAVAN BE EXCEEDED.

Water Tank Capacities

	Fresh Water Tank	Waste Water Tank	Water Heater	Toilet Tank (Flushing)
Novella - Napoli, Milano, Firenze and Roma	100 litre	80 litre	10 litre	0 litre
Novella - Capri and Modena	82 litre	80 litre	10 litre	0 litre

Gas Capacities

	Capacity
Novella - all models	2 x 7kg

The above are recommended gas bottle sizes

NOTICE

For technical data on the base vehicle please refer to manufacturer's handbook

Towing Capabilities

Novella Towing Capabilities

Model	Engine / Chassis	MTPLM	Permissible Front Axle Load	Permissible Rear Axle Load	Gross Train Weight	Maximum Towing Weight	Maximum Nose weight
Novella Milano	2.0L JTD Ducato 15 MWB	3400	1750	1900	5000	Not Recommended	
Novella Milano	2.3L JTD Ducato 15 MWB	3400	1750	1900	5400	1150	10
Novella Milano	2.8L JTD Ducato 15 MWB	3400	1750	1900	5400	1150	10
Novella Milano	2.8L JTD Ducato 18 MWB	3500	1850	2120	5500	1150	80
Novella Napoli	2.0L JTD Ducato 15 MWB	3400	1750	1900	5000	750	50
Novella Napoli	2.3L JTD Ducato 15 MWB	3400	1750	1900	5400	750	50
Novella Napoli	2.8L JTD Ducato 15 MWB	3400	1750	1900	5400	750	50
Novella Napoli	2.8L JTD Ducato 18 MWB	3500	1850	2120	5500	1150	80
Novella Roma	2.8L JTD Ducato 18 LWB	3850	1850	2120	5500	Not Recommended	
Novella Firenze	2.8L JTD Ducato 18 LWB	3850	1850	2120	5500	750	50
Novella Capri	2.0L JTD Ducato 11 SWB	3000	1600	1650	4600	Not Recommended	
Novella Modena	2.3L JTD Ducato 15 LWB	3400	1750	1900	5400	1150	80

To ensure adequate road holding, the load on the front axle, under all conditions, must not be less than 42% of the total weight.

The permissible payloads and MTPLM must not be exceeded under any circumstances.

Nose weight figures are set based on meeting the 'maximum rear axle' loading and 'minimum front axle' loading. These figures are based on loading conditions in an MRO and MTPLM condition. It is your responsibility to ensure that loading in any other condition meets the requirements stated above.

