

WARRANTY CERTIFICATE



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ABN 72 607 509 884

Subject to the terms and conditions below, Essential Caravans Pty Ltd (ABN 72 607 509 884) (“Essential Caravans”) warrants the original purchaser (“Purchaser”) that for a period of 36 months three (3) years* from the date of the first purchase (“Warranty Period”), any items of the caravan, camper or mobile home (“Caravan”) that are solely of Essential Caravans’ manufacture, will be free from defects in material and workmanship under normal use. (*excluding Semi Off Road and Off Road Caravans - see below Semi Off Road and Off Road Caravans 12 Months Factory Warranty)

All other parts, components or accessories fitted by Essential Caravans to the caravan come under the warranty of said part, component or accessory supplier or suppliers.

If a defect covered by this Warranty appears that was manufactured by Essential Caravans, Essential Caravans will, in its sole discretion, either repair or replace the item without charge for parts and labour incurred in that rectification.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. Essential Caravans reserves the right to make improvements or product changes or both, and is not obliged to provide original manufactured products for Warranty purposes. Where appropriate, a superseded original product will be replaced with a currently available product.

WARRANTY CLAIM

If work under this Warranty is required, the Purchaser should immediately contact the nearest authorised Essential Caravans dealership, or Essential Caravans at the address listed above. Essential Caravans will not normally reimburse costs of repairs performed by outside companies without the prior written consent of Essential Caravans.

Any Warranty claim must be accompanied by:

- a) proof of purchase
- b) details of the Caravan (such as chassis number)
- c) full details of the alleged defect; and
- d) appropriate documentation (such as historical and maintenance records).

If requested, the Purchaser must provide photos of the alleged defect or allow Essential Caravans or an authorised Essential Caravans dealership to obtain photographs of the alleged defect.

The Purchaser must make the Caravan available to Essential Caravans or the authorised Essential Caravans dealership for inspection and testing. If such inspection and testing finds no defect in the Caravan, the Purchaser must pay Essential Caravans’ usual costs of service work, evaluation and testing.

The Purchaser must bear the cost of the transport of the Caravan to and from Essential Caravans or the authorised Essential Caravans dealership, and all insurance of the Caravan.

If the Purchaser makes a claim under this Warranty and has not completed and sent this Warranty Registration Certificate to Essential Caravans within 7 days from the date of original purchase, then the repairs or handling of that claim may be delayed.

EXCLUSIONS

This Warranty does not cover the following:

- Chassis, Axles, Brakes or components of braking systems (ie: bearings, brake cables) or tyres. For any claim on these items please refer to the relevant manufacturer;
- Electrical parts and labour are covered under Caravan Electrical Solutions warranty (see below);
- Plumbing parts and labour are covered under BFI Plumbing Group warranty (see below);
- Other items not manufactured by Essential Caravans, including appliances such as refrigerators, stoves, microwave ovens, freezers, air conditioners, radios, televisions, batteries and charges or other options which may be covered by the respective manufacturer or supplier of that item. Removal or re-installation costs of such items to enable repairs under that warranty are the responsibility of the Purchaser. Please refer to local agency for service.
- Defects resulting from overloading, misuse, negligence, accident or other cause beyond the direct control of Essential Caravans
- Alleged defects that are within acceptable industry variances

