



Warranty & Service Manual

Terms and Conditions

Live the dream with Supreme confidence and care

Customer Name:

Chassis Number:

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Your Warranty Protection Program

Congratulations on your choice of purchasing a superior quality Supreme or Leader Caravan.

As a new owner, you can travel with confidence knowing from the date of collection you have complete peace of mind with:

- ✓ 5 Years Warranty on Roadking Chassis
- ✓ 3 Years Manufacturers Structural Warranty
- ✓ 12-month inclusive of Appliances

All our caravans are proudly designed in Australia with the highest quality materials and parts, so if any warranty claims should occur in the original manufacture, rest assured they will be rectified free of charge (to the original purchase for parts and material)

Adhering to the Supreme and Leader Warranty & Service program, is integral to the reliability and roadworthiness of your caravan and lets you live your dream stress-free for many years to come, by:

- ✓ Ensuring your caravan operates at its premium level
- ✓ Allowing repairers to identify potential problems or worn components before they become major safety concerns or turn into costly repairs.

If you're happy, we're happy, but in order for us to achieve the best possible result for you, it's important you follow the warranty process as outlined below.

For all warranty and aftersales enquires, the dealer where you purchased your caravan is here to help.

Your dealership is:

Travelling interstate? Book an appointment at one our service centres.

<p>Australian Caravan Centre – Melbourne Dealership and Service Centre Cnr Hume Hwy & Grassland Avenue, Craigieburn VIC 3064 Phone: 03 8339 9100 Email: customerservice.vic@supremecaravans.com.au</p>	<p>Australian Caravan Centre – Burleigh Heads Dealership and Service Centre 2 Junction Road, Burleigh Heads, QLD, 4220 Phone: 07 5507 6500 Email: customerservice.qld@supremecaravans.com.au</p>
<p>Australian Caravan Centre – Newcastle Dealership and Service Centre 1 Whealan Close, Heatherbrae NSW 2324 Phone: 02 4988 7300 Email: customerservice.nsw@supremecaravans.com.au</p>	

How to maintain Warranty Compliance

Issuing Agent

The warranty is fully backed by Supreme Caravans Pty Ltd for the manufacture of Supreme and Leader Caravans.

Significant Characteristics of this warranty

You are covered against any structural failure to the caravan relating to the workmanship and construction. Appliances are covered by the suppliers listed in the back of this booklet, and vary in terms from 12 months to three years.

Terms and Conditions

The 3-year structural warranties are honoured at three locations:

AUSTRALIAN CARAVAN CENTRE	
Victoria	Cnr Hume Hwy & Grasslands Ave Craigieburn VIC 3064
Queensland	2 Junction Rd Burleigh Heads QLD 4220
New South Wales	1 Whealan Cl Heatherbrae NSW 2324

Period of cover

The cover will commence from the date the Caravan is handed over to the customer. The policy will be in effect for a period of 3 calendar years.

Our obligations

Supreme Caravans will ensure that any warranty claim made against this cover will be processed within 21 days of receipt and will either accept or decline the claim, provided all required information has been submitted.

Your obligations

The customer must ensure that the caravan is serviced regularly in accordance with the maintenance schedule page 10. The service intervals should not exceed 12 months or 10,000km from the commencement date, whichever occurs first. An allowance of no more than 30 days or 500 kilometres beyond the stated intervals will be accepted by Supreme Caravans, unless prior written authority has been provided. The customer has a duty of care to ensure the maintenance of the caravan and roadworthiness is up to date. Failure to do so may void the warranty.

Service Records Compliance

You must keep and provide your Dealership with proof of your service records throughout the warranty period. A copy of receipt(s) should be kept with your maintenance schedule.

Reduce impairment

Any person in control of the Caravan must take all practical precautions to reduce damage to the Caravan or its mechanisms and must not continue to use the Caravan if fault is suspected as this can risk further damage and may void warranty

Assessment and Authorisation

The assessment of any claims against the structural warranty can be conducted at a caravan repair facility. Claims must be submitted to your Dealership for review and prior approval before any work can commence.

