



To:
Willerby Holiday Homes Ltd,
Imperial House,
1251 Hedon Road,
Hull,
East Yorkshire
HU9 5NA.

Copy to:
Sunningcrest Caravan Park
Coast Road,
Brean,
Burmham-on-Sea
Somerset
TA8 2RA.

From:
Mr C.Hazell
18 Cleeve Hill,
Downend,
Bristol.
South Glos.
BS16 6HN.

Date 16/05/2014

Reference to the attached :

- Copy of my letter to you about my misted window.
- Copy of your letter back to me on this subject.
- Copy of the Manufacturer's Certificate, which is where I got the serial number from.
- Picture of the faulty window.

I have now contacted the site owners to look in the locations you said for a different number in line with the format you need, to look into this defect.

The complete serial number found is : WB2830/005

I now know of a front window that as also been replaced on this van in 2008, reference a contact to you by 'Surf Bay Leisure' number 1128W. So this is now the third window in this van with the same breakdown. There must have been a major problem with your supplier, I am now wondering when the next window is going to break down so do all my widows need replacing?

Now awaiting your corrective action.

Mr C Hazell

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From:
Mr C.Hazell
18 Cleeve Hill,
Downend,
Bristol.
South Glos.
BS16 6HN.

Date 08/05/2014

With reference to my ASPEN caravan serial number 2830 at 7 years old.

Last year I replaced the double glassed window unit in the second bedroom, because the seal had gone causing big condensation between the inner and outer glass.

Now this year I have the same problem, only this time it is in a front large window panel which has the etched lines up down and across the window. See the attached photo.

I am not the only one with this problem on this site as there is another ASPEN with the same defect. I am trusting that you are prepared to replace the window in trouble as there must have been a procurement quality issue with your supplier. There is nothing I can do about it, and to replace it with a plain glass panel would look dreadful, plus to leave it as it is or to replace it with plain glass would considerably lower the van value should I wish to sale it.

There are no other make of van on this site with this problem.

I have had Willerby caravans on this site for the past 42 years and never had any problems with your van quality before, so I now await your solution to this problem.

Yours sincerely Mr C Hazell

9th May 2014

Mr C Hazell
18 Cleeve Hill
Downend
Bristol
South Glos
BS16 6HN

Dear Mr Hazell

Reference: Your Willerby Holiday Home

Thank you for taking the time to write to Willerby Holiday Homes Limited.

I would like to confirm safe receipt of your letter received 9th May 2014

In order to investigate this for you, please can you provide your Holiday Home Serial number?

The serial number that you have provided is not being recognised on our system, could you please re-check the details that you have provided.

The serial number will be in this format: WT1234/001, WB1234/001, B1234/001 and 1234/001.

The Serial Number is located either on your paperwork or on the Holiday Home itself. If you stand at the side entrance door, there's a small "D" shaped plate just underneath the unit with numbers on. Alternatively the number can be found on the base of the Holiday Home where the chassis meets the cladding and in the boiler room. Please note each of these numbers as one will be your serial number.

As soon as we receive this information, we will then be able to investigate your email further.

Yours Sincerely,



Jo-Ann Weaver
Customer Service Administrator

Willerby Holiday Homes Ltd.

Imperial House
1251 Hedon Road
Hull HU9 5NA
Tel: 01482 707808
Fax: 01482 711482
E-mail: enquiries@whh.co.uk



APPROVAL STANDARDS

The National Caravan Council has inspected to the following standards when certifying an example of this caravan holiday home model.

EN 1647	Habitation requirements relating to health and safety
EN 1949	Installation of LPG systems
EN 721	Safety ventilation

The above standards are available from:
British Standard Institution, Customer Services,
389 Chiswick High Road, London W4 4AL

WILLERBY HOLIDAY HOMES LTD

Manufacturers Name	WILLERBY HOLIDAY HOMES LTD		
Model Name	External Length	External Width	No. Of Berths
<i>Arpen</i>	<i>37</i>	<i>12</i>	<i>6</i>
Thermal Insulation Category	Structural Classification		
Approval Category	UK Model <input checked="" type="checkbox"/>	Export Model	<input type="checkbox"/>

NOTE
NCC Members are inspected to the EN's above and certain UK legal requirements and NCC Codes of Practice.

Export Models are only inspected to the EN's above

NATIONAL CARAVAN COUNCIL CERTIFICATE

We, the National Caravan Council, hereby confirm that
Willerby Holiday Homes Ltd
 factory at **Imperial House, 1251 Hedon Road, Hull HU9 5NA**
EAST YORKSHIRE

operates and complies with the terms and conditions of the National Caravan Council's Certification Scheme for EN 1647. We further certify that we have inspected and tested an individual caravan holiday home of this specific model during and after construction. We have issued appropriate certificates in relation thereto confirming that the caravan holiday home complied with the European norm EN 1647 and its associated standards.

We hereby certify that the above company is authorised to issue certificates in respect of the approved model.

MANUFACTURER'S CERTIFICATE

We **Willerby Holiday Homes Ltd**
 of **Imperial House, 1251 Hedon Road, Hull HU9 5NA**

The manufacturer of this caravan holiday home hereby certifies that at the time of manufacture it did not differ in any material respect from the one of the same name and specification that was inspected and approved by the National Caravan Council.

Title **Signed**

QUALITY MANAGER

Date:

CARAVAN HOLIDAY HOME
 Serial number

D. Baker
2830-57

