



Dear Colleague,

We have become aware recently of an increase in the number of customer complaints, largely fuelled by social media activity, in relation to the standard of upholstery supplied with our caravan ranges.

As is often the situation, the actual number of cases is significantly lower than that suggested on these forums, however we have identified three products where the level of cases is higher than you would normally anticipate:

Unicorn Series IV – all schemes (2017 to 2019)

Phoenix & Phoenix Special Editions Series I – all schemes (2018 only)

Alicanto Grande Series I – Farrington scheme only (2019 only)

In all three cases we have asked for the upholstery sets in question to be returned to the supplier for examination. Where the upholstery was found to be faulty it has been replaced.

However, in the majority of cases no manufacturing fault has been identified with the cushions in question. In many instances the issues described are a characteristic of the construction itself and can often be resolved by following the approved care guidelines.

Therefore to assist you in fielding potential future customer complaints of this nature we have asked our two soft furnishing suppliers, Belfield and Leisure Furnishings, to produce an upholstery care guide which can be found below:

[Belfield Upholstery Care Guide](#)

[Leisure Furnishings Upholstery Care Guide](#)

These care guides will also be included in the next edition of the Bailey Caravan and Motorhome Owners Manuals as well be added to the FAQ pages of the Help & Support section of the company website.

Should have any further queries in this regard then please direct them to your Warranty Support Team.

These teams have been aligned with your Business Development Managers and are allocated as follows:

Ben Pointon – BDM Caravans (North)

Warranty Support Team – Bob Swain & Marianne Larne

warrantynorth@baileyofbristol.co.uk

0117 966 5967

Simon Hyde – BDM Caravans (South)

Warranty Support Team – Ian Turner & Ludek Selepa

warrantysouth@baileyofbristol.co.uk

0117 966 5967

Alan Freeman – BDM Motorhomes

Warranty Support Team – Darryl Wandless & Danny Ford

warrantymotorhomes@baileyofbristol.co.uk

0117 966 5967

Thank you in advance for your continued support,

Kind Regards

Chantelle Kimmins

Customer Service Manager

Bailey of Bristol



LEISURE
FURNISHINGS

Product care guide

The care guide is to help you care for your upholstery and maintain the product for many years.

You may find your upholstery a little firm at least to begin with, this is perfectly normal as all foam and filling composites will naturally soften in time. This softening does not constitute as a fault under the warranty.

Fabrics with a pile may appear to have a difference in shades, this is due to the direction of the pile and how the light reflects. This is not a fault, it's part of the charm of the fabrics. Regular care with a soft brush will ease the pile back and reduce the effect of the pile being flattened over time.

Fabric will stretch, move and develop creases/wrinkles during use, these are expected and are completely normal during the lifetime of the product.

Most fabrics will show signs of wear over time this is due to friction, another sign of use can be little balls of fuzz which could appear on the fabric surface, this can be different for each fabric as each fabric will be made up of different yarns and weaves, all these are signs of normal use of the product and occur naturally and is not considered a defect.

It is important all cushions/upholstery are regularly "Dressed", this is achieved by a good plumping of the cushions/upholstery to ensure the cushions revert to their shape. All cushions and arm pads should have the creases and wrinkles smoothed out daily. Without "Dressing" and "Smoothing" the cushions it could give the appearance of flat/misshaped or making the fabric appear loose or baggy. This is not a defect but part of the care of the product/s.

Please ensure all cushions/upholstery are always placed in the correct position during use.

Vacuuming or using a soft brush frequently on products helps to eliminate dirt and dust particles which will also keep the product in tip-top condition.

Avoiding prolonged exposure in direct sunlight or heat source as this will have an adverse effect on the product/s.

Dry clean all products only, if a spillage occurs, we advise removing the excess with a soft absorbent cloth or paper towel. Do not soak or rub/scrub any fabrics, we always advise contacting a professional cleaning services for advice.

In the unfortunate event you believe you have a warranty concern, this must be taken to the place of purchase, this will then trigger the warranty process.

0115 946 3666

www.leisure-furnishings.co.uk

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