Limits & Liabilities

The maximum amount payable whilst this Warranty is in force for the total of all claims, shall not exceed the Market Value of the Caravan at the time of claim, as determined by Supreme Caravans. The warranty covers the **original caravan purchaser only**. Warranty **cannot** be transferred to another Caravan or purchaser.

Warranty Exclusions

- a) Caravans modified beyond manufacturer's specifications or used for hire or commercial purposes.
- b) Any damage due to misuse, fire, accident, theft, impact, submersion in water, neglect, abuse, infestation by animals, rodents, insects, rust, corrosion
- c) Items not installed by the original Caravan manufacturer or fitted after the sale of the Caravan.
- d) Any damage caused by towing with incorrect tyre pressure, overloading, incorrect towing equipment or unsecured items whilst travelling.
- e) All electrical and gas appliances which are covered by the appliance manufacturers warranty.
- f) Brakes or Tyres - For any claim please refer to the relevant manufacturer.
- g) Any rectification or other work required due to alteration in Local, State or Federal legislation which occurs after the manufacture of the caravan.
- h) Any defect resulting due to incorrect use of power supply, over voltage, incorrect gas or water supply.
- i) Any defect to components caused by misuse or any damage caused by failure to maintain correct service compliance and any damage which is related or consequential to the failure to maintain correct **servicing** compliance.
- j) Any fading or deterioration of paint, panel, curtain, seats, trims, fibrous material or cosmetic items.
- k) Any consequential damage or repair work necessitated due to continual usage or towing after a defect has, or should have, become apparent to the purchaser or user.
- l) Any accommodation or relocation expenses. Loss of earnings, rent or other costs incurred before or whilst repairs under this warranty are being affected.
- m) Any items deemed a consumable, such as light globes or tap washers.
- n) Any defect, loss or expense of any nature that occurs or appears due to the failure of any item or component of the caravan which is not covered under warranty.
- o) Any repair, quote or diagnostic cost that is not part of a legitimate, approved claim.

Freight, transportation and insurance are the responsibility of the purchaser, as are the costs of sending service staff to service locations, in which case the charge may be in line with the normal industry time and mileage charges.

Please note that repairs can only be performed under this warranty if handled by, or through an authorised Supreme and Leader Caravans Repairer. Under no circumstances will Supreme Caravans Pty Ltd reimburse the costs for repairs performed by outside companies without prior approval being provided by Supreme Caravans Pty Ltd or Australian Caravan Centre Pty. Ltd. This ensures that the appropriate knowledge and expertise is used to service or repair your caravan.

In the unlikely event that the purchaser may have cause to log a claim under the warranty, it is possible that repairs or the handling of such claim may be delayed if the Warranty Registration Certificate is not completed and sent within 7 days of the purchase date and the Service Maintenance Schedule with receipt(s) are not provided to your Dealership.

We may cancel the warranty if you or a person/s acting on your behalf fail to comply with your responsibilities, or otherwise with your knowledge provide false or misleading information in relation to a claim or if the caravan has at any time been used for rallying, racing, and competitive driving or tested for any such events.

Thank you for taking the time to read this document. Our aim is to ensure that you enjoy every part of your experience of owning a Supreme or Leader Caravan. Should you require further assistance please contact your dealer.

Note: Failure to comply with these vital terms may delay, diminish or nullify your claim.



Warranty Registration

Full Name:

Residential Address:

E-mail Address:

Phone Number:

Dealership of Purchase:

Chassis Number:

Registration Number:

Handover Date:

I acknowledge that I have received the following items upon delivery of the caravan at handover, Instruction Manuals for appliances, Remotes and keys.

