



Warranty & Owners Handbook.

DESIGN RV – 3 YEAR BUMPER TO HITCH WARRANTY CERTIFICATE

This certificate records ownership and confirms acknowledgement of the Design RV Owner's Handbook, Warranty Terms, and Maintenance Requirements.

Owner Details

- Full Name: _____
 - Phone Number: _____
 - Email Address: _____
 - Residential Address: _____
-

Caravan Details

- Model: _____
 - Chassis Number (VIN): _____
 - Registration Number: _____
 - Date of Manufacture: _____
-

Purchase Details

- Selling Dealer: _____
 - Dealer Location: _____
 - Date of Purchase: _____
-

Owner Acknowledgement

By signing below, the owner acknowledges and agrees that:

- They have received and read the Design RV Owner's Handbook
- They understand the warranty terms, conditions, and exclusions
- They understand servicing and maintenance requirements
- They accept responsibility for maintaining the caravan in accordance with this handbook

Owner Name: _____

Signature: _____

Date: _____

Dealer Acknowledgement

I confirm that the above caravan has been delivered in accordance with Design RV procedures and that the owner has been provided with the relevant documentation and guidance.

Dealer Representative Name: _____

Signature: _____

Date: _____

 This certificate should be returned to Design RV or retained by the dealer for record keeping.

SECOND OWNER REGISTRATION

If ownership of the caravan is transferred during the warranty period, the new owner should complete the following details and provide them to Design RV for warranty registration purposes.

- **New Owner Name:** _____
- **Phone Number:** _____
- **Email Address:** _____
- **Residential Address:** _____
- **Date of Transfer:** _____

To assist with the continuation of warranty coverage, the new owner should provide:

- Proof of purchase or transfer of ownership
- Available service and maintenance records
- A current inspection report (where requested by Design RV)

Failure to provide the above information may affect Design RV's ability to assess warranty eligibility, service history, or previous repairs, and may impact warranty coverage to the extent that the absence of such information prevents verification of compliance with the warranty conditions.

Nothing in this section is intended to exclude or limit any rights available under Australian Consumer Law.

TABLE OF CONTENTS

1. Welcome
 2. Warranty Overview
 3. Australian Consumer Law
 4. Warranty Conditions
 5. Warranty Coverage & Exclusions
 6. Owner Responsibilities
 7. Servicing & Maintenance
 8. Towing, Setup & Travel
 9. Warranty Claims Process
 10. Supplier Warranties
 11. Technical Information & System Operation
 12. Troubleshooting
 13. Contacts & Support
-

1. Welcome

Congratulations on your purchase of a Design RV.

This handbook has been designed to provide you with important information regarding the operation, care, maintenance, and warranty coverage of your caravan.

Your Responsibilities

Design RV's are designed and manufactured as recreational vehicles intended for temporary travel and leisure use.

To ensure the safe operation and longevity of your caravan, owners should familiarise themselves with the servicing, maintenance, and warranty requirements outlined throughout this handbook.

Understanding Your Warranty

This handbook forms part of your warranty documentation.

It is important that you:

- Read and understand the contents
 - Retain this document for future reference
 - Comply with all conditions outlined
 - Understand the required maintenance for each component installed (instruction manuals provided where possible)
-

Our Commitment

Design RV is committed to:

- Delivering quality products
 - Supporting our customers throughout ownership
 - Providing clear and fair warranty processes
-


2. Warranty Overview

Your Design RV is supported by a 3-Year “Bumper-to-Hitch” Manufacturer’s Warranty, covering defects in materials and workmanship under normal recreational use.

This warranty applies to the caravan as a complete unit, including factory-installed components, systems, and fittings, subject to the terms, conditions, exclusions, and owner responsibilities outlined in this handbook.

2.1 Warranty Summary

Component	Coverage	Notes
Complete Caravan	3 Years	Bumper-to-hitch coverage
Structural Components	3 Years	Frame, body, cabinetry
Electrical Systems	3 Years	Managed by Design RV
Plumbing & Gas	3 Years	Installed by Plenty River Plumbing
Appliances	3 Years	Covered by Design RV, supported by manufacturers
Chassis & Suspension	Supplier Warranty	Refer to Supplier documentation

 All coverage is subject to the conditions, exclusions, and servicing requirements outlined in this handbook.

2.2 Scope of Warranty


This warranty covers defects that arise as a direct result of:

- Faulty materials
- Manufacturing defects
- Incorrect installation of components

Where a defect is confirmed and approved, Design RV will determine the appropriate remedy at its discretion, which may include:

- Supply of replacement parts
- Repair of the defective component
- Parts and labour
- Parts, labour, and removal/reinstallation of components

In some circumstances, Design RV may determine that the installation of additional or supporting components is required to address the concern.

 The installation of supporting components does not necessarily indicate that the original component was faulty, but may be deemed necessary to rectify the issue.

2.3 Warranty Period

The warranty period:

- Commences from the date of original purchase
 - Applies for a period of 3 years
 - Applies to the original owner and may continue to apply to subsequent owners during the remaining warranty period, subject to compliance with the warranty conditions outlined in this handbook
 - Design RV recommends that any change of ownership be registered with Design RV as soon as reasonably practicable and supported by proof of ownership transfer and available service records
-

2.4 Conditions of Warranty

To maintain warranty coverage, the owner must:

- Operate the caravan in accordance with its intended use
- Follow all servicing and maintenance requirements outlined in this handbook
- Ensure servicing is carried out within required timeframes
- Retain all service and maintenance records
- Promptly report defects when identified

Failure to meet these conditions may affect warranty coverage where the issue has been caused or contributed to by non-compliance.

2.5 Warranty Limitations

This warranty is limited to the repair or replacement of defective components as determined by Design RV.

The warranty does not automatically entitle the owner to:

- Replacement of the entire caravan
 - Refund of the purchase price
 - Compensation beyond what is required under Australian Consumer Law
-

2.6 Relationship with Supplier Warranties


Certain components within the caravan are supplied by third-party manufacturers and may be subject to their own warranty terms.

Design RV will:

- Act as the primary point of contact for warranty claims
- Coordinate with suppliers where required

However:

- Supplier approval may be required before repairs are carried out
- Specific processes may need to be followed

 This does not limit the consumer's rights against Design RV or the supplying dealer under Australian Consumer Law.

