



# CAMPERS

*...where tomorrow starts today!*



# CARAVANS

*...where tomorrow starts today!*

## WARRANTY & SERVICE HANDBOOK



APRIL 2024







# Dear Valued Customer

***Congratulations on the Purchase of your new SUV CAMPER TRAILER or SUV CARAVAN.***

You now have the opportunity to protect your investment from unforeseen failure of certain items with the SUV Campers and Caravan Warranty. To maintain and gain the full benefits of the SUV Campers and Caravan Warranty, we ask that you read this booklet the **“Warranty & Service Handbook”** prior to first using your SUV Camper Trailer or SUV Caravan and/or, if needed, completing a **“Warranty Claim Form”** located on your manufacturer website. The SUV Campers and Caravan Warranty is not an Insurance Policy and SUV Campers and Caravan strongly recommend that the Purchaser undertakes a suitable Insurance Policy to protect your valuable asset in the event of any unforeseen circumstances. Should you have any questions regarding the above information or need recommendations on Insurance Agents who specialise in Camper Trailers or Caravans please do not hesitate to contact your local SUV Campers and Caravan Dealership or Authorised SUV Campers and Caravan Selling Agent.

SUV CAMPERS AND CARAVANS warrants that, subject to the terms and conditions in this **“Warranty and Service Handbook”**, all parts of our manufacture and assembly of the Camper Trailer or Caravan will be free from defects in material and workmanship for a period of 1 year (12 months) from the date of delivery. Subject to the terms and conditions in this **“Warranty and Service Handbook”**, any defects in the original material or manufacture will be corrected for the original Purchaser only of the Camper Trailer or Caravan without charge for parts and labour incurred in that rectification.



# Warranty

Subject to the terms and conditions as listed in this “**Warranty and Service Handbook**”, SUV Campers and Caravans warrants that for a period of **one year (12 months)** from the date of delivery (“**Warranty Term**”), any items of the Camper Trailer or Caravan that are of SUV Campers and Caravans manufacture will be free from defects in material and workmanship under normal use.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to have Camper Trailer or Caravan parts repaired or replaced at the manufacturer’s discretion if subject to a manufacturing fault or defect.

## WARRANTY PROCESS AND TERMS

1. If work under the SUV Campers and Caravans Warranty is required, the Purchaser must correctly complete the “**Warranty Claim Form**” on the website of the manufacturing Dealership where the Camper Trailer or Caravan was made and submit for approval by the SUV Campers and Caravans Warranty Department, if no internet access is available or if you are unsure contact your Authorised SUV Campers and Caravans Selling Agent or SUV Campers and Caravans Dealership as listed on the back page of this Warranty and Service Handbook, they will assist in processing your “**Warranty Claim Form**”. Please see below the SUV Campers Dealership information on where to lodge Warranty Claims:
  - a.) Guardian Campers and RV Centre (Caboolture or Rockhampton Dealerships) <https://www.gcrv.com.au/warranty-claim-form/>
  - b.) Sahara Trailers Campers and RV Centre (Townsville) <https://www.saharatrailer.com.au/warranty-claim-form/>
2. SUV Campers will not reimburse costs of repairs performed by other companies without prior written consent from SUV Campers and Caravans.
3. Any Warranty claim must be accompanied by:
  - a.) Proof of purchase copy of original invoice for the Camper Trailer or Caravan
  - b.) Full details including photographs and description of the alleged defect
  - c.) Original Purchasers contact information including full name, email address and phone number
  - d.) Registration number for the Camper Trailer or Caravan
  - e.) Proof of Preventative Maintenance Servicing (including copy of Receipt) by the SUV Campers and Caravans Dealership or Authorised SUV Campers and Caravans Repair AgentFailure to provide the above information may cause delays in the processing or rejection of your Warranty Claim.
4. If an inspection of the Camper Trailer or Caravan is required the Purchaser must make the Camper Trailer or Caravan available to the main SUV Campers and Caravans manufacturing Dealership where the SUV Camper Trailer or Caravan was made, being Guardian Campers and RV Centre Rockhampton, Guardian Campers and RV Centre Caboolture, Sahara Trailers Campers and RV Centre



Townsville or an Authorised SUV Campers or Caravans Repair Agent as per the direction of SUV Campers and Caravans Warranty Department. Should this inspection not find that the alleged defect attributable to SUV Campers or Caravans the Purchaser must pay the SUV Campers and Caravans Dealership or Authorised SUV Campers and Caravans Repair Agent as per current labour costs to undertake this inspection.

5. If an inspection by a non-authorised SUV Campers or Caravans Repair Agent is necessary a recognised Camper Trailer, Caravan or RV repairer must be used and must be approved by SUV Campers and Caravans prior to the inspection being undertaken. The reimbursable cost for this initial inspection born by SUV Campers and Caravans is capped at \$80.00 and any cost over this amount is the responsibility of the Purchaser. If such inspection and testing find no defect attributable to SUV Campers and Caravans in the Camper Trailer or Caravan, the Purchaser must pay the non-authorised SUV Campers and Caravans Repair Agent as per their current labour and testing costs for this inspection.
6. If an inspection and testing reveal defects in the Camper Trailer or Caravan, and the warranty claim is approved, SUV Campers and Caravans Warranty Department will contact the Purchaser to arrange a suitable time for the Purchaser to make the Camper Trailer or Caravan available at their closest SUV Campers and Caravans Dealership or Authorised SUV Campers and Caravans Repair Agent.
7. Warranty Claims will be processed, and the Purchaser notified within fourteen (14) days of SUV Campers and Caravans receiving the Warranty Claim Form. Only approved warranty claim repairs will be completed during this booking. Should the Purchaser find further issues prior to delivering the Camper Trailer or Caravan to have the warranty repairs completed then they must submit a new Warranty Claim Form for these issues. If these issues are not approved by the SUV Campers and Caravans Warranty Department prior to the original warranty repair booking or there is insufficient time at the original booking time if further warranty claims are approved SUV Campers and Caravans may require the Camper Trailer or Caravan to be made available at a later date to have the new warranty claim repairs completed.
8. In the event that the Purchaser may have to lodge a claim under this Warranty, it is possible that the repairs or the handling of such warranty claim may be delayed if the details on the **“Warranty Registration Certificate”** located on page 19 of the “Warranty & Service Handbook” are not completed and forwarded to place of purchase with seven (7) days of purchase.
9. SUV Campers and Caravans one year (12 month) Warranty only applies to items sold as **“NEW”** and do not extend to any items sold as **“ex-demonstrator”**, **“DEMO”**, **“display”** or **“as is where is”** unless specifically stated otherwise by SUV Campers and Caravans in writing.
10. If a Warranty Claim is to be made the Camper Trailer or Caravan is not to be delivered to SUV Campers and Caravans Dealerships or authorised SUV Campers and Caravans Repair Agents until they are directed so by the SUV Campers and Caravans Warranty Department. Camper Trailers and Caravans are not to be delivered to SUV Campers and Caravans Dealerships or authorised SUV Campers and Caravans Repair Agents during periods where the SUV Campers and Caravans Dealerships and SUV Campers Repair and Caravans Agents are closed. All deliveries are to be made only during the weekday business hours advertised on the respected businesses website. No deliveries or collections will be accepted on Saturdays or Sundays.

