SUV CARAVANS

...where tomorrow starts today!

WARRANTY & SERVICE HANDBOOK

NOVEMBER 2026

SUV
SUV CARAVANS
ISLAND 19.6
TERRAMITE

DEAR VALUED CUSTOMER

Congratulations on the Purchase of your new CAMPER TRAILER or CARAVAN.

You now have the opportunity to protect your investment from unforeseen failure of certain items with the Camper Trailer and Caravan Warranty. To maintain and gain the full benefits of the Camper Trailer and Caravan Warranty, we ask that you read this booklet the "Warranty & Service Handbook" prior to first using your Camper Trailer or Caravan and/or, if needed, completing a "Warranty Claim Form" located on your dealership website. The Camper Trailer and Caravan Warranty is not an Insurance Policy and we strongly recommend that the Purchaser undertakes a suitable Insurance Policy to protect your valuable asset in the event of any unforeseen circumstances. Should you have any questions regarding the above information or need recommendations on insurance agents who specialise in Camper Trailers or Caravans please do not hesitate to contact your local Camper Trailer and Caravan Dealership or Authorised Camper Trailer and Caravan Selling Agent.

SUV CAMPER TRAILERS AND CARAVANS warrants that, subject to the terms and conditions in this "Warranty and Service Handbook", all parts of our assembly process (using both Australian and internationally sourced components) will be free from defects in material and workmanship for a period of 1 year (12 months) from the date of delivery. SUV Caravans and Camper Trailers are assembled in Australia using a combination of Australian-made and imported components. References to 'manufacture' or 'assembly' in this document pertain to the final construction process, not the origin of all materials. Subject to the terms and conditions in this "Warranty and Service Handbook", any defects in the original material or manufacture will be corrected for the original Purchaser only of the Camper Trailer or Caravan without charge for parts and labour incurred in that rectification.

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WARRANTY

Subject to the terms and conditions as listed in this **"Warranty and Service Handbook"**, SUV Camper Trailers and Caravans warrants that for a period of **one year (12 months)** from the date of delivery **("Warranty Term")**, any items assembled by SUV Camper Trailers and Caravans (using globally sourced components where applicable) will be free from defects in material and workmanship under normal use. Additionally, customers have the option to extend the existing 12-month warranty for broader coverage beyond the initial warranty term. When it comes to chassis, it is covered by a 5-year warranty for fatigue only, applicable from 2025 onwards. This does not apply to Camper Trailers or Caravans purchased before the 2025 calendar year. Camper Trailers or Caravans purchased prior to this are only covered by the existing 12-month warranty.

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 as specified by the Australian Consumer Law and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

WARRANTY PROCESS AND TERMS

1. If work under the SUV Camper Trailer and Caravan Warranty is required, the Purchaser must correctly complete the **"Warranty Claim Form"** on the website of the manufacturing Dealership where the Camper Trailer or Caravan was made and submit for approval by the SUV Camper Trailer and Caravan Warranty Department, if no internet access is available or if you are unsure contact your Authorised Camper Trailer and Caravan Selling Agent or SUV Camper Trailer and Caravan Dealership as listed on the back page of this Warranty and Service Handbook, they will assist in processing your **"Warranty Claim Form"**. Please see below the SUV Camper Trailer and Caravan Dealership information on where to lodge Warranty Claims:
    - All warranty Claims are to be made through the SUV Caravans website at all times https://www.suvcaravans.com.au/warranty-and-repair
2. SUV Camper Trailers and Caravans will not reimburse costs of repairs performed by other companies without prior written consent from the Manufacturing Dealership.
3. Any Warranty claim must be accompanied by:
    a.) Proof of purchase copy of original invoice for the Camper Trailer or Caravan
    b.) Full details including photographs and description of the alleged defect
    c.) Original Purchasers contact information including full name, email address and phone number
    d.) Registration number & VIN number for the Camper Trailer or Caravan

e.) Proof of Preventative Maintenance Servicing (including copy of Receipt) by the SUV Camper Trailer and Caravan Dealership or Authorised SUV Camper Trailer and Caravan Repair Agent

Failure to provide the above information may cause delays in the processing or rejection of your Warranty Claim.

4. If an inspection of the Camper Trailer or Caravan is required the Purchaser must make the Camper Trailer or Caravan available to the main SUV Camper Trailer and Caravan manufacturing Dealership where the Camper Trailer or Caravan was manufactured, being SUV Caravans Rockhampton, SUV Caravans Caboolture, SUV Caravans Townsville or an Authorised Camper Trailer or Caravan Repair Agent as per the direction of SUV Camper Trailer and Caravan Warranty Department. Should this inspection not find that the alleged defect attributable to SUV Camper Trailers or Caravans the Purchaser must pay the SUV Camper Trailer and Caravan Dealership or Authorised Camper Trailer and Caravan Repair Agent as per current hourly labour costs to undertake this inspection.
5. If an inspection by a non-authorised SUV Camper Trailer or Caravan Repair Agent is necessary a recognised Camper Trailer, Caravan or RV repairer must be used and must be approved by SUV Camper Trailers and Caravans prior to the inspection being undertaken. The reimbursable cost for this initial inspection born by SUV Camper Trailers and Caravans is capped at $80.00 and any cost over this amount is the responsibility of the Purchaser. If such inspection and testing find no defect attributable to SUV Camper Trailers and Caravans in the Camper Trailer or Caravan, the Purchaser must pay the non-authorised SUV Camper Trailer and Caravan Repair Agent as per their current labour and testing costs for this inspection.
6. If an inspection and testing reveal defects in the SUV Camper Trailer or Caravan, and the warranty claim is approved, SUV Camper Trailers and Caravans Warranty Department will contact the Purchaser to arrange a suitable time for the Purchaser to make the Camper Trailer or Caravan available at the manufacturing dealership the SUV Camper Trailer or Caravan was delivered from.
7. Warranty Claims will be processed, and the Purchaser notified within fourteen (14) days of SUV Camper Trailers and Caravans receiving the Warranty Claim Form. Only approved warranty claim repairs will be completed during this booking. Should the Purchaser find further issues prior to delivering the Camper Trailer or Caravan to have the warranty repairs completed then they must submit a new Warranty Claim Form for these issues. If these issues are not approved by the SUV Camper Trailer and Caravan Warranty Department prior to the original warranty repair booking or there is insufficient time at the original booking time if further warranty claims are approved SUV Camper Trailers and Caravans may require the Camper Trailer or Caravan to be made available at a later date to have the new warranty claim repairs completed.
8. In the event that the Purchaser may have to lodge a claim under this Warranty, it is possible that the repairs or the handling of such warranty claim may be delayed if the details on the **"Warranty Registration Certificate"** located on page 19 of the "Warranty & Service Handbook" are not completed and forwarded to place of purchase with seven (7) days of purchase.
9. SUV Camper Trailers and Caravans one year (12 month) Warranty only applies to items sold as **"NEW"** and do not extend to any items sold as **"ex-demonstrator"**, **"DEMO"**, **"display"** or **"as is where is"** unless specifically stated otherwise by SUV Camper Trailer and Caravan in writing.
10. If a Warranty Claim is to be made the Camper Trailer or Caravan is not to be delivered to SUV Camper Trailer and Caravan Dealerships or authorised Camper Trailer and Caravan Repair Agents until they are directed so by the SUV Camper Trailer and Caravan Warranty Department. SUV Camper Trailers and Caravans are not to be delivered to SUV Camper Trailer and Caravan Dealerships or authorised Camper Trailer and Caravans

Repair Agents during periods where the SUV Camper Trailer and Caravan Dealerships and Caravan Repair Agents are closed. All deliveries are to be made only during the weekday business hours advertised on the respected businesses website. No deliveries or collections will be accepted on Saturdays or Sundays.

11. Any SUV Camper Trailer or Caravan brought to an SUV Camper Trailer and Caravan Dealership or Camper Trailer and Caravan Authorised Service Agent without an approved warranty claim, or booking will not be able to remain with SUV Camper Trailer and Caravan until an approved warranty claim & booking has been made. Workshop staff will not stop work to look at the Camper Trailer or Caravan without an appointment.
12. All Trakmate Products are strictly 12 months Warranty from the date of purchase/delivery, with proof of the original customer purchase invoice from the dealer it was purchased from. To make any claims on Trakmate products, there is a minimum 14day assessment on all items as these need to go through a rigid testing process to ensure we diagnose the repair or replacement correctly.
13. If the dealership performs warranty repairs, all warranty claims made just prior to the 12-month original purchase warranty expiring will not result in an extension of the original warranty period. Any repairs conducted or parts replaced during the warranty period are covered only within the remaining timeframe of the original 12-month warranty. For example, if a fridge is repaired or replaced, this does not extend the warranty for an additional 12 months. The same applies to parts replaced under warranty during this time.

