



BSI Standards Publication

Specification for M1 vehicles for the carriage of one or more passengers seated in wheelchairs

Part 2: Retail requirements

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Published by BSI Standards Limited 2015

ISBN 978 0 580 89560 9

ICS 03.220.20; 11.180.10; 43.040.99

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Publication history

First published April 2012
Second edition (current) February 2015

Amendments issued since publication

Date	Text affected
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Contents

Foreword *iii*

1	Scope	1
2	Terms and definitions	1
3	Customer service	1
3.1	Product information	1
3.2	Demonstration process	1
3.3	Demonstration	2
4	Warranty	3
4.1	Conversion warranty	3
4.2	Warranty for a single stage WAV	3
5	Customer records	3
6	User information	4

Bibliography 5

Summary of pages

This document comprises a front cover, an inside front cover, pages i to iv, pages 1 to 6, an inside back cover and a back cover.

Foreword

Publishing information

This PAS was sponsored by the Wheelchair Accessible Vehicle Converters' Association (WAVCA)¹ and its development facilitated by BSI Standards Limited and published under licence from The British Standards Institution. It came into effect on 28 February 2015.

Acknowledgement is given to the following organizations that were involved in the revision of this PAS:

- GM Coachwork
- Forum of Mobility Centres
- Motability Operations
- PSA Peugeot Citroën
- Rica
- Society of Motor Manufacturers and Traders (SMMT)
- Vehicle Certification Agency – Department for Transport (VCA)
- Wheelchair Accessible Vehicle Converters' Association (WAVCA)

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This PAS is not to be regarded as a British Standard. It will be withdrawn upon publication of its content in, or as, a British Standard.

Relationship with other publications

PAS 2012 is published in two parts, as follows:

- *Specification for M1 vehicles for the carriage of one or more passengers seated in wheelchairs – Part 1: Manufacturing requirements*
- *Specification for M1 vehicles for the carriage of one or more passengers seated in wheelchairs – Part 2: Retail requirements*

Supersession

This PAS supersedes PAS 2012-2:2012, which is withdrawn.

¹⁾ www.wavca.co.uk

Use of this document

It has been assumed in the preparation of this PAS that the execution of its provisions will be entrusted to appropriately qualified and experienced people, for whose use it has been produced.

Assessed capability. Users of this PAS are advised to consider the desirability of quality system assessment and registration against the appropriate standard in the BS EN ISO 9000 series by an accredited third-party certification body.

Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its requirements are expressed in sentences in which the principal auxiliary verb is "shall".

Commentary, explanation and general informative material is presented in italic type, and does not constitute a normative element.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a PAS cannot confer immunity from legal obligations.

1 Scope

This Part of PAS 2012 specifies requirements for the retail of WAVs that conform to PAS 2012-1. It covers requirements for:

- a) the supply of product information to the user;
- b) the provision of user demonstrations;
- c) the conversion warranty;
- d) customer records;
- e) the user manual.

It is recognized that the retailer may or may not be the WAV manufacturer.

The aim of Part 2 is to ensure that the user receives the information required to make an informed purchasing decision.

NOTE PAS 2012-1 sets out the requirements for the manufacture of WAVs.

2 Terms and definitions

For the purposes of this part of PAS 2012, the terms and definitions given in PAS 2012-1 apply.

3 Customer service

3.1 Product information

The following product information shall be made available:

NOTE This may be through, for example, printed material or on the retailer's website.

- a) WAV make and model name;
- b) base vehicle make and model name (for WAVs manufactured through the conversion of a base vehicle);
- c) WAV technical specification as given in PAS 2012-1:2015, **7.3**;
- d) either the approval route used for the completed WAV, where an approval is obtained, or the statement "post-registration", where there is no approval covering the completed WAV;
- e) the terms and conditions of the conversion warranty.

3.2 Demonstration process

The retailer shall have a documented demonstration process for demonstrating the WAV to the user. The demonstration process shall include the demonstration of the operation of the following, where fitted:

- a) wheelchair tie-down and occupant restraint system (WTORS);
- b) ramp;
- c) winch;
- d) lift;

- e) suspension lowering system;
- f) any specialist seating;
- g) spare wheel or puncture repair kit;
- h) other features specific to the conversion, including but not limited to fuel gauge performance.

NOTE Such features might include the fuel gauge display, first aid kit, fire extinguisher, etc.