11. Any camper trailer or caravan brought to an SUV Campers and Caravans Dealership or SUV Campers and Caravans Authorised Service Agent without an approved warranty claim, or booking will not be able to remain with SUV Campers and Caravans until an approved warranty claim & booking has been made. Workshop staff will not stop work to look at the camper trailer or caravan.

## TERMS AND CONDITIONS

1. Subject to the terms and conditions of this Warranty, the Authorised SUV Campers and Caravans Selling Agent may, at its absolute discretion, advise the SUV Campers and Caravans Warranty Claims Department to consider a request from the Purchaser to repair or replace any damaged parts which are covered under the SUV Campers and Caravans Warranty. Any warranty claim must be made by the original Purchaser during the Warranty Term. It is the responsibility and obligation of the Purchaser to contact the SUV Campers and Caravans Dealership or Authorised SUV Campers and Caravans Selling Agent they purchased the Camper Trailer or Caravan from as soon as possible after a fault becomes apparent.
2. Benefits conferred by the SUV Campers and Caravans Warranty on the Purchaser are in addition to any other rights and remedies available under the Australian Consumer Law (AGL).
3. This Warranty covers the original Camper Trailer or Caravan only. This only includes the following items:
  - General plumbing;
  - General electrical wiring and fitting;
  - Exterior panels;
  - The chassis.
4. The Purchaser must bear the cost of transport of the Camper Trailer or Caravan to and from the main manufacturing Dealership where the SUV Camper or Caravan was made, being Guardian Campers and RV Centre Rockhampton, Guardian Campers and RV Centre Caboolture, Sahara Trailers Campers and RV Centre Townsville or an Authorised SUV Campers and Caravans Repair Agent, and all insurance costs of the Camper Trailer or Caravan. This includes any fees for maintenance service, consumables, removal and refitting of appliances, towing fees or travelling time which may be required by a repairer to perform warranty repairs. SUV Campers and Caravans or the Authorised SUV Campers and Caravans Repair Agent will not be liable for the disrupted travel plans, accommodation or other associated costs whilst repairs are carried out to the Camper Trailer or Caravan in the event of an **approved Warranty Claim**. It is the Purchaser's responsibility to deliver the Camper Trailer or Caravan to an authorised repairer on the event of an approved warranty claim. In the case of rectification of claims deemed to be major the Camper Trailer or Caravan must be returned to the Manufacturing Dealership the camper trailer or hybrid caravan was made at to have repairs completed; this is at the purchaser's expense this being Guardian Campers and RV Centre



Rockhampton, Guardian Campers and RV Centre Caboolture or Sahara Trailers Campers and RV Centre Townsville.

5. The repair or replacement of the Camper Trailer, Caravan or defective part is the absolute limit of SUV Campers and Caravans liability under the SUV Campers and Caravans Warranty.
6. Replacement parts are not required to be identical to the original, these replacements may be similar, and will be determined by the manufacture/repairer/availability.
7. The SUV Campers and Caravans Warranty is only provided to the **original Purchaser of the Camper Trailer or Caravan** and is not transferable.
8. This Warranty is void if the Camper Trailer or Caravan **has been leased, hired or loaned or is used on commercial applications or the Warranty Terms and Conditions have not been adhered to.**
9. **This Warranty does not cover the following items:**
  - **The wheels falling off or wheel nuts becoming loose once the camper trailer or caravan leaves the SUV Campers and Caravans Dealership or Authorised SUV Campers and Caravans Agent. It is the Purchasers responsibility to check all wheel nuts, bearings and wheel components prior to traveling with the Camper Trailer or Caravan**
  - **Rollout / Pushout electric / Electric awnings** are supplied in as new condition at the time of Purchase, these are not covered under warranty as they are set correctly at time of Handover, without holes on Vinyl material, should the vinyl be damaged or the Awning mechanism these are classified as a perishable item, it is the sole responsibility of the owner of the SUV Caravan / Hybrid to maintain and make sure the awning is tensioned correctly each time they travel so not to come loose or flap in wind, should this need to be adjusted or replaced it is the Owners responsibility to manage this, so Damage does not occur. **All awnings need to be packed away at night time** encase of a inclement weather event, which will cause Damage to your awning.
  - Mould and rust forming due to the camper trailer or caravan being left unattended in inclement weather events e.g. Showers, Rain, Cyclones and hail storms and not being inspected by the purchaser as soon as it is considered safe after the weather event has passed. It is the owner's responsibility to ensure the camper trailer or caravan is secure and stored appropriately to ensure water ingress in weather events does not cause damage to the camper trailer or caravan. Any damage caused will not be covered under warranty.
  - Batteries are not covered under warranty due to the nature of their use. All batteries are delivered to the purchaser fully charged and in a "new" condition. Failure to follow the manufactures instruction on the maintenance and use of the batteries can cause failures.
  - Defects resulting to not correctly using the support legs on the kitchen & pantry slideout units. Legs must be positioned below the slide-out units immediately after the slideout units have been taken out of the camper trailer or caravan. Failure to correctly use the support legs will cause the ball bearings in the slide runners to collapse and this is not covered under warranty.
  - Defects resulting due to not correctly securing the kitchen or pantry slideout units with the barrel bolts.
  - Brakes or tyres, wheel bearings and general wear and tear items
  - Accessories or parts not of SUV Campers and Caravans origin supplied with the camper, these are warranted by the manufacturer of the accessories or parts.

