Step Maintenance & Warranty

Kintech caravan steps are supplied with a 7-year warranty which covers the metal framework, and a 2-year parts warranty on the step tread subject to following the maintenance guide below.

What is covered by your warranty?
A 7-year warranty covers the repair and replacement of all Kintech manufactured metal parts*.

*Note – This does not include the step treads, fittings or corrosion damages should it be identified that the step as a whole has not been maintained in compliance with the maintenance instructions.

Phenolic Plywood Step Treads are covered by a 2-year warranty, this covers the replacement of the tread if they fail due to a manufacturing fault.

Replacing Parts & Repair:
In the unlikely event the step develops a fault, please report via email to customerservices@kintechltd.co.uk with full details and images of the product, including a picture of the Identity Step Tag located on the front on the step.

If the failure is found to be a manufacture fault, then it will be confirmed as to whether this will be a repair or replacement of the affected part dependant on the fault found.

If the part fails from neglect, wear & tear, or failure to adhere to the maintenance instructions, the part can be repaired or replaced at a cost.

Caravan Step Maintenance:
Phenolic Plywood Step Treads must be cleaned regularly and kept clear of moss. We recommend wiping the entirety of the steps clear of dirt, debris and moss once a month.

The steps must be positioned on a level, flat base. A 'Step Height Extension Kit' is available for purchase if you need extra heigh on you step, these also aid in ensuring the steps are level.

Steps are NOT to be mounted direct onto bricks, stacked concrete slabs or of any equivalent nature. This will void the warranty.

Paint damage should be treated as soon as possible, as rusting may occur if left untreated, especially in coastal areas.

Please note that failure to adhere to the above maintenance instructions will invalidate your warranty.