TERMS AND CONDITIONS

1. Subject to the terms and conditions of this Warranty, the Authorised SUV Camper Trailer and Caravan Selling Agent may, at its absolute discretion, advise the SUV Camper Trailer and Caravan Warranty Claims Department to consider a request from the Purchaser to repair or replace any damaged parts which are covered under the SUV Camper Trailer and Caravan Warranty. Any warranty claim must be made by the original Purchaser during the Warranty Term. It is the responsibility and obligation of the Purchaser to contact the SUV Camper Trailer and Caravan Dealership or Authorised Camper Trailer and Caravan Selling Agent they purchased the SUV Camper Trailer or Caravan from as soon as possible after a fault becomes apparent through the submission of a **"Warranty Claim Form."**
2. Benefits conferred by the SUV Camper Trailer and Caravan Warranty on the Purchaser are in addition to any other rights and remedies available under the Australian Consumer Law (AGL).
3. This Warranty covers the original SUV Camper Trailer or Caravan only. This only includes the following items:
    - General plumbing;
    - General electrical wiring and fitting;
    - Exterior panels;
    - The chassis.
4. The Purchaser must bear the cost of transport of the Camper Trailer or Caravan to and from the main manufacturing Dealership where the Camper Trailer or Caravan was manufactured, being SUV Caravans Rockhampton, SUV Caravans Caboolture, SUV Caravans Townsville or an Authorised Camper Trailer and Caravan Repair Agent, and all insurance costs of the Camper Trailer or Caravan. This includes any fees for maintenance service,

consumables, removal and refitting of appliances, towing fees or travelling time which may be required by a repairer to perform warranty repairs. SUV Camper Trailers and Caravans or the Authorised Camper Trailer and Caravan Repair Agent will not be liable for disrupted travel plans, accommodation or other associated costs whilst repairs are carried out to the Camper Trailer or Caravan in the event of an **Approved Warranty Claim**. It is the Purchaser's responsibility to deliver the Camper Trailer or Caravan to an authorised repairer on the event of an approved warranty claim. In the case of rectification of claims deemed to be major the Camper Trailer or Caravan must be returned to the Manufacturing Dealership the Camper Trailer or SUV Caravan was assembled at to have repairs completed; this is at the purchaser's expense this being SUV Caravans Rockhampton, SUV Caravans Caboolture or SUV Caravans Townsville.

5. The repair or replacement of the Camper Trailer, Caravan or defective part is the absolute limit of SUV Camper Trailers and Caravans liability under the SUV Camper Trailers and Caravans Warranty.
6. Replacement parts are not required to be identical to the original, these replacements may be similar, and will be determined by the manufacture/repairer/availability.
7. The SUV Camper Trailers and Caravans Warranty is only provided to the **original Purchaser of the** SUV **Camper Trailer or Caravan** and is not transferable.
8. This Warranty is void if the SUV Camper Trailer or Caravan **has been leased, hired or loaned or is used on commercial applications or the Warranty Terms and Conditions have not been adhered to.**
9. Water entering through the caravan roof or walls is not classed as a major defect and does not constitute a new caravan or a money back guarantee. The customer is required to maintain the caravan and complete regular servicing as per the service schedule outlined in this book. Maintenance includes regularly inspecting the seals and sealing on the caravan roof. In the event that water enters the caravan through the seals in the roof within the 12 month warranty period, the customer must submit a warranty claim form as soon as the issue is found and follow SUV Caravans requirements to have the issue assessed and repairs completed. It is the customer responsibility to return the caravan to the manufacturing dealership. Assessment and repairs for affected roof seals is a lengthy process and can take several weeks (if not longer) to rectify.
10. **This Warranty does not cover the following items:**

- **The wheels falling off or wheel nuts becoming loose once the Camper Trailer or Caravan leaves the SUV Camper Trailer and Caravan Dealership or Authorised Camper Trailer and Caravan Agent. It is the Purchaser's responsibility to check all wheel nuts, bearings and wheel components prior to traveling with the SUV Camper Trailer or Caravan.**
- **Rollout / Pushout / Electric awnings** are supplied in as new condition at the time of Purchase, these are not covered under warranty as they are set correctly at time of Handover, without holes on Vinyl material, should the vinyl be damaged or the Awning mechanism these are classified as a perishable item, it is the sole responsibility of the owner of the Camper Trailer or Caravan to maintain and make sure the awning is tensioned correctly each time they travel so not to come loose or flap in wind and damage does not occur. Should this need to be adjusted or replaced it is the Owners responsibility to manage this. **All awnings need to be packed away at night time** encase of a inclement weather event, which will cause damage to your awning.
- Mould and rust forming due to the Camper Trailer or Caravan being left unattended in inclement weather events e.g. Showers, Rain, Cyclones and hail

storms and not being inspected by the Purchaser as soon as it is considered safe after the weather event has passed. It is the Owner's responsibility to ensure the Camper Trailer or Caravan is secure and stored appropriately to ensure water ingress in weather events does not cause damage to the Camper Trailer or Caravan. Any damage caused will not be covered under warranty.

- Defects or failure of water pump due to operation while using mains water inlet.
- Defects or failure to water pump due to operation with no water in water tanks.
- Batteries are not covered under warranty due to the nature of their use. All batteries are delivered to the Purchaser fully charged and in a "new" condition. Failure to follow the manufactures instruction on the maintenance and use of the batteries can cause failures.
- Defects resulting due to not correctly using the support legs on the kitchen & pantry slideout units. Legs must be positioned below the slideout units immediately after the slideout units have been taken out of the Camper Trailer or Caravan. Failure to correctly use the support legs will cause the ball bearings in the slide runners to collapse and this is not covered under warranty.
- Defects resulting due to not correctly securing the kitchen or pantry slideout units with the barrel bolts during the travel.
- Brakes, tyres, wheel bearings and items subject to general wear and tear.
- Accessories or parts not of SUV Camper Trailer and Caravan origin supplied with the camper, these are warranted by the manufacturer of the accessories or parts. E.g. Al-ko Hitch, DO35 Hitch, Truma, Webasto, Crusiemaster DO 35, Dometic Fridges, Air conditioners, etc.
- Tents and accessories including canvas are supplied in new condition at time of purchase, to this end, no warranties are extended to tents and accessories, pegs, poles etc. due to the nature and use and handling tents and the terrain where they are used.
- Zips and Screens are supplied in a new condition free from defects & holes. Any damaged caused will not be covered under warranty.
- Paint and Road inflicted damage such as stone chipping and rust and corrosion.
- Warranty does not apply to normal servicing and or care and maintenance items which are the Owner's responsibility, including but not limited to:
    - Greasing wheel bearings
    - Suspension servicing & wheel alignment
    - Checking tyre pressure
    - General greasing & tightening of components
    - Routine cleaning of vents & filters
    - Cleaning of water tanks & pump
    - Seals & latches not maintained correctly
- Defects resulting from overloading, misuse, negligence, accident or any other cause beyond the control of SUV Camper Trailers and Caravans.
- Any rectification, modification or other work required due to alterations in Local, State or Federal legislation, or due to any other reason, which occurs after manufacture of the Camper Trailer or Caravan.
- Any consequential damages or repair work necessitated due to the continued usage or towing after a defect has or should have become apparent to the Purchaser.