- Tents and accessories including canvas are supplied in new condition at time of purchase, to this end, no warranties are extended to tents and accessories, pegs, poles etc. due to the nature and use and handling tents and the terrain where they are used.
- Zips and Screens are not covered
- Paint and Road inflicted damage such as stone chipping and rust and corrosion.
- Warranty does not apply to normal servicing and ot care and maintenance items which are the onwers responsibility, including but not limited to:
  - Greasing wheel bearings
  - Suspension Servicing
  - Checking tyre pressure
  - General greasing & tightening of components
  - Routine cleaning of vents & filters
  - Cleaning of water tanks & pump
- Defects resulting from overloading, misuse, negligence, accident or any other cause beyond the control of SUV Campers and Caravans;
- Any rectification, modification or other work required due to alterations in Local, State or Federal legislation, or due to any other reason, which occurs after manufacture of the Camper Trailer or 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.
- Defects resulting from circumstances that would have been avoided if the Pre-travel Checklist – Camper Trailers or Pre-travel Checklist – Caravans contained in this booklet had been followed.
- Defects resulting from using unauthorised parts or accessories on or in relation to the Camper Trailer or Caravan.
- Defects resulting from using the Camper Trailer or Caravan other than for the purpose for which it was designed.
- Defects resulting from the Purchaser's failure to follow the Camper Trailer and Caravan Care procedures set out in this Warranty and Service Handbook.
- Water and other damage caused by water crossing, creek crossing, flood waters and other similar conditions.
- Damage or defects caused by excessive speed, impact or use of the Camper Trailer or Caravan in unsuitable 4WD or off-road conditions.
- Shrinking, 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.
- Manufacturer will not warrant damage or soiling caused by dust intrusion into the Camper Trailer or Caravan.
- Normal wear and tear, deterioration due to exposure or damage due to natural causes.
- Any towing with an incorrect weight distribution or incorrect towing equipment causing an Accident
- Mould or mildew arising from water ingress into the Camper Trailer or Caravan due to:



- Misuse
    - SUV Mould Resistant Canvas does not mean the camper trailer or caravan will not go mouldy if left in a damp closed state
    - Faulty seals (Purchaser is responsible for maintaining the seals)
    - Not closing lids, doors or compartments correctly
    - Camper Trailer or Caravan being left in a damp or wet state
    - Moisture or condensation build up due to the Air Conditioner being left on when the camper trailer or caravan has been left closed up.
  - Tent being left under the seal causing it to act as a wick to draw in water.
  - Air conditioner damaged due to water ingress into the camper trailer or caravan
  - Air conditioner failure or overheating due to Dust flaps underneath the camper trailer or caravan not being open during operation
  - Hand brake or brake failure due to travelling with the handbrake on
  - Burnt out breaks due to incorrect towing procedure and not using electric breaks correctly
  - Rust and/or corrosion
  - Rips, tares and holes in rollout awning skins on caravans
  - Lost or broken awning hardware on rollout awnings
  - Damage caused by low hanging objects or structures
  - Damage caused to windows and doors due to not shutting and locking correctly
  - Damage caused due to using drawers under the main bed in the caravans as steps or by storing heavy items in them.
  - Damage caused to surfaces due to chemicals, hot objects and/or general carelessness
  - caravan roof cross arms damaged due to excessive force or objects getting caught.
  - Defects resulting from placing objects on top of the rear slideout bed (slide models only) when the camper is closed.
  - Defects resulting from overloading the rear slideout bed (slide model only). Maximum 120kg load rating applies.
  - Over inflation of the air-annex above 7 Psi (Camper Trailers only)
10. Care must be taken when distributing the load on a boat loader. Boat loaders have a maximum load rating of 120kg. Overloading and incorrect distribution of weight of gravity of the camper trailer and add excessive load on the suspension components. Defects resulting from overloading and incorrect weight distribution will not be covered by warranty. SUV Campers will not be held responsible for any legal issues arising from the use of a boat loader. (Camper Trailers Only)
11. SUV Campers and Caravans will not warrant any aftermarket modifications or changes made to the camper trailer or caravan unless the purchaser has written approval from SUV Campers and Caravans. The purchaser is responsible for obtaining any approvals required for such modifications and changes as per RVSA and any other regulating body.

