



OFF ROAD VANS - WARRANTY TERMS & CONDITIONS (FOR-2025/1)
Applicable Models – XFactor Range

Concept Caravans manufacture Franklin Caravans under license. Concept Caravans Pty Ltd, offers a ‘Manufacturer’s Warranty’ that warrants each Franklin Caravan for 24 months manufacturers’ warranty and 60 month structural warranty as defined below.

1.0 CONCEPT CARAVANS PTY. LTD WARRANTY TERMS & CONDITIONS

Concept Caravans Pty Ltd provides you with a 2-Year limited ‘Manufacturer’s Warranty’ and a 5-Year ‘Structural Warranty’ which offers you confidence in the build quality of the van, a key element that the brand is recognised for, and lets you enjoy your time of recreation with the comfort of knowing that you are covered in your travels. The warranty commences from the date of delivery.

All Concept Caravans comes with guarantees that cannot be excluded under the provisions of the Australian Consumer Law. The following warranty is provided by Concept Caravans Pty. Ltd and is in addition to the warranty provisions that you are entitled to under consumer law. It does not aim to exclude, restrict or modify any of the Australian Consumer Law provisions and should not be interpreted as such. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Subject to the terms of this warranty, Concept Caravans will, at its sole discretion, either repair or replace the defective part or initiate the repair or replacement of the replacement part through a Concept Dealer or authorised repair agent. The conditions, limitations and exclusions that apply in this warranty are set out in these Concept Caravans Pty Ltd Warranty Terms & Conditions

All warranty works are carried out free of charge, within a reasonable time once the caravan has been delivered to the nominated repair centre during normal business hours. Where an on-site repair is requested and complied with, a service call fee if applicable is at the expense of the owner. No re-imburements will be made under this warranty, for any work, parts and component replacements carried out by any unauthorised business or personnel without the prior consent of Concept Caravans. The warranty initiation process is listed under “what you must do”.

Under this warranty, Concept Caravans reserves the right to make changes and improvements without any liability and has no obligation for warranty claims to install the same components supplied. Where appropriate, it shall install or provide similar quality and graded components currently in use as an alternative. Refurbished goods and parts may be used rather than repairs being carried out.

CONTACT DETAILS:
Franklin Caravans

88 Barry Rd, Campbellfield, Vic 3061 **OR** P.O. Box 419, Somerton, Vic 3062
Tel: +61 3 9357 6190 Fax: +61 3 9357 6191
customerservice@conceptcaravans.com.au
www.franklincaravans.com.au



OFF ROAD VANS - WARRANTY TERMS & CONDITIONS (FOR-2025/1)
Applicable Models – XFactor Range

IMPORTANT NOTE:

- No individual, including dealer(s), agent(s) or representative of Concept Caravans, is authorised to make any representation of warranty in relation to the caravan on
- Concept Caravans behalf, other than a direct reference to these warranties terms and conditions. Concept Caravans only expresses and represents the warranties as expressed in this warranty document.
- Concept Caravans vans used for rental hire or commercial purposes are sold with 1-Year limited manufacturer's warranty.

2.0 TWO YEAR MANUFACTURERS WARRANTY

Concept Caravans Pty Ltd, 'Manufacturer's Warranty' warrants each caravan for 24 months, under normal use and specified service and maintenance requirements. The warranty commences from the date when purchased as a new caravan, for defects in workmanship during manufacturing. Excluded are items listed under "Exclusions" which are set out in the terms and conditions and are subject to adherence with "Owners Responsibility".

The manufacturing warranty is transferrable to the second or subsequent owner(s) of this van for the remainder of the two-year warranty commencing from the date of first registration of the van.

3.0 FIVE YEAR STRUCTURAL WARRANTY

A five-year structural warranty is provided to the original purchaser of every new van commencing from the date of first registration of the RV. This structural warranty applies under normal use, regular servicing, and maintenance and is subject to the stated exclusions within these terms and conditions.

Concept Caravans Pty Ltd warrants the materials and workmanship to include:

- Concept provided Chassis and components (excludes adjustments and rubber components)
- Concept Caravans manufactured walls and roof (limited to delamination, cracking and deformed cladding)

NOTE: The suspension and its components excluded from the 5-year structural warranty and are subject to the suppliers' warranty term and its conditions.

