



TERMS AND ADMINISTRATION OF WARRANTY

FIRST OFF – A WARNING!

All mechanical things can break. A breakdown or incident in a remote or inaccessible area may lead to a dangerous situation and recovery may be difficult or even impossible. As the operator, you must consider all possible scenarios within your area of operation and environment. The company does not accept liability for any losses or injuries incurred by craft or component failure.

BASIC TERMS

Your BHC Hovercraft is covered by a manufacturer's warranty for a period of 12 Months or 250 hours (whichever occurs first) from the date of delivery. During this period, BHC Hovercraft or their agent will repair or replace, free of charge, any part, or parts of the craft that are defective in material or workmanship or both. Our warranty is strictly 'return to base' – either to BHC itself or our agent.

TREAT YOUR HOVERCRAFT WITH RESPECT

Please remember, hovercraft design owes more to aircraft than boat/land-based vehicles and often operate in harsh, dusty or extreme conditions. It must be clearly understood that hovercraft are unique in the way they operate. Being able to traverse water and most types of sealed surface means they are exposed to a colossal range of environments, surfaces, temperatures and challenges unlike any other vehicle. Hovercraft have to be built down to an effective weight - if they aren't, they simply do not work properly, and this further challenges designers when building a tough, reliable craft. Your responsibility as the owner is to preserve the craft when it is used in demanding conditions and treat it with respect, more like an aircraft than off-road vehicle. Do not rely on your warranty to offset the massive demands placed on your craft should you take it into a hostile environment. Correct planning, maintenance, operation, and care will pay dividends and ensure reliability.

Your craft is fitted with an hour meter so that you can monitor when servicing and inspections are due. In the event of a warranty claim, we will ask for proof that the craft has been serviced in accordance with the schedule. We fully support our clients, whether the craft is being used commercially or recreationally, but do not automatically accept any failure as a legitimate warranty claim without investigation. 2016, over 80% of our warranty claims clearly displayed external factors as a cause of the claim. We're here to help and advise and in all cases, do our best to support you. All we ask in return is your undertaking to follow the operating procedures.

The British Hovercraft Company Ltd
Building 4 Sandwich Industrial Estate, Sandwich, Kent CT13 9LU
info@britishhovercraft.com
t : 0044 (0)1304 619820

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THREE BASIC RULES TO PRESERVE YOUR WARRANTY

1. The vehicle is only to be driven by drivers with operating knowledge that have either undertaken a training session with an instructor at BHC or are under the supervision of that person.
2. Regular inspection and servicing is essential and must be adhered to.
3. Salt water must be removed by jet-wash after operation.

DETAILED TERMS & CONDITIONS

1. The vehicle must not be modified in any way.
2. Faults on the vehicle must be reported by telephone immediately upon discovery and followed up by email (with photographs) as soon as possible.
3. The vehicle must be returned to BHC as soon as reasonably possible following discovery of a fault. The cost of transportation to and from BHC is at the client's expense. If there is an authorised dealer in your area, we may appoint them to undertake necessary warranty repairs.
4. Damage caused by the continued usage of a craft with a known fault is not covered under the warranty.
5. We may at our discretion, send you a replacement part if diagnosis is clear and replacement a simple matter. In accepting this, you confirm your ability to fit the part to OEM standards and absolve the company of any losses, damage or injury caused by improper diagnosis or fitting. You undertake to return the faulty part to BHC or pay for its replacement.
6. No replacement or loan vehicle will be supplied whilst repairs are carried out. No compensation is due to the client, under any circumstances for any failures in craft manufacture. This includes losses if the craft are used for commercial purposes.
7. This warranty excludes damage caused to the vehicle by misuse. This includes, but is not limited to, the effects of poor driving, accident damage, poor (or lack of) servicing, trailering, loading/unloading damage, skirt damage (or excessive wear), hull damage, fan assembly damage or any other failure not due to manufacture, howsoever caused.
8. BHC will endeavour to complete repairs and return the craft to you as soon as reasonably possible, but cannot guarantee a timescale which may be delayed due to supply of parts.

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9. BHC will endeavour to complete repairs and return the craft to you as soon as reasonably possible, but cannot guarantee a time-scale which may be delayed due to supply of parts or factory time.
10. All parts replaced under warranty become the property of BHC.

WARRANTY GUIDANCE AND EXPLANATIONS

Hull : Failure of structure caused by poor materials or workmanship. Likely manifestations would be the failure of watertight integrity/leakage, misalignment of engineering components, aesthetic degeneration of GRP finish. Damage to either underside (and skids) or top deck caused by impact, poor loading or general wear and tear are not covered. Servicing should include regular checks and repair of any damage, particularly to underside.

Engine Installation : Failure of the power unit by reason of poor workmanship or installation. It covers electrics, mechanicals and cooling system if fitted. Servicing should include regular cleaning and lubrication, visual checks (including fluid levels) and replacement of service items.

Fan Installation : Failure of engineering through component failure or installation. This may manifest itself as cracks or misalignment in frames for instance. It does not cover components becoming loose through operation, which should be identified and addressed in pre-op checks and servicing. Belts and fan blades are not covered by the warranty as they can only fail due to external factors such as foreign objects being ingested or because they have not been replaced in accordance with the schedule.

Steering, system & Controls : Failure of control cables or other moving components are covered provided that regular lubrication has been undertaken and the components have not been forced beyond their design limits. Switch, battery, pump and light failure (excluding bulbs) are covered.

Skirt System : Skirt wear, tears and rips are not covered, but failure of stitching or material (for instance de-lamination of unworn material) is included in the warranty. Damage to skirt cable/'P-Clips' and cable ties are not included.

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IF YOU'RE OVERSEAS OR UNABLE TO RETURN YOUR CRAFT

BHC have a number of dealers and distributors in both the UK and overseas. If you bought your craft from one of these dealers, then they will be your first contact in the event of a warranty claim.

However, if you do not have a local dealer, and returning the craft to BHC is not a viable option, then you will need to either undertake warranty repairs yourself or find a mechanic/fitter to do so. We will supply bespoke parts and calculate the labour credit for this from our own records of how long repairs take and the equivalent of our factory hourly rate. Please ask for BHC approval, repair details and agree hours/rates and cost before authorising a repairer.

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