12. The Camper Trailer or Caravan has been sold and delivered with a certified gas certificate supplied to the SUV Campers and Caravans by an independent qualified gas fitter. The purchaser is responsible for obtaining any future gas certificates required to on-sell the camper trailer or caravan. Any warranties pertaining to the LPG system must be referred to the original qualified gas fitter.
13. Warranty is subject to our approval after a full inspection has been made from us to determine that the issues are genuine and not deliberate or user error.
14. SUV Camper Trailers and Caravans offroad models are not designed for tight, undulating or extreme 4WD tracks that are unsuitable for trailers. Consequently they should not be used on such tracks and any damage that may occur from unreasonable use in these circumstances will not be covered under warranty. The best and safest policy is to leave your Camper Trailer or Caravan in a safe and secure location as a base camp and explore unsuitable areas with your tow vehicle alone.
15. SUV Camper Trailer and Caravans semi-offroad models are only to be taken on well graded and sealed roads. Damage caused due to off-road terrains and conditions will not be covered under warranty.
16. TV's and Antennas are tuned and tested to the dealership locality it is the purchasers responsibility to retune when and where required.
17. caravan roofs are not designed to carry extra weight or objects. Any damage caused by storing or installing additional items including extra or larger solar panels on the roof will not be covered by warranty.
18. SUV Camper trailers / SUV Caravans are not designed as permanent long term habitation and if left open and setup as a E.g Granny Flat or permanent accomodation this will void your warranty and will reduce the life expectancy of your trailer or caravan.
19. If the customer upgrades components or batteries in the 12V system and a failure occurs due to these upgrades this will not be covered under warranty.
20. If the inverter is left "on" all the time and the batteries keep going flat they will not be replaced under warranty.
21. The inverter charger unit is set to SUV factory specifications by the SUV manufacturing facility. Should the inverter charger overheat due to the SUV factory specifications being altered this will not be covered under warranty.
22. Axle alignment, wheel alignment, toe in adjustments and uneven tyre wear is not covered under warranty.
23. Warranty does not apply to any failing in the aesthetics or physical appearance of the camper trailer or caravan or to normal deterioration of the soft trim and appearance of items due to wear and UV exposure or to impact damage whilst stationary or in transit.
24. Damage caused by deterioration of external sealants due to lack of maintenance will not be covered under warranty. It is the owner's responsibility to check sealants as part of general maintenance.
25. Damage to camper trailer or caravan due to passing under low hanging objects will not be covered under warranty.
26. Damage or failure to surfaces due to use of gloss finish protectants or cleaning products is not covered under warranty. This includes damage or failure to other sections of the camper trailer or caravan where splash or spray drift has accidentally tainted surrounding



surfaces and materials.

27. If using an SUV Camper Trailer or Caravan that is designed for off-road use the following will not be covered under warranty.

- o Impact and/or stone damage to body, chassis and running gear
- o Damage caused by dislodgement of appliances and fittings resulting from use on corrugated or uneven surfaces.
- o Wheel alignment & normal service and maintenance items which are the responsibility of the owner
- o Damage costs resulting from use on roads and tracks described as unsuitable
- o Damage defect or failure resulting from modifications or overloading
- o General damage arising from misuse, neglect or accident.

## RETURNS

1. You may return a product within 24 Hours of receiving your purchase, provided that you have obtained written approval from SUV Campers and Caravans Dealership and the products returned must be in the original unopened, unused and undamaged condition. Any product which has been used, damaged, or modified in any way will not be accepted for return.
2. Any opened packaging will not be accepted for return. E.g. Hot water Systems, Fridges, Portable Toilets, Solar Panels, Bearing Kits.
3. Under no circumstances will monies be refunded prior to goods being returned to the SUV Campers and Caravans Dealership and checked it as being in the original unopened and undamaged condition.
4. All returns are subject to a 20% of Purchase price restocking and Administration fee which the Purchaser authorises SUV Campers and Caravans to be deducted off the balance of the purchase price to be refunded to the Purchaser. Registration and dealer delivery costs will not be refunded.
5. SUV Campers and Caravans will only refund by direct deposit to the Purchaser once they have received the Purchasers Banking Details. SUV Campers and Caravans will only deposit funds into an account in the name of the Purchaser. In the event the purchaser has used finance to purchase the camper trailer SUV Campers and Caravans will deposit the funds into the finance providers account only. The purchaser will also be required to provide SUV Campers and Caravans proof of clear title.
6. Refunds take approximately 5-10 days to process by direct deposit.
7. Purchases must be returned to the place of Manufacture with a proof of purchase within the specified period.
8. SUV Camper and Caravans will not refund any other costs to the Purchaser for returning the product to SUV Campers and Caravans.

## SERVICE REQUIREMENTS

1. Services are not included - they are billed accordingly. Please refer to your SUV Dealer or SUV Authorised Service Agent for current pricing. To maintain the SUV Campers and Caravans Warranty, the Purchaser must adhere to the Preventative Maintenance Service Schedule in this Warranty and Service Handbook. Service checklists located in the rear of this Warranty and Service Handbook are to be completed at each scheduled service. Failure to adhere to these requirements will void the 12 Months SUV Campers and Caravans Warranty.
2. When returning a Camper Trailer or Caravan for service and repairs all personal property and goods must be removed from the Camper Trailer or Caravan, no responsibility is accepted for personal property and goods left in the Camper Trailer or Caravan. If removal of personal property and goods is necessitated the cost to remove these items will be charged to the customer at current labour rates.
3. All compartments and doors must be unlocked, and all padlocks must be removed when the Camper Trailer or Caravan is delivered to the SUV Campers and Caravans Dealership or Authorised SUV Campers and Caravans Repair Agent for servicing or repairs.
4. SUV Campers and Caravans will not be held accountable for the loss or damage of the camper trailer or caravan while it is at the Dealership or Authorised Service Agent. It is the purchaser's responsibility to ensure the camper trailer or caravan is covered by a suitable insurance policy.

# Pre-Travel Checklist - Camper Trailers

## INTERIOR

- ☐ Cushions have been laid down prior to closing the camper trailer.
- ☐ Air conditioner has been turned off before closing the camper trailer.
- ☐ Interior strip lighting has been turned off and cables have not been damaged during closure of the Camper Trailer.
- ☐ Stereo power has been switched off and power isolated at Batteries
- ☐ Camper trailer has been packed to ensure correct weight distribution
- ☐ Secure all appliances.
- ☐ All large and heavy items in drawers and compartments are secured properly to prevent movement in transport.
- ☐ Refrigerator packed securely – door locked.
- ☐ Locking Bolts on Fridge tray slides and Kitchen slides are locked in place before moving your camper trailer.
- ☐ Batteries have been fully charged.
- ☐ Gas bottles turned off - Gas cooker locked, and stove top lid secured.
- ☐ Fire extinguisher is located inside the camper trailer and correctly secured.
- ☐ All lockers and drawers securely closed and door locks engaged.
- ☐ Roof closed and locked. Make sure there is no canvas tent sticking out underneath the seals.