2.7 Important Notes

- Warranty claims must follow the process outlined in Section 9
- Repairs must not be carried out without prior approval unless permitted under Australian Consumer Law
- The owner is responsible for ensuring all warranty conditions are met

To the maximum extent permitted by law, Design RV's liability is limited to:

- The repair or replacement of the goods, or
- The supply of equivalent goods
- except where otherwise required under Australian Consumer Law.

Further details regarding your rights under Australian Consumer Law are outlined in **Section 3**.

3 Consumer Guarantees

Under the Australian Consumer Law, consumers are entitled to certain guarantees, including that goods:

- Are of acceptable quality
- Are fit for purpose
- Match their description or sample
- Are durable for a reasonable period of time
- Are free from defects that would not normally be expected

These guarantees apply automatically and cannot be excluded.

3.1 Major and Minor Failures

Under Australian Consumer Law, faults are generally classified as either major failures or minor failures. The classification of a fault will depend on the circumstances of each individual case and will be assessed in accordance with Australian Consumer Law.

Major Failure

A failure may be considered a major failure if:

- The caravan is substantially unfit for its normal purpose and cannot be easily remedied
- The caravan is unsafe
- The caravan is significantly different from its description or sample
- A reasonable consumer would not have purchased the caravan if they had known about the issue
- The issue cannot be rectified within a reasonable timeframe

Where a major failure is established under Australian Consumer Law, the consumer may be entitled to certain remedies available under the law.

Minor Failure

A failure is generally considered minor where:

- The issue can be rectified within a reasonable timeframe
- The caravan remains safe and generally fit for use

In the case of a minor failure, Design RV, an authorised dealer, or the relevant supplier may elect to repair the issue within a reasonable timeframe.

Assessment of Failures

Not all faults or concerns will constitute a major failure under Australian Consumer Law.

Design RV will assess each claim on its individual circumstances, including the nature of the issue, the impact on the use of the caravan, and whether the issue can be reasonably rectified.

Nothing in this section is intended to exclude, restrict, or modify any rights or remedies available under Australian Consumer Law.

3.2 Reasonable Time for Repairs

Where a repair is required, it must be completed within a reasonable timeframe, taking into account:

- The nature and severity of the issue
- Availability of parts
- Supplier involvement
- Location of the caravan
- Accessibility of repair facilities

What constitutes a reasonable timeframe may vary depending on circumstances.

3.3 Responsibility of Supplier and Manufacturer

Under the Australian Consumer Law:

- The supplying dealer is primarily responsible for providing remedies to the consumer
- Design RV, as the manufacturer, will also assist in resolving claims

Consumers are to:

- Contact the supplying dealer for assistance first

3.4 Limitations on Claims

While consumer guarantees apply, claims may be affected where it is determined that the issue has been:

- Caused by misuse or improper operation
- Caused by lack of maintenance or servicing
- Caused by modifications or unauthorised alterations
- Caused by environmental exposure or operating conditions outside intended use

In such cases, the consumer guarantee may not apply to the extent that these factors have caused or contributed to the issue.

3.5 Consequential Loss

Where a consumer claims loss or damage arising from a failure, any entitlement to compensation will be assessed in accordance with Australian Consumer Law and the specific circumstances of the claim.

Any claim for loss or damage must:

- Be supported by appropriate evidence
- Be directly attributable to the relevant failure
- Be reasonably foreseeable in the circumstances

Unless otherwise required by Australian Consumer Law, this warranty does not cover:

- Accommodation or living expenses
 - Travel or transport costs
 - Fuel costs
 - Loss of use of the caravan
 - Loss of enjoyment, inconvenience, or disruption to travel plans
 - Other indirect or consequential expenses
-

4. Warranty Conditions

To maintain the validity of the Design RV Manufacturer's Warranty, the owner must comply with the following conditions.

Failure to meet these conditions may affect warranty coverage to the extent that the issue has been caused or contributed to by non-compliance.

4.1 Intended Use

The caravan must be used in accordance with its intended purpose as a recreational vehicle.

- Caravans are designed for temporary travel and leisure use
- They are not intended for permanent or long-term residential use

 Use of the caravan for permanent or extended residential purposes may result in:

- Accelerated wear and tear
- Increased stress on structural and mechanical components

Such use may impact warranty coverage where it has caused or contributed to a defect or failure.

4.2 Servicing Requirements

To maintain warranty coverage, the caravan must be serviced in accordance with the prescribed schedule:

 **Important:**

Servicing and maintenance must be kept up to date regardless of usage, including periods where the caravan is not in regular use.

Servicing must be carried out in accordance with Section 7 – Servicing & Maintenance.

4.3 Water Ingress Prevention


The owner must ensure that external seals, joints, and penetrations are maintained in good condition throughout the life of the caravan.

As part of routine servicing and maintenance:

- External seals and joints should be visually inspected at least annually
- Any deterioration, cracking, separation, or damage should be addressed promptly

- Preventative maintenance should be carried out where required to maintain the integrity of the caravan

Caravans operate in varying environmental conditions and are subject to road movement, vibration, temperature changes, and weather exposure. Regular inspection and maintenance are essential in helping to minimise the risk of water ingress.

 Assessment of water ingress concerns should be based on physical inspection and real-world operating conditions. Test results alone may not be conclusive evidence of a water ingress defect and should be considered together with a professional inspection of the affected area.

Damage resulting from water ingress may not be covered under warranty to the extent that a lack of maintenance, delayed rectification, or failure to address known concerns has caused or contributed to the issue.


4.4 Load, Towing & Usage Requirements

The owner must ensure that the caravan is:

- Loaded within its rated limits (ATM, GTM, and tow ball weight)
- Correctly balanced to ensure safe towing
- Towed using an appropriate vehicle and towing equipment

The owner must also:

- Adjust driving speed to suit road and terrain conditions
- Adjust tyre pressures to suit load and terrain conditions (including sealed roads, gravel, sand, and off-road environments)

 Failure to operate the caravan within its design limits may result in damage not covered under warranty where such use has caused or contributed to the issue.

4.5 Storage & Environmental Care

When not in use, the caravan should be stored in a manner that minimises environmental exposure.

