



Engineered for Adventure. Built to Last.

5-YEAR NATIONWIDE WARRANTY PROGRAM

This warranty is designed to give you confidence and peace of mind throughout your caravan ownership journey, with clear and comprehensive coverage that supports a hassle-free experience.



Your Rights Under Australian Consumer Law (ACL)

Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to:

- A replacement or refund for major failures.
- Compensation for any other reasonably foreseeable loss or damage.
- Repairs or replacement if the goods fail to be of acceptable quality and the failure isn't considered major.

This warranty is provided in addition to your rights under Australian law and does not limit those rights.

Warranty Provider

This warranty is offered by **Salute Caravans (Aust) Pty Ltd ABN 15 662 330 305**, covering recreational vehicles (RVs) manufactured by Salute Caravans.

Warranty Coverage Overview



5-Year Structural Warranty

What's Covered:

- Caravan construction against faulty workmanship (e.g. wall framing, roof structure, cabinetry).

What's Not Covered:

- Individual components (e.g. upholstery, hinges, locks, windows, doors).
- Chassis and suspension (covered separately).
- Electrical & Plumbing Systems.
- Appliances (see Appliance Warranty).

Starts: From date of delivery.

Exclusions apply (see 'Warranty Exclusions').

Note: This Structural Warranty overlaps with the 2-Year Manufacturer's Warranty. During that time, structural items are covered under the Manufacturer's Warranty. From Year 3 onwards, structural coverage continues under this Structural Warranty, subject to the same terms & exclusions.

In some cases, depending on the nature of the issue, your caravan may need to be returned to our manufacturing facility. We will assess each situation individually and support you through the process.

2-Year Manufacturer Warranty

What's Covered:

- Defects in workmanship or materials during the manufacturing and assembly of your caravan.
- Structural components, including the chassis, walls, roof, cabinetry, electrical, and plumbing systems.

What's Not Covered:

- Individual components (e.g. upholstery, hinges, locks, windows, doors) which are covered under their respective supplier warranties.
- Appliances (eg. fridge, hot water unit, air conditioner, TV) which are covered under their respective supplier warranties.

Note: From Year 2 onwards, many of these appliances continue to be covered under our **5-Year Appliance Warranty**, administered by AWN Insurance.

Starts: From date of delivery.

Exclusions apply (see 'Warranty Exclusions').



5-Year Chassis Warranty

What's Covered:

- Structural integrity of the chassis as manufactured by ARV Chassis, including the main frame and drawbar.
- Defects in factory materials or workmanship under normal use, when maintained in accordance with ARV's servicing requirements.
- Repairs or replacement of covered items as approved by ARV Chassis.
- **12 Month Warranty**—Bolt-on accessories manufactured by ARV Chassis (e.g. spare wheel holders, jerry can holders).

What's Not Covered:

- Wheels, tyres, brakes, couplings, shock absorbers, suspension systems not manufactured by ARV.
- Any repairs not pre-approved by ARV Chassis.
- General wear and tear, misuse, overloading, or lack of maintenance.
- Further exclusions are outlined in the ARV Chassis Warranty Handbook, available via your dealer.

Starts: From date of delivery.

Note: A first inspection is required between 100–300 km or within 3 months, and all servicing must follow ARV's recommended schedule.



5-Year Suspension Warranty

Salute Caravans offers premium off-road suspension systems from two trusted suppliers: **TEKO Tuff Ride** and **ARV Titan-X**. Each brand provides its own warranty terms, outlined below.

TEKO Tuff Ride Suspension

TEKO Tuff Ride's standard suspension warranty is 3 years. However, **Salute Caravans completes the warranty registration on your behalf**, activating the 5-year coverage directly with TEK0 Tuff Ride.

What's Covered:

- Covers structural suspension components and workmanship, including swing arm bushes, under normal use and with appropriate maintenance.

What's Not Covered:

- Consumable items such as brake pads and brake shoes.
- Wheel alignment, brake adjustment, shock absorber overheating, and other maintenance-related wear and tear.
- Any repairs or modifications not authorised by TEK0 Tuff Ride.
- General wear and tear, misuse, overloading, or lack of maintenance.

NOTE: This is a summary only. Further exclusions and full Terms & Conditions are outlined in the TEK0 Tuff Ride Warranty Handbook and/or directly from the team at TEK0 Tuff Ride.

ARV Titan-X Suspension

What's Covered:

- Covers structural suspension components and workmanship under normal use and with appropriate maintenance.

