



## 5 YEAR COMPREHENSIVE WARRANTY

**This warranty is structured to provide clear and comprehensive coverage for your caravan, incorporating various aspects of protection for a hassle-free ownership experience.**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Salute Caravans (Aust) Pty Ltd ABN 15 662 330 305 (Salute Caravans) offers the following explicit warranty (warranty) for its recreational vehicles (RVs). This warranty supplements any rights and remedies provided by Australian State and Federal laws (including the consumer guarantees under the ACL) and does not negate or limit those rights.

The terms and conditions of this warranty, including any restrictions, limitations, and exclusions, are outlined below.

### 1. 12 MONTH MANUFACTURER'S WARRANTY

- Covers defects in workmanship or materials for the first year.
- Includes structural components like the chassis, walls, furniture, roof, electrical, and plumbing.
- Commences from the date of delivery.
- Exclusions apply.<sup>1</sup>

### 2. 2 YEAR STRUCTURAL WARRANTY

- Covers the purchaser for the construction of the caravan against faulty workmanship. Items covered include for example, the framing of the walls, installation / construction of the roof, cabinetry, and similar components.
- Does not cover faults with the individual components themselves – eg. upholstery, handles, locks, hinges, struts, glass, windows, doors, ply, flooring or other fixtures/fittings – refer to supplier for terms & conditions.
- Does not cover the chassis, chassis components, suspension, tyres, wheel alignment etc – refer to supplier for terms & conditions.
- Does not cover appliances – refer to supplier for terms & conditions.
- All obligations & exclusions under this warranty are as per the obligations & exclusions applicable to the 12 Month Manufacturer's Warranty.
- Commences from the date of delivery.

*Items that are not covered by the Manufacturer's Warranty or Structural Warranty during this period, may be covered by the Extended Warranty. Please refer to the Limits of Liability, Exclusions and Miscellaneous sections under Terms and Conditions of the Extended Warranty Contract for more information.*

### **3. 4 YEAR EXTENDED WARRANTY**

- Provided by AWN Insurance, underwritten by certain underwriters at Lloyds.
- Extends coverage for covered components (excluding appliances\*) beyond the Manufacturer & Structural warranties.
- Commences when the 12 Month Manufacturer's Warranty ends.
- T&C's apply. Exclusions apply.<sup>2</sup>

\*Upgrades to the Extended Warranty with appliance coverage are available, providing enhanced protection for your investment.

### **4. 5 YEAR CHASSIS WARRANTY (STRUCTURAL ONLY)**

- Ensures the chassis' durability and functionality for five years from the date of purchase.
- T&C's & Exclusions apply. Refer to your dealer for more information.

### **5. 5 YEAR SUSPENSION WARRANTY (STRUCTURAL ONLY)**

- Our suspensions carry a five year warranty on parts & workmanship, including the swing arm bushes. This excludes consumable parts such as brake pads / shoes.
- T&C's & Exclusions apply. Refer to your dealer for more information.

### **<sup>1</sup> Exclusions under this Warranty**

- Where the Caravan has been used other than for a purpose for which it was designed.
- Caravans modified beyond manufacturer's specifications or used for hire, commercial or permanent residential purposes.
- Any damage due to misuse, accident, theft, impact, neglect, abuse or similar which may render this Warranty invalid.
- Any damage due to abnormal conditions, including environment, infestation by animals, rodents, insects, temperature, submersion in water, fire, humidity, pressure, stress, rust, dust penetration, corrosion or the Caravan is used in mining or other corrosive areas or similar.
- Any damage caused by towing with incorrect tyre pressure, at excessive speeds, overloading, incorrect towing equipment.
- Any damage caused by creek crossings at or above floor level, flooding and other similar conditions.
- Any damage caused by excessive speed, hard impact, heavy landings, severely rutted roads or tracks, stones or use of the Caravan in unsuitable 4WD or off-road applications.
- Any damage to the Caravan occurring from any damage caused by failure to maintain correct service requirements and any damage, which is consequential to the failure to maintain correct service requirements.
- Any damage to the Caravan caused by repairs, alterations and modifications by the purchase or unauthorised repairer.
- Any damage, loss or expense of any kind which occurs or arises from a failure of any part or component of the Caravan, except where that damage, loss or expense is the approved cost of repair or replacement of the Caravan, or is reasonably determined by Salute Caravans to be directly related to or arise from the failure of that Caravan.
- Any damage occurring while the purchaser continues to drive with a known or suspected fault, or which a reasonable person in the position of the driver would or should know or suspect to be a fault.
- Items not installed by the manufacturer or fitted after the purchase of the Caravan.
- Any damage occurring due to incorrect power supply, over voltage, incorrect gas or water supply.
- Normal wear and tear commensurate with age including deterioration or fading of paint, curtains, seats or soft trim.

- The following appliances & other items (where applicable) carry their own Warranty cover as provided by the relevant supplier:

Air Conditioner  
Brakes  
Floor heating  
Fridge  
Hot Water unit  
Microwave  
Oven / Stove  
Pressure Pump  
Rangehood

Reverse Camera  
Solar Panels  
Step & Slide Outs  
Stereo unit  
Suspension  
TV & DVD  
TV Antenna  
Tyres  
Washer/Dryer

Please refer to your manuals provided at handover for more information. Note: This list is not exhaustive & includes any other appliances as requested by the purchaser. Please contact your Dealer for assistance in making a claim through any relevant 3<sup>rd</sup> party supplier if required.

## **<sup>2</sup> Extended Warranty Terms & Conditions**

- For full terms and conditions, please refer to the Product Disclosure Statement at [www.awninsurance.com.au](http://www.awninsurance.com.au).

### **Our obligations**

Salute Caravans will process any claim made by the purchaser within twenty-one (21) days of receipt and either accept or decline the claim under this Warranty. Exceptions may apply during annual factory closures.

### **Purchaser's obligations**

- The purchaser must ensure that a 1,000 kilometre Inspection service is carried out by a qualified service agent, followed by regular servicing in accordance with the manufacturer's handbook at intervals not to exceed twelve (12 months) or 10,000km from the commencement date, whichever occurs first. An allowance of no more than 30 (thirty) days or 500 (Five Hundred) kilometres beyond the stated intervals will be accepted.
- The purchaser must take all reasonable precautions to minimise damage to the Caravan, and must not continue to operate the Caravan if a fault or damage is reasonably suspected.
- In the event of a claim within the warranty period, the purchaser should contact their Dealer immediately after any fault becomes apparent & prior to carrying out any repair or rectification. Any claim for reimbursement for repairs carried out without prior authorisation may be denied and may render the warranty invalid.
- In the event that parts are required to be replaced under Warranty, the purchaser is required to return the faulty item to Salute Caravans or an authorised Dealer before a replacement part will be provided.
- It is the purchaser's responsibility to deliver the caravan to and from an authorised repairer in the event of a claim for inspection and testing. If such inspection and testing finds no defect in the caravan, the purchaser must pay Salute Caravans and/or its authorised Dealer the costs of service work, evaluation and testing (if any).