3.3 Demonstration

3.3.1 The retailer shall demonstrate the WAV to the user(s) in accordance with the demonstration process given in 3.2 and allow them to test-drive the WAV.

3.3.2 The retailer shall complete a suitability assessment report and shall obtain sign off by the user. The suitability assessment report shall contain, as a minimum:

- a) the user's name and address;
- b) date and place of demonstration;
- c) names of those present;
- d) user's wheelchair details – make and model;
- e) the full WAV model name demonstrated, including any optional specifications (e.g. high roof, air-conditioning);
- f) a statement that:

- 1) the WAV has adequate internal space for the wheelchair user's requirements;
- 2) the maximum capacity of the tiedowns and/or WAV have been explained;
- 3) for an AWAV, ease of access for boarding and alighting of the wheelchair user, and an assessment of the assistant's capabilities have been considered;

NOTE The suitability and the capabilities of the wheelchair user and assistant in relation to boarding and alighting the wheelchair user and restraining the wheelchair and wheelchair user should be agreed upon with the retailer or the retailer's representative at the test-drive and suitability assessment.

- 4) for a UWAV, ease of access for boarding and alighting of the wheelchair user has been considered;

NOTE In the case of a UWAV, the capabilities of the wheelchair user in relation to boarding and alighting the vehicle, should be agreed upon with the retailer or their representative at the test-drive and suitability assessment.

- 5) where a modified or replacement fuel tank has been fitted, the customer has been informed that there could be a variation in the fuel gauge performance.

3.3.3 The retailer shall provide the user with a copy of the suitability assessment report and shall keep a copy in the customer records (see Clause 5).

3.3.4 The retailer shall repeat the demonstration in accordance with 3.3.1 to 3.3.3 for the user at the time of hand-over of the WAV.

4 Warranty

4.1 Conversion warranty

4.1.1 The conversion warranty on the WAV excluding anti-corrosion shall be no less than three years, or 57 936 km (36 000 miles), whichever comes sooner.

4.1.2 The conversion warranty on the WAV for anti-corrosion shall be on the same terms as those which the base vehicle manufacturer offers on vehicle bodywork repairs or 5 years, whichever is the sooner.

4.1.3 The conversion warranty statement shall include:

- a) who is responsible for the conversion warranty;
- b) the duration of the conversion warranty;
- c) what is covered; and
- d) telephone contact information.

4.1.4 The terms and conditions of the conversion warranty shall be provided by the retailer, on handover of the WAV to the customer.

4.2 Warranty for a single stage WAV

4.2.1 The warranty on a single stage WAV excluding anti-corrosion shall be no less than three years or 57 936 km (36 000 miles), whichever comes sooner.

4.2.2 The warranty on the single stage WAV for anti-corrosion shall be a minimum of 5 years.

5 Customer records

The retailer shall keep customer records for a period of at least 7 years, including:

- a) suitability assessment reports (including re-demonstration report) (see 3.2);
- b) information on purchased WAV:
 - 1) VIN number;
 - 2) WAV technical specification conforming to PAS 2012-1:2015, 7.3;
 - 3) registration plate;
 - 4) WAV manufacturer's own identification number for the WAV;

- 5) radio code (where applicable);
 - 6) key numbers (where applicable);
 - 7) key codes or security codes for remote controlled items (e.g. powered doors, ramps, lifts);
- c) history of customer complaints and actions taken to resolution.

NOTE Attention is drawn to the Data Protection Act 1998 [1], which requires a company holding customer information to be registered with the Information Commissioner's Office (ICO).

6 User information

On handover of the WAV to the user, the following shall be provided:

- a) a user manual conforming to PAS 2012-1:2015, Clause 7;
- b) VIN number;
- c) registration plate;
- d) WAV manufacturer's own identification number for the WAV;
- e) radio code (where applicable);
- f) key numbers (where applicable);
- g) key codes or security codes for remote controlled items (e.g. powered doors, ramps, lifts).

Bibliography

Standards publications

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS EN ISO 9000 (series), *Quality management systems*

PAS 2012-1:2015, *Specification for M1 vehicles for the carriage of one or more passengers seated in wheelchairs – Part 1: Manufacturing requirements*

Other publications

[1] GREAT BRITAIN. Data Protection Act 1998. London: The Stationery Office.

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