If any of the above on the van are found to be faulty within the five-year manufacturing

CONTACT DETAILS:
Franklin Caravans

88 Barry Rd, Campbellfield, Vic 3061 **OR** P.O. Box 419, Somerton, Vic 3062
Tel: +61 3 9357 6190 Fax: +61 3 9357 6191
customerservice@conceptcaravans.com.au
www.franklincaravans.com.au



OFF ROAD VANS - WARRANTY TERMS & CONDITIONS (FOR-2025/1) Applicable Models – XFactor Range

warranty period, these items (after being inspected by an authorised agent) will be repaired or replaced with new, used or refurbished replacement parts at Concept Caravans discretion.

Excluded from this five-year structural warranty statement are items listed as not covered by the warranty detailed within these terms and conditions.

The five-year structural warranty is not transferable. It is only available to the original purchaser of the van or the entity that originally registered the new RV.

4.0 TOWING CLASS CATEGORY - OFF ROAD LIMITED WARRANTY

This warranty applies to all **Concept Caravans Off-Road Caravans (CCOR)**. Concept Caravans CCSOR vans are built for recreational purposes. There is no given definition of an “off-road” caravan. The **CCOR** range of vans are not designed for extreme off-road or 4WD tracks. Usage in tight or undulating terrain compromises the operation of a trailer and consequently is not recommended. Any damage caused

through such unreasonable use is not covered. When exploring such tracks, use of your tow vehicle in isolation is recommended (keeping to the tow vehicles guidelines), whilst parking your van at a secure storage site.

When taken off “made roads” onto “dirt roads” or similar road structures, the owner is responsible for setting the correct tyre pressures and towing the caravan to the conditions, to ensure that the caravan is not compromised.

All **CCOR** range of vans are built to this class. They are designed and constructed to give additional strength, ground clearance and durability for dirt roads and similar road structures. Statutory restraints such as gas regulations and the placement of vents, are limiting factors in the prevention of dust and water ingress. Consequently, this van should NOT be exposed to water crossings or similar water bodies that are at or above floor levels and limits the purchaser of this class of van to this 24-month warranty.

Concept Caravans highly recommend that you take care and tow the van at speeds and in keeping to the conditions that prevail, both terrain and weather. Maintaining the correct tyre pressure in keeping with the terrain conditions is essential.

In addition to the ‘General Exclusions’ detailed in Clause 5.0; the following items are excluded from the CCOR warranty:

- Impact or stone damage to the van body, chassis and running gear
- Water damage caused as per details above, including floods
- Use of the van on roads unsuitable for travel
- Wheel alignment if caused by impact

CONTACT DETAILS: Franklin Caravans

88 Barry Rd, Campbellfield, Vic 3061 **OR** P.O. Box 419, Somerton, Vic 3062
Tel: +61 3 9357 6190 Fax: +61 3 9357 6191
customerservice@conceptcaravans.com.au
www.franklincaravans.com.au



OFF ROAD VANS - WARRANTY TERMS & CONDITIONS (FOR-2025/1) Applicable Models – XFactor Range

- Modification that causes damage, failures or defects
- Damage arising out of misuse

5.0 GENERAL EXCLUSIONS

- Premature wear and tear through permanent living. Concept Caravans design and build caravans for recreational purposes. The caravans are not designed for permanent residential purposes. Any possible premature wear and damage caused through permanent living, is not covered under this warranty. Where the van needs servicing, Concept Caravans will not be liable for any alternative accommodation needs, arrangements or costs
- Any damage as a result of misuse, overloading, negligence, collision, or faulty workmanship during repair.
- Any damage as a result of incorrect towing configuration. All Concept Caravans are built and designed to be towed by standard passenger vehicles including 4WD's. Towing behind commercial trucks will void this warranty
- Any damage as a result of towing in undesignated areas. **See Towing Class Category**
- Any damage as a result of alterations to the caravan not carried out or approved by Concept Caravans Pty Ltd.
- Any reimbursement for repairs not previously authorized by Concept Caravans Pty Ltd in writing
- Supplier provided components and appliances – **See Supplier Components Section**
- Any reimbursement for Travel, accommodation or relocation expenses as a result of, or whilst warrantable repairs are being performed
- Any normal wear and tear including fading, rubbing, tearing, shrinkage, soiling or corrosion to fabric items such as windows, canvas, cushions, mattress covers. They are only covered for defective workmanship and materials
- Condensation forming within the interior of the RV is not a manufacturing defect. It is not subject to this warranty. Solutions suggested to reduce condensation are not subject to warranty repairs and considerations
- Impact to aesthetics or physical appearance due to normal deterioration caused by wear, UV exposure or to impact damages sustained whilst in motion or stationery
- Damages that are caused as a result of the deterioration of sealants due to lack of maintenance. It is the owners' responsibility to ensure that sealants are checked annually as part of routine maintenance
- Any aftermarket alterations or modifications made to the van post purchase, or damage caused by alterations or repairs being undertaken by an unauthorised repairer
- Accidents, theft, or fire
- Damage caused through hail, storms, stone strikes' external fires, surface corrosion or unusual environmental conditions
- Damage or incursions of vermin's or pests