Owners must store and maintain the caravan in accordance with the requirements outlined in Section 7 – Service & Maintenance

4.6 Modifications & Alterations

The owner should not:

- Modify or alter the caravan structure, systems, or components, including electrical, plumbing or structural systems
- Install aftermarket accessories that interfere with original systems
- Carry out warranty-related repairs without prior authorisation

Owners may choose to carry out aftermarket modifications at their own discretion.

However:


- Any modifications or alterations may affect or void warranty coverage where they have caused or contributed to a defect or failure
- Design RV reserves the right to assess the impact of any modification on a warranty claim

4.7 Repairs & Authorisation

No repairs are to be carried out without prior written approval from Design RV.

- Any works carried out without prior approval may not be reimbursed
- Only approved works will be covered

However:

 This requirement does not limit the consumer's rights under the Australian Consumer Law, including where repairs are required to be carried out within a reasonable timeframe.

4.8 Warranty Representation

This Owner's Handbook forms part of the warranty documentation for your caravan.

Any representations, descriptions, or imagery used in:

- Marketing materials
- Brochures
- Websites
- Dealer communications

Are intended as a general guide only.

Warranty coverage is subject strictly to:

- The terms, conditions, and limitations outlined in this handbook
 - The requirements of the Australian Consumer Law
-

4.9 Record Keeping

The owner must retain:

- Proof of purchase
- Any warranty-related documentation

Failure to provide supporting documentation may impact the assessment of a warranty claim.

5. Warranty Coverage & Exclusions

This section outlines what is covered under the Design RV Manufacturer's Warranty, and the circumstances where coverage may not apply.

All exclusions apply only to the extent that the condition has been caused or contributed to by the listed factors, in accordance with Australian Consumer Law.

5.1 What Is Covered

Subject to the terms, conditions, and limitations outlined in this handbook, the warranty covers defects in materials and workmanship affecting:

Structural Components

- Caravan body and frame
- Internal cabinetry and fixed furniture
- Structural panels and assembly

Electrical Systems

- 12V and 240V wiring installed by Design RV
- Lighting systems
- Power management systems


Plumbing & Gas Systems

- Water lines and fittings

- Waste systems
- Gas lines and fittings

Appliances & Installed Equipment

- Factory-installed appliances and accessories
- Components supplied as part of the caravan build

 Appliances are covered under this warranty, with support provided in conjunction with the original manufacturer where required.

5.2 What Is Not Covered

The following are not covered under warranty to the extent that the issue has been caused or contributed to by:

Wear & Tear

- General deterioration over time
 - Cosmetic finishes (e.g. fabrics, trims, seals)
 - Consumable items
-

Lack of Maintenance

- Failure to service the caravan within required intervals
 - Failure to inspect and maintain seals
 - Failure to maintain battery systems
 - Failure to clean and maintain the caravan after use
-

Misuse or Improper Operation

- Use outside intended recreational purpose
 - Overloading beyond rated capacities
 - Incorrect towing practices
 - Failure to adjust driving to conditions
-

Off-Road or Environmental Damage

- Use beyond the intended classification of the caravan
 - Excessive exposure to rough terrain or extreme conditions
 - Damage from water crossings, impacts, or terrain hazards
-

Unauthorised Repairs or Modifications

- Repairs carried out without prior approval
 - Modifications or aftermarket installations
 - Alterations affecting structural, electrical, or plumbing systems
-

External Causes

- Accidents, impacts, or collisions
 - Storm damage, flooding, or environmental events
 - Corrosion due to exposure (e.g. coastal environments)
 - Damage caused by third parties
-

5.3 Storage of Items Whilst Travelling

Owners are responsible for ensuring that all items carried within the caravan are appropriately secured during travel.

Heavy or bulky items should be stored in locations specifically designed to carry loads, including:

- Front storage compartments and tunnel boots
- Designated external storage compartments
- Under-bed storage areas (where fitted)
- Toolbox compartments (where fitted)
- Other manufacturer-designated storage areas

Prior to travel, all loose items should be secured to prevent movement.

The following locations are not intended for the storage of loose or heavy items during transit:

- Kitchen sinks
- Shower cubicles
- Benchtops and tables
- Beds or seating areas without appropriate restraint
- Wall-mounted television brackets unless otherwise specified by the television manufacturer
- Cupboards or drawers containing items that are not adequately secured

⚠ These areas are not designed to support significant loads during travel and may be subject to vibration, movement, and impact forces.

Damage resulting from improperly stored or unsecured items is not covered under warranty to the extent that such storage has caused or contributed to the issue.

5.4 Assessment of Warranty Claims

All warranty claims will be:

- Assessed on a case-by-case basis
- Reviewed to determine cause of failure
- Evaluated against warranty conditions and maintenance history

Where a claim is approved, Design RV will determine the appropriate remedy at its discretion, subject to Australian Consumer Law.

6. Owner Responsibilities

The owner plays a critical role in maintaining the performance, safety, and longevity of the caravan.

To ensure continued reliability and to maintain warranty coverage, the owner must comply with the responsibilities outlined in this section.

Failure to meet these responsibilities may affect warranty coverage to the extent that the issue has been caused or contributed to by non-compliance.

6.1 General Responsibilities

The owner is responsible for:

- Operating the caravan in a safe and appropriate manner
 - Following all guidance provided in this handbook
 - Maintaining the caravan in good working condition
 - Addressing any issues promptly when identified
-

6.2 Routine Inspections

The owner must regularly inspect the caravan to ensure all components remain in safe working condition.

Routine inspections should include:

- External seals, moulds and joints
- Doors, windows, and hatches
- Suspension and chassis components
- Tyres and wheel condition
- Electrical systems and connections
- Plumbing systems and fittings

 Any issues identified must be addressed promptly to prevent further damage.

6.3 Storage & Environmental Care

When the caravan is not in use, the owner should take reasonable steps to protect the caravan from environmental exposure and follow the maintenance requirements outlined in Section 7.

6.4 Caravan Usage Classification

Your caravan is designed to operate within specific usage conditions.

Classification	Description
On-Road	Sealed roads and maintained surfaces
Semi Off-Road	Gravel roads and light unsealed conditions
Off-Road <i>(if applicable)</i>	Rough terrain within design limits

⚠ Important:

- Use outside the intended classification may result in damage not covered under warranty where such use has caused or contributed to the issue
 - Not all caravans are designed for off-road conditions
 - Driving technique, speed, and tyre pressure must always be adjusted to suit conditions
-

6.5 Battery & Power System Care

Owners must operate and maintain battery systems in accordance with Section 11 – Technical Information & System Operation.

