

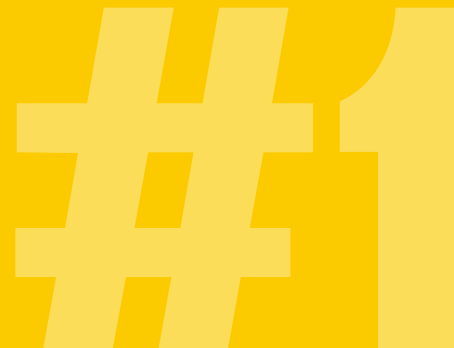
FIAT QUBEMAX[®]

AFTERSALES VEHICLE CONVERSION KEY INFORMATION

IMPORTANT MAXIMOVER VEHICLE INFORMATION

maximover.co.uk

- > VEHICLE HANDOVER
- > MAXI MOVER WARRANTY
- > CHASSIS CAB WARRANTY
- > ACCIDENT REPAIR
- > GENUINE PARTS



MaxiMover[®]
UNMATCHED | UNRIVALLED | BUILT TO LAST

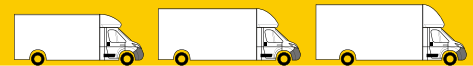
CONTENTS

Warranty Information Key	4-5
Body Construction Warranty Cover	6-8
Body Construction Warranty Report a Fault	9
Chassis Cab Warranty Cover	10-11
Tail Lift & Accessory Warranty Cover	12-13
Accident Repair	14
Genuine Parts / Online Store	15
Dealer Network List	16 - 25

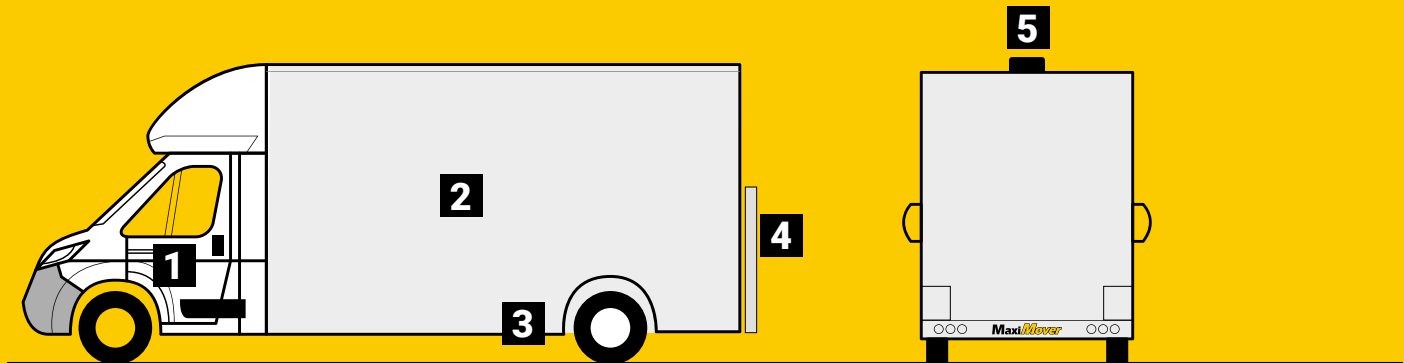
IMPORTANT INFORMATION

Your MaxiMover converted vehicle has been built to your specification. Please see the warranty key on page 4 to help identify which manufacturer is responsible for each relevant component, should you need to make a warranty claim.

It is important that you contact the correct manufacturer in order to make a claim as each manufacturer has their own warranty terms, conditions and procedures which must be followed. Failure to follow the correct warranty providers procedures may invalidate the warranty.



WARRANTY INFORMATION KEY



1. CAB & PLATFORM CHASSIS FRAME
2. MAXIMOVER BODY CONSTRUCTION
3. REAR FRAME FITMENT

4. TAIL LIFT & FULL CLOSURE RAMP
5. ACCESSORIES & BESPOKE OPTIONS

1. Manufacturer Chassis Cab (New)

The chassis cab and platform frame warranty is covered only by the chassis cab manufacturer (Fiat) within their contractual terms and conditions. The manufacturer is responsible for all chassis and cab components including chassis frame, engine, gearbox and trim etc. You will need to contact Fiat directly and follow their warranty terms and conditions. Please note that MaxiMover cannot inspect or interfere with any issue connected with the chassis cab, nor can we act as an intermediary.