- Defects resulting from circumstances that would have been avoided if the Pre-travel Checklist – Camper Trailer or Pre-travel Checklist – Caravan contained in this booklet had been followed.
- Defects resulting from using unauthorised parts or accessories on or in relation to the Camper Trailer or Caravan.
- Defects to internal upright or external drawer fridge/freezer units due to settings used outside of the SUV Caravan and Camper Trailer specifications. No compensation will be available for loss of food due to fridge or freezer failure.
- Defects resulting from using the Camper Trailer or Caravan other than for the purpose for which it was designed.
- Defects resulting from the Purchaser's failure to follow the Camper Trailer and Caravan Care procedures set out in this Warranty and Service Handbook.
- Water and other damage caused by flowing or rising water e.g. water crossing, creek crossing, flood waters and other similar conditions.
- Damage or defects caused by excessive speed, impact or use of the Camper Trailer or Caravan in unsuitable 4WD or off-road conditions.
- Shrinking, fading, punctures or tears to fabric items such as soft furnishings, mattresses and upholstery.
- Damage to surfaces and seals caused by after-treatments such as coatings, protectants and sealants.
- Manufacturer will not warrant damage or soiling caused by dust intrusion into the Camper Trailer or Caravan.
- Normal wear and tear, deterioration due to exposure or damage due to natural causes.
- Any towing with an incorrect weight distribution or incorrect towing equipment causing an accident or damage to the caravan or camper trailer
- Bent Jockey wheel due to pushing the Camper Trailer or Caravan around with the Jockey wheel partially or fully extended.
- Mould or mildew arising from water ingress into the Camper Trailer or Caravan due to:
    - Misuse
    - SUV Mould Resistant Canvas does not mean the Camper Trailer or Caravan will not go mouldy if left in a damp closed state.
    - Faulty seals (Purchaser is responsible for maintaining the seals)
    - Not closing lids, doors or compartments correctly (Customer must check all latches correctly close & seal)
    - Camper Trailer or Caravan being left in a damp or wet state.
    - Moisture or condensation build up due to the Air Conditioner being left on when the camper trailer or caravan has been left closed up.
- Tent being left sticking out under the lid seal causing it to act as a wick to draw in water.
- Air conditioner damaged due to water ingress into the Camper Trailer or Caravan.
- Trakmate air conditioner failure or overheating due to Dust flaps underneath the Camper Trailer or Caravan not being open during operation.
- Truma air conditioners are covered by Truma not SUV Camper Trailers & Caravans.
- Hand brake or brake failure due to travelling with the handbrake on.
- Burnt out breaks due to incorrect towing procedure and not using electric breaks correctly.
- Rust and/or corrosion

- Rips, tares and holes in rollout awning skins on Caravan.
- Lost or broken awning hardware on rollout awnings.
- Damage caused by low hanging objects or structures.
- Damage caused by objects hitting or running into the Caravan or Camper Trailer.
- Windows & doors are supplied in an as new condition free from marks & scratches. Scratches & marks are not covered under warranty.
- Damage caused to windows and doors due to not shutting and locking correctly.
- The SUV Caravans warranty does not cover glass window breakages, cracks or damage to window frames, hinges, stays, latches, locking mechanisms or surrounding caravan components where such damage is caused by incorrect operation, misuse or failure to follow the manufacturer's operating instructions. This includes, but is not limited to, applying excessive force when opening or closing windows, operating windows while obstructed, incorrectly engaging or disengaging locking mechanisms, forcing windows beyond their designed opening limits, or travelling with windows incorrectly closed or secured. This exclusion also applies to any resulting damage to the caravan, its fixtures, fittings or structural components arising from incorrect window operation.
- Door locks are adjusted at handover for correct operation. Broken door handles due to excessive force, due to not maintaining lock correctly, are not covered by warranty.
- Damage caused due to using drawers in the Caravans as steps or by storing heavy items in them.
- Damage caused to surfaces due to chemicals, hot objects and/or general carelessness.
- Caravan roof cross arms damaged due to excessive force or objects getting caught.
- Defects resulting from placing objects on top of the rear slideout bed (slide models only) when the camper is closed. (Camper Trailers only)
- Defects resulting from overloading the rear slideout bed (slide model only). Maximum 120kg load rating applies. (Camper Trailers only)
- The SUV Caravans warranty does not cover damage, malfunction or failure of electrically operated raising and lowering bed systems where such damage or failure results from overloading, excessive weight or exceeding the manufacturer's specified load capacity. This includes, but is not limited to, electric motors, actuators, lifting mechanisms, support brackets, mounting points, structural components and associated electrical systems.
- The SUV Caravans warranty does not cover damage, malfunction or failure of electrically operated raising and lowering bed systems, or any resulting damage to the caravan, its fixtures, fittings or structural components, where such damage or failure is caused by incorrect operation, misuse or failure to follow the manufacturer's operating instructions. This includes, but is not limited to, operating the bed while obstructed, allowing persons or objects beneath or within the movement area of the bed, applying excessive force or failing to ensure the bed can be safely raised or lowered. SUV Caravans is not liable for personal injury, loss or damage arising from incorrect operation or misuse of the bed system, to the extent permitted by law.
- The SUV Caravans warranty does not cover damage, malfunction or failure of manually or electrically operated raising and lowering table systems, or any resulting damage to the caravan, its fixtures, fittings or structural components, where such damage or failure is caused by incorrect operation, misuse or failure to follow the manufacturer's operating instructions. This includes, but is not limited to, applying excessive force, overloading the table, operating the mechanism while obstructed, placing excessive weight on the table while raising or lowering it, or failing to ensure the table is

correctly positioned and secured.

- Over inflation of the air-annex above 7 Psi (Camper Trailers only)

11. Care must be taken when distributing the load on a boat loader. Boat loaders have a maximum load rating of 120kg. Overloading and incorrect distribution of weight of gravity of the Camper Trailer and add excessive load on the suspension components. Defects resulting from overloading and incorrect weight distribution will not be covered by warranty. SUV Campers will not be held responsible for any legal issues arising from the use of a boat loader. (Camper Trailers Only)
12. SUV Camper Trailers and Caravans will not warrant any aftermarket modifications or changes made to the Camper Trailer or Caravan unless the Purchaser has written approval from SUV Camper Trailer and Caravan. The Purchaser is responsible for obtaining any approvals required for such modifications and changes as per RVSA and any other regulating body.
13. The Camper Trailer or Caravan has been sold and delivered with a certified gas certificate supplied to the SUV Camper Trailer and Caravan by an independent qualified gas fitter. The Purchaser is responsible for obtaining any future gas certificates required to on-sell the camper trailer or caravan. Any warranties pertaining to the LPG system must be referred to the original qualified gas fitter.
14. Warranty is subject to our approval after a full inspection has been made from us to determine that the issues are genuine and not deliberate or user error.
15. SUV Camper Trailers and Caravans offroad models are not designed for tight, undulating or extreme 4WD tracks that are unsuitable for trailers. Consequently they should not be used on such tracks and any damage that may occur from unreasonable use in these circumstances will not be covered under warranty. The best and safest policy is to leave your Camper Trailer or Caravan in a safe and secure location as a base camp and explore unsuitable areas with your tow vehicle alone.
16. SUV Camper Trailers and Caravans semi-offroad models are only to be taken on well graded and sealed roads. Damage caused due to off-road terrains and conditions will not be covered under warranty.
17. TV's and Antennas are tuned and tested to the dealership locality it is the purchasers responsibility to retune when and where required. Retuning of TVs is not covered under warranty.
18. Caravan roofs are not designed to carry extra weight or objects. Any damage caused by storing or installing additional items including extra or larger solar panels on the roof will not be covered by warranty.
19. SUV Camper Trailers and Caravans are not designed as permanent long term habitation and if left open and setup as a E.g. Granny Flat or permanent accomodation this will void your warranty and will reduce the life expectancy of your Camper Trailer or Caravan.
20. If the customer upgrades components or batteries in the 12V system and a failure occurs due to these upgrades this will not be covered under warranty.
21. If the inverter is left "on" all the time and the batteries keep going flat they will not be replaced under warranty.
22. The inverter charger unit is set to SUV factory specifications by the SUV manufacturing facility. Should the inverter charger overheat due to the

SUV factory specifications being altered this will not be covered under warranty.