6.6 Solar System Awareness

Owners should understand that solar performance varies based on environmental conditions, usage patterns, and system configuration. Refer to Section 11.

6.7 Inverter & High-Load Appliance Use

Owners must operate inverters and high-load appliances in accordance with the guidance provided in Section 11.

6.8 Pre-Departure Responsibility

Before each journey, the owner must ensure:


- Hitch and coupling are secure
- Safety chains are correctly attached

- Lights and braking systems are functioning
 - Tyres are correctly inflated
 - Internal/External items are securely stored
-

6.9 Prompt Reporting of Issues

The owner must:

- Report any defects or concerns as soon as reasonably practicable
- Avoid continued use where damage may worsen

 Continued use of the caravan after identifying a fault may result in additional damage not covered under warranty where it has contributed to the issue.

7. Servicing & Maintenance

Regular servicing and maintenance are essential to ensure the safe operation, reliability, and longevity of your caravan.


Servicing also plays a critical role in maintaining warranty coverage.

Failure to carry out servicing and maintenance may affect warranty claims to the extent that the issue has been caused or contributed to by lack of servicing or maintenance.

7.1 Servicing Schedule

The caravan must be serviced in accordance with the following minimum schedule:

- **Initial Service:** Within 6 months of delivery
- **Routine Service:** Every 12 months or 10,000km (whichever occurs first)
- **Heavy Use / Off-Road Conditions:** Every 6 months or 5,000km

 Servicing is required regardless of usage, including periods where the caravan is not in regular use.

7.2 Servicing Requirements

Servicing must be carried out by:


- An authorised Design RV dealership, or
- A suitably qualified and licensed caravan repairer

Each service should include inspection and maintenance of:

- Chassis and suspension components
- Braking system and wheel bearings
- Tyres and wheel condition
- Electrical systems (12V and 240V)
- Plumbing and gas systems
- External seals and joints
- Internal fittings and fixtures

All servicing must be:

- Documented
- Signed off by the service provider
- Retained by the owner


 Failure to provide service records may impact the assessment of warranty claims.

7.3 Chassis & Suspension Maintenance

The chassis and suspension system are critical components and must be maintained in accordance with manufacturer guidelines (including ARV chassis requirements).

This includes:

- Regular inspection of suspension components
- Checking for wear, damage, or fatigue
- Inspection of mounting points and fasteners
- Monitoring wheel alignment and tracking

 Off-road use, corrugations, and heavy loads can significantly increase wear on these components.

Additional servicing and inspections may be required under such conditions.

7.4 Wheel, Tyre & Bearing Maintenance

The owner must ensure:

- Tyres are maintained at appropriate pressures for the load and terrain
- Wheel nuts are checked and re-torqued as required
- Tyres are inspected for wear, damage, or uneven wear patterns
- Wheel bearings are serviced at recommended intervals
- Wheel Alignments carried out as required

 Tyre pressures must be adjusted based on:

- Sealed roads
- Gravel roads
- Sand or off-road conditions


Failure to adjust tyre pressures appropriately may result in damage not covered under warranty where it has contributed to the issue.

7.5 Brake System Maintenance

The braking system must be inspected and maintained regularly.

This includes:

- Checking brake operation and performance
- Inspecting brake linings and components
- Ensuring correct adjustment and function

 Failure to maintain the braking system may affect safety and may result in non-covered damage where it has contributed to the issue.

7.6 Seal & Body Maintenance

All external seals, joints, and body interfaces must be inspected regularly.

This includes:

- Roof joins, moulds and seams
- Windows and door seals
- External fittings and penetrations

⚠ Seal inspection must be carried out at least annually.

Any deterioration must be addressed promptly.

Failure to maintain seals may result in water ingress damage not covered under warranty where it has contributed to the issue.

7.7 Electrical System Maintenance

The owner must ensure that electrical systems are maintained in good working condition.

This includes:

- Monitoring battery health and charge levels
- Checking wiring and connections
- Ensuring correct fuse protection is maintained
- Using appropriately rated components

⚠ Electrical work should only be carried out by a suitably qualified technician.

7.8 Plumbing & Gas System Maintenance

Plumbing and gas systems must be inspected regularly for:

- Leaks
- Loose fittings
- Wear or deterioration

⚠ All gas-related work must be carried out by a licensed gas fitter.

⚠ Plumbing repairs should be carried out by suitably qualified personnel.

7.9 Cleaning & Environmental Maintenance

After use, particularly in harsh environments, the caravan must be cleaned and maintained.

This includes:

- Removing dirt, mud, and debris
- Cleaning undercarriage components
- Washing off salt and corrosive materials

⚠ Special attention should be given after exposure to:

- Coastal environments
- Off-road conditions
- Wet or muddy terrain

Failure to clean the caravan may lead to corrosion or damage not covered under warranty where it has contributed to the issue.

7.10 Storage Maintenance

When storing the caravan, the owner should:

- Maintain battery charge levels
- Ensure adequate ventilation
- Protect the caravan from excessive weather exposure
- Inspect periodically during storage

⚠ Long periods of inactivity do not remove the requirement for maintenance.

7.11 Service Records

The owner must retain all records relating to:

- Scheduled servicing
- Repairs
- Inspections
- Maintenance work

Records should include:

- Date of service
- Details of work carried out
- Service provider information

⚠ These records may be required to support warranty claims.

7.12 Maintenance Between Services

In addition to scheduled servicing, the owner is responsible for ongoing maintenance between services.

This includes:

- Checking tyre pressures regularly
- Monitoring suspension performance
- Inspecting seals and fittings
- Ensuring all systems are functioning correctly

⚠ Maintenance is an ongoing responsibility and is not limited to scheduled service intervals.

7.13 Service Checklist & Record

To support warranty compliance and ensure consistent servicing standards, a service checklist must be completed at each scheduled service interval.

This checklist must be completed by a suitably qualified and licensed repairer.

⚠ Failure to complete and retain service records may impact the assessment of warranty claims.