The customer was given explanations and demonstrations of all relevant operations

(where applicable) in person /or via Contactless Product Training

<input checked="" type="checkbox"/> Gas cylinders & regulators	<input checked="" type="checkbox"/> Hand brake & brake system
<input checked="" type="checkbox"/> Refrigerator	<input checked="" type="checkbox"/> Electric brake controller & system
<input checked="" type="checkbox"/> Stovetop, oven & grill	<input checked="" type="checkbox"/> 240V system operation
<input checked="" type="checkbox"/> Rangehood	<input checked="" type="checkbox"/> 12V system operation
<input checked="" type="checkbox"/> Stereo system	<input checked="" type="checkbox"/> Circuit breaker
<input checked="" type="checkbox"/> Hot water system	<input checked="" type="checkbox"/> Windows
<input checked="" type="checkbox"/> Shower/ toilet	<input checked="" type="checkbox"/> Tyre pressure
<input checked="" type="checkbox"/> Air conditioner	<input checked="" type="checkbox"/> Corner leg stabilisers
<input checked="" type="checkbox"/> Microwave	<input checked="" type="checkbox"/> Trailer plugs
<input checked="" type="checkbox"/> 12V water pump	<input checked="" type="checkbox"/> Solar operation
<input checked="" type="checkbox"/> Mains pressure tap	<input checked="" type="checkbox"/> Battery operation
<input checked="" type="checkbox"/> External shower	<input checked="" type="checkbox"/> Awning
<input checked="" type="checkbox"/> Water fillers	<input checked="" type="checkbox"/> TV arm operation
<input checked="" type="checkbox"/> Antenna	<input checked="" type="checkbox"/> Roof hatch operation

Explanation has been given regarding caravan payload capacity and vehicle suitability.

The following checks have been performed by the dealer upon collection (where applicable)

<input checked="" type="checkbox"/> Gas cylinders & regulators	<input checked="" type="checkbox"/> Hand brake & brake system
<input checked="" type="checkbox"/> Refrigerator	<input checked="" type="checkbox"/> Electric brake controller & system
<input checked="" type="checkbox"/> Stovetop, oven & grill	<input checked="" type="checkbox"/> 240V system operation
<input checked="" type="checkbox"/> Rangehood	<input checked="" type="checkbox"/> 12V system operation
<input checked="" type="checkbox"/> Stereo system	<input checked="" type="checkbox"/> Circuit breaker
<input checked="" type="checkbox"/> Hot water system	<input checked="" type="checkbox"/> Windows
<input checked="" type="checkbox"/> Shower/ toilet	<input checked="" type="checkbox"/> Tyre pressure
<input checked="" type="checkbox"/> Air conditioner	<input checked="" type="checkbox"/> Corner leg stabilisers
<input checked="" type="checkbox"/> Microwave	<input checked="" type="checkbox"/> Trailer plugs
<input checked="" type="checkbox"/> 12V water pump	<input checked="" type="checkbox"/> Solar operation
<input checked="" type="checkbox"/> Mains pressure tap	<input checked="" type="checkbox"/> Battery operation
<input checked="" type="checkbox"/> External shower	<input checked="" type="checkbox"/> Awning
<input checked="" type="checkbox"/> Water fillers	<input checked="" type="checkbox"/> TV arm operation
<input checked="" type="checkbox"/> Antenna	<input checked="" type="checkbox"/> Roof hatch operation

I / We, Click or tap here to enter text.

acknowledge that failure to comply with maintenance regulation or overloading my caravan may void the manufacturer’s warranty and accept the following has been demonstrated and explained at handover:

- 1) How to safely set up, operate and store my caravan.
- 2) How to safely operate the products installed in my caravan.
- 3) Understand the payload capacity and weights applicable to my caravan and tow vehicle.
- 4) Have thoroughly examined my caravan and agree that it is in satisfactory order, condition and fit for the purpose for which I/We intend to use it.
- 5) I/We are satisfied that the caravan has been constructed as per the signed plan and all items have been included as per signed specifications.
- 6) Any discrepancies have been recorded with your dealership.
- 7) I/We have read and understood the terms and conditions of the warranty period offered by Supreme and Leader Caravans Pty Ltd.
- 8) I/We have sighted the VIN plate attached to my caravan.
- 9) I/We are satisfied that all items have been explained to me and are in full working order.

