

APOLLO MANUFACTURER'S WARRANTY

Effective for vehicles
ordered from 1st July 2021.

apollo®



APOLLO MANUFACTURER'S WARRANTY

General Warranty Conditions

Apollo warrants the body and fixtures against defects in materials and workmanship from the date of delivery to the original purchaser as provided in this Manufacturer's Warranty or until the (motorised) vehicle has travelled 100,000km, whichever comes first, given strict adherence by the purchaser to the terms and conditions of this Manufacturer's Warranty.

This Warranty only applies to Apollo built Caravans, Campervans and Motorhomes for the Windsor and Winnebago brands.

Structural Guarantee (5 Years)

Apollo warrants all parts of the walls, window installation, floor and roof of any recreational vehicle body manufactured by Apollo that provides a structural support function against water incursion or a loss of structural or functional integrity for a period of FIVE (5) YEARS from the date of delivery to the original purchaser.

"Loss of structural integrity" means failure of fibreglass sandwich panels, window framing, delamination or major distortion of any wall, floor or roof panels or cracking or failure of any subfloor welds or any steel structure such that it no longer provides the structural support, or water incursion prevention, it was designed and intended to provide.

Body and Interior Guarantee (3 Years)

Apollo warrants all parts of the interior build (cabinets, furniture, framing and wet area fittings) of any recreational vehicle manufactured by Apollo that provides a habitation function against a loss of intended operational integrity for a period of THREE (3) YEARS from the date of delivery to the original purchaser and subject to a "Fair Wear & Tear" consideration.

Roadside Assistance (3 Years) – Apollo Built Caravans

Windsor Caravans only.

Roadside Assistance for caravans is provided in partnership with Australia Wide Assist (ABN 11 007 737 313) and will be secured on the customers behalf at the time of purchase. Additional details of inclusions for caravan roadside assistance, including lock out, flat tyre, towing and emergency accommodation, is detailed in the product disclosure statement (PDS).

Roadside Assistance – Motorhomes & Campervans

Apollo motorised recreational vehicles including Motorhomes and Campervans are not covered under the Apollo Roadside Assistance Program. These vehicles are covered by the OEM (Original Vehicle Manufacturer) vehicle manufacturer or importer by their own independent roadside assist program. Please refer to the Owner's Manual and Manufacturer's website for further details.

Apollo Manufacturer's Warranty

As vehicle manufacturer programs vary, your dealer will provide more detailed information on Roadside Assistance for any specific motorised unit. Please note that the terms and conditions of the Roadside agreement is made by the manufacturer, not Apollo.

Mercedes	– 5 years roadside assist
Fiat	– 3 years roadside assist (Does not apply for Adria)
Renault	– 12 months roadside assist
Iveco	– Breakdown Support Program. Please refer to the Iveco Breakdown Support document for further details.

Items not covered by the Apollo Warranty offer

This limited warranty applies to all recreational vehicle body and caravans and/or fixtures that are fitted to a base vehicle by Apollo. It does not cover:

- The base vehicle, including but not limited to engine, drivetrain, suspension and cabin. These items are covered by the OEM's (Original Equipment Manufacturers') and details will be provided at time of purchase regarding warranty on specific fleet for these items.
- Appliances and components that may be installed in your recreational vehicle or caravan, such as but not limited to a stove, microwave, refrigerator, hot-water system, air conditioner, toilet, shower, radio/TV/Audio system, 240V inverter, generator, solar panels, window mechanisms and glass and electric steps. Separate manufacturer warranties may apply to these items. Please check with your authorised Apollo dealer.
- Items that have not been originally purchased from an authorised Apollo dealer;
- Items that have been modified or changed without approval from Apollo (other than approved accessories fitted by authorised dealers or service agents or to provide accessibility for persons with disability to the extent that the modifications is directly required to allow accessibility);
- Vehicles that have had the serial number or any build or compliance plates removed or made illegible.
- A Caravan towed by a vehicle other than a standard passenger vehicle;
- Failure to use or maintain body or caravan and fixtures in accordance with the relevant owner's manual, technical specifications and service guidelines;
- The fitting or use of an accessory or option by someone other than an approved Apollo dealer (unless otherwise approved by an Apollo dealer);
- Collision, impact or accident;
- Repair, maintenance or service by someone other than an authorised Apollo agent (unless otherwise approved by an Apollo dealer);
- Fair wear and tear to the vehicle reflective of the age of the vehicle and/or distance travelled;
- Any discolouration, fading or changes to the aesthetic appearance caused by UV exposure or lack of regular maintenance/cleaning;
- Slight shifting of cabinetry, draws or alignment that the manufacturer would regard as normal based, on usage of the vehicle; or
- Any commercial (i.e. rental) use of the motorhome or caravan.

All repairs must be authorised by Apollo prior to work commencing or parts being ordered. Apollo will not reimburse any unauthorised repairs under this limited warranty.

Owner Responsibilities

You must use and maintain your recreational vehicle in accordance with the owner's manual, technical specifications, service guidelines and any other information supplied to you by the authorised dealer. Failure to do so may void this Manufacturer's Warranty.