Service Interval Record

Service Interval	Date / Odometer (KM)	Service Provider
6 Month / Initial	_____	_____
12 Month / 10,000km	_____	_____
24 Month / 20,000km	_____	_____
36 Month / 30,000km	_____	_____
48 Month / 40,000km	_____	_____
60 Month / 50,000km	_____	_____

Service Checklist (To Be Completed at Each Service)

Chassis & Suspension

- Inspect chassis rails and mounting points
 - Inspect suspension components for wear or damage
 - Check fasteners and mounting hardware
 - Inspect for signs of fatigue, cracking, or stress
-

Wheels, Tyres & Bearings

- Check tyre condition and tread wear
 - Check tyre pressures (adjust as required)
 - Inspect wheels for damage
 - Service and inspect wheel bearings
 - Check wheel nut torque
-

Braking System

- Inspect brake components
 - Check brake operation and adjustment
 - Test braking performance
-

Electrical System

- Inspect 12V and 240V systems
 - Check battery condition and charge levels
 - Inspect wiring and connections
 - Check fuse protection and layout
-

Battery & Charging System

- Check battery voltage and health
 - Confirm charging from 240V, solar, and vehicle
 - Inspect battery terminals and connections
-

Solar System

- Inspect solar panels for cleanliness and damage
 - Confirm system output and performance
 - Check regulator operation
-

Plumbing & Gas

- Inspect water lines and fittings for leaks
- Inspect HWS anode
- Check operation of water pump
- Inspect mains pressure valve

- Inspect gas lines and fittings
 - Test gas system (licensed technician required)
-

Body & Seals

- Inspect all external seals and joints (j-moulds & H-moulds)
 - Check roof joins, windows, and doors
 - Inspect for signs of water ingress
 - Reseal where required
-

Internal Fit out

- Inspect cabinetry and fittings
 - Check appliances for correct operation
 - Inspect fixtures and fastenings
-

General Condition

- Inspect for damage or excessive wear
 - Check underbody condition
 - Inspect for corrosion or environmental damage
-

Important Notes

- The repairer must be suitably qualified and licensed where required
 - Design RV may request supporting documentation or a second opinion for warranty claims
 - Additional repairs identified during servicing should be documented and reported
-

SERVICE RECORD

Caravan Details

Owner Name: _____

VIN / Chassis Number: _____

Registration Number: _____

Service Information

Date: _____

Odometer (KM): _____

Service Type:

- Initial Inspection 6 Month Service Annual Service
- Major Service Off-Road / Heavy Use Service
- Other: _____

Defects o Issues Identified

Recommendations / Future Maintenance

Repairer Details

Repairer Name: _____

Company: _____

Licence Number (if applicable): _____

Phone Number: _____

Repairer Declaration

I confirm that the above inspection and service have been completed in accordance with standard industry practices and the requirements outlined in the Design RV Owner's Handbook.

Signature: _____ **Date:** _____

Company Stamp (if applicable):

SERVICE RECORD

Caravan Details

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Service Type:

- Initial Inspection 6 Month Service Annual Service
- Major Service Off-Road / Heavy Use Service
- Other: _____

Defects o Issues Identified

Recommendations / Future Maintenance

Repairer Details

Repairer Name: _____

Company: _____

Licence Number (if applicable): _____

Phone Number: _____

Repairer Declaration

I confirm that the above inspection and service have been completed in accordance with standard industry practices and the requirements outlined in the Design RV Owner's Handbook.

Signature: _____ **Date:** _____

Company Stamp (if applicable):

SERVICE RECORD

Caravan Details

Owner Name: _____

VIN / Chassis Number: _____

Registration Number: _____

Service Information

Date: _____

Odometer (KM): _____

Service Type:

- Initial Inspection 6 Month Service Annual Service
- Major Service Off-Road / Heavy Use Service
- Other: _____

Defects o Issues Identified

Recommendations / Future Maintenance

Repairer Details

Repairer Name: _____

Company: _____

Licence Number (if applicable): _____

Phone Number: _____

Repairer Declaration

I confirm that the above inspection and service have been completed in accordance with standard industry practices and the requirements outlined in the Design RV Owner's Handbook.

Signature: _____ **Date:** _____

Company Stamp (if applicable):

8. Towing, Setup & Travel

Safe towing, correct setup, and proper travel practices are essential to ensure the safety, performance, and longevity of your caravan.

Failure to follow correct towing and travel procedures may result in damage not covered under warranty to the extent that such practices have caused or contributed to the issue.

Owners are responsible for ensuring the towing vehicle, towbar, coupling, safety chains, and electrical connections are suitable for the caravan being towed and comply with all applicable legal requirements.

8.1 Pre-Departure Inspection

Before each journey, owners should confirm:

- Hitch and coupling secured
- Safety chains connected
- Trailer plug connected
- Brakes operational
- Tyres correctly inflated
- Loads secured

Internal and external items must be stored and secured appropriately for travel. Refer to Section 5.3 – Storage of Items Whilst Travelling.

8.2 Load Management

Correct load distribution is critical for safe towing and caravan performance.

The owner must ensure:

- The caravan does not exceed its rated limits:
 - ATM (Aggregate Trailer Mass)

- GTM (Gross Trailer Mass)
- Tow ball weight
- Weight is evenly distributed
- Heavy items are stored low and centrally

⚠ Improper loading may result in:

- Instability during towing
- Increased stress on chassis and suspension
- Damage not covered under warranty where it has contributed to the issue

8.3 Driving Conditions & Techniques

Driving style and conditions have a significant impact on caravan performance and longevity.

The owner must:

- Adjust speed to suit road and terrain conditions
- Drive conservatively on rough or unsealed roads
- Reduce speed on corrugations and uneven surfaces
- Avoid sudden braking or sharp manoeuvres

⚠ Excessive speed, aggressive driving, or failure to adapt to conditions may result in damage not covered under warranty.

8.4 Tyre Pressure Adjustment

Tyre pressures must be adjusted based on:

- Load
- Road conditions
- Terrain type

Examples include:

- **Sealed Roads:** Higher pressure for efficiency and stability
- **Gravel Roads:** Reduced pressure for improved traction and reduced vibration
- **Sand / Soft Terrain:** Further reduced pressure to increase footprint

⚠ Incorrect tyre pressure may result in:

- Excessive vibration
- Increased stress on suspension
- Tyre damage or failure

Such damage may not be covered under warranty where it has contributed to the issue.

8.5 Off-Road & Unsealed Road Use

Where applicable, the caravan may be used on unsealed or off-road conditions within its intended classification.