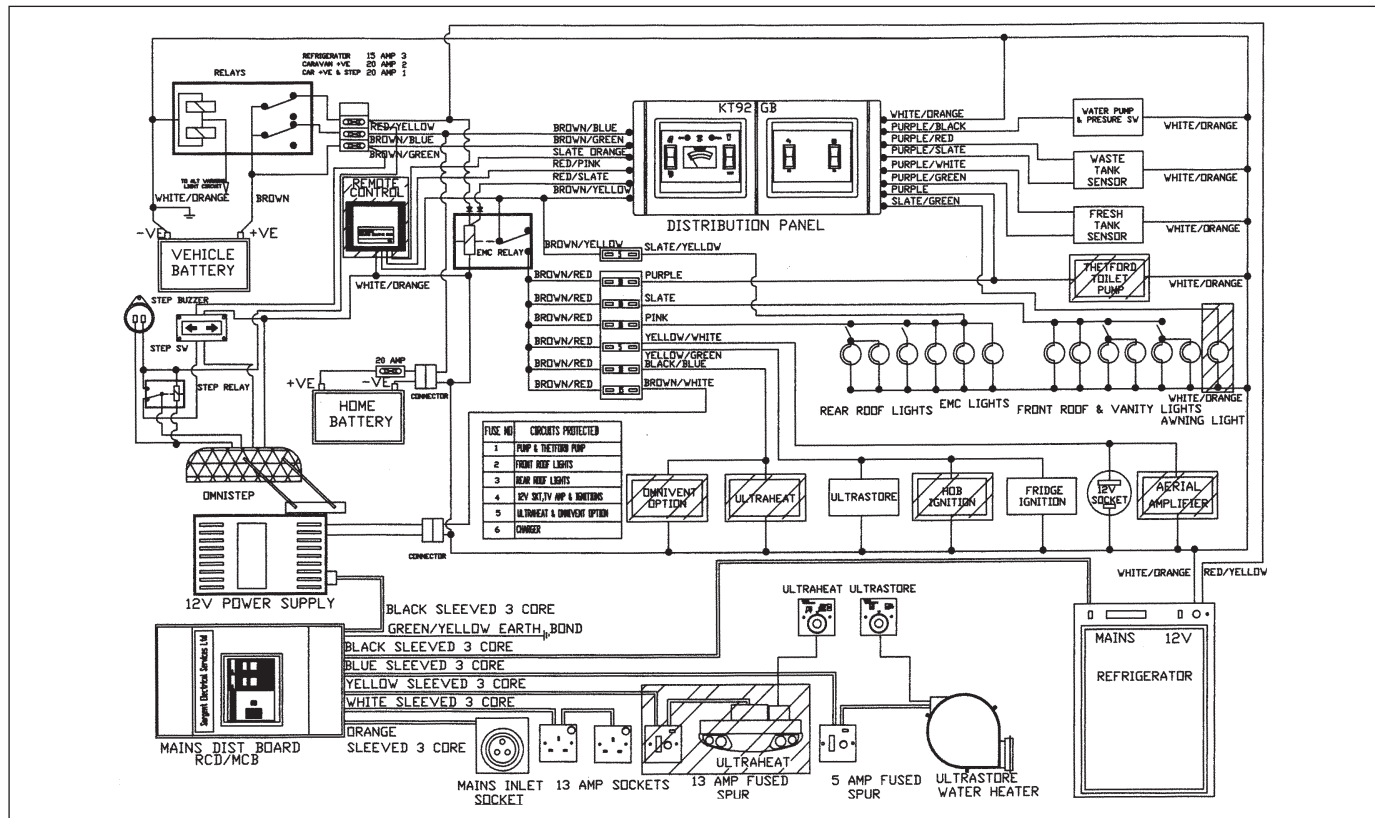
NOVELLA



Jacking Points: ▲

Wiring Diagrams

NOVELLA RANGE



Bulb Replacement

	Type	Power	Novella
EXTERIOR LIGHTS			
Front Road Lights			
Full beam headlight	H4	12V-55/60W	✓
Dipped beam headlight	H4	12V-55/60W	✓
Front side lights	R5W	12V-5W	✓
Front directional indicators	P21W	12V-21W	✓
Side directional indicators	W5W	12V-5W	✓
Rear Road Lights			
Rear directional indicators	PY21W	12V-21W	✓
Brake lights	P21W	12V-21W	✓
Reversing lights (RH side)	P21W	12V-21W	✓
Rear foglight (LH side)	P21W	12V-21W	✓
Side light	R5W	12V-5W	✓
High level brake light	capless	12V-2.3W	✓
Other Exterior Lights			
Front marker light	C5W	12V-5W	✓
Rear marker light	C5W	12V-5W	✓
Red/white side marker light	C5W	12V-5W	✓
Number plate light	CW5	12V-5W	✓
Awning light	P21W	12V-21W	✓
INTERIOR LIGHTS			
Downlight (switched)	Halogen G4 Bi-Pin	12V-10W	✓
Downlight (unswitched)	Halogen G4 Bi-Pin	12V-10W	✓
Reading lights	Halogen G4 Bi-Pin	12V-10W	✓
Spotlight	Halogen G4 Bi-Pin	12V-10W	✓
Cab interior ceiling light	CW5	12V-10W	✓

Note: Not all lights and bulbs feature on all models within a range

NOTIFICATION OF CHANGE OF OWNERSHIP

If you sell your motorhome, please notify the change of ownership by completing this page, detaching it and sending it to:

Swift Group Ltd., Dunswell Road, Cottingham, East Yorkshire, HU16 4JX.

DETAILS OF MOTORHOME:	Model:	_____
	Chassis No:	_____
	Registration No:	_____
	Serial No:	_____
CURRENT OWNER:	Name:	_____
	Address:	_____

NEW OWNER:	Name:	_____
	Address:	_____

Please note that the benefit of any unexpired warranty cannot be transferred to the new owner until the change of ownership details above have been received.



Enjoy the freedom

ACE MOTORHOMES, DUNSWELL ROAD, COTTINGHAM, EAST YORKSHIRE HU16 4JX.

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A MEMBER OF THE SWIFT GROUP

Issued September 2003

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