- ☐ Dead lock on Entry door engaged and locked before moving trailer.

## EXTERIOR

- ☐ Air Con Vent Covers are closed. (located underneath the camper trailer)
- ☐ 240v electrical extension lead disconnected.
- ☐ Mains water connection hose has been disconnected.
- ☐ Winch strap secured correctly.
- ☐ Boat loaders and/or items located on top of the camper trailer have been loaded to ensure correct weight distribution and are secure.
- ☐ Jacks and support legs raised.
- ☐ Doors locked - steps raised and locked in place. Deadlock on main door engaged.
- ☐ Water tank filled. Note- rear water tank can be filled to help set correct ball weight, it is customers responsibility to check and set ball weight correct before each trip.
- ☐ Tyres - check pressure and adjust including spares.
- ☐ Wheel nuts have been checked and are torqued to 160ft lb.
- ☐ Check whether wheel nuts are present and tightened to manufacturers specifications.
- ☐ Brakes checked and adjusted.

- ☐ Wheel bearings checked for no loose abnormal movement of the wheel.
- ☐ Positive Pressure system has been turned on. (if travelling in dusty condition)
- ☐ Trailer coupling attached to the tow vehicle securely locked in position.
- ☐ Safety chains secured to the tow vehicle in a cross over pattern under the hitch.
- ☐ Jockey wheel has been raised and secured.
- ☐ Breakaway unit cable has been secured to the tow vehicle.
- ☐ 7Pin trailer plug and anderson plug have been correctly attached to tow vehicle and electric brakes function correctly.
- ☐ Release handbrake - remove wheel chocks if used.
- ☐ Lights operating correctly.
- ☐ Registration plate has not been obscured by objects installed in the rear bike carrier receiver.
- ☐ Adjust towing mirrors if used.
- ☐ Washing machine door shut & secure (if installed).
- ☐ Microwave door shut & secure (if Installed).
- ☐ Internal fridge door shut & secure correctly.



# Pre-Travel Checklist - Hybrid Caravan

## INTERIOR

- ☐ Washing machine door securely shut (if installed)
- ☐ Microwave door securely shut (if installed)
- ☐ All objects have been removed from the top of all cabinets and placed below roof height.
- ☐ Shower rose has been taken off the roof and placed on the floor in a towel.
- ☐ Mirror in ensuite has been secured in place on the roof with barrel bolt. (if required)
- ☐ Windows have been shut and locked
- ☐ TV has been secured in place. Roof mounted TV's should be removed from the roof before travel.
- ☐ Air conditioner has been turned off
- ☐ Stereo power has been switched off and power isolated at Batteries.
- ☐ All large and heavy items in drawers and compartments are secured properly to prevent movement in transport
- ☐ Caravan has been packed to ensure correct weight distribution.
- ☐ Secure all appliances and any items left on bench tops, clear all bench tops.
- ☐ Batteries have been fully charged
- ☐ Gas bottles turned off - Gas cooker locked, and stove top lid secured.
- ☐ Fire extinguisher is located inside the caravan and correctly secured.
- ☐ Refrigerator packed securely – door locked.
- ☐ Gas hotwater system has been turned off.

- ☐ Inverter has been turned off.
- ☐ Locking Bolts on Fridge tray slides and Kitchen slides are locked in place before moving your caravan
- ☐ All lockers and drawers securely closed and door locks engaged.
- ☐ Roof closed and locked. Make sure there is no sock sticking out underneath the seals.
- ☐ Dead lock on Entry door engaged and locked before moving caravan

## EXTERIOR

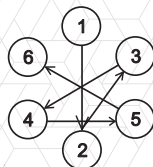
- ☐ **Awning has been rolled in and secured correctly. (Electric awnings must be tightened with Supplied Handle when in closed position to make sure front leading edge of the roll has no slack in it so it does not catch the wind when travelling)**
- ☐ Air Con Vent Covers are closed. (located underneath the camper trailer)
- ☐ 240v electrical extension lead disconnected.
- ☐ Mains water connection hose has been disconnected
- ☐ Toilet canister has been emptied. (if required)
- ☐ Grey water tanks have been emptied. (if required)
- ☐ Jacks and support legs raised.
- ☐ Doors locked - steps raised and locked in place. Deadlock on main door engaged.
- ☐ Water tank filled. (If required)
- ☐ Tyres - check pressure and adjust including spares.

- ☐ Check whether wheel nuts are present and tightened to manufacturers specifications.
- ☐ Brakes checked and adjusted.
- ☐ Wheel bearings checked for no loose abnormal movement of the wheel.
- ☐ Positive Pressure system has been turned on. (if travelling in dusty conditions)
- ☐ Trailer coupling attached to the tow vehicle securely locked in position.
- ☐ Safety chains secured to the tow vehicle in a cross over pattern under the hitch.
- ☐ Electric Jockey wheels and support legs Raised and locked before travelling.
- ☐ Breakaway unit cable has been secured to the tow vehicle
- ☐ 7Pin trailer plug and anderson plug have been correctly attached to tow vehicle and electric brakes function correctly
- ☐ Release handbrake - remove wheel chocks if used.
- ☐ Lights operating correctly.
- ☐ Registration plate has not been obscured by objects installed in the rear bike carrier receiver.
- ☐ Adjust towing mirrors if used.
- ☐ Fold down stone guard is securely locked in place. (if installed)
- ☐ Reversing camera is working.
- ☐ Diesel heater (if installed) turned off.
- ☐ Best to take the shower head off the shower rail & lay it on a towel while traveling to save damage to the shower head.