The owner must:

- Operate within the caravan's design limitations
- Adjust speed and driving technique accordingly
- Avoid extreme terrain beyond the caravan's intended use

⚠ Use outside the intended classification may result in damage not covered under warranty where such use has caused or contributed to the issue.

8.6 During Travel

During travel, the owner should:

- Monitor towing behaviour and stability
- Be alert for unusual noises or vibrations
- Stop periodically to inspect:
 - Tyres
 - Wheel hubs (heat check)
 - Load security

⚠ Continuing to tow with a known issue may result in additional damage not covered under warranty where it has contributed to the issue.


8.7 Arrival & Setup

Upon arrival, the owner should:

- Park on level ground where possible
- Use appropriate levelling equipment (e.g. levelling ramps) to correctly level the caravan
- Install wheel chocks to prevent movement
- Apply the caravan handbrake
- Disconnect safely from the tow vehicle
- Support the caravan using stabiliser legs
- Check all systems prior to use

 Important:

- Wheel chocks must be installed and the handbrake applied prior to disconnecting from the tow vehicle
- Stabiliser legs are designed to support and stabilise the caravan only and must not be used to lift or level the caravan
- Stabiliser legs must not be operated using power tools (such as drills)
- Levelling must be completed prior to deploying stabiliser legs

 Incorrect setup procedures may result in damage or safety risks and may not be covered under warranty to the extent that such practices have caused or contributed to the issue

8.8 Safety Responsibility


The owner is responsible for ensuring that:

- The caravan is operated safely at all times
 - All towing regulations and legal requirements are followed
 - The towing vehicle is suitable and correctly rated
-

8.9 Important Reminder

Safe towing practices directly impact:

- Caravan performance
- Component lifespan
- Safety of occupants and other road users

 Failure to follow proper towing and travel practices may result in damage not covered under warranty where such failure has caused or contributed to the issue.

9. Warranty Claims Process

To ensure efficient assessment and resolution of warranty claims, all claims must follow the process outlined in this section.

Failure to follow this process may affect the outcome of a claim to the extent that it has caused or contributed to additional damage, delays, or unnecessary costs.

9.1 First Point of Contact

Your first point of contact for all warranty claims is an authorised Design RV dealer.


The dealer will:

- Assess the issue
 - Assist with documentation
 - Submit the claim to Design RV for review
-

9.2 Submitting a Claim

To initiate a warranty claim, the owner must provide:

- Proof of purchase
- Caravan details (model and VIN)
- Description of the issue
- Supporting photographs or videos (where applicable)
- Service and maintenance records (if requested)

 Providing clear and complete information will assist in the timely assessment of the claim.

9.3 Assessment of Claims

All claims will be:

- Assessed on a case-by-case basis
- Reviewed to determine the cause of the issue
- Evaluated against:
 - Warranty conditions
 - Maintenance history
 - Usage and operating conditions


Where required, Design RV may:

- Request additional information
- Request inspection by an authorised repairer
- Seek a second opinion

9.3.1 Access for Assessment & Repairs

The owner must provide reasonable access to the caravan for the purposes of:

- Inspection
- Assessment
- Repair


 Failure to provide reasonable access may affect the assessment or progression of a warranty claim.

9.4 Approval Prior to Repairs

No repairs are to be carried out without prior written approval from Design RV.

- Any works carried out without prior approval may not be reimbursed
- Only approved works will be covered under warranty


However:

 This requirement does not limit the consumer's rights under Australian Consumer Law, including where repairs are required to be carried out within a reasonable timeframe and approval has not been provided.

9.5 Repair Authorisation & Scope

Where a claim is approved, Design RV will determine the appropriate remedy **at its discretion**, which may include:

- Supply of replacement parts
- Repair of the defective component
- Parts and labour
- Parts, labour, and removal/reinstallation of components

 The scope of approved works will be limited to what is reasonably required to rectify the confirmed defect.

9.6 Independent Repairers


Where it is not reasonably practical to access an authorised dealer, the owner may engage an independent repairer.


This is subject to the following conditions:

- The repairer must be suitably qualified and licensed
- A detailed quote must be submitted to Design RV prior to any work commencing
- Written approval must be obtained before repairs are carried out

Design RV reserves the right to:

- Request a second opinion
- Nominate an alternative repairer where appropriate

 Failure to obtain approval may result in costs not being reimbursed.

 Reimbursement for independent repairs will be limited to reasonable market rates as determined by Design RV.

9.7 Emergency Repairs

In emergency situations where immediate repairs are required to prevent further damage or ensure safety:

- The owner must take reasonable steps to minimise further damage

- Design RV must be notified as soon as reasonably practicable

⚠ Supporting documentation (including photos and invoices) must be provided.

Reimbursement will be assessed based on:

- The nature of the emergency
 - Reasonableness of the repair
 - Compliance with Australian Consumer Law
-

9.8 Timeframes for Claims

Design RV will endeavour to:

- Assess claims within a reasonable timeframe
- Provide clear communication throughout the process

Timeframes may vary depending on:

- Nature of the issue
 - Availability of parts
 - Supplier involvement
 - Location of the caravan
-

9.9 Supplier Involvement

Some components are supplied by third-party manufacturers and may require:

- Supplier approval
- Specific repair procedures

Design RV will:

- Coordinate with suppliers where required
- Manage communication and approvals

⚠ This does not limit the consumer's rights under Australian Consumer Law.

9.10 Costs Covered Under Warranty

Where a claim is approved, coverage may include:


- Replacement parts
- Labour costs
- Removal and reinstallation (where required)

Coverage will be limited to what is reasonably required to rectify the defect.

9.11 Owner Responsibilities During Claims

The owner must:

- Provide accurate and complete information
- Cooperate with inspection and repair processes
- Avoid further use where damage may worsen
- Follow all instructions provided during the claim process
- The owner must take reasonable steps to minimise further damage once a fault is identified

 Continued use of the caravan after identifying a fault may result in additional damage not covered under warranty where it has contributed to the issue.

9.12 Important Clarification

This warranty process:

- Does not limit rights under Australian Consumer Law
- Is intended to provide an efficient and fair method for resolving claims

Consumers retain the right to pursue remedies through the supplying dealer or other avenues available under law.

10. Supplier Warranties

Your Design RV includes a range of components supplied by third-party manufacturers.