23. Axle alignment, wheel alignment, toe in adjustments and uneven tyre wear is not covered under warranty.
24. Warranty does not apply to any failing in the aesthetics or physical appearance of the Camper Trailer or Caravan or to normal deterioration of the soft trim and appearance of items due to wear and UV exposure or to impact damage whilst stationary or in transit.
25. Damage caused by deterioration of external sealants due to lack of maintenance will not be covered under warranty. It is the Owner's responsibility to check sealants as part of general maintenance.
26. Damage or failure to surfaces due to use of gloss finish protectants or cleaning products is not covered under warranty. This includes damage or failure to other sections of the Camper Trailer or Caravan where splash or spray drift has accidentally tainted surrounding surfaces and materials.
27. If using an SUV Camper Trailer or Caravan that is designed for off-road use the following will not be covered under warranty.
    - Impact and/or stone damage to body, chassis and running gear.
    - Damage caused by dislodgement of appliances and fittings resulting from use on corrugated or uneven surfaces.
    - Wheel alignment & normal service and maintenance items which are the responsibility of the owner.
    - Damage costs resulting from use on roads and tracks described as unsuitable.
    - Damage defect or failure resulting from modifications or overloading.
28. A 5-Year Chassis Warranty applies exclusively to the chassis of new Camper Trailer and Caravan, covering fatigue-related structural failures. From 2025 onwards only, this warranty applies only to the original purchaser and is not transferable to second-hand owners. To maintain its validity, the owner must maintain the service agreement.
29. Gas struts bent due to leaving camper trailer door open while closing the camper trailer.
30. Cushions damaged due to not laying down correctly when closing the camper trailer.

RETURNS

1. You may return a product within 24 Hours of receiving your purchase, provided that you have obtained written approval from SUV Camper Trailers and Caravans Dealership Head office and the products returned must be in the original unopened, unused and undamaged condition. Any product which has been used, damaged, or modified in any way will not be accepted for return.
2. Any opened packaging will not be accepted for return. E.g. Hot water Systems, Fridges, Portable Toilets, Solar Panels, Bearing Kits.
3. Under no circumstances will monies be refunded prior to goods being returned to the SUV Camper Trailer and Caravan Dealership and checked it as being in the original unopened and undamaged condition.
4. All returns are subject to a 20% of Purchase price restocking and Administration fee which the Purchaser authorises SUV Camper Trailers and Caravans to be deducted off the balance of the purchase price to be refunded to the Purchaser. Registration and dealer delivery costs will not be refunded.
5. SUV Camper Trailers and Caravans will only refund by direct deposit to the Purchaser once they have received the Purchasers

Banking Details. SUV Camper Trailers and Caravans will only deposit funds into an account in the name of the Purchaser. In the event the purchaser has used finance to purchase the Camper Trailer or Caravan. SUV Camper Trailers and Caravans will require a settlement advise from the finance provider and SUV Camper Trailers and Caravans will deposit the funds into the finance providers account only. The purchaser is responsible for all termination fees and any costs associated with finance cancellation. The Purchaser will also be required to provide SUV Camper Trailers and Caravans proof of clear title. And a PPSR search will be completed.

6. Refunds take approximately 5-10 days to process by direct deposit. Upon receipt in writing of the purchasers baking details.
7. Purchases must be returned to the place of manufacture with a proof of purchase within the specified period.

SERVICE REQUIREMENTS

1. Services are not included in the purchase price of the camper trailer or caravan - they are billed accordingly. Please refer to your SUV Dealer or SUV Authorised Service Agent for current pricing. To maintain the Camper Trailer and Caravan Warranty, the Purchaser must adhere to the Preventative Maintenance Service Schedule in this Warranty and Service Handbook. Service checklists located in the rear of this Warranty and Service Handbook are to be completed at each scheduled service. Failure to adhere to these requirements will void the 12 Months Camper Trailer and Caravan Warranty.
2. When returning a Camper Trailer or Caravan for service and repairs all personal property and goods must be removed from the Camper Trailer or Caravan, no responsibility is accepted for personal property and goods left in the Camper Trailer or Caravan. If removal of personal property and goods is necessitated the cost to remove these items will be charged to the customer at current labour rates.
3. All compartments and doors must be unlocked, and all padlocks must be removed when the Camper Trailer or Caravan is delivered to the Camper Trailer and Caravan Dealership or Authorised Camper Trailer and Caravan Repair Agent for servicing or repairs.
4. Camper Trailer and Caravan will not be held accountable for the loss or damage of the Camper Trailer or Caravan while it is at the Dealership or Authorised Service Agent. It is the Purchaser's responsibility to ensure the Camper Trailer or Caravan is covered by a suitable insurance policy.

PRE-TRAVEL CHECKLIST CAMPER TRAILERS

INTERIOR

- ☐ Cushions have been laid down flat prior to closing the camper trailer.
- ☐ Air conditioner has been turned off correctly before closing the camper trailer.
- ☐ Interior strip lighting has been turned off and cables have not been damaged during closure of the Camper Trailer.
- ☐ Stereo power has been switched off and power isolated at Batteries.
- ☐ Camper trailer has been packed to ensure correct weight distribution.
- ☐ Secure all appliances to prevent movement in travel
- ☐ Close main door to camper before closing the lid to prevent gas struts bending and damaging the door.
- ☐ All large and heavy items in drawers and compartments are secured properly to prevent movement in transport.
- ☐ Refrigerator packed securely – door locked.
- ☐ Locking Bolts on Fridge tray slides and Kitchen slides are locked in place before moving your camper trailer.
- ☐ Batteries have been fully charged.
- ☐ Gas bottles turned off - Gas cooker locked, and stove top lid secured.
- ☐ Fire extinguisher is located inside the camper trailer and correctly secured.
- ☐ All lockers and drawers securely closed and door locks engaged.
- ☐ Roof closed and locked. Make sure there is no canvas tent sticking out underneath the seals.
- ☐ Dead lock on Entry door engaged and locked before moving trailer.

EXTERIOR

- ☐ Air Con Vent Covers are closed. (located underneath the camper trailer)
- ☐ 240v electrical extension lead disconnected.
- ☐ Mains water connection hose has been disconnected.
- ☐ Winch strap secured correctly.
- ☐ Boat loaders and/or items located on top of the camper trailer have been loaded to ensure correct weight distribution and are secure.
- ☐ Jacks and support legs raised.
- ☐ Doors locked - steps raised and locked in place. Deadlock on main door engaged.
- ☐ Water tank filled. Note- rear water tank can be filled to help set correct ball weight, it is customers responsibility to check and set ball weight correct before each trip.
- ☐ Tyres - check pressure and adjust including spares.
- ☐ Wheel nuts are present and have been checked and are torqued to 160ft lb.
- ☐ Brakes checked and adjusted.
- ☐ Wheel bearings checked for no loose abnormal movement of the wheel.
- ☐ Positive Pressure system has been turned on. (if travelling in dusty condition)
- ☐ Trailer coupling attached to the tow vehicle securely locked in position.
- ☐ Safety chains secured to the tow vehicle in a cross over pattern under the hitch.
- ☐ Jockey wheel has been raised and secured.
- ☐ Breakaway unit cable has been secured to the tow vehicle.
- ☐ 7Pin trailer plug and anderson plug have been correctly attached to tow vehicle and electric brakes function correctly.
- ☐ Release handbrake - remove wheel chocks if used.
- ☐ Lights operating correctly.
- ☐ Registration plate has not been obscured by objects installed in the rear bike carrier receiver.
- ☐ Adjust towing mirrors if used.

PRE-TRAVEL CHECKLIST CARAVAN

INTERIOR

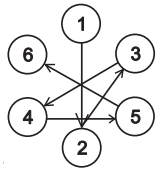
- ☐ Washing machine door securely shut. (if installed)
- ☐ Microwave door securely shut (if installed)
- ☐ All objects have been removed from the top of all cabinets and placed below roof height. (Pop tops only)
- ☐ Shower rose has been taken off the roof and placed on the floor in a towel. (Pop tops only)
- ☐ Mirror in ensuite has been secured in place on the roof with barrel bolt. (if required)
- ☐ Windows have been shut and locked
- ☐ TV has been secured in place. Roof mounted TV's should be removed from the roof before travel.
- ☐ Air conditioner has been turned off
- ☐ Stereo power has been switched off.
- ☐ All large and heavy items in drawers and compartments are secured properly to prevent movement in transport
- ☐ Caravan has been packed to ensure correct weight distribution.
- ☐ Secure all appliances and any items left on bench tops, clear all bench tops.
- ☐ Batteries have been fully charged.
- ☐ Gas bottles turned off - Gas cooker locked, and stove top lid secured.
- ☐ Fire extinguisher is located inside the caravan and correctly secured.
- ☐ Refrigerator packed securely – door locked.
- ☐ Gas hotwater system has been turned off.
- ☐ Steps raised & secured.
- ☐ Inverter has been turned off.
- ☐ Locking Bolts on Fridge tray slides and Kitchen slides are locked in place before moving your Caravan.
- ☐ All lockers and drawers securely closed and door locks engaged.
- ☐ Roof closed and locked. Make sure there is no sock sticking out underneath the seals. (Pop tops only)
- ☐ Dead lock on Entry door engaged and locked before moving the Caravan.
- ☐ Best to take the shower head off the shower rail & lay it on a towel while traveling to save damage to the shower head.