2. Maxi Mover Box Body Construction

The box body conversion warranty is covered by MaxiMover only, it is subject to our terms and conditions. In most circumstances, we will require you to bring the vehicle back to our factory for inspection as required. We have a warranty claims procedure which you must register the claim and follow the correct steps to allow us to deal with your claim quickly.

3. Rear Frame Fitment

Your conversion will usually be fitted with either barn type doors or a roller type shutter. These are supplied by a specialist 3rd party manufacturer and are covered by their warranty terms and conditions. This is usually 12 months from the date of first registration of the vehicle.

4. Tail Lift & Full Closure Ramp

If your conversion includes a tail lift or full closure ramp system, this warranty is covered by the specialist manufacturer. You will need to contact the specialist manufacturer directly and follow their warranty terms and conditions. Please note that MaxiMover cannot inspect or interfere with any issue connected with the tail lift or full closure ramp, nor can we act as an intermediary.

5. Accessories & Bespoke Options

If your conversion is fitted with non-MaxiMover manufactured options or accessories then they will be covered by the relevant manufacturer. In most cases, this will be for 12 months. Typical options include, but are not limited to, reversing camera/sensors, night heater, power inverter, leisure battery, alloy wheels, alarm, air suspension and vehicle graphics.

BODY CONSTRUCTION WARRANTY COVER



As warranty may seem to be a complicated subject, we want to explain our box body construction warranty cover, terms and conditions clearly and simply.

Our standard terms and conditions set out important information about our relationship with you which you should read carefully. This guide summarises the most important conditions but is intended to supplement and not replace the full terms and conditions document.

WHAT DOES THE WARRANTY COVER?

We will cover you for any defects in material or workmanship that occur as a result of the box body manufacturing process. These components are; front aero kit, side panels, front bulkhead, floor assembly (including wheel arches), roof assembly, rear frame and the conversion wiring loom. In this way, we accept responsibility for those items that are ours; but naturally we cannot cover any non-approved modifications, accessories or bodywork applied after the converted box body's manufacture.

What's the warranty for?

The warranty for your MaxiMover box body conversion protects you, our customer, against failures in the box body conversion caused by any manufacturing defects that may have occurred when your vehicle was built. It's our way of showing that we're properly supporting you, your conversion and your business, right from day one.

How long does the warranty last?

The MaxiMover body construction is backed by a standard 3 years / 100,000 mile warranty. Certain MaxiMover models also benefit from an extended warranty term. This will be documented on your vehicle order form.

When does the warranty start?

The warranty period starts from date of first registration.

...and what does it not cover?

Again, remember that the purpose of any warranty is only to cover defects that may have arisen during the manufacturing process.

Therefore, we can't cover problems arising from:

- Components not manufactured by MaxiMover. These include, but are not limited to, chassis cab (engine/gearbox etc), rear frame fitments (barn doors / roller shutters), tail lifts/full closure ramps, accessories and bespoke options (reversing cameras/alarms/vehicle graphics etc).
- **A failure to follow warranty terms & conditions**
- **Repairs/works carried out by unauthorised 3rd parties**
- **The fitting of non-approved parts, additional equipment and bodywork, or other unauthorised vehicle modifications post-production**
- **Exceeding gross vehicle weights, axle loads and payload capacity**
- **Incorrect use of load restraint tracks, rails & fitments.**

- Normal 'wear and tear' on parts, including friction and consumable items such as door seals, lock handles/ barrels & springs. This list is not exhaustive there maybe other limitations as set out in the terms & conditions.
- External events including environmental issues such as storms and floods, accident damage, salt corrosion, civil unrest or vandalism.

What costs are covered?

Provided the box body construction defect has occurred in the stated warranty period, MaxiMover will pay for the cost of the repair inclusive of parts and labour.

What costs are not covered?

We can't cover you for any incidental costs arising from the defect; costs such as loss of use and rental charges, vehicle transport, recovery or roadside assistance charges, telephone calls, other travel or accommodation expenses, time or inconvenience or loss of business earnings. Additionally, costs relating to routine servicing and maintenance, accident damage and replacing normal wear and tear items are outside the warranty.

BOX BODY CONSTRUCTION WARRANTY

REPORT A FAULT

In order to deal with a MaxiMover box body manufacturing defect claim, we have a simple claim procedure which needs to be followed to ensure your warranty query or claim is registered and handled quickly.