You must present your recreational vehicle to an Apollo authorised agent for an initial 6-month service.

Brisbane Service Centre (Where applicable) - Schedule a Service Booking with the Customer: Contact Aftersales to book in a service 6 months from delivery date or within 4 weeks of the 6 month anniversary date (the 6 month service).

If you do not adhere to the service guidelines, in particular, if the recreational vehicle did not undertake the 6 month service, Apollo reserves the right to withdraw this Manufacturer's Warranty coverage on items/issues that Apollo reasonably identified would have been likely to have been rectifiable at the 6 month service or during regular servicing. If your recreational vehicle develops a defect, you must not attempt to repair it yourself; or have it repaired by anyone other than an authorised Apollo service agent. Doing so may cause damage which is not covered by this limited Manufacturer's Warranty. Only service agents authorised by Apollo are able to perform service or repairs on your vehicle. The contact details in relation to this Manufacturer's Warranty are set out on the final page of this Manufacturer's Warranty.

After you lodge a request for Manufacturer's Warranty service, Apollo or its authorised Apollo dealer or authorised service agent may, before providing the Manufacturer's Warranty service, require that you to:

- Provide proof of purchase details,
- Provide evidence of correct service maintenance, including the 6 month service (if applicable),
- Respond to questions designed to assist with diagnosing potential faults; and
- Follow Apollo procedures for obtaining Manufacturer's Warranty service.

You must respond to all requests promptly, and in any case in no less than 30 calendar days from the date of the request. Any request for warranty service must be made in a reasonably timely manner. Apollo reserves the right (in its absolute discretion) to withdraw or limit warranty coverage on items/issues that would have been addressed by Apollo if such items/issues had been reported correctly and in a timely manner, including but not limited to any potential consequential damaged caused.

Submission of valid warranty request

If you submit a valid warranty service request under this limited warranty and Apollo accepts that request as a valid request, Apollo or its authorised service agent will attend to the repair. Apollo may replace any faulty components with a different component that Apollo, in its absolute discretion considers is of at least equivalent standard and function. Goods presented for repair may be replaced by refurbished goods the Apollo, in its absolute discretion, considers is of the same type rather than the goods being repaired. When a component is replaced, any replacement item becomes your property and the replaced item becomes Apollo's property. The balance of this limited warranty applies to any repaired or replaced component, unless the manufacturer of the component has a greater warranty period.

Apollo Manufacturer's Warranty

If the recreational vehicle has not been serviced at an Apollo Service Centre or Subsidiary (Kratzmann Caravans; Sydney RV or George Day Caravans), Proof of the 6 month Service is required. Proof can be in the form of a Tax Invoice detailing the work undertaken and the details of the Business that completed the work.

Lodgement of a valid warranty request

To obtain warranty service contact the Apollo Aftersales department during the warranty period.

Apollo Aftersales contact details:

- 1800 825 867 – option 2
- aftersales@apollocamper.com.au
- Or as advised from time to time on www.apollorvsales.com.au

You will be required to present your vehicle at the authorised Apollo dealer or service agent for inspection and, if required, repaired. Once the repair is complete, it is the owner's responsibility to inspect and accept the repair at the time of collecting the vehicle.

Any other costs incurred in obtaining the repairs, such as transporting the vehicle to and from the dealer or accommodation costs incurred whilst your vehicle is being repaired, are not covered by this limited warranty and are the sole responsibility of the owner.

General

This Apollo limited Manufacturer's Warranty only applies to services within Australia to vehicles purchased within Australia. No Apollo employee, authorised Apollo dealer or repairer has authority to vary the terms of this warranty.

The benefits given by this Apollo limited warranty are additional to other rights and remedies that you may have under laws relating to our products. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure 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.

APOLLO MANUFACTURER'S WARRANTY

This Manufacturer's Warranty is provided by:
Apollo Motorhome Industries Pty. Ltd.
ACN 101 079 127
698 Nudgee Road, Northgate, QLD, 4013

PURCHASER'S NAME:					
ADDRESS:					
CITY:		STATE:		POSTCODE:	
TELEPHONE No:		MOBILE No:			
DEALERSHIP:					
DEALERSHIP ADDRESS:					
DATE OF DELIVERY:					
YEAR OF MANUFACTURER:					
MAKE & MODEL:					
VIN No:		REGO No:			

I have read and agree to the Terms and Conditions of this Manufacturer's Warranty

Has a 6 month Service been booked YES / NO (Please circle)

Would Customer like information on Extended Warranty Options for added protection
YES / NO (Please Circle)

Dealer Representative:

Customer:

Signature

Signature

Date

Date

Important Contacts

Apollo - All Warranty or Aftersales enquiries

Phone: 1800 825 867 – option 2

Email: aftersales@apollocamper.com

National Warranty Company (Talvor RVs)

1800 888 760

Fiat Australia: 1800 077 462

Iveco Trucks Australia: 1800 448 326

Mercedes-Benz Australia: 1800 246 372

Renault Australia: 1800 009 008

Please email this completed page to aftersales@apollocamper.com
Failure to complete any section or any falsification of the form may void the warranty.