CONTACT DETAILS: Franklin Caravans

88 Barry Rd, Campbellfield, Vic 3061 **OR** P.O. Box 419, Somerton, Vic 3062
Tel: +61 3 9357 6190 Fax: +61 3 9357 6191
customerservice@conceptcaravans.com.au
www.franklincaravans.com.au



OFF ROAD VANS - WARRANTY TERMS & CONDITIONS (FOR-2025/1) Applicable Models – XFactor Range

- Wheel alignments and toe adjustments (where applicable) are only covered for the first 3 months or 1000 kms, whichever occurs first
- Any failure or faults as a result of aftermarket treatment products or accidental contamination to aluminium, canvas and furniture

The warranty will not be applicable in circumstances where the van has been:

- used for purposes other than what it was designed for
- commercial usage, such as short-term hire or rental purposes. Where it is used for such commercial purposes, a 1-year limited manufacturers and structural warranty is offered under the stated terms and conditions and is subject to the servicing requirements defined.
- in an accident
- Damages caused by a storm

6.0 OWNERS RESPONSIBILITY

As an owner of a new Concept Caravan, it is a requirement under this warranty that the purchaser shall carry out regular service and maintenance on their Concept Caravans, both during and after the warranty period to ensure you get the best performance from your caravan. The first service is to be carried-out by the selling dealer or authorised service agent at 5,000 kms or 6 months and subsequent servicing performed every 10,000 kms or 12 months, whichever comes first. The services and inspections to batteries, wheels, chassis, and other supplied components must be carried out as detailed in the supplied handbooks.

If a problem arises, or if the caravans incur any component or appliance failure, the customer must contact the dealer or Concept Caravan's customer service officer prior to further use. This is to avoid additional or subsequent damage from occurring.

Subject to rights you have at law which cannot be excluded, Concept Caravans takes no responsibility for testing that finds no defects to your caravan. You must pay the dealer or repair agent's costs for the service and testing.

Given the nature of a caravan, you will bear the costs of transporting your caravan to and from the dealer or authorised agent. You must deliver your caravan to the dealer or agent at the agreed time.

6.1 Normal servicing requirements

- This warranty does not apply or include normal servicing which is the responsibility of the owner. They include and are not limited to:
- Greasing wheel bearings
- General greasing/lubricating and tightening of components

CONTACT DETAILS: Franklin Caravans

88 Barry Rd, Campbellfield, Vic 3061 **OR** P.O. Box 419, Somerton, Vic 3062
Tel: +61 3 9357 6190 Fax: +61 3 9357 6191
customerservice@conceptcaravans.com.au
www.franklincaravans.com.au



OFF ROAD VANS - WARRANTY TERMS & CONDITIONS (FOR-2025/1) **Applicable Models – XFactor Range**

- Servicing suspension in accordance with the suppliers' handbook
- Checking sealant's status annually and replacing where required
- Cleaning water tanks and pumps
- Routine checking of tyre pressures

NOTE: Please refer to the servicing schedules prescribed in the handbooks provided.

7.0 CONCEPT CARAVANS WARRANTY CLAIM PROCESS

- Dealer or customer contacts Concept Caravans customer service officer, to discuss the warranty issue (contact details are listed below)
- Concept Caravans verifies the warranty status (ownership & date of purchase)
- Concept Caravans contacts the nearest authorised repairer or the customer's recommended repairer, if no authorised repairer is in the area, for inspection
- Customer arranges to take the caravan to the dealer or authorised repairer for inspection and confirmation of warranty work
- Dealer/authorised repairer to forward a quote for the works along with photographs or supporting documents to the customer service officer for approval
- Customer Services officer issues the dealer/authorised repairer with a unique Claim No. and signed authorisation for the commencement of the work
- Customer service officer coordinates all the required components and parts with the dealer/authorised repairer
- Dealer/authorised repairer is to send the Customer Services officer an invoice in keeping with the quote supplied

8.0 SUPPLIER COMPONENTS

Your caravan is fitted with equipment and components (including factory fitted options) that are not manufactured or imported by Concept Caravans. These components and fittings are warranted by the supplier, manufacturer or importer of those products.

