



THE HOME FARM HOLIDAY CENTRE

Michael, Dibby, Luke and Louise Nethercott

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15 October 2019

Dear Warranty @ Surf Bay

As discussed over the telephone, I enclose the invoices and correspondence regarding the intermittent problem with hot water in Anita Sibley's Swift Atlantic (Serial No: 027283H) that she purchased new on 1 August 2018.

The history....

Anita says she started experiencing problems with the hot water in the shower towards the end of June but as it wasn't ongoing she presumed it was just to do with water usage or pressure on site. However, she sublets her caravan and when the occupants had not hot water and complained on leaving, she asked us to investigate before the next people arrived. So at the beginning of August Luke attended the van and replaced the shower head.

However, the problem kept re-occurring intermittently and Luke kept going and testing and discovered that as long as the hot water tap was on in the bathroom then the shower remained hot. As the caravan was let all the time Anita felt it was best to just get through the summer using this method. Especially as it was impossible to diagnose why the fault was occurring as it was not constant!

However, at the end of September, her tenants told her that even with the hot tap on the shower was not hot so Luke attended again when the van was empty and fitted a new flu turbine and thermostatic shower mixer and cleaned the in line filter.

Luke has been in contact with Morco throughout this saga and they have supported the work he has done (given the symptoms). They are in agreement that if the fault is in the boiler, then it is an intermittent failure in the PCB to receive/send signals and this is impossible to diagnose as whenever he tests it, it is working fine. Since Luke's last visit the caravan has been vacant but the owner is here this week and we will see if she experiences any problems (fingers crossed). I have attached correspondence with her and as you will see I have explained much as I have done here and suggested all we can do is monitor the situation.

However, as discussed, we feel it is important that these problems are on record as they started before the warranty expired and if they continue then Swift really should address the matter conclusively. We would also request that Swift/Surf Bay might consider contributing or covering the costs she has incurred thus far. She has settled the initial invoice but not the second one for £167.22. We hope you will see that she needed the work done immediately due to the van being let and could not wait for a service engineer to attend from yourselves or Swift.

Best wishes

Louise

Sales Invoice

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Date: 2/10/19 Invoice No: _____

From: HOME FARM HOLDINGS CENTRE
St. Andrewes Bay Gulliton SA 1440P

To: Miss Anita Sibley (DORACIO)

V.A.T. Reg No: 131022048 Order No: _____

Qty	Description	Amount exclusive of V.A.T. £/€*	V.A.T. Net £/€*
	To address re-occurring leak of hot water in the shower:		
1	Flu Turbine	26.15	
1	Thermostatic Shower Mixer	53.20	
2	hrs labour to replace these parts & remove & clean inline filter		
	@ £30ph	60.00	

Sub total exc. V.A.T.£/€* 139.35

V.A.T.£/€* 27.87

Total due£/€* 167.22

Please adhere to our payment terms
of days from our invoice date

V.A.T. rate: 20%

Payment terms: 10%

Tax Point: 2/10/19

*Delete as appropriate

Sales Invoice

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Invoice No: 6/12/19

VAT Regd No: _____

Order No: _____

Description	Amount exclusive of V.A.T. £/€*	V.A.T. Net £/€*
Call on kitchen back of hot water kitchen + shower		
* Repair Shower Head	5.94	
** Repair @	45.00	
* Post + Packing	5.00	
<i>[Handwritten Signature]</i>		

Please adhere to our payment terms
..... days from our invoice date

Sub total exc. V.A.T.£/€* 55.94

V.A.T.£/€* 11.18

Total due£/€* 67.12

AT rate:

ment terms:

Point: 6/12/19

Debits as appropriate





Dibby n <homefarmholidaycentre@gmail.com>

RE: Boiler - Number 110

2 messages

agh@vizzitbusiness.co.uk <agh@vizzitbusiness.co.uk>
To: Home Farm Holiday Centre <homefarmholidaycentre@gmail.com>

Mon, Sep 30, 2019 at 4:09 PM

Hi Suzanne

Dibby suggested I used AG Plumbing as Luke was busy and couldn't carry out the gas inspection. AG Plumbing did not service it, merely checked for emissions as per the requirements of the gas safety certificate. I did not want to invalidate any warranty by asking an outside company to service it as there was an ongoing issue.