- 01** Immediately register your claim by completing our Report a Fault Warranty Claim Form, which can be found on our website at; www.maximover.co.uk under the after-sales navigation tab or call our After Sales Team and they will guide you through the correct process.
- 02** Please make sure that you have your body serial number to hand. This is located either on the hand over document or on the inside left rear body panel.

Complaints

We are committed to providing you with the highest standard of service and customer care. We realise, however there may be occasions when you feel you did not receive the standard of service you expected. If you would like to complain about any aspect of the service we have provided to you under our Body Construction Warranty Claim, please contact us using the details set out below. Please bring the complaint to our attention as soon as possible and this will assist us in resolving the complaint as quickly as possible.

IF IN DOUBT GIVE US A SHOUT!

If in doubt, please see your full terms and conditions provided at point of order and these are also available on our website at: www.maximover.co.uk/terms

- Call us on **01673 863300**
8:30am - 5:00pm | Monday to Friday
- Email us aftersales@maximover.co.uk

FIAT CHASSIS CAB

WARRANTY CLAIM PROCEDURE

Your new Fiat body conversion provides you with a comprehensive warranty cover package.

The Fiat warranty is subject to their own specific terms & conditions and will require you to take your vehicle to their closest approved main dealer for inspection and repair if necessary. Only the manufacturer main dealers are authorised to inspect and repair under warranty.

Examples of chassis cab components covered by the relevant manufacturer warranty.

- ✓ Engine
- ✓ Gearbox
- ✓ Drive Train
- ✓ Engine Electric & Diagnostics
- ✓ Cab Trim & Controls



FIAT UK

CHASSIS CAB WARRANTY COVER

MaxiMover[®]

Fiat Chassis Cab comes with 2 Year Unlimited Mileage or 3 Year 100,000 Miles. For further information please refer to Fiat contact details found on page 16 in this handbook or by calling the Fiat customer service team.



Fiat Chassis Cab come with 2 Year Unlimited Mileage or 3 Year 100,000 Miles

TAIL LIFT & ACCESSORY WARRANTY COVER

At MaxiMover we carefully select and only partner with the UK's leading accessory manufacturers, the best for your business. All of which have different warranty coverage, terms, conditions and claims procedures.

Your MaxiMover body conversion may have additional optional equipment fitted such as a tail lift, refrigeration unit, reversing camera, power inverter, roller shutter doors etc. These components/parts are fitted by our team of professional technicians, however the warranty is covered by the relevant manufacturers warranty terms (these are usually covered for 12 months, however always refer to the manufacturer's warranty guidelines). MaxiMover are unable to repair manufacturer accessory option defects as this will void your warranty with the relevant manufacturer.

TAIL LIFT & ACCESSORY OPTIONS INCLUDE:

- ✓ TAIL LIFT
- ✓ REFRIGERATION UNIT
- ✓ REVERSING CAMERA
- ✓ POWER INVERTER
- ✓ ROLLER SHUTTER DOORS
- ✓ ALARM SYSTEMS



HELPFUL TAIL LIFT & ACCESSORY CUSTOMER SERVICE CONTACT DETAILS:

Please see the customer service manufacturer telephone numbers below, to help you identify the correct contact details for your relevant tail lift & accessory manufacturer.



DEL Tail Lifts
Warranty cover is 12 months

 **DEL Customer Service**
01993 708 811

Visit hiab.com/en-gb



Dhollandia Tail Lifts
Warranty cover is 12 months

 **Dhollandia Customer Service**
01480 435 266

Visit dhollandia.co.uk



Marshall's National fleet warranty
approved tail lift service agents

 **Marshall's Customer Service**
0800 7311 685

Visit marshallfleetsolutions.co.uk




GAH Refrigeration
Warranty cover is 12 months

 **GAH Customer Service**
01394 421 140

Visit gah.co.uk



MaxiMover optional accessories
Warranty cover is usually 12 months

 **Customer Service**
01673 86 33 00

Visit maximover.co.uk

ACCIDENT & CRASH REPAIR PROTECT YOUR WARRANTY WITH OUR FACTORY BODY SHOP

**WARRANTY
APPROVED**
PROFESSIONAL BODY SHOP

**INSIST ON A
FACTORY REPAIR
BY MAXI MOVER**

Having an accident doesn't have to be complicated...