These components may be subject to their own warranty terms and processes.

Design RV will act as the primary point of contact for all warranty claims and will assist in coordinating with suppliers where required.

10.1 General Supplier Warranty Terms

- Certain components are covered by supplier warranties in addition to the Design RV warranty
- Supplier warranties may have:
 - Separate terms and conditions
 - Specific claim procedures
 - Defined repair or replacement processes

Design RV will:

- Assist in facilitating supplier claims
- Coordinate communication where required
- Ensure claims are managed efficiently

⚠ Supplier involvement does not limit the consumer's rights under Australian Consumer Law.

10.2 Chassis & Suspension – ARV

The chassis and suspension system are supplied by ARV and are covered under their manufacturer warranty.

- Owners must comply with ARV servicing and maintenance requirements
- Claims relating to chassis or suspension components may require ARV assessment and approval

⚠ Increased wear may occur due to:

- Off-road use
- Corrugations
- Load conditions

Failure to maintain or operate within design limits may affect warranty coverage to the extent that such use has caused or contributed to the issue.

10.3 Electrical Systems – Brown & Watson

Electrical systems and components are supported by Brown & Watson.

- All electrical work must be carried out by a suitably qualified technician
- Repairs or modifications outside approved processes may affect warranty coverage

⚠ Incorrect installation, modification, or misuse of electrical systems may result in damage not covered under warranty where it has contributed to the issue.

10.4 Plumbing & Gas Systems – Plenty River Plumbing

Plumbing and gas installations are completed and supported by Plenty River Plumbing.

- All gas work must be carried out by a licensed gas fitter
- Plumbing work should be carried out by a suitably qualified technician

⚠ Failure to use qualified personnel may:

- Compromise safety
 - Affect warranty coverage where it has contributed to the issue
-

10.5 Appliances & Installed Equipment

All factory-installed appliances are covered under the Design RV warranty and supported by their respective manufacturers.

This includes (but is not limited to):

- Refrigeration units
- Cooking appliances
- Heating and cooling systems
- Electrical accessories

Design RV will:

- Manage claims relating to appliances
- Coordinate with manufacturers where required

⚠ Appliance manufacturers may require:


- Specific diagnostic procedures
- Authorised repair processes

10.6 Limitations & Responsibilities

While Design RV will assist in managing supplier-related claims:

- Final approval may be subject to supplier assessment
- Repair methods may be determined by supplier requirements

However:

 This does not limit the consumer's rights against:

- Design RV (manufacturer)
- The supplying dealer

under Australian Consumer Law.

10.7 Important Clarification

The inclusion of supplier warranties:

- Enhances support for specific components
- Provides access to specialised expertise

However:

- It does not replace or override the Design RV warranty
 - It does not limit statutory consumer rights
-

11. Technical Information & System Operation

This section provides general guidance on the operation and performance of key systems within your caravan.

Understanding how these systems operate will assist in:

- Maximising performance
- Preventing damage
- Reducing unnecessary warranty claims

⚠ System performance is influenced by usage patterns, environmental conditions, and maintenance.

The information contained in this section is intended as general guidance only. Individual system configurations may vary between caravan models and production periods. Owners should also refer to the manufacturer instructions supplied with individual components and appliances.

11.1 Electrical System Overview

Your caravan is equipped with both:

- **12V DC systems** (battery-powered)
- **240V AC systems** (mains-powered when connected to external supply)

These systems are designed to operate independently or in conjunction with one another.

⚠ Electrical systems must only be serviced or modified by a suitably qualified technician.

11.2 Fuse Protection & Layout

Electrical circuits are protected by fuses designed to prevent damage from overload or faults.

The owner must:

- Ensure correct fuse ratings are used
- Never replace a fuse with an incorrect rating
- Seek professional assistance when diagnosing faults

⚠ All electrical work must be carried out by a suitably qualified technician.

11.3 Battery & Charging System

The caravan is fitted with a battery system designed to support 12V operation and off-grid use.

Battery Protection

To protect the battery:

- The system may automatically shut down when voltage drops to approximately 10.0–10.5V

- This is a protection feature to prevent battery damage

If this occurs:

- The battery may enter a “sleep” or protection mode
 - The system may require connection to a 240V power source to reset and begin charging
-

⚠ Important Battery Usage Guidelines

- Batteries should not be routinely discharged below 20% capacity
 - Deep discharge may:
 - Reduce battery lifespan
 - Impact performance
 - Require recovery procedures
-

11.4 Charging Sources

The battery system may be charged via:

- 240V mains power
- Solar input
- Vehicle charging (where applicable)

Performance will vary depending on:

- System configuration
 - Environmental conditions
 - Usage patterns
-

11.5 Solar System Performance

Solar systems are designed to supplement battery charging but are subject to real-world limitations.

Even under ideal conditions:

- Solar panels rarely produce their full rated output

- A 220W panel may typically produce approximately 70–80% of rated capacity
-

Factors Affecting Solar Performance

- Panel angle and positioning
 - Temperature (higher temperatures reduce efficiency)
 - Dust, dirt, or shading
 - Wiring losses
 - Regulator efficiency
-

Important Solar Guidelines

- Solar panels must be kept clean and free from dust or debris
 - Partial shading can significantly reduce output
 - Solar performance will vary throughout the day and across seasons
-

11.6 Inverter Use & High-Load Appliances

If fitted, an inverter allows 240V appliances to be operated from the battery system.

However:

- High-load appliances (e.g. microwaves, air conditioners) place significant demand on the battery system
 - Battery capacity may be rapidly depleted during use
-

Important Inverter Guidelines

- Owners must understand the limitations of their system
- High-demand appliances should be used with consideration of battery capacity and available charge
- Frequent high-load usage without adequate charging may:
 - Reduce battery lifespan
 - Result in system shutdown

11.7 System Balance & Usage

The performance of the electrical system depends on the balance between:

- Energy consumption
- Battery capacity
- Charging input

⚠ If consumption exceeds available charging:

- Battery levels will decline
- System shutdown may occur

Owners must ensure that:

- System capacity aligns with intended usage
- Charging sources are sufficient to support demand

11.8 Water System Operation

The caravan is equipped with a water system including:

- Fresh water storage
- Water pump
- Plumbing distribution

The owner must:

- Ensure adequate water levels before use
- Monitor pump operation
- Inspect for leaks or irregular performance

⚠ Running the water pump dry or operating with insufficient water may cause damage.