EXTERIOR

- ☐ **Awning has been rolled in and secured correctly. (Electric awnings must be tightened with Supplied Handle when in closed position to make sure front leading edge of the roll has no slack in it so it does not catch the wind when travelling)**
- ☐ Check all seals and silicon on roof for water tightness and reseal if required.
- ☐ Air Con Vent Covers are closed. (located underneath some Caravan models)
- ☐ 240v electrical extension lead disconnected.
- ☐ Mains water connection hose has been disconnected
- ☐ Toilet canister has been emptied. (if required) & resecured
- ☐ Grey water tanks have been emptied. (if required) & resecured
- ☐ Jacks and support legs raised.
- ☐ Doors locked - steps raised and locked in place. Deadlock on main door engaged.
- ☐ Water tank filled. (If required)
- ☐ Tyres - check pressure and adjust including spares.
- ☐ Check whether wheel nuts are present and tightened to 160 ft lbs.
- ☐ Brakes checked and adjusted.
- ☐ Wheel bearings checked for no loose abnormal movement of the wheel.
- ☐ Positive Pressure system has been turned on. (if travelling in dusty conditions)
- ☐ Trailer coupling attached to the tow vehicle securely locked in position.
- ☐ Safety chains secured to the tow vehicle in a cross over pattern under the hitch.
- ☐ Electric Jockey wheels and support legs Raised and locked before travelling.
- ☐ Breakaway unit cable has been secured to the tow vehicle.
- ☐ 7Pin trailer plug and anderson plug have been correctly attached to tow vehicle and electric brakes function correctly.
- ☐ Release handbrake - remove wheel chocks if used.
- ☐ Lights operating correctly.
- ☐ Registration plate has not been obscured by objects installed in the rear bike carrier receiver.
- ☐ Adjust towing mirrors if used.
- ☐ Fold down stone guard is securely locked in place. (if installed)
- ☐ Reversing camera is working.
- ☐ Diesel heater (if installed) turned off.

IMPORTANT ITEMS TO NOTE

- **IMPORTANT INFORMATION**
  It is the owner's responsibility at all times to ensure that the tow vehicle used is legally compliant and suitable for the SUV Camper Trailer or Caravan being towed. The vehicle must have the appropriate towing capacity and be fitted with a properly functioning electric brake controller. Failure to use a suitable tow vehicle or correctly configured braking system may lead to unsafe towing conditions, damage to the product, and will void warranty.
  Wheel nuts **MUST BE** torqued to 160FT LBS on all Camper Trailer and Caravan this is the Owner's responsibility at all times. It is recommended that wheel nuts be checked before travelling with the Camper Trailer or Caravan and at periodic intervals when travelling on rough or unsealed roads. Re-torque as per the sequence in the diagram. Damage created to the Camper Trailer or Caravan due to incorrect tensioning of the wheel nuts will not be covered under warranty.



  WARNING
  The primary purpose of your jockey wheel is to enable the trailer to be raised to release and attach the car towing mechanism. **DO NOT** attempt to move the Camper Trailer or Caravan using the jockey wheel on soft, sandy or loose ground. If on hard surfaces such as concrete or pavement movement of the Camper Trailer or Caravan with the jockey wheel is possible however the Jockey Wheel MUST be lowered to the lowest possible height prior to moving. Failure to do this will cause the Jockey Wheel to bend and as such the Warranty is void.
- Tare weights are estimated only and done with no fluid in tanks or advertised optional extras
- If a Camper Trailer or Caravan has been approved to be returned after purchase by Camper Trailer and Caravan a 20% of sold price re-stocking fee will apply. Any customer work, registration costs or dealer delivery costs will not be refunded.
- Smart chargers and inverters are not to be left on for extended periods. SUV Camper Trailers and Caravans recommend isolating all power in the Camper Trailer or Caravan while it is stored. Once a month open your Camper Trailer or Caravan to inspect and air it out and run a charge through your batteries to condition them, consult your Camper Trailer and Caravan dealer on this if needed.
- Warranty on items not manufactured by SUV Camper Trailers and Caravans are covered by the item's manufacturer as per their warranty. And the original invoice must be maintained by the customer as proof of purchase for these products.
- Product include but not limited to
  - AU Focus - (Diesel Heater)
  - Truma Air Conditioners
  - Arena Fridges & Hotwater Systems
  - Alko Hitches
  - DO35 Hitches
  - Renogy Products
  - Victron Chargers
- Trakmate products are to be returned to SUV Camper Trailers and Caravans Distribution outlet purchased from for assessment.
- SUV Camper Trailers and Caravans Warranty will not cover damage due to accident, weather, road conditions and many other issues out of SUV Camper Trailer and Caravan direct responsibility and therefore it is highly recommended that a suitable insurance policy is undertaken to protect the Purchaser from such loss if incurred. Please consult your SUV Camper Trailer and Caravan dealer or your insurance agent with regards to this matter. In the event the Purchaser requires repairs to their Camper Trailer or Caravan through their insurance agent SUV Camper Trailer and Caravan request that the Purchaser provides Camper Trailer and Caravan Dealership or Authorised Camper Trailer and Caravan Repair Agent completing the repairs with the following details:
  - Insurance Agent Name and Contact information
  - Claim Number

  To speed up your insurance claim Camper Trailer and Caravan ask that you give permission to Camper Trailer and Caravan & your insurance agent to communicate on your behalf.
- All insurance assessments & quotes will incure a administration fee of $395.
- Never slam your brakes on in the event of a blown tyre. Your Camper Trailer or Caravan has alloy wheels which in the event of a blown tyre may bite into the road surface and cause significant damage to the Camper Trailer or Caravan. Damage created to the Camper Trailer or Caravan due to incorrect braking will not be covered under warranty.
- Ensure Camper Trailer or Caravan and tow vehicle are loaded correctly, and correct hitch and towbar heights allow level and safe travel. Excessive tow ball weight above

the Camper Trailer or Caravans GTM will void warranty and insurance claims. If you are unsure on the correct tow vehicle and
Camper Trailer or Caravan levels please refer to the images below

Tow Vehicle and Trailer LEVEL

Tow Vehicle and Trailer NOT LEVEL

or discuss with SUV Camper Trailers and Caravans or Authorised Camper Trailer and Caravan Agent.

- Failure to correctly load your Camper Trailer or Caravan can result in dangerous driving conditions which can cause injury and/or death.
- When travelling downhill you may want to engage a gear or 2 gears lower than what you would use to go up the same hill and allow the engine to do the braking. Do Not ride brakes and ensure electric brake controller adjustment is correct and not too high otherwise brakes could overheat and cause brake failure and will void your warranty.
- Using a Battery operated Drill/Impact gun to lower and raise your Stabilizer legs will greatly shorten the life of the leg. Legs damaged by said equipment will not be covered under warranty.
- Stabilizer legs are not designed as a Jack point or to hold the weight of the Camper Trailer or Caravan. They are only to stabilize the Camper Trailer or Caravan from moving while inside. Legs damaged due to excessive weight applied will not be covered under warranty.
- SUV Camper Trailers and Caravans recommend the use of an inline RCD protection device to protect the Camper Trailer or Caravan against “dirty power”. Customers should not assume the power point they are plugging into in places such as caravan parks have been serviced regularly and maintained to the current Australian Standards.
- SUV Camper Trailers and Caravans recommend to only use an extension lead compliant to AS3191, AS3112, AS5000.2 and AS5000.1 that is at least 10m in length or longer. Do not use multiple leads connected together only use one continuous lead.
- Please take note of power points labelled as “AC/DC Inverter Power Points”. Do not exceed the wattage of the installed inverter when using in DC power supply.
- Do not store items in areas where there is plumbing and 12V/240V power services. Damage to these systems due to items being stored in or near them will not be covered under warranty.
- Installations, alterations and repairs to 12V, 240V and gas systems must only be completed by a competent person.
- 12V power systems in Camper Trailers and Caravans must be used and maintained by the customer in accordance with manufacturer specifications.
- SUV Camper Trailers and Caravans are not cyclone rated and you must seek shelter elsewhere in the event of a natural disaster approaching or happening.
- At every service interval—1000, 5000, and 10,000 km—the 4 internal bolts securing the roof-top air conditioning unit to the roof structure must be checked and tightened to ensure they have not loosened. Loose bolts can cause the seal to leak over time as the unit ages, leading to potential damage.
- Inspection of roof sealant is the owners responsibility and must be completed at regular intervals and a part of pre-travel and post-travel checks.
- It is the customers responsibility to ensure at all times that the tow vehicle used to tow the caravan or camper trailer is legally appropriate and suitably capable for the product it is towing. SUV Camper Trailers and Caravans are not responsible for the tow vehicle or issues arrising from the tow vehicle.