# Important Items to Note

- **IMPORTANT INFORMATION**

Wheel nuts **MUST BE** torqued to 160FT LBS on all camper trailers and caravans this is the owner's responsibility at all times. It is recommended that wheel nuts be checked before travelling with the camper trailer or caravan and at periodic intervals when travelling on rough or unsealed roads. Re-torque as per the sequence in the diagram. Damage created to the camper trailer or caravan due to incorrect tensioning of the wheel nuts will not be covered under warranty.



- **WARNING**

The primary purpose of your jockey wheel is to enable the trailer to be raised to release and attach the car towing mechanism. **DO NOT** attempt to move the camper trailer or caravan using the jockey wheel on soft, sandy or loose ground. If on hard surfaces such as concrete or pavement movement of the camper trailer or caravan with the jockey wheel is possible however the Jockey Wheel **MUST** be lowered to the lowest possible height prior to moving. Failure to do this will cause the Jockey Wheel to bend and as such the Warranty is void.

- Tare weights are estimated only and done with no fluid in tanks.
- If a Camper Trailer or Caravan has been approved to be returned after purchase by SUV Campers and Caravans a 20% of sold price re-stocking fee will apply. Any customer work registration costs or dealer delivery costs will not be refunded.
- Smart chargers and inverters are not to be left on for extended periods. SUV Campers and Caravans recommend isolating all power in the camper trailer or caravan while it is stored. Once a month open your Camper Trailer or Caravan to inspect and air it out and run a charge through your batteries to condition them, consult your SUV Campers and Caravans dealer on this if needed.
- Warranty on items not manufactured by SUV Camper and Caravans are covered by the item's manufacturer as per their warranty. And the original invoice must be maintained by the customer as proof of purchase for these products.
- Trakmate products are to be returned to SUV Campers and Caravans Distribution outlet purchased from for assessment

- SUV Campers and Caravans Warranty will not cover damage due to accident, weather, road conditions and many other issues out of SUV Camper's and Caravans direct responsibility and therefore it is highly recommended that a suitable Insurance policy is undertaken to protect the purchaser from such loss if incurred. Please consult your SUV Campers and Caravans dealer or your insurance agent with regards to this matter. In the event the Purchaser requires repairs to their camper trailer or hybrid caravan through their insurance agent SUV Campers and Caravans request that the Purchaser provides SUV Campers and Caravans Dealership or Authorised SUV Campers and Caravans Repair Agent completing the repairs with the following details:

- o Insurance Agent Name and Contact information
- o Claim Number

To speed up your insurance claim SUV Campers and Caravans ask that you give permission to SUV Campers and Caravans & your insurance agent to communicate on your behalf.

- Ensure Camper Trailer or Caravan and tow vehicle are loaded correctly, and correct hitch and towbar heights allow level and safe travel. Excessive tow ball weight above the camper trailer or caravans GTM will void warranty and insurance claims. If you are unsure on the correct tow vehicle and Camper Trailer or Caravan levels please refer to the images below or discuss



Tow Vehicle and Trailer **LEVEL**



Tow Vehicle and Trailer **NOT LEVEL**

with SUV Campers and Caravans or Authorised SUV Campers and Caravans Agent.

- Failure to correctly load your camper trailer or caravan can result in dangerous driving conditions which can cause injury and/or death.
- When travelling downhill you may want to engage a gear or 2 gears lower than what you would use to go up the same hill and allow the engine to do the

braking. Do Not ride brakes and ensure electric brake controller adjustment is correct and not too high otherwise brakes could overheat and cause brake failure and will void your warranty.

- Never slam your brakes on in the event of a blown tyre. Your camper trailer or caravan has alloy wheels which in the event of a blown tyre may bite into the road surface and cause significant damage to the camper trailer or caravan. Damage created to the camper trailer or caravan due to incorrect braking will not be covered under warranty.
- Using a Battery operated Drill/Impact gun to lower and raise your Stabilizer legs will greatly shorten the life of the leg
- Stabilizer legs are not designed as a Jack point or to hold the weight of the camper trailer or caravan. They are only to stabilize the camper trailer or caravan from moving while inside. Legs damaged due to excessive weight applied will not be covered under warranty.
- SUV Campers and Caravans recommend the use of an inline RCD protection device to protect the camper trailer or caravan against “dirty power”. Customers should not assume the power point they are plugging into in places such as caravan parks have been serviced regularly and maintained to the current Australian Standards.
- SUV Campers and Caravans recommend to only use an extension lead compliant to AS3191, AS3112, AS5000.2 and AS5000.1 that is at least 10m in length or longer. Do not use multiple leads connected together only use one continuous lead.
- Please take note of power points labelled as “AC/DC Inverter Power Points”. Do not exceed 2000W when using in DC power supply.
- Do not store items in areas where there is plumbing and 12V/240V power services.
- Installations, alterations and repairs to 12V, 240V and gas systems must only be completed by a competent person.
- 12V power systems in camper trailers and caravans must be used and maintained by the customer in accordance with manufacturer specifications.
- Camper Trailers and caravans are not cyclone rated and you must seek shelter elsewhere in the event of a natural disaster approaching or happening.