- ✔ Your MaxiMover has been built to the highest standards and is covered by our comprehensive body construction warranty.
- ✔ Do not void your warranty, insist your MaxiMover is returned back to the factory and repaired using genuine parts by our team of professional coach builders.
- ✔ Priority fast track repair, loan van available.



MAXI MOVER GENUINE PARTS

MaxiMover genuine parts are carefully engineered to deliver optimum performance and have a longer service life. Time and time again, tests prove that MaxiMover genuine parts work harder for longer, offering significant cost efficiencies compared to after market copies.

Non-genuine parts might look the same. They might have been manufactured in the same factory but a part without our approval will not have been designed and stringently tested as part of a whole vehicle system ensuring that it performs in harmony with the rest of your van conversion.

Our parts department holds a comprehensive range of parts and materials for new build production and repair requirements. Although an extensive range of parts and materials are always stocked, we can manufacture bespoke components in-house. Our parts department will despatch your parts same day ensuring minimum downtime

VISIT OUR ONLINE STORE



MaxiMover Parts Department
01673 863300

Visit our online shop at [maximover.co.uk](https://www.maximover.co.uk)



FIAT *DUCATO*

LCV DEALER NETWORK LIST

- ✓ ENGINE
- ✓ GEARBOX
- ✓ DRIVE TRAIN
- ✓ CAB ELECTRIC & DIAGNOSTICS
- ✓ CAB TRIM & CONTROLS

FIAT ROADSIDE ASSISTANCE
Tel. 00 800 3428 0000

Fiat UK CUSTOMER SERVICE HELP DESK
Tel. 0203 450 8702

DEALER LOCATION:	DEALER NAME:	POST CODE:	PHONE NO:
ABERGELE	THREEWAYS	LL22 7HT	01745 825 847
BEDWAS	GLENSIDE COMMERCIALS	CF83 8DW	02920 858000
BROXBURN	AM PHILLIP TRUCKTECH	EH52 5NP	01506 865000
FALKIRK	IAN GRIEVE	FK1 4JD	01324 619600
PERTH	AUTO SERVICES	PH1 3EE	01738 210000
ELGIN	ARNOLD CLARK	IV30 6YQ	08433 939227
GLASGOW	PARKS	G74 3XH	01355 266222
GLASGOW	MOTUS COMMERCIALS	G51 4TH	0141 425 1530
INVERNESS	DONALD MACKENZIE	IV1 1 SG	08433 939251
KIRKCALDY	ARNOLD CLARK	KY1 3NO	01592 669853
DUNDEE	AM PHILLIP TRUCKTECH	DD2 3SP	01382 817266
IRVINE	PARKS MOTOR GROUP	KA11 4JZ	01294 221166
AYR	BORDER CARS	KA8 9HE	01292 272277
ABOYNE	DINNET GARAGE	AB34 5JY	01339 880538
WOLVERHAMPTON	GUEST TRUCKS	WV1 2HL	08433 939269
WEST BROMWICH	GUEST TRUCKS	B70 6BY	08433 939268
COVENTRY	GUEST TRUCKS	CV6 4BJ	02476 584 488
BIRMINGHAM	GUEST MOTORS LTD	B6 4PQ	08433 939266

WARWICK	GRAYS	CV34 4PA	01926 419400
NUNEATON	RESEARCH NUNEATON	CV10 7RF	02476 382807
BLAYDON-ON-TYNE	NORTH EAST TRUCK AND VAN	NE21 STA	08433 939292
SHOREHAM	BARNES	BN43 6PB	01273 454 887
CRAWLEY	EUROVANS	RH11 SOU	01293 848300
DUNSTABLE	NORTHERN COMMERCIALS	LU5 4JY	01582 884520
READING	HTC	RG7 4AG	08433 939274
SLOUGH	HTC	SL3 OED	01753 681818
SLOUGH	THAMES	SL1 6BB	01753 325063
PETERBOROUGH	GUEST TRUCK & VAN	PE1 SYN	01773 727100
HYDE	STONEACRE HYDE	SK14 1 HD	08433 939325
KNUTSFORD	MANGOLETSI	WA16 9NS	08433 939286
WARRINGTON	WARRINGTON MOTORS	WA2 7PE	01925 669403
ST AUSTELL	VOSPERS	PL25 4HW	08433 939336
TRURO	VOSPERS THREEMILESTONE	TR4 9LD	01872 226228
TRURO	VOSPERS	TR1 3LN	01872 226228
CARLISLE	NORTH EAST TRUCK AND VAN	CA3 OEX	01228 404400
KESWICK	LAKE ROAD GARAGE	CA12 5BX	01228 404400
CHESTERFIELD	STONEACRE CHESTERFIELD	S41 9AJ	01246 450450