UNAUTHORISED WEIGHING AND WHEEL ALIGNMENT

- To maintain compliance with the Road Vehicle Standards Act 2018 (RVSA), applicable Australian Design Rules (ADRs), and SUV Caravans’ Vehicle Type Approval obligations, all weighing (including ATM, GTM, axle loads and tow ball weight verification), wheel alignments, camber or toe adjustments, and suspension modifications must only be carried out by SUV Caravans or a Service Provider approved in writing by SUV Caravans.
- SUV Caravans are designed with specific suspension geometry, shim configurations and load parameters that require specialised knowledge and calibrated equipment to correctly assess and adjust. Third parties who are not approved by SUV Caravans may not be familiar with the vehicle’s design specifications or approved alignment procedures, and may not use equipment calibrated to the required standard. Incorrect weighing or alignment can result in premature tyre wear, suspension damage, unsafe towing characteristics, or non-compliance with applicable standards. (Advisory only Reports are not a Legal or binding document and will not be used for evidence)
- If any weighing, wheel alignment, suspension adjustment or related modification is performed by a person or business not approved by SUV Caravans, any resulting damage or non-conformance may void warranty coverage on the suspension system, axle assemblies, tyres, chassis, and associated components. Warranty claims relating to these systems may be declined where unauthorised works have been carried out.
- This condition does not limit your rights under the Australian Consumer Law. However, damage caused by incorrect adjustment, modification, or the use of uncertified or uncalibrated equipment is not considered a manufacturing defect.

CAMPER TRAILER AND CARAVAN CARE

- Open your Camper Trailer or Caravan after all rain events and at least once monthly to inspect for water ingress and condensation. Most seals and latches are adjustable and require regular maintenance **(This is the Purchaser's responsibility to ensure the seals and latches are maintained and operating correctly)**.
- All Camper Trailers and Caravans with Air Conditioner Vent dust covers fitted under the Camper Trailer or Caravans must have the covers open when the air conditioner is operated and closed when travelling to prevent damage to the air conditioner unit. Failure to do so will void your warranty on these items. If your aircon is not getting cold double check the vents are open.
- Clean the Camper Trailer or Caravan with mild soapy solution and warm water, and rinse with fresh clean water.
- Do not use solvents or harsh chemicals as paint damage may occur from their use.
- Lubricate hardware with silicone spray (or similar). Do not use grease or similar product as this attracts dust and dirt, etc.
- Clean the outside of the Camper Trailer or Caravan and apply a good quality automotive polish. In addition to making, it look great, the polish will help protect the paint and prevent it fading.
- Beware the use of pressure washers, we do not recommend the use of pressure cleaners. These are often powerful and can direct spray under trim and damage bodyworks, stickers and seals etc, if you chose to use a pressure cleaner, we recommend no greater than 1500 psi pressure cleaner and use a fan like nozzle to spread the pressure. If you use a pressure washer on your Camper Trailer or Caravan, make sure you open the Camper Trailer or Caravan up as soon as you have finished to ensure no water has penetrated under the seals. Failure to do this will cause mould and mildew inside the Camper Trailer or Caravan. Please NOTE there will be no warranty caused by damage from use of pressure cleaners.
- Products such as Rhino Shine Ultra are very good for maintaining that showroom finish on the black surfaces of the Caravan. Fading of the black surfaces is not covered under warranty.
- Because your Camper Trailer or Caravan often stands in one place for long periods this can cause tyres walls and inside the treads to crack. Keeping the wheels regularly turned, placing on tyre-saving devices or lifting off the ground helps to cut down the cracking process. Damaged caused due to standing too long is not covered under warranty.
- Check the supplied fire extinguisher and have it either tested or replaced regularly (at least annually).
- When camping near the beach or ocean remember to wash your Camper Trailer or Caravan and wheel rims regularly with a mild detergent to prevent corrosion and rust. Then spray all exposed areas with a rust preventative spray such as Mako Oil, Lanotech etc.
- When travelling in dusty conditions ensure you turn on the dust – positive pressure system and travel at a speed to

minimise dust intrusion.

- If your steps become difficult to pull in and out clean well and lubricate with a silicon spray.
- With all Camper Trailers if your air annex tubes aren't inflating correctly double check all valves are open correctly.
- If your air annex tubes are slowly deflating check all valves are tightly shut.
- Travel at a speed to suit conditions. Limit speed to a maximum 70km over corrugations and lower tyre pressures on both your tow vehicle and Camper Trailer or Caravan and stop frequently to allow shock absorbers to cool.
- Inspect all seals regularly, lubricate with silicon spray and ensure there is no damage evident and that the seals are correctly adjusted. It is the responsibility of the Purchaser to ensure that seal adjustment is correct. Consult your dealer if needed.
- Limit Jockey wheel travel over uneven ground as excessive side loading will cause damage. If you need to move the Camper Trailer or Caravan with the jockey wheel, lower the jockey wheel to minimum height to avoid excess strain.
- Charge the batteries at least monthly when in storage and do not leave charger or inverter on for extended periods
- Check wheel nut and suspension bolts and components daily when travelling on corrugated roads and frequently at other times.
- Lubricate and adjust the steps as required particularly when travelling in dusty and dry environments.
- Do not inflate the air annex support beams (if fitted) over 7Psi. Monitor your pump closely once it reaches this pressure turn pump off.
- Seasoning your canvas prior to use is not required.

PREVENTATIVE MAINTENANCE SERVICE SCHEDULE

As a condition of your 12 month warranty you must have your first service completed at 1,000km or before 3 months from the date of purchase whichever comes first with consecutive services to be completed at 5,000km or before 6 months then 10,000km or before 12 months from the date of purchase. If the Camper Trailer or Caravan is subject to heavy use more frequent service intervals will need to be implemented. These Services must be carried out at your Camper Trailer and Caravan Dealership or any Authorised Camper Trailer and Caravan Service Agent.

The fees associated with these services is not included in the purchase price of the Camper Trailer or Caravan please refer to your servicing agent/dealership for current pricing.

It is not SUV Camper Trailers and Caravans responsibility to remind the Purchaser when the Camper Trailer or Caravan is due for each Preventative Maintenance Service. The Purchaser must contact their local SUV Camper Trailer and Caravan Dealership or Authorised Camper Trailer and Caravan Repair Agent to arrange a suitable time to have the Service completed.

If the Camper Trailer or Caravan requires warranty work and the Purchaser must follow the requirements of the warranty claim process.

FAILURE TO COMPLY WITH THE PREVENTATIVE MAINTENANCE SERVICE SCHEDULE REQIREMENTS WILL VOID THE CAMPER TRAILER AND CARAVAN WARRANTY.

The cost of this service, including consumable items, is the responsibility of the Purchaser and must be paid direct to the Camper Trailer and Caravan Dealership or any Authorised Camper Trailer and Caravan Service Agent.

POWERING DOWN STORAGE CHECKLIST FOR STORING YOUR SUV CAMPER TRAILER OR CARAVAN

1. In the event of any major inclement rain events, you must always check your SUV is dry from any moisture by opening your SUV to check for any water ingress, if found you must dry your SUV out as weather permits this is the Owner's responsibility to check this.
2. When storing your Camper Trailer or Caravan make sure all fridges are off and fridge doors open to vent & air the fridges out, so no mould will grow or flatten your batteries if left unattended.
3. Make sure power supply is off on mains power control panel.
4. Make sure if you have an inverter or inverter charger must be turned off in storage at all times this too will flatten batteries if unattended for long periods of time.
5. While in storage you must charge your batteries at least once a month by turning the charger on for a period of time till the batteries are fully charged then turning the charger off as required to keep your batteries.
6. We recommend you store your Camper Trailer or Caravan undercover when not in use as leaving your Caravan or Camper in the weather unattended to will only shorten the life of any product.