Are you saying the shower now works without having to turn the hot tap in the bathroom on? How strange?

Best wishes, Anita

From: Home Farm Holiday Centre <homefarmholidaycentre@gmail.com>
Sent: 30 September 2019 15:31
To: Anita Sibley <agh@vizzitbusiness.co.uk>
Subject: Re: Boiler - Number 110

Anita, Luke had been up again and found no fault. He has replaced all he can . He has also seen you have had AG Plumping and Heating to do a gas safety check for you in August did they pick up on anything.

WE are still waiting to hear about warranty.

Suzanne

On Mon, Sep 30, 2019 at 11:21 AM <agh@vizzitbusiness.co.uk> wrote:

Hi Suzanne

I have to run the hot tap in the bathroom to get the boiler to fire up. The kitchen tap would often run cd and not heat up.

Best wishes, Anita

From: Home Farm Holiday Centre <homefarmholidaycentre@gmail.com>
Sent: 30 September 2019 09:38
To: Anita Sibley <agh@vizzitbusiness.co.uk>
Subject: Re: Boiler - Number 110

Anita, just a quick question did you have any problems with your boiler when you stayed or is just your guests.

Best wishes

Suzanne

On Sat, Sep 28, 2019 at 4:57 PM <agh@vizzitbusiness.co.uk> wrote:

Thanks very much Suzanne.

Best wishes, Anita

From: Home Farm Holiday Centre <homefarmholidaycentre@gmail.com>
Sent: 28 September 2019 14:24
To: Anita Sibley <agh@vizzitbusiness.co.uk>
Subject: Re: Boiler - Number 110

Anita. they have put the warranty forward to Swift, but we will chase again next week.

Best wishes

Suzanne

On Sat, Sep 28, 2019 at 10:40 AM <agh@vizzitbusiness.co.uk> wrote:

Hi Louise and Suzanne

I hope you are both well?

Is there any feedback from the caravan supplier regarding my boiler please?

I look forward to hearing from you.

Kind regards,

Anita Sibley

Wed, Oct 2, 2019 at 11:25
AM

Home Farm Holiday Centre <homefarmholidaycentre@gmail.com>

To: Anita Sibley <agh@vizzitbusiness.co.uk>

Anita

Luke has checked out the shower, hot water taps etc again and all are running as they should. You just turn the shower on and it works.

He has spoken to Morco (the boiler manufacturer) and told them what he has done and they agreed that given the problem the replacements he has made were what they would have recommended. Their opinion is the same as his, that if the fault is in the boiler it is an intermittent failure in the PCB to receive/send signals and this is impossible to diagnose/know as whenever he tests it, it is working fine. If the problem occurs again they suggest he could try changing the thermostatic control on the taps in the caravan sinks as this could also possibly cause this problem. Therefore, it is very hard to push for a replacement boiler as there is no proof that the boiler is faulty and currently everything is working fine.

We have informed Surf Bay of the situation and they have it on record that the problems started before the 1 year warranty expired. However, at present, everything is working as it should (Luke has tested on several occasions), there is nothing to "fix" so we are a standstill really. All we can do is monitor the situation.

I will contact Surf Bay with the costs that you have incurred thus far and see if they will offer to help with this. I have explained that it was not viable to wait for their engineer to investigate/remedy the situation as the caravan was let and needed immediate attention. As you know, we haven't issued another invoice since the initial changing of the shower head as it has been ongoing and we were waiting until the problem was resolved. Hopefully, they will be reasonable and offer to settle some/all of this invoice. I will also confirm that we are not 100% sure that all is well even though it appears to be currently.

Hope this clarifies how things stand.

Best wishes

Louise

[Quoted text hidden]