DERBY	MOTUS COMMERCIALS	DE22 4ND	01332 825 300
EXETER	VOSPERS EXETER	EX2 8FN	08433 939334
HOLSWORTHY	W SANDERS & SONS LTD	EX22 7NU	01409 261212
PAIGNTON	ALAN KERR LTD	T04 7BG	08433 939220
PLYMOUTH	VOSPERS COMMERCIALS	PL7 1RS	08433 939335
PLYMOUTH	VOSPERS	PL6 BAY	01752 636363
BOURNEMOUTH	ADAMS MOREY BOURNEMOUTH	BHB OBJ	01202 524422
BILLINGHAM	NORTH EAST TRUCK AND VAN	TS23 4EX	01642 375222
DARLINGTON	SG PETCH	DL1 1XZ	01325 488886
CHELMSFORD	GLYN HOPKIN CHELMSFORD	CM1 2UP	01245 245300
COLCHESTER	D SALMON CARS	C03 3LE	01206 715200
SOUTHEND ON SEA	ESSEX AUTO GROUP	A1270J	01268 906654
HEMPSTED	MOTUS COMMERCIALS	GL2 5FD	01452 508700
SWINTON	MOTOR SAVE	M27 SSF	01617 949994
PORTSMOUTH	ADAMS MOREY PORTSMOUTH	P03 5NN	02392 691122
SOUTHAMPTON	ADAMS MOREY SOUTHAMPTON	S015 OLD	02380 799550
HEMEL HEMPSTEAD	HTC	HP2 7YU	01442 835670
BELVEDERE	HTC	DA176BT	08433 939271
CANTERBURY	NORTHGATE	CT1 1YY	01227 931941

MAIDSTONE	HAYNES TRUCKS	ME14 500	08433 939270
TONBRIDGE	NORTHERN COMMERCIALS	TN11 8NN	01732 833005
TUNBRIDGE WELLS	THAMES TUNBRIDGE WELLS	TN2 3EY	01892 256087
OLDHAM	OLDHAM MOTORS	OL13HQ	08433 939298
PRESTON	PRESTON MOTOR PARK	PR2 2YQ	01772 950707
PRESTON	WALTON SUMMIT	PR5 8A0	08433 939338
IMMINGHAM	NORTH EAST TRUCK AND VAN	DN40 2LJ	01469 565500
LINCOLN	CAMPER UK	LN2 4JB	01522 697 070
LINCOLN	NORTH EAST TRUCK AND VAN	LNG 3QY	01522 698300
LINCOLN	STONEACRE	LNG 70A	01522 536702
LONDON	GLYN HOPKIN	E12 5LH	02089 885000
LONDON	MOTOR VILLAGE MARYLEBONE	W1U 10Y	0207 399 6650
LIVERPOOL	SOUTH LIVERPOOL COMMERCIALS	L24 9NB	01512 812811
WALLASEY	WINDSORS WALLASEY	CH45 3HP	0151 639 6181
DISS	DESIRA GROUP PLC	IP22 4GS	01379 650111
GREAT YARMOUTH	SIMPSONS GREAT YARMOUTH	NR31 0LN	01493 601 696
KINGS LYNN	MOTORVOGUE	PE30 4LP	01553 772644
NORWICH	DESIRA GROUP PLC	NR2 4TG	01603 633222
THETFORD	GUESTS	IP24 30S	01842 880088