What's Not Covered:

- Consumable items such as brake pads and brake shoes.
- Any repairs or modifications not authorised by ARV Titan-X.
- Wheel alignment, brake adjustment, shock absorber overheating, and other maintenance-related wear and tear.
- General wear and tear, misuse, overloading, or lack of maintenance.

NOTE: This is a summary only. Further exclusions and full Terms & Conditions are outlined in the ARV Titan-X Warranty Handbook and/or directly from the team at ARV Titan-X.



5-Year Appliance Warranty

Appliance warranty coverage is divided into two stages:

Year 1 – Supplier Warranty

During the first 12 months, appliances are covered by their original equipment supplier. Warranty periods vary by product, and in some cases, suppliers may offer coverage for up to 2–3 years.

Please refer to the appliance manuals provided at handover for exact warranty periods and contact details.

For any supplier-related warranty claims, feel free to contact us and we'll guide you through the process.

Years 2–5 – AWN Appliance Warranty

From Year 2 onwards, appliance coverage continues under the **AWN Appliance Cover**. This includes a broad range of commonly used items within the van.

Covered appliances include:

Air Conditioner	Washer / Dryer	TV & DVD
Fridge	Hot Water Unit	Stereo Unit
Microwave	Pressure Pump	TV Antenna
Stove	Reverse Camera	Suspension
Ranghood	Solar Panels	Steps / Slide Outs

Note: AWN appliance coverage begins after the initial supplier warranty period ends.

Even though this coverage is administered by AWN Insurance, **Salute Caravans remains your point of contact for support, questions, and assistance with claims**—we're here to help guide you through the process.

Key Benefits of AWN Extended Warranty:

- **Nationwide Support:** Access to over 1,200 approved repairers Australia-wide.
- **No Excess Fees:** No excess to pay and no upfront costs—you won't be out of pocket while waiting for reimbursement. AWN pays the approved repair amount directly to the repairer.
- **Transferable:** The warranty is transferable to the next owner, helping add resale value when selling or trading in your caravan.

Refer to the full terms at: www.awninsurance.com.au

Warranty Exclusions

The warranty does **not** cover:

- Use outside of intended purpose, including hire, commercial, or permanent residential use.
 - Modifications beyond manufacturer specifications.
 - Damage caused by misuse, accidents, theft, neglect, impact, or overloading.
 - Environmental or external damage, including:
 - Submersion in water, flooding, creek crossings above floor level.
 - Corrosion, rust, rodent or insect infestation, extreme weather.
 - Damage from incorrect towing, incorrect tyre pressure, or unsuitable off-road use.
 - Damage due to failure to maintain required servicing.
 - Unauthorised repairs or modifications.
 - Items installed post-purchase that were not factory fitted.
 - Use of incorrect power, gas, or water supply.
 - Normal wear and tear (e.g. fading paint, worn curtains, soft trims).
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Your Obligations as the Caravan Owner

To maintain your warranty coverage, you must:

1. **Complete a 1,000 km inspection service** with a qualified service agent.
 2. **Service regularly** at intervals not exceeding 12 months or 10,000 km (whichever comes first).
 - A grace period of 30 days or 500 km is accepted beyond this schedule.
 3. **Report any faults immediately** to your Dealer before attempting any repairs.
 - Repairs completed without pre-approval may not be reimbursed.
 4. **Return faulty parts** (if requested) before replacement parts are issued.
 5. **Transport the caravan to and from an authorised repairer** for inspection or repairs.
 - If no fault is found, the owner may be liable for inspection/evaluation costs.
 6. **Follow any additional servicing or maintenance requirements specified by individual component suppliers** (e.g. suspension, appliances, chassis).
 - Failure to comply with supplier-specific requirements may result in that component being excluded from coverage. Always refer to the relevant warranty handbook or speak to your dealer for clarification.
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Salute Caravans' Warranty Commitments

- We will process warranty claims within **21 days of receipt**.
 - Claims may be delayed during **annual factory closures**.
 - We are committed to helping you access timely repairs, support, and advice.
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How to Make a Warranty Claim

To lodge a claim, please email: warranties@melbournecitycaravans.com.au

Include the following details to assist with prompt assessment:

- **Chassis Number**
- **Description of the fault or issue**
- **Photos or video** (clearly showing the problem)
- **Your current location**
- **Any other relevant details**

In some cases, we may also request a **copy of your full servicing history** to support the claim.

Once received, we'll review your information & advise on the next steps. Depending on the issue, we may recommend an authorised repairer or arrange for further inspection prior to repair approval.