Permission to use photographs

I / We named above, **grant or deny** (please circle) permission for Australian Caravan Centre Pty Ltd to use images of ourselves taken by Australian Caravan Centre Pty Ltd; for such use including company displays, distributions, publications, transmissions or otherwise use of photographs, images and/or videos taken for use in materials that include, but may not be limited to, printed materials such as brochures, newsletters, videos and digital images used on Australian Caravan Centre’s website and social media pages, such as Facebook and Instagram for marketing purposes.

Warranty Registration Certificate

Full Name:	
Residential Address:	
E-mail Address:	
Contact Number:	
Dealership of Purchase:	
Warranty Commencement Date:	
Make/Model:	
Chassis No:	
VIN No:	

Signature:

Dealer Signature:

Date:

Date:

Accelerate your warranty claim with our easy 1-step claim procedure

Need to make a claim? Our 1-step claim procedure is designed to get you back on the road as soon as possible. Simply complete **Customer Service Request Form** for Warranty Claims (*Service Bookings, Insurance Claims and Spare Parts*) which you'll find on Page 10. Submit your completed form with details of the exact nature and full extent of your request along with all corresponding documentation & photos to your dealership.

Please note you are required to disclose if your caravan has been involved in an accident, had previous insurance repairs, modifications or has been used inappropriately along with any other relevant information to the claim. Failure to do so will result in the claim being denied and your warranty void.

All claims must be submitted in writing to your dealership. **Supreme Caravans Pty Ltd will not be accountable for any delays as a result of incorrectly following this procedure.**

Upon receipt of your claim, Australian Caravan Centre Pty Ltd will:

- 1) Enter your claim for review and see that all service and warranty compliance responsibilities have been met and all documentation has been received.
- 2) You will be allocated a Claim Reference Number (CRN). Please use this CRN number and chassis number in all future correspondence with your dealer.
- 3) If your claim is approved, at our discretion, we will arrange a suitable booking time at one of our dealerships capable of completing the repair or replacement within the terms of our warranty policy.
- 4) You will be issued with a SCW approval number if an authorised external repairer has been approved to complete these repairs.
- 5) Approved claims will require an invoice for the agreed amount to be sent to warranty@supremecaravans.com.au for settlement. NO payments will be made for repairs completed prior to approval being received and an SCW # issued. Your CRN number will be closed.
- 6) If your claim is declined, Australian Caravan Centre Pty Ltd will provide reasoning.

Any additions to the scope of work after approval has been given will require another service request form completed and new CRN number issued. No reimbursement will be provided for any work commenced/completed without approved authorisation from Supreme Caravans Pty Ltd.

Please note that some parts in question may be supplied by a third party who may request comprehensive information including, but not limited to, return of all defective parts to support our counter claim. Supreme Caravans Pty Ltd will be supplying third party items to you on the proviso that the defective item is returned should a problem occur.

Supreme Caravans Pty Ltd will not be held responsible for any delays as a result of the lack of supply of parts and/or materials to complete your claim. Supreme Caravans Pty Ltd will not be liable for towing fees, travel plans, accommodation or other associated costs during repair of your caravan, regardless of the warranty approval.

I understand the warranty requirements and by signing this document agree to abide by them.

Signature:



CUSTOMER SERVICE REQUEST FORM

Date Submitted:

TYPE OF ENQUIRY
Please tick relevant box

SERVICE / SPARE PARTS

Please complete sections
A and B

WARRANTY CLAIM

Please complete sections
A and C

INSURANCE CLAIM

Please complete sections
A and D

*Please note: No work can be undertaken without **prior** approval in **writing** from Supreme Caravans PTY LTD confirming the complete scope of work. * Any additions to the scope of work after approval has been given will require another service request form completed and new Claim Reference Number (CRN) number issued.*

SECTION A: DETAILS

Please ensure ALL areas are completed to avoid delays with processing your request.

