

I have bought a motorhome with an alarm system **installed by Van Bitz what do I need to do?**

Well congratulations as you have what is generally considered the best motorhome security system on the market fitted to your motorhome.

Remember if it was installed by Van Bitz we will have notes on file to assist our original customer, and this in turn, could assist you with a little input from yourself. However, as for what you "need" to do, nothing if you would prefer not to

If your not our customer (the system was installed on your motorhome when you bought it) and it was installed by Van Bitz you can pay us to transfer our installation notes and electronic records into you name. This is not a requirement and you can choose not to receive any assistance from us.

However, if you chose to pay us to help you, the advantage is that we will then be able to access the installation notes to assist you with fault finding. Along with this we will be able to supply you spares and accessories for your system. We can also then once everything is in your name issue you with new insurance documentation should you need it.

We are offering a service, not simply a record update so there is a charge. Currently the charge is £30.00 (October 2018 But we reserve the right to increase this)

We will need to see a copy of the V5 document so please don't wait until it is an emergency then contact us.

You can send this to us (with a cheque made payable to Van Bitz) to our address:- Cornish Farm – Shoreditch – TAUNTON – Somerset – TA3 7BS

Or you can email a copy:- info@vanbitz.com Payment then can be made via BACS Account number:- 00368972 Sort code:- 30-98-45 or you can phone during normal office hours (09:00 – 17:00) and pay by debit or credit card

Our loyalty is to our customer, so if you need a replacement alarm fob for example and are not registered with us, please do not expect to be able to get one from us, what ever the reason.

Being blunt until you register with us you are not our customer, and we will do nothing to assist you, if it may affect one of our customers.

Imagine the stupidity of paying us to install an alarm and then us supplying some one else with a key fob to turn the alarm off!

Please note:- If Van Bitz in Taunton didn't install the system, then Van Bitz will have no records or installation data on your installation whatsoever. Despite what you 'may' think, were told by the dealer or the person that sold you your motorhome, Van Bitz has never kept installation information on alarm systems installed by a third party.

Growler has only EVER been installed by Van Bitz, but Strikeback was installed by other dealers, and unfortunately sometimes copied. However, we still may be able to assist you with spares or alarm consumables, but we will not have any details on file of your installation. This service also may carry a charge.

We will not be able to book any alarm system into our workshops that was not installed by Van Bitz.

A Couple of often asked questions:-

Q: Why should we charge to assist 2nd 3rd 4th 5th owners?

A: Because we do the job properly we have systems being used that are nearly 30 years old. How many times should we be expected to “just talk me through it” and carry out security checks?

Q: Why don't we help with systems installed by other business's? You could supply stickers, and spares and it wouldn't cost you anything!

A: Why should we? We have a waiting list as we give unrivalled customer service, to “our customers” Why should we extend our service to make up for the shortcomings of the businesses chosen, in preference to Van Bitz, once a customer realises that they have been “duped”?