# Camper Trailer and Hybrid Care

- Open your camper trailer or caravan after all rain events and at least once monthly to inspect for water ingress and condensation. Most seals and latches are adjustable and require regular maintenance **(This is the purchaser's responsibility to ensure the seals and latches are maintained and operating correctly)**.
- All camper trailers and caravans with Air Conditioner Vent dust covers fitted under the camper trailer or caravans must have the covers open when the air conditioner is operated and closed when travelling to prevent damage to the air conditioner unit. Failure to do so will void your warranty on these items. If your aircon is not getting cold double check the vents are open.
- Clean the Camper Trailer or caravan with mild soapy solution and warm water, and rinse with fresh clean water.
- Do not use solvents or harsh chemicals as paint damage may occur from their use.
- Lubricate hardware with silicone spray (or similar). Do not use grease or similar product as this attracts dust and dirt, etc.
- Clean the outside of the camper trailer or caravan and apply a good quality automotive polish. In addition to making it look great, the polish will help protect the paint and prevent it fading.
- Beware the use of pressure washers, we do not recommend the use of pressure cleaners. These are often powerful and can direct spray under trim and damage bodyworks, stickers and seals etc, if you chose to use a pressure cleaner, we recommend no greater than 1500 psi pressure cleaner and use a fan like nozzle to spread the pressure. If you use a pressure washer on your camper trailer or caravan, make sure you open the camper trailer or caravan up as soon as you have finished to ensure no water has penetrated under the seals. Failure to do this will cause mould and mildew inside the camper trailer or caravan. Please NOTE there will be no warranty caused by damage from use of pressure cleaners.
- Products such as Bowdens Own Mr Black are very good for maintaining that showroom finish on the black surfaces of the caravans.
- Because your Camper Trailer or caravan often stands in one place for long periods this can cause tyres walls and inside the treads to crack. Keeping the wheels regularly turned, placing on tyre-saving devices or lifting off the ground helps to cut down the cracking process.
- Check the supplied fire extinguisher and have it either tested or replaced regularly (at least annually).
- When camping near the beach or ocean remember to wash your Camper Trailer or caravan and wheel rims regularly with a mild detergent to prevent corrosion and rust. Then spray all exposed areas with a rust preventative spray such as Mako Oil, Lanotech etc.
- When travelling in dusty conditions ensure you turn on the dust – positive pressure system and travel at a speed to minimise dust intrusion.
- If your steps become difficult to pull in and out clean well and

lubricate with a silicon spray.

- With all camper trailers if your air annex tubes aren't inflating correctly double check all valves are open correctly.
- Travel at a speed to suit conditions. Limit speed to a maximum 70km over corrugations and lower tyre pressures on both your tow vehicle and camper trailer or caravan and stop frequently to allow shock absorbers to cool.
- Inspect all seals regularly, lubricate with silicon spray and ensure there is no damage evident and that the seals are correctly adjusted. It is the responsibility of the purchaser to ensure that seal adjustment is correct. Consult your dealer if needed.
- Limit Jockey wheel travel over uneven ground as excessive side loading will cause damage. If you need to move the camper trailer or caravan with the jockey wheel, lower the jockey wheel to minimum height to avoid excess strain.
- Charge the batteries at least monthly when in storage and do not leave charger or inverter on for extended periods
- Check wheel nut and suspension bolts and components daily when travelling on corrugated roads and frequently at other times.
- Lubricate and adjust the steps as required particularly when travelling in dusty and dry environments.
- Do not inflate the air annex support beams (if fitted) over 7Psi. Monitor your pump closely once it reaches this pressure turn pump off.
- Seasoning your canvas prior to use is not required.

### **PREVENTATIVE MAINTENANCE SERVICE SCHEDULE**

As a condition of your 12 month warranty you must have your first service completed at 1,000km or before 3 months from the

date of purchase whichever comes first with consecutive services to be completed at 5,000km or before 6 months then 10,000km or before 12 months from the date of purchase. If the camper trailer or caravan is subject to heavy use more frequent service intervals will need to be implemented. These Services must be carried out at your SUV Campers and Caravans Dealership or any Authorised SUV Campers and Caravans Service Agent.

The fees associated with these services is not included in the purchase price of the camper trailer or caravan please refer to your servicing agent/dealership for current pricing.

It is not SUV Campers and Caravans responsibility to remind the Purchaser when the Camper Trailer or Caravan is due for each Preventative Maintenance Service. The Purchaser must contact their local SUV Campers and Caravans Dealership or Authorised SUV Campers and Caravans Repair Agent to arrange a suitable time to have the Service completed.

If the Camper Trailer or caravan requires warranty work and the Purchaser must follow the requirements of the warranty claim process.

### **FAILURE TO COMPLY WITH THE PREVENTATIVE MAINTENANCE SERVICE SCHEDULE REQUIREMENTS WILL VOID THE SUV CAMPERS AND CARAVANS WARRANTY.**

**The cost of this service, including consumable items, is the responsibility of the Purchaser and must be paid direct to the SUV Campers and Caravans Dealership or any Authorised SUV Campers and Caravans Service Agent.**

## POWERING DOWN STORAGE CHECKLIST FOR STORING YOUR SUV CAMPER TRAILER OR CARAVAN

1. When storing your SUV Camper or Caravan make sure all fridges are off and fridge doors open to vent the fridges out, so no mould will grow or fatten your batteries if left unattended.
2. Make sure power supply is off on mains power control panel
3. Make sure if you have an inverter or inverter charger must be turned off in storage at all times this too can flatten batteries unattended for long periods of time.
4. While in storage you must charge your batteries at least once a month by turning the charger on for a period of time till the batteries are fully charged then turning the charger off as required to keep your batteries
5. Check all fridges are off and well vented leaving doors ajar to breath.
6. In the event of any major inclement rain events, you must always check your SUV is dry from any moisture by opening your SUV to check for any water ingress, if found you must dry your SUV out as weather permits this is the owner's responsibility to check this.
7. We recommend you store your SUV camper or caravan undercover when not in use as leaving your caravan or camper in the weather unattended to will only shorten the life of any product.

**PLEASE NOTE LITHIUM BATTERIES are classed as dangerous goods and must be handled with extreme care. Never ark terminals out at any time as this could cause a fire.**

8. If you have Lithium Batteries please remember that these are completely different to normal AGM deep cycle batteries they will seem fully charged right down to 20 Percent of the life of the battery then instantly drop off the cliff to dead flat without realising what's happened, in the event of this happening you may need to help get the Lithium batteries restarted by adding an external charger to the batteries to help wake them back up, to take charge from the SUV Camper or Caravan charging system. Once they start charging the external charger can be removed to let the SUV Camper or Caravan take over to get them fully charged, this can take as long as 12 hours if you have 3 batteries, It is the owners responsibility to keep a close watch on battery levels at all times.

**PLEASE TURN TO NEXT PAGE FOR DETAILED STATE OF CHARGE GRAPH FOR LITHIUM BATTERIES ONLY**





...where tomorrow starts today!