Chassis number		This is located on the A-Frame near the coupling.
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Make and Model of van	
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Dealer Name		Date of purchase	
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Customer full name	
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Customer address	
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Customer contact phone number:	
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Customer contact email:	
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Current location of caravan (address)	
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SECTION B: SERVICE / SPARE PARTS DEPARTMENT (excluding warranty parts)

Description of service / spare parts requirements

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All correspondence and photographs (if applicable) to be emailed to : customerservicevic@australiancaravancentre.com.au

SECTION C: WARRANTY CLAIM

Description of Issue - Please ensure ALL areas are completed and full details of work required are listed to avoid delays with your request.

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SERVICE HISTORY:
Provide evidence that all required services have been completed according to maintenance schedule.

DISCLOSURE: Please answer the information below in relation to your claim. Failure to do so will result in the claim being denied and your warranty void.

Has your caravan has been involved in an accident?	
Has your caravan had previous insurance repairs?	
Has your caravan had any modifications or has been used inappropriately?	
Is there any other relevant information to the claim?	

PHOTOGRAPHS / VIDEO:
Digital photographs / video of issue must be attached, where possible provide context to the description above.

QUOTATION FROM REPAIRER:
If you have received an independent quotation for any work, please attach this to your email. NO payments will be made for repairs completed prior to approval being received and an SCW# approval number issued authorising commencement of repairs.

All correspondence and photographs to be emailed to : customerservicevic@australiancaravancentre.com.au

SECTION D: INSURANCE CLAIM

Please ensure all areas are completed and full details of work required are listed to avoid delays with your request.

INSURER DETAILS: Name, Address & Phone No.	
CLAIM NUMBER:	
REGISTRATION NUMBER:	
EXCESS (if applicable) & AMOUNT:	

Description of scope of work required:

All correspondence and photographs to be emailed to: customerservicevic@australiancaravancentre.com.au

Maintenance Schedule

It is the responsibility of the Purchaser to ensure these services are performed at whichever interval occurs first and that the service details are recorded correctly below.

1 st inspection	1,500km or 3 months *from date of handover or whichever comes first*	Authorised Service Centre Stamp/ Signature:
2 nd service	10,000km or 12 months *from date of last service or whichever comes first*	Authorised Service Centre Stamp/ Signature:
3 rd service	20,000km or 2 years *from date of last service or whichever comes first*	Authorised Service Centre Stamp/ Signature:
4 th service	30,000km or 3 years *from date of last service or whichever comes first*	Authorised Service Centre Stamp/ Signature:
5 th service	40,000km or 4 years *from date of last service or whichever comes first*	Authorised Service Centre Stamp/ Signature:
6 th service	50,000km or 5 years *from date of last service or whichever comes first*	Authorised Service Centre Stamp/ Signature:
7 th service	60,000km or 6 years *from date of last service or whichever comes first*	Authorised Service Centre Stamp/ Signature:
8 th service	70,000km or 7 years *from date of last service or whichever comes first*	Authorised Service Centre Stamp/ Signature:
9 th service	80,000km or 8 years *from date of last service or whichever comes first*	Authorised Service Centre Stamp/ Signature:
10 th service	90,000km or 9 years *from date of last service or whichever comes first*	Authorised Service Centre Stamp/ Signature:

Pre-Travel Safety Checklist

Use this complimentary checklist, as provided by [Without A Hitch](#), as a safety guide before travel.

