



## WARRANTY STATEMENT ALUMINIUM COMPOSITE

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Trail caravans come with guarantees that cannot be excluded under the Australian Consumer Law. This warranty gives benefits that are in addition to other rights and remedies that you might have under Australian consumer protection laws.

### TERMS:

1. Trail Caravans will repair or replace (at its option) during the term of warranty any defect in your caravan to the extent to which it was caused by defective materials or workmanship in Trail Caravan's assembly or manufacture of your caravan.
2. This warranty is specifically for the benefit of the initial purchaser of the caravan and may be transferrable if all maintenance is up to date.
3. The warranty duration is:
  - 3.1. Body shell warranty – limited 5 years.
  - 3.2. Internal cabinetry and furniture – limited 3 years
    - 3.2.1. 3 year warranty on cupboard hinges and drawer runners
  - 3.3. Chassis and suspension are covered by a 3 year unlimited km warranty.
  - 3.4. Appliances, electrical equipment, materials and components fitted/installed in the caravan that are not manufactured by Trail Caravans are not covered by this warranty. Instead, they are separately warranted by their individual manufacturer. Please note the length of warranty periods provided on the supplied components as their terms may vary.
4. A defect will not be covered by this warranty if it is due to:
  - 4.1. Work having been carried out by someone other than Trail Caravans or an Authorised Repair Agent
  - 4.2. The caravan having been used other than for the purpose for which it was designed
  - 4.3. The caravan having been modified or customised at your request
  - 4.4. Abuse, misuse, neglect or accident
  - 4.5. The caravan not having been properly operated and maintained in a safe and roadworthy condition and in accordance with all recommendations and instructions
  - 4.6. The caravan having been subjected to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar
  - 4.7. Normal wear and tear, including but not limited to impact and stone damage
  - 4.8. Water damage caused by creek crossing, flooding or similar conditions
  - 4.9. Continual use in areas of extreme climatic or corrosive conditions
  - 4.10. Caravan overloading
  - 4.11. Damage caused by continued usage or towing after defect has occurred which should have become apparent to the purchaser or user of the caravan.
  - 4.12. Excessive speed or hard impact.
5. Any consequential or indirect loss or damage is not covered by this warranty
6. Service items such as, but not limited to, tyres, batteries, light bulbs, hoses, seals, consumables, routine maintenance and wheel alignments are the responsibility of the owner
7. To maintain warranty, the owner must adhere to the following maintenance/service schedule:
  - 7.1. First service is required within 3 months from delivery or 3000km, whichever comes first.
  - 7.2. Second service is required within 12 months from delivery.
  - 7.3. Yearly service is required thereafter.



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These services must be carried out by either your Trail Caravan dealer or an authorised Trail Caravan service agent.

Warranty claims will not be recognised unless a 'Warranty Registration Form' has been lodged to Trail Caravan's warranty department. Before any work can be commenced, approval must be gained from Trail Caravans Head Office.

Accessories supplied and/or fitted after-market will not form part of the Trail Caravans warranty.

The customer's first point of call when making a claim should be the dealership from which the van was purchased or Trail Caravans directly. The dealership will usually liaise with Trail Caravans Head Office in relation to having work carried out.

The Trail Caravan warranty will become null and void if it is deemed to be abuse, misuse or careless and negligent action that has led to the alleged fault with the van.

### HOW TO MAKE A CLAIM

1. Your first point of contact is the dealership from which you purchased your caravan.
2. All warranty work must be assessed by an Authorised Repair Agent and a quote sent to Trail Caravans Head Office for approval prior to work commencing.
3. The Authorised Repairer will liaise with Trail Caravans and if work is to be attended to under warranty, Trail Caravans will issue the Repair Agent with a Warranty Approval.
4. When contacting your dealership to make a claim, please provide the following information:
  - 4.1. Your full name (as appears on your contract) and contact details
  - 4.2. Your VIN (Vehicle Identification Number)
  - 4.3. Date of purchase

### OPERATION AND MAINTENANCE RESPONSIBILITIES

You are responsible for maintaining your caravan in a safe and roadworthy condition in accordance with any owner's manuals or instructions provided to you by Trail Caravans or Dealership.

Maintenance items include, but are not limited to:

1. Checking and maintaining tyre pressures
2. Checking and tightening wheel nuts
3. General greasing and tightening of components
4. Rustproofing, painting and maintenance of painted surfaces and exposed surfaces
5. Suspension servicing
6. Wheel bearing servicing and adjustments
7. 3 monthly moisture testing. Any costs associated with the inspection for the purpose of the testing is the purchaser's responsibility
8. Annual service with a qualified caravan technician



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### MAINTENANCE/SERVICE SCHEDULE

1 <sup>st</sup> INSPECTION	3000 km / 3 Months	Dealer Signature: (if completed by dealer)  .....	DATE...../...../..... <b>Inspection completed by</b>  .....
2 <sup>nd</sup> INSPECTION	1 Year	Dealer Signature: (if completed by dealer)  .....	DATE...../...../..... <b>Inspection completed by</b>  .....
3 <sup>rd</sup> INSPECTION	2 Year	Dealer Signature: (if completed by dealer)  .....	DATE...../...../..... <b>Inspection completed by</b>  .....
4 <sup>th</sup> INSPECTION	3 Year	Dealer Signature: (if completed by dealer)  .....	DATE...../...../..... <b>Inspection completed by</b>  .....
5 <sup>th</sup> INSPECTION	4 Year	Dealer Signature: (if completed by dealer)  .....	DATE...../...../..... <b>Inspection completed by</b>  .....
6 <sup>th</sup> INSPECTION	5 Year	Dealer Signature: (if completed by dealer)  .....	DATE...../...../..... <b>Inspection completed by</b>  .....



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### MOISTURE TESTING SCHEDULE

		3 months	6 months	9 months	12 months
<b>YEAR 1</b>	Front offside				
	Front centre				
	Front nearside				
	Middle offside				
	Middle nearside				
	Rear offside				
	Rear centre				
	Rear nearside				
	<b>Date</b>				
	<b>Completed by</b>				
<b>YEAR 2</b>	Front offside				
	Front centre				
	Front nearside				
	Middle offside				
	Middle nearside				
	Rear offside				
	Rear centre				
	Rear nearside				
	<b>Date</b>				
	<b>Completed by</b>				
<b>YEAR 3</b>	Front offside				
	Front centre				
	Front nearside				
	Middle offside				
	Middle nearside				
	Rear offside				
	Rear centre				
	Rear nearside				
	<b>Date</b>				
	<b>Completed by</b>				



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<b>YEAR 4</b>	Front offside				
	Front centre				
	Front nearside				
	Middle offside				
	Middle nearside				
	Rear offside				
	Rear centre				
	Rear nearside				
	<b>Date</b>				
	<b>Completed by</b>				
<b>YEAR 5</b>	Front offside				
	Front centre				
	Front nearside				
	Middle offside				
	Middle nearside				
	Rear offside				
	Rear centre				
	Rear nearside				
	<b>Date</b>				
	<b>Completed by</b>				

- 0 – 10%      No cause for concern
- 11% – 20%      Requires further investigation by dealer
- 21% – 30%      Will identify areas needing remedial work. There may be early signs of water ingress or evidence of moisture
- 30%      Structural damage may be occurring, and deterioration is inevitable.