   PLEASE NOTE LITHIUM BATTERIES are classed as dangerous goods and must be handled with extreme care. Never ark terminals out at any time as this could cause a fire.

7. **Lithium Battery Usage Notice:**
   Lithium batteries operate differently from standard AGM deep-cycle batteries. They may appear fully charged until around 20% capacity, then quickly drop to flat without warning. If this occurs, the batteries may need to be restarted by connecting an external charger to "wake" them up before they can take charge from your camper trailer or caravan's charging system. Once charging resumes, the external charger can be removed, and the camper trailer or caravan will continue charging them to full. This process can take up to 12 hours if you have three batteries. It is the owner's responsibility to regularly monitor battery levels.

PLEASE TURN TO NEXT PAGE FOR DETAILED STATE OF CHARGE GRAPH FOR LITHIUM BATTERIES ONLY

13.50V - 14.6V = FLOAT CHARGES*

* VOLUMETER SHOULD SHOW 13.50V - 14.60V WITH BATTERIES FULL AND CHARGER ACTIVE

LITHIUM (LiFePO4) BATTERY STATE OF CHARGE

	LEVEL	VOLTAGE	DoD Notes
OPTIONAL CHARGE	100%	14.4V	It is recommended to keep lithium battery levels above 20% to maximise lifespan
	100%	13.6V	
	99%	13.4V	
	90%	13.2V	
	70%	13.2V	
	40%	13.0V	
	30%	12.9V	
	20%	12.8V	
LOW CHARGE	17%	12.8V	Draining battery to this level is fine if done infrequently
	14%	12.7V	
CHARGE IMMEDIATELY	9%	12.6V	Draining to this level could cause damage or shorten lifespan
	0%	10.0V	

DISCLAIMER: The voltage VS SOC chart above shows the typical values for constant discharge at a discharge rate of 0.2°C in an environment of 25°C, it's for reference only. The actual situation may vary due to different charge and discharge rates, battery specifications, usage conditions and measurement methods in addition, the battery voltage is not the most accurate indicator when it comes to measuring the SOC of a lithium battery. Factors such as battery capacity, temperature, use time, and cell balancing in battery packs need to be considered. Voltage may drop much lower than the values indicated above before the battery cut-off (Internal BMS) activates. Shortly after BMS activation the battery should restore to a reading of approximately 11.85V.

DECLARATION BY THE PURCHASER:

I/we confirm that I/we have received, read, understand and agree to the terms and conditions of the SUV Camper Trailer and Caravan Warranty outlined in the "Warranty and Service Handbook" and **in particular I/we are aware of and note the important sections mentioned in the handbook below and that failure to adhere to these will void my warranty:**

- Preventative maintenance service schedule - 1st service must be completed 3 months/1,000km from the date of invoice by an Authorized SUV Service Agent.
- Pre-travel checklist
- Important items of note
- Camper Trailer and Caravan Care

I/we certify that answers noted in handwriting on the **"Customer Handover and Training Procedure"** have been checked by us/me and are correct. I/we confirm that the Camper Trailer and Caravan Dealership or Authorised Camper Trailer and Caravans Selling Agent has provided us/me with the following documents and explained clearly the operations of our Camper Trailer or Caravan.
I/we understand that it is our responsibility as the owner to ensure the tow vehicle used is legally compliant and appropriately rated to tow the Camper Trailer or Caravan. This includes ensuring the vehicle has the correct towing capacity and is fitted with a functional electric brake controller at all times. Failure to comply with these requirements may result in damage, unsafe towing conditions, and void the warranty.

First Service To Be Completed By Date _____

Model _____

VIN _____

- Registration Certificate
- Invoice
- Terms and Conditions of Trade
- All user manuals pertaining to the appliances and accessories supplied as part of the caravan or camper trailer have been provided
- Gas Compliance Paperwork - Gas-Flexible Hose Certification & Risk Assessment, Gas - BBQ / Stove Fixing Certification & Risk Assessment, Chinabest Approval Letter, Gas Outcome S15

I/we have inspected the interior and exterior of the Camper Trailer or Caravan and I/we are satisfied that the Camper Trailer or Caravan is of sound quality and is free from defects in material and workmanship. I/we agree that all additional items have been received by us/me the Purchaser.

Name: _____ **Name:** _____

Signature: _____ **Signature:** _____

Date: _____ **Date:** _____

DECLARATION BY THE DEALER:

I hereby confirm that the Camper Trailer or Caravan Model_____

VIN _____has been delivered to the Purchaser in a roadworthy condition and in accordance with the relevant Federal and State Legislation. I confirm that I have provided the Purchaser with the following documents and had them complete the Customer Delivery Report and "Declaration by the Purchaser".

- Warranty and Service Handbook
- Registration Certificate
- Invoice
- Terms and Conditions of Trade
- All user manuals pertaining to the appliances and accessories supplied as part of the caravan or camper trailer have been provided
- Gas Compliance Paperwork - Gas-Flexible Hose Certification & Risk Assessment, Gas - BBQ / Stove Fixing Certification & Risk Assessment, Chinabest Approval Letter, Gas Outcome S15

I confirm I have clearly explained the operations of the Camper Trailer or Caravan to the Purchaser and answered any questions they had in relation to the Camper Trailer or Caravan.

SELLING DEALERS REPRESENTATIVE

Name: _____

Signature: _____

Date: _____

1,000KM / 3-MONTH SERVICE CHECKLIST

PLEASE NOTIFY US OF ANY REPAIR WORK POSSIBLY NEEDED PRIOR TO DROPPING OFF YOUR CAMPER TRAILER OR CARAVAN

This must be filled out and stamped by your servicing agent to retain your warranty. Failure to complete will void your warranty.

VIN NUMBER _____ **Model** _____ **Date of Service** _____

Inspect camper and note any damage before service is commenced _____

_____

SUV Service Technician Signature: _____

- ☐ Check electric brake function
- ☐ Check wheel bearings for movement (not disassemble)
- ☐ Check and adjust brakes
- ☐ Check and adjust handbrake
- ☐ Visually check all suspension components, check all nuts & bolts and tight if loose then tighten & loctite as required
- ☐ Check tyres and inflate to appropriate pressure
- ☐ Check torque of wheel nuts to manufacturers specifications and mark (mark with paint)
- ☐ Check batteries for security and connection
- ☐ Check tail lights for correct operation
- ☐ Check spare wheels for security and inflation
- ☐ Check all doors and hatches for alignment and sealing and lube hinges and locks
- ☐ Check all seals for alignment and security
- ☐ Check operation of kitchen slides
- ☐ Check all cupboard latches
- ☐ Check all dead locks for operation
- ☐ Check fridge slide
- ☐ Check gas and jerry can mounts
- ☐ Check paint for damage
- ☐ Check VIN plate and decals
- ☐ Check trailer coupling bolts and condition of coupling
- ☐ Check safety chains and D shackles are in good condition
- ☐ Check all grease nipples and grease if needed
- ☐ Check and tighten the 4 internal bolts securing the roof-top air conditioning unit to the roof structure
- ☐ Check operation of all 12V systems

FAULTS FOUND: _____

_____

_____

_____

_____

_____

_____

_____

PARTS REPLACED: _____

_____

_____

_____

_____

_____

_____

_____

ALL Service, Repair or Warranty work must be booked in with the service agent in advance prior to dropping off the Camper Trailer or Caravan, your Camper Trailer or Caravan must cleared of all personal belongings, failure to do this will result in extra charges and delays in the return of your trailer, charges may apply for storage if not collected on time.

5,000KM / 6-MONTH SERVICE CHECKLIST

PLEASE NOTIFY US OF ANY REPAIR WORK POSSIBLY NEEDED PRIOR TO DROPPING OFF YOUR CAMPER TRAILER OR CARAVAN

This must be filled out and stamped by your servicing agent to retain your warranty. Failure to complete will void your warranty.