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- Damage or defects caused by normal wear and tear, including scratches, scuffs, chips or dints to walls, cupboards, benchtops, floors, windows, aluminium siding, composite panelling and checkerplate or similar items.
- Defects resulting from the modification, fitting or installation of any accessories or options such as air conditioners, annexes or other items after the Caravan has left the premises of Essential Caravans.
- Any rectification, modification or other work required due to alterations in local, State or Federal legislation, which occurs after manufacture of the Caravan;
- Any consequential damages or repair work necessitated due to the continued usage or towing after a defect has or should have become apparent to the Purchaser or user.
- Deterioration due to exposure or damage due to normal wear and tear, natural causes or resulting from subjecting the Caravan to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, dust, stress or similar.
- Defects resulting from the Purchaser's failure to properly use, operate and maintain the Caravan in accordance with Essential Caravans' instructions, recommendations or specifications including applicable maintenance schedules;
- Defects resulting from the use of unauthorised parts or accessories on or in relation to the Caravan;
- Defects resulting from use of the Caravan other than for the purpose for which it was designed;
- Water damage caused by creek or river crossings, flooding and other similar conditions;
- Damage or defects caused by excessive speed, hard impact or use of the Caravan in unsuitable 4WD or off road applications;
- Shrinkage, fading, punctures or tears to fabric items such as soft furnishings, mattresses and upholstery;
- Damage to surfaces and seals caused by after-treatments such as coatings, protectants and sealants; or normal service and maintenance items. It is the responsibility and obligation of the Purchaser to service and maintain the Caravan in a safe and roadworthy condition. Failure to do so may void this warranty.
- Rental, Hire or Commercial use of the Caravan will void this Warranty.
- Essential Caravans are designed for recreation use and not for permanent residential purposes. This warranty will reduce to 12 months (1 year) for all caravans being used as a permanent residence due to premature wear and tear.
- Any alternative accommodation costs whilst repairs are undertaken.
- This warranty is not transferable and is applicable only to the original registered purchaser.
- This warranty does not apply to general maintenance and service items; which are the responsibility of the customer. (see Essential Caravans Owners Service Handbook).

Any claim under this Warranty must be notified to Essential Caravans within a reasonable time (and in any event no more than 30 days) after the Purchaser first noticed or ought to reasonably to have noticed the issue or defect. If Essential Caravans is not notified of the claim within a reasonable time of the Purchaser first noticing the issue or defect, Essential Caravans may in its absolute discretion deny the claim and Essential Caravans then has no liability under this Warranty.

This warranty is valid only when this Warranty Registration form is completed in full and returned to Essential Caravans within 7 days of the date of purchase.

It is a term of this Warranty, that when works are completed under this Warranty, the Purchaser will limit any concerns they have about such works to Essential Caravans only. The Purchaser also agrees to take no action which is intended, or would reasonably be expected, to harm the reputation of Essential Caravans; or would reasonably be expected to lead to unwanted or unfavourable publicity to Essential Caravans.

ELECTRICAL PARTS AND LABOUR WARRANTY

Essential Caravans employ 'Caravan Electrical Solutions' (CES), who provide the following warranty on all electrical parts and labour (excluding the Microwave) located in and around the caravan.

3 year (36 months) warranty on any installation or manufacturing fault (provided the Essential Caravans Owners Service Handbook is validated and that routine services and inspections as per the book are adhered to (ie: stamped and current).

All parts will have the warranty as per the manufacturer of said part. (usually 12 months).

Parts can included but not limited to: Lights (internal and external), Speakers, Stereo, TV, TV Antenna, Battery, Solar Panels, Electrical Systems and other options that may also be supplied and covered by (CES).

CES will cover any labour charges in replacing product under warranty for the first 12 months (1 year).

CES will provide customer support for 3 years

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PLUMBING PARTS AND LABOUR WARRANTY

Essential Caravans employ 'BFI Group Plumbing' (BFI) who provide the following warranty on all plumbing parts and labour located in and around the caravan.

5 year (60 months) warranty on all workmanship (provided the Essential Caravans Owners Service Handbook is validated and that routine services as per the book are adhered to (ie: stamped and current).

The following warranty is provided for parts;

- 1 year on all tapware
- 3 years on hot and cold water pipes and fittings (excluding Hot Water Service (see suppliers warranty)
- 3 years on PVC drain
- 3 years on copper gas lines
- 1 year on Water Filter (excluding cartridge)
- 1 year on any silicone seals

Gas regulator and Water pump to be assessed on a case by case basis. Based on correct usage.

