

## Warranty Terms & Conditions

Deluxe Caravans provides the original purchaser of every Deluxe Caravans with a 12-month Manufacturer Warranty with 3-year Structural Warranty that the product's workmanship and the material will be free from defects.

The warranty period commences on the date of purchase.

Warranty is only transferable once a complete inspection of the caravan is carried out by Deluxe Caravans or an authorized inspector to eliminate any claims such as wear and tear by the new owner. Only the Structural warranty is transferable.

Warranty repairs and replacements will be undertaken by Deluxe Caravans or an authorised repairer. Warranty repairs and replacements will be free of charge unless an on-site repair is requested in which case a service call fee will apply.

Unless the owner has prior written consent from Deluxe Caravans, under the Warranty Deluxe Caravans will not reimburse the owner under Warranty for repairs undertaken by an unauthorised repairer.

The Warranty will not apply in certain circumstances, including where the Caravan has been:

- **Used for a purpose other than which it was designed.**
- **Used for the purpose of permanent residency.**
- **Used for commercial purposes.**
- **In an accident.**
- **Towed by a vehicle other than a standard passenger vehicle.**

The Warranty will also not extend to specific types of damages including:

- **Wear and tear when the caravans have been used for permanent living purposes.**
- **Tears, punctures and fading to fabric items.**
- **Damage caused by alteration or repairs being undertaken by an unauthorised repairer.**

## **Off- Road / Semi Off-Road Policy**

Deluxe Caravans off-road range of caravans have been designed and constructed to give added strength and ground clearance for limited unsealed road usage. Gas venting regulations and other construction restraints limit the effectiveness of these caravans against dust and water penetration. Under no circumstances should these caravans be exposed to water crossing at or above body floor level.

We strongly recommend towing at a safe speed according to travels conditions with extra care and attention required on uneven surfaces. Our off-road caravans are not designed for hard impacts or heavy landing or severely rutted roads or tracks.

Deluxe Caravans off-road are not designed for use on four-wheel-drive only tracks.

The following items for off-road caravans are not covered under Deluxe Caravans Warranty:

- **Impact or stone damage to body, chassis or running gear.**
- **Soiling of fabrics and internal fitments from dust and other airborne substances.**
- **Water damage due to water crossing**
- **Movement or damage caused by dislodgment of appliances and fittings resulting from hard impacts or heavy landing or severely rutted roads or tracks.**
- **General damage arising from misuse**
- **The Warranty does not extend to maintenance items that are the responsibility of the purchasers.**

Deluxe Caravans include equipment and fitting such as cooking appliances, tyres and toilets which are separately warranted by their manufacturers and not covered by Deluxe Caravans Warranty. If necessary, Deluxe Caravans will help owners make a warranty claim to these individual component manufacturers.

# CHECKLIST TO MAINTAIN YOUR CARAVAN

To make sure that our caravans are safe to use and run on the roads, it is essential that we regularly check key components of our caravan and practice important routines just like how we take care of ourselves, our cars, and our homes. This very simple practice can prevent expensive damages or repairs and furthermore can extend the life of your caravans and maintain quality. To warrant any claims please ensure the measures highlighted below are adhered to carefully and to ensure your safety while towing.

## BRAKES AND TIRES

The running gear of your caravan is a crucial component to be consistently checked and it is recommended to be checked at your general service centre every 10,000km or in 4 months, this usually depends on whichever one comes first. The main components to look out for in this system are,

- With your tires check to see if there are any damage or inconsistent signs of wear and tear such as cracks or unusual bulges. Pressure should also be checked and the compliance plate will state the correct pressure at the tire should be maintained. Also, make sure to check the rims for cracks or bundles and then tighten the wheel nuts.

## CHECK ALL SEALS

All external and internal seals should be regularly inspected. A seal with the smallest split should not be ignored as over time this little opening can cause expensive damage and repairs. It is recommended that after giving your caravan a detailed wash and clean inspect for any damages as this will help to expose areas that are not visible when dust or dirt is present.

When a damaged seal is found, we advise that you do not go over the area with silicone or any other seals. This can create further damage and worsens the problems. If you are not experienced with sealing, it is recommended that you take your caravan to the nearest repairer.

During your routine service for your caravan, you can also request a seal condition report. This will give you peace of mind to have the caravans checked by an experienced professional.

## GAS, ELECTRIC AND WATER

Routine inspection of the water, electricity, and gas is important and this also includes testing the appliances connected to these. During testing, we want to ensure that there are no leaks and that they are working properly. Such as, emptying out water from the water tanks frequently. When it comes to inspecting the gas and 240v electricity testing or any repairs should be given to a licensed professional. It can be a dangerous process if you are doing it yourself.

## RUST AND MOULD

Rust and mould will be experienced by many caravan owners as it is common. It can be an expensive process to restore if action is not taken early.

Rust occurs when exposed to moisture and some key tips to prevent dust are;

- Avoid accumulation of mud or dirt on the exterior and interior of your caravan.
- Rust that is built up from the surface should be removed from metal surfaces.
- Resurface and peel or chipped paintwork.
- Investing in a caravan cover can prevent build-up however make sure to dry out the cover after rain and avoid humidity. When the caravan is not in use make sure to store the caravan in a dry area.

#### WHAT TO DO WHEN IT IS NOT RUNNING?

It is highly recommended to give your caravan a run when not traveling, the damage is greater than not having your caravan regularly cleaned. There are certain components that we need to keep in mind, such as the suspension, bearings, and axles. These components may stiffen over time and applying grease won't help these components to move freely. Another component is the idle batteries in your caravan, when they are not in use it can drain the batteries and create permanent damage. New batteries can be expensive and to prevent this it is advised to plug the idle batteries into a battery management charger or system. It is also suggested to test your batteries before traveling to ensure that they hold a charge.

#### WHAT ARE THE BEST STORAGE OPTIONS FOR YOUR CARAVAN?

If your RV is used for short trips and is kept in storage for a long time make sure to have a suitable undercover area, this can help to enhance the life cycle of your caravan. Furthermore, a covered area can help to prevent unnecessary damage such as falling dangers, wear, and tear, and other dangers. If you do not have an undercover area, another great option is a caravan cover.

#### HOW CAN I CLAIM WARRANTY?

Once we receive a claim, the claim will be accessed through photos/videos or in-person inspection if required to review the validity of the claim.

If the claim is valid, we will request a few quotations from a service center for further inspection or for the repair to be carried out after authorization is given by Deluxe Caravans to cover the costs.