VIN NUMBER _____ **Model** _____ **Date of Service** _____

Inspect camper and note any damage before service is commenced _____

_____

SUV Service Technician Signature: _____

- ☐ Check and lube coupling and Jockey wheel
- ☐ Check wheel bearings for Correct lubrication inspect, repack and adjust
- ☐ Check and adjust brakes
- ☐ Check and adjust handbrake
- ☐ Check suspension for faults and tighten all bolts and lube
- ☐ Check and lube stabiliser legs
- ☐ Check tyres and inflate to appropriate pressure
- ☐ Torque wheel nuts to manufacturers specifications and mark
- ☐ Check operation of gas cooker & flame outs
- ☐ Check operation of 240V system (if fitted)
- ☐ Check water tanks for leakage and security
- ☐ Check water quick releases
- ☐ Check batteries for security and connection
- ☐ Check tail lights for correct operation
- ☐ Check operation of battery charger
- ☐ Check spare wheels for security and inflation
- ☐ Check all doors and hatches for alignment and sealing and lube hinges and locks
- ☐ Check all seals for alignment and security
- ☐ Check operation of kitchen slides
- ☐ Check water pump and hosing and correct operation of spout and switches
- ☐ Check all cupboard latches and lube
- ☐ Check all dead locks for operation
- ☐ Check fridge slide and lubricate
- ☐ Check fridge locker light (if fitted)
- ☐ Check gas and jerry can mounts
- ☐ Check all canvas and zips
- ☐ Check radio operation
- ☐ Check air con operation and clean filters (if fitted)
- ☐ Check internal and kitchen lights operation
- ☐ Check full 12V systems
- ☐ Check electric brake function
- ☐ Check all grease nipples & grease if needed
- ☐ Check positive pressure system & clean filter (if fitted)
- ☐ Check paint for damage
- ☐ Check interior trim
- ☐ Check VIN plate and decals
- ☐ Check trailer coupling bolts and condition of coupling
- ☐ Check safety chains and D shackles are in good condition
- ☐ Check and tighten the 4 internal bolts securing the roof-top air conditioning unit to the roof structure.

FAULTS FOUND: _____

_____

_____

_____

PARTS REPLACED: _____

_____

_____

_____

ALL Service, Repair or Warranty work must be booked in with the service agent in advance prior to dropping off the Camper Trailer or Caravan, your Camper Trailer or Caravan must cleared of all personal belongings, failure to do this will result in extra charges and delays in the return of your trailer, charges may apply for storage if not collected on time.

10,000KM / ANNUAL SERVICE CHECKLIST

PLEASE NOTIFY US OF ANY REPAIR WORK POSSIBLY NEEDED PRIOR TO DROPPING OFF YOUR CAMPER TRAILER OR CARAVAN

This must be filled out and stamped by your servicing agent to retain your warranty. Failure to complete will void your warranty.

VIN NUMBER _____ **Model** _____ **Date of Service** _____

Inspect camper and note any damage before service is commenced _____

_____

SUV Service Technician Signature: _____

- ☐ Check and lube coupling and jockey wheel
- ☐ Check wheel bearings for correct lubrication, inspect repack and adjust replace if necessary
- ☐ Check and adjust brakes
- ☐ Check and adjust handbrake
- ☐ Check all bolts are tight if loose tighten and loctite as required
- ☐ Torque stub bolts to 170ft lbs
- ☐ Check suspension for faults and tighten all bolts and lube
- ☐ Check wheel alignment
- ☐ Check and lube stabiliser legs
- ☐ Check tyres and inflate to appropriate pressure
- ☐ Torque wheel nuts to manufacturers specifications and mark
- ☐ Visual check chassis for cracks and damage
- ☐ Check gas cooker and flame outs operation
- ☐ Check 240V system operation (if fitted)
- ☐ Check water tanks for leakage and Security
- ☐ Check water quick releases
- ☐ Check gas bayonet operation
- ☐ Check batteries for security and connection load test batteries
- ☐ Check tail lights for correct operation
- ☐ Check operation of battery charger
- ☐ Check all 12V systems
- ☐ Check spare wheels for security and inflation
- ☐ Check all doors and hatches for alignment and sealing and lube hinges and locks
- ☐ Check all seals for alignment and security
- ☐ Check operation of kitchen slides and lube
- ☐ Check water pump and hosing and correct operation of spout and switches
- ☐ Check all cupboard latches and lube
- ☐ Check all dead locks for operation
- ☐ Check fridge slide and lubricate
- ☐ Check fridge locker light (if fitted)
- ☐ Check gas and jerry can mounts
- ☐ Check all canvas and zips
- ☐ Check radio operation
- ☐ Check air con operation & clean filter (if fitted)
- ☐ Check internal and kitchen lights
- ☐ Check battery Isolator
- ☐ Check electric brake function
- ☐ Check all grease nipples and grease if required
- ☐ Check positive pressure system and clean filter (if fitted)
- ☐ Check all hinges for wear
- ☐ Replace suspension bushes & Shocks (if required)
- ☐ Check anderson plugs for corrosion
- ☐ Check paint for damage
- ☐ Check interior trim
- ☐ Check VIN plate and decals
- ☐ Check trailer coupling bolts and condition of coupling
- ☐ Check safety chains and D shackles are in good condition
- ☐ Check and tighten the 4 internal bolts securing the roof-top air conditioning unit to the roof structure.

FAULTS FOUND: _____

_____

_____

_____

PARTS REPLACED: _____

_____

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_____

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RECORD OF SERVICE

ALL Service, Repair or Warranty work must be booked in with the service agent in advance prior to dropping off the Camper Trailer or Caravan, your Camper Trailer or Caravan must be cleared of all personal belongings, Failure to do this will result in extra charges and delays in the return of your Camper Trailer or Caravan, charges may apply for storage if not collected on time.

	DATE	REPAIRER STAMP
FIRST SERVICE 1,000km or 3 months		

	DATE	REPAIRER STAMP
SECOND SERVICE 5,000km or 6 months		

	DATE	REPAIRER STAMP
THIRD SERVICE 10,000km or 12 months		

	DATE	REPAIRER STAMP
FOURTH SERVICE 10,000km or 12 months		

	DATE	REPAIRER STAMP
FIFTH SERVICE 10,000km or 12 months		

	DATE	REPAIRER STAMP
SIXTH SERVICE 10,000km or 12 months		

CAMPER TRAILER AND CARAVAN WARRANTY REGISTRATION CERTIFICATE | PURCHASE DETAILS

(copy must be recieved by your SUV dealership within seven (7) days from collecting your Camper Trailer or Caravan)

Mr/Mrs/Ms _____ Purchaser Name _____

Address _____

Suburb _____ State _____ Postcode _____

Telephone (BH) _____ (AH) _____ (Mobile) _____

Email _____

Model of Camper Trailer _____

VIN Number _____ Registration Number _____ Air Conditioner Installed ☐ YES ☐ NO

Purchased From _____ Date of Purchase _____

Notes _____

_____

1st Service Due Date _____

TOWNSVILLE

711 Woolcock St. Mount Louisa,
Townsville QLD 4814
E sales@saharatrailers.com.au
P 07 4779 1162 | suvcaravans.com.au

CABOOLTURE

109 Old Toorbul Point Rd (M1 Highway),
Caboolture QLD 4510
E admin@gcrv.com.au
P 0498 004 344 or 1300 788 222 | suvcaravans.com.au

ROCKHAMPTON

873-881 Yaamba Rd (Bruce Highway),
North Rockhampton QLD 4701
E admin@gcrv.com.au
P 1300 788 222 | suvcaravans.com.au

CAIRNS

SAVANNAH CAMPERS & TRAILERS
51 Hargreaves Street, Edmonton Q 4869
E sales@savannahcampers.com.au
P 1300 494 226 | suvcaravans.com.au

COFFS HARBOUR

SUMMIT CARAVANS & CAMPERS
18 Cook Drive, Coffs Harbour NSW 2450
E sales@summitcaravans.com.au
P 0266 522 040 | suvcaravans.com.au

SUV CARAVANS
...where tomorrow starts today!

WARRANTY CLAIM FORM ONLINE

NOVEMBER 2026

SUV Caravans trusts you will enjoy many trouble-free kilometres of touring and camping. If, however, you need to make a claim please follow the Warranty claims procedure and process as set out in this booklet.