CARAVAN EXTERIOR

- The coupling is secured to tow vehicle.
- The safety chains are in good condition and properly secured to both drawbar and tow vehicle.
- Breakaway cables are connected from your van to the designated anchor point on your tow vehicle.
- Handbrake released.
- All plugs/socket are clean and connected.
- Optional – Weight Distribution Hitch fitted and secure.
- Pack van so weight is evenly distributed. Check van is sitting level & not sitting lower on either end of van.
- Travel lights checked and operational.
- Towing mirrors fitted to tow vehicle.
- Optional for ALKO ESC – The indicator light on your ALKO ESC system is illuminating green confirming that its self-test has been completed without error.
- The tyres are in good condition and pumped to correct pressure – including spare.
- All wheel nuts present and tightened.
- The battery is in good condition and charging.
- The brakes engage and release (run it around the block before leaving).
- Remove and store jockey wheel.
- Stabilising legs work and are fully raised.
- Water tank is full – If free camping.
- Gas bottles are full, turned off and secured.
- Awning secured for travel.
- Roof hatches closed and secure
- Aerial down.
- External hatches closed.
- Disconnect and store hoses.
- 240V mains is disconnected.
- Any other tools and accessories are secured.
- Front boot closed and locked.
- Main door closed and locked.
- External shower securely locked
- External 15 amp outlet lid closed and secure.

CARAVAN INTERIOR

- The fire extinguisher is present, in good condition and not expired.
- The fridge door is closed and secured. Switched over to 12v or auto for travel
- Cupboards, drawers and doors are closed and secured.
- Windows closed and locked.
- Blinds open.
- Shower and ensuite doors secured. Shower head secured for travel
- The toilet operates – You have packed toilet chemicals.
- The toilet cassette is emptied.
- Loose items secured.
- TV removed from wall mount and secured.
- Both 240V and 12V electrics work.
- The gas and electrics are turned off.
- Interior lights work.
- Water pumps and drains are clear and flow freely.
- Your payload does not exceed the maximum permissible on your vin plate.

SUPPLIER DETAILS

ALKO Ph: (03) 9767 3700 Website: https://www.alko.com.au/contact-us/	Brakes and Dropdown Legs etc.
AWNLUX Email: info@awnluc.com	Awnings
BATTERY STOP Ph: (03) 9357 2003 Website: http://www.batterystop.com.au/	Batteries and Battery Charger
CAMEC Ph: 1300 422 632 Website: https://www.camec.com.au/contact	Main Door and Front Boot etc.
COAST 2 COAST Ph: (03) 9930 0500	
DOMETIC AUSTRALIA Ph: (03) 9239 1000 Website: https://www.dometic.com/en-us/us/contact-us	Split System, Fridge and Awning etc.
ENERDRIVE Ph: 1300 851 535	Battery Charger
NCE Ph: 1300 366 024 Website: https://www.nce.com.au/	Internal speakers and RV Media Head Unit etc.
PLENTY RIVER PLUMBING Ph: (03) 9357 5809 Website: https://www.plentyriverplumbing.com.au/contact/	Plumbing
PURPLE LINE Ph: (03) 9588 2959	Kojack
RANGER Ph: (03) 9357 6440 Website: https://rangersupplies.com.au/contact-us/	Windows, Picnic Tables and Hatches etc.
REDARC Ph: (08) 8322 4848	Battery chargers, isolators, dc-dc, battery management systems
RV ELECTRONICS Ph: (08) 9261 3500	Water gauges
ROADKING CHASSIS Ph: (03) 9357 5591 Website: https://roadkingchassis.com.au/connect	Chassis and Suspension
SAFETY DAVE Ph: 1800 072 338 Website: https://safetydave.com.au/contact-us/	Reverse camera
SWIFT Ph: (03) 9359 3068 Website: https://www.swiftappliancegroup.com.au/	Hot water, Oven and Cooktop
THETFORD Ph: (03) 9358 0700 Website: https://www.thetford-europe.com/au/en-AU/service-and-support	Fridge and Toilet

Please note each caravan may vary, this information is purely a guide to our suppliers.

NOTES