Your caravan has been provided with the associated warranties and owner's manuals. Please ensure that you take the time to read through the documents to become familiar with the operation of the equipment, and to understand their individual service recommendations and warranty terms. The terms may vary depending on the item.

These are separately warranted components and are not covered by Concept Caravans. The manufacturers, importers and suppliers of these components have their own warranty processes.

CONTACT DETAILS: **Franklin Caravans**

88 Barry Rd, Campbellfield, Vic 3061 **OR** P.O. Box 419, Somerton, Vic 3062
Tel: +61 3 9357 6190 Fax: +61 3 9357 6191
customerservice@conceptcaravans.com.au
www.franklincaravans.com.au



OFF ROAD VANS - WARRANTY TERMS & CONDITIONS (FOR-2025/1)
Applicable Models – XFactor Range

Concept Caravans will assist you in making a warranty claim in case you have difficulty with the manufacturer, importer, or supplier.

In keeping with your consumer law entitlements, Concept Caravans assumes no responsibility or liability for defects to workmanship, operations or performance of the separately warranted items, the warranty documents of which you are provided with.

Below are equipment and fittings that could be included to be separately warranted, without limitation:

- Suspension Systems and Components
- Brakes
- Heating and cooling appliances
- Batteries & associated monitoring systems
- Cooking Appliances
- Chassis and fitted components
- Sound System
- Hot Water Service
- Microwave ovens
- Refrigerators
- Rangehoods
- Tyres & Rims
- Toilets

CONTACT DETAILS:

Franklin Caravans

88 Barry Rd, Campbellfield, Vic 3061 **OR** P.O. Box 419, Somerton, Vic 3062
Tel: +61 3 9357 6190 Fax: +61 3 9357 6191
customerservice@conceptcaravans.com.au
www.franklincaravans.com.au



OFF ROAD VANS - WARRANTY TERMS & CONDITIONS (FOR-2025/1)
Applicable Models – XFactor Range

9.0 SUPPLIER CONTACT DETAILS

To assist you, below is a list of supplier contacts:

Dometic Australia Pty. Ltd

dometic.com/en-au/

1800 21 21 21

CAMEC Pty Ltd

1300 422 632

camec.com.au/

ALKO International Pty Ltd

03 9997 4500

info.aus@alko-tech.com

Coast to Coast

02 9645 7600

warranty@coastrv.com.au

Thetford Australia

03 9358 0700

infoaus@thetford.com.au

NCE Pty Ltd

1300 366 024

nce.com.au

Fusion Electronics Pty Ltd

1300 736 012

www.fusionentertainment.com

CES Pty Ltd

03 9303 7033

support@cespro.com.au

CONTACT DETAILS:

Franklin Caravans

88 Barry Rd, Campbellfield, Vic 3061 **OR** P.O. Box 419, Somerton, Vic 3062

Tel: +61 3 9357 6190 Fax: +61 3 9357 6191

customerservice@conceptcaravans.com.au

www.franklincaravans.com.au



OFF ROAD VANS - WARRANTY TERMS & CONDITIONS (FOR-2025/1)
Applicable Models – XFactor Range

Warranty Registration Form

CHASSIS No: _____

Date: _____

Dealership: _____

Customer details:

Name: _____

Phone:

Email: _____

Address: _____

Received full copy of the Concept Caravans Touring Vans Warranty terms and conditions Y / N

Customer Signature _____

Acknowledgement of Warranty terms and conditions.

Please complete and return a copy of this form to the selling dealer. Warranty work will not be approved if the form is not received

CONTACT DETAILS:

Franklin Caravans

88 Barry Rd, Campbellfield, Vic 3061 **OR** P.O. Box 419, Somerton, Vic 3062
Tel: +61 3 9357 6190 Fax: +61 3 9357 6191
customerservice@conceptcaravans.com.au
www.franklincaravans.com.au



OFF ROAD VANS - WARRANTY TERMS & CONDITIONS (FOR-2025/1)
Applicable Models – XFactor Range

CONTACT DETAILS:

Franklin Caravans

88 Barry Rd, Campbellfield, Vic 3061 **OR** P.O. Box 419, Somerton, Vic 3062

Tel: +61 3 9357 6190 Fax: +61 3 9357 6191

customerservice@conceptcaravans.com.au

www.franklincaravans.com.au