11.9 Gas System Safety

The gas system must be operated safely at all times.

The owner must:

- Ensure gas connections are secure

- Monitor for signs of leaks
- Only use the system as intended

⚠ All gas work must be carried out by a licensed gas fitter.

11.10 System Monitoring

Owners should regularly monitor:

- Battery charge levels
- Solar input
- Electrical system performance
- Water system operation

⚠ Early identification of issues can prevent further damage and reduce repair costs.

11.11 Important System Disclaimer

The performance of all systems within the caravan is dependent on:

- Usage patterns
- Environmental conditions
- Maintenance and care

⚠ System performance is not guaranteed to meet all usage demands under all conditions.

12. Troubleshooting

This section provides general guidance to assist in identifying and resolving common issues that may arise during normal use.

In many cases, minor issues can be resolved quickly without the need for a warranty claim.

⚠ If you are unsure, or the issue persists, contact your authorised dealer or Design RV for assistance.

⚠ Many issues are the result of setup, power supply, or environmental conditions rather than a defect.

12.2 No Power (12V System)

If there is no 12V power:

Check the following:

- Battery charge level
- Battery isolation switch (if fitted)
- Fuse condition and correct rating
- Loose or disconnected wiring

 If the battery voltage has dropped too low:


- The system may enter protection mode
- The battery may require connection to 240V power to reset

12.3 No 240V Power

If there is no 240V power:

Check the following:

- Caravan is connected to mains power
- Power lead is securely connected
- RCD (safety switch) has not tripped
- Circuit breakers are in the ON position

 If the RCD continues to trip, discontinue use and contact a qualified technician.


12.4 Battery Not Charging

If the battery is not charging:

Check the following:

- 240V connection (if applicable)
- Solar input (sunlight, shading, cleanliness)
- Vehicle charging connection (if applicable)

- Battery condition and connections

 Solar performance will vary based on conditions and may not always maintain charge.

12.5 Solar System Performance

If solar performance appears low:

Check the following:

- Panels are clean and free of dust
- No shading is present
- Panels are exposed to direct sunlight
- System is operating during daylight hours

 Reduced output is normal in:

- Cloudy conditions
 - Early morning / late afternoon
 - High temperatures
-

12.6 Water Pump Not Operating

If the water pump is not working:

Check the following:

- Water tank has sufficient water
- Pump switch is turned on
- Fuse is intact
- No airlocks in the system

 Running the pump without water may cause damage.

12.7 Poor Water Flow

If water flow is reduced:

Check the following:


- Water tank level
 - Blocked or restricted lines
 - Air in the system
 - Pump performance
-

12.8 Fridge Not Operating Correctly

If the fridge is not functioning:

Check the following:

- Correct power source is selected (12V / 240V / gas if applicable)
- Caravan is level (critical for absorption fridges)
- Adequate ventilation around the fridge
- Power supply is active


 Performance may vary depending on ambient temperature.

12.9 Brake Controller or Braking Issues

If braking performance is affected:

Check the following:

- Brake controller settings
- Electrical connection to tow vehicle
- Trailer plug connection
- Brake operation during low-speed test


 If braking performance is reduced or inconsistent, discontinue towing and seek professional assistance.

12.10 Unusual Noises or Vibrations

If unusual noises or vibrations occur:

- Stop and inspect the caravan


- Check wheels, tyres, and load security
- Inspect for loose components

 Continuing to tow with an unresolved issue may result in further damage not covered under warranty where it has contributed to the issue.

12.11 Gas System Concerns

If you suspect a gas issue:

- Turn off the gas supply immediately
- Do not operate appliances
- Ventilate the area

 Contact a licensed gas fitter immediately. Do not attempt to repair gas systems yourself.

12.12 When to Seek Assistance

The owner should contact an authorised dealer or Design RV where:

- The issue cannot be resolved using basic checks
 - The issue persists or worsens
 - The issue relates to safety
 - There is uncertainty about correct operation
-

12.13 Important Reminder

Troubleshooting is intended to assist with identifying simple issues only.

 The owner must not:

- Attempt repairs beyond basic checks
- Modify systems
- Carry out unauthorised work

Doing so may result in damage not covered under warranty to the extent that such actions have caused or contributed to the issue.

13. Contacts & Support

Design RV is committed to providing ongoing support to ensure the safe operation and enjoyment of your caravan.

If you require assistance, please use the contact pathways outlined below.

13.1 Primary Contact – Authorised Dealer

Your first point of contact for all:

- Warranty claims
- Servicing enquiries
- General support

is an **authorised Design RV dealer**.

Your dealer will:

- Assist in diagnosing issues
 - Coordinate warranty claims
 - Arrange servicing and repairs
-

13.2 Contacting Design RV

If you are unable to resolve your enquiry through a dealer, you may contact Design RV directly.

When contacting Design RV, please provide:

- Your name and contact details
 - Caravan model and VIN
 - Date of purchase
 - Description of the issue or enquiry
-

Design RV Contact Details


- **Phone:** 03 2922 2020
- **Email:** warranty@designrv.com.au

- **Website:** www.designrv.com.au
-

13.3 Service & Repair Support

For servicing and repairs:


- Use an authorised dealer where possible
- If not reasonably available, a suitably qualified and licensed repairer may be engaged in accordance with Section 9

 All warranty-related repairs must be approved prior to work commencing.

13.4 Emergency Support

In the event of an emergency:

- Take immediate steps to ensure safety
- Arrange necessary repairs to prevent further damage
- Contact Design RV as soon as reasonably practicable

 Emergency repairs will be assessed in accordance with Section 9 and Australian Consumer Law.

13.5 Documentation & Record Keeping

Owners should retain relevant documentation relating to their caravan, including records that may assist with warranty claims or service enquiries.

13.6 Ongoing Support


Design RV is committed to:

- Supporting customers throughout ownership
 - Providing guidance on operation and maintenance
 - Assisting with warranty and service enquiries
-

13.7 Final Reminder

To ensure the best ownership experience:

- Follow all instructions within this handbook
- Maintain your caravan regularly
- Address issues promptly

 Proper use, maintenance, and servicing are essential to maintaining performance, safety, and warranty coverage.