OFF-ROAD AND SEMI OFF ROAD CARAVAN 12 MONTHS FACTORY WARRANTY & ADDITIONAL EXCLUSIONS

Essential Off Road and Semi Off Road caravans including but not limited to; 'Outlander' - 'Highlander' - 'C-Class Semi' - 'C-Class Full' off-road range of caravans and also including 'Upgraded Independent Suspension Touring caravans for Off Road use', have been designed and constructed to give added strength and ground clearance, for limited unsealed road usage. Gas venting regulations and other construction restraints limit the effectiveness of these caravans against dust and water penetration. Under no circumstances should these caravans be exposed to water crossings at, or above, body floor level.

Subject to the terms and conditions listed prior and below, Essential Caravans Pty Ltd (ABN 72 607 509 884) ("Essential Caravans") warrants the original purchaser ("Purchaser") that for a period of 12 months (1) year from the date of the first purchase ("Warranty Period"), any items of the caravan, ("Caravan") that are solely of Essential Caravans' manufacture, will be free from defects in material and workmanship under normal use.

Essential Caravans strongly recommend towing at a safe speed according to travel conditions with extra care and attention required on uneven surfaces. Essential Caravans off-road caravans are not designed for hard impact or heavy landings or severely rutted roads or tracks.

Semi Off Road 'Outlander' and C-Class 'Semi' Models are not designed for any surface other than sealed or graded gravel and graded dirt roads. Under no circumstances are Semi Off Road models to be taken over corrugations or rutted roads. This includes Touring models fitted with Alpha 'Ultimate' Suspension or equivalent lighter weight suspension.

Off Road and Semi Off Road Essential Caravans are not designed for use on 'Four Wheel Drive Only' tracks under any circumstances. Essential Caravans recommend when in doubt leave your caravan as a base camp and explore the rough areas with your tow vehicle alone.

In addition to the previously listed 'Exclusions', the following items for off-road caravans are not covered under Essential Caravans Off Road warranty:

- Impact or stone damage to body, chassis or running gear
- Soiling of fabrics and internal fittings from dust, dirt and other airborne substances (including insects).
- Movement or damage caused by dislodgment of appliances and fittings resulting from hard impact or heavy landings or severely rutted roads or tracks.
- General damage arising from misuse.
- The Warranty does not extend to maintenance items which are the responsibility of the purchaser.
For example tyres, brakes, suspension,

DEALER'S RESPONSIBILITY

It is the selling dealers responsibility to ensure that the owner has complete understanding of the conditions of this warranty and the necessary documentation is completed in full. The dealer must officially stamp the service record whenever the caravan has been serviced and is responsible for the demonstration of the caravan and all its functional parts and appliances.

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WARRANTY VALIDATION SERVICE

To validate this warranty for the period of 3 years a first service must be carried out no later than 6 months from the date of original purchase by an authorised Essential Dealership or equivalent Service Agent.

A second service no later than 12 months from the date of original purchase and then subsequent (2 x) 12 monthly services are required for the 3 year term. Refer to Essential Caravans Owners Service Handbook for items that are required to be covered.

The Essential Caravans Service History Owners Handbook must be stamped and authorised proving these services have taken place.

The owner will be liable for all service costs incurred apart from warranty related parts and labour.

LIMITATIONS

Essential Caravans makes no express warranties or representations other than set out in this Warranty. Essential Caravans does not authorise any dealer, agent or representative to assume for it any responsibility or obligations, whether expressed or implied, verbally or in writing, except to refer to this Warranty.

The repair or replacement of the Caravan or defective part of the Caravan is the absolute limit of Essential Caravans' liability under this express Warranty.

OTHER LAWS

The above Warranty is in addition to all other rights provided to the Purchaser under Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

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

WARRANTY REGISTRATION CERTIFICATE

CUSTOMER'S NAME:		
ADDRESS:		
CITY:	STATE:	POSTCODE:
TELEPHONE NO.	MOBILE NO.	
EMAIL ADDRESS:		
PURCHASED FROM:		
DATE OF PURCHASE	CHASSIS NO.	

Please complete this certificate and return it to Essential Caravans Pty Ltd. 68-74 National Boulevard, Campbellfield 3061, in its entirety within 7 days of purchase.

Customer Signature

Date

By signing this document I acknowledge that I have read and understood the terms of this warranty.