CORBY	ROCKINGHAM CARS	NN17 5DU	01536 268991
NORTHAMPTON	NORTHERN COMMERCIALS	NN3 9ER	01604 417100
NEWARK	BROWN HILLS MOTOR HOMES	NG24 2EA	01636 704201
NEWARK	SMC MOTORHOMES	NG24 2ET	01636 706682
NOTTINGHAM	LOWDHAMS	NG14 7ES	0115 966 3838
NOTTINGHAM	SHERWOOD TRUCK AND VAN	NG2 1RX	0115 978 7274
WORKSOP	STONEACRE	S81 7AE	08433 939327
KIDLINGTON	HTC	OX51FQ	08433 939273
SHREWSBURY	TJ VICKERS	SY1 3AB	01743 446 951
TELFORD	TJ VICKERS	TF2 6PL	01952 605301
WELLINGTON	CHELSTON SERVICE CENTRE	TA21 9JF	01823 662075
WESTON-SUPER-MARE	HUTTONS	BS24 0AW	01934 813700
STAFFORD	ERWIN HYMER CENTRE	ST16 1 NZ	01952 586888
STAFFORD	STONEACRE	ST16 3UF	01785 782700
STOKE ON TRENT	SHERWOOD TRUCK & VAN	ST1 SPE	01782 214490
BURY ST EDMUNDS	DESIRA	IP33 3SP	01284 333 352
CROYDON	HTC	CAO 4TD	08433 939272
GUILDFORD	BARNES	GU1 1 RT	01483 885885
BRIGHTON	TATES	BN41 1GS	01273 276666

EASTBOURNE	EASTBOURNE MOTORING CENTRE	BN21 3SE	01323 720681
EASTBOURNE	YEOMANS	BN23 6ON	01323 500666
ST LEONARDS-ON-SEA	ST LEONARDS MOTORS	TN37 7S	01424 755855
CHIPPENHAM	PEWSHAM GARAGES	SN15 3RR	08433 939306
SWINDON	JOHNSONS	SNS SQJ	01793 680480
WORCESTER	MOTUS COMMERCIALS	WR5 3HR	01905 829800
HULL	JORDANS	HU9 1BS	01482 222500
HULL	NORTH EAST TRUCK AND VAN HULL	HU9 SLP	01482 899 099
YORK	NORTH EAST TRUCK AND VAN	YO30 4XA	08433 939294
YORK	SG PETCH	YO32 9LG	01904 466 600
DONCASTER	STONEACRE DONCASTER	DN2 6OP	01302 340707
SHEFFIELD	SHERWOOD TRUCK & VAN LTD	S13 9DB	0114 269 3230
BRIGHOUSE	NORTHERN COMMERCIALS	HD6 1PG	08433 939295
CLECKHEATON	STONEACRE	BD19 3TT	01274 863700
WAKEFIELD	PICCADILLY WAKEFIELD	WF1 2AH	08433 939308
VALE	RABEYS GARAGE	GY3 STX	08433 939312
ST LAWRENCE	BEL ROYAL MOTORS	JE3 1LP	01534 722556
ST SAVIOUR	RABEYS CV JERSEY	JE2 7GR	08433 939313
LISBURN	SERE	BT28 2RE	02890 205100

NEWTOWNABBEY	DONNELLY BROTHERS	BT36 4AA	02890 846000
CARDIGAN	BV REES LTD	SA43 3DX	01239 612025
SWANSEA	CEM DAY	SA6 80P	01792 22470
CHEPSTOW	MOTOR SERVICES	NP16 7DB	01291 623304
NEWPORT CITY	LC MOTORS	NP19 0BG	01633 259892
MENAI BRIDGE	HENFFORDD GARAGE	LL59 5RW	01248 712 002
WREXHAM	MOTUS COMMERCIALS	LL14 4DP	01978 346100
WREXHAM	STONEACRE	LL11 2UB	08433 939328

Stellantis UK Limited

Pinley House,
2 Sunbeam Way,
Coventry CV3 1ND



HOW TO CONTACT US

For warranty, parts and aftersales enquiries

1. Call us on **01673 863300**

Monday – Thursday: 8:30am – 5:00pm

Friday: 8:30am – 3:00pm

2. Email us at **aftersales@maximover.co.uk**

3. Write to us at

**The Old Stables,
Sudbrooke Road,
Scothern,
Lincolnshire,
LN2 2UZ**

To view our full terms and conditions, please refer to the original order documents or visit **[maximover.co.uk/terms](https://www.maximover.co.uk/terms)**

Although every effort has been made to ensure the information contained within this document is accurate, we reserve the right to modify and change information without notice.

[maximover.co.uk](https://www.maximover.co.uk)

MaxiMover®
UNMATCHED | UNRIVALLED | BUILT TO LAST