# RENOGY

## 13.50V - 14.6V = FLOAT CHARGES\*

\* VOLUMETER SHOULD SHOW 13.50V - 14.60V WITH BATTERIES FULL AND CHARGER ACTIVE

### LITHIUM (LiFePO4) BATTERY STATE OF CHARGE

	LEVEL	VOLTAGE	DoD Notes
OPTIONAL CHARGE	100%	14.4V	It is recommended to keep lithium battery levels above 20% to maximise lifespan
	100%	13.6V	
	99%	13.4V	
	90%	13.2V	
	70%	13.2V	
	40%	13.0V	
	30%	12.9V	
	20%	12.8V	
LOW CHARGE	17%	12.8V	Draining battery to this level is fine if done infrequently
	14%	12.7V	
CHARGE IMMEDIATELY	9%	12.6V	Draining to this level could cause damage or shorten lifespan
	0%	10.0V	

**DISCLAIMER:** The voltage VS SOC chart above shows the typical values for constant discharge at a discharge rate of 0.2°C in an environment of 25°C, it's for reference only. The actual situation may vary due to different charge and discharge rates, battery specifications, usage conditions and measurement methods in addition, the battery voltage is not the most accurate indicator when it comes to measuring the SOC of a lithium battery. Factors such as battery capacity, temperature, use time, and cell balancing in battery packs need to be considered. Voltage may drop much lower than the values indicated above before the battery cut-off (Internal BMS) activates. Shortly after BMS activation the battery should restore to a reading of approximately 11.85V.

## DECLARATION BY THE PURCHASER:

I/we confirm that I/we have received, read, understand and agree to the terms and conditions of the SUV Campers and Caravans Warranty outlined in the “Warranty and Service Handbook” and **in particular I/we are aware of and note the important sections mentioned in the handbook below and that failure to adhere to these will void my warranty:**

- Preventative maintenance service schedule - 1st service must be completed 3 months/1,000km from the date of invoice
- Pre-travel checklist
- Important items of note
- Camper trailer and caravan care

I/we certify that answers noted in handwriting on the “**Customer Handover and Training Procedure**” have been checked by us/me and are correct. I/we confirm that the SUV Campers and Caravans Dealership or Authorised SUV Campers and Caravans Selling Agent has provided us/me with the following documents and explained clearly the operations of our Camper Trailer or Caravan.

First Service To Be Completed By Date \_\_\_\_\_ Model \_\_\_\_\_ VIN \_\_\_\_\_

- Warranty and Service Handbook
- Interim Registration Label or Registration Certificate
- Invoice
- Terms and Conditions of Trade
- Highlighted Manuals Below
  - ☐ Battery Charger
  - ☐ Inverter
  - ☐ Battery Monitor
  - ☐ DCDC/MPPT Charger
  - ☐ Gas Hob/Stove
  - ☐ Mini Oven
  - ☐ Washing Machine
  - ☐ Microwave
  - ☐ Stereo
  - ☐ Air Conditioner
  - ☐ Gas Hot Water System
  - ☐ TV
  - ☐ Internal Fridge
  - ☐ Reversing Camera
  - ☐ Diesel Heater
- Gas Compliance Paperwork - Gas-Flexible Hose Certification & Risk Assessment, Gas - BBQ / Stove Fixing Certification & Risk Assessment, Chinabest Approval Letter, Gas Outcome S15

I/we have inspected the interior and exterior of the Camper Trailer or Caravan and I/we are satisfied that the Camper Trailer or Caravan is of sound quality and is free from defects in material and workmanship. I/we agree that all additional items have been received by us/me the Purchaser.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### DECLARATION BY THE DEALER:

I hereby confirm that the Camper Trailer or Caravan Model \_\_\_\_\_ VIN \_\_\_\_\_ has been delivered to the Purchaser in a roadworthy condition and in accordance with the relevant Federal and State Legislation. I confirm that I have provided the Purchaser with the following documents and had them complete the Customer Delivery Report and “Declaration by the Purchaser”.

- Warranty and Service Handbook
- Interim Registration Label or Registration Certificate
- Invoice
- Terms and Conditions of Trade
- Highlighted Manuals Below
  - ☐ Battery Charger
  - ☐ Inverter
  - ☐ Battery Monitor
  - ☐ DCDC/MPPT Charger
  - ☐ Gas Hob/Stove
  - ☐ Mini Oven
  - ☐ Washing Machine
  - ☐ Microwave
  - ☐ Stereo
  - ☐ Air Conditioner
  - ☐ Gas Hot Water System
  - ☐ TV
  - ☐ Internal Fridge
  - ☐ Reversing Camera
  - ☐ Diesel Heater
- Gas Compliance Paperwork - Gas-Flexible Hose Certification & Risk Assessment, Gas - BBQ / Stove Fixing Certification & Risk Assessment, Chinabest Approval Letter, Gas Outcome S15

I confirm I have clearly explained the operations of the Camper Trailer or Caravan to the Purchaser and answered any questions they had in relation to the Camper Trailer or Caravan.

### SELLING DEALERS REPRESENTATIVE

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# 1,000KM / 3-MONTH *Service Checklist*

**PLEASE NOTIFY US OF ANY REPAIR WORK  
POSSIBLY NEEDED PRIOR TO DROPPING OFF  
YOUR CAMPER TRAILER OR CARAVAN**

VIN NUMBER \_\_\_\_\_ Model \_\_\_\_\_ Date of Service \_\_\_\_\_

Inspect camper and note any damage before service is commenced \_\_\_\_\_

SUV Service Technician Signature: \_\_\_\_\_

<ul style="list-style-type: none"> <li><input type="checkbox"/> Check Electric Brake function</li> <li><input type="checkbox"/> Check Wheel Bearings for movement (not disassemble)</li> <li><input type="checkbox"/> Check and adjust Brakes</li> <li><input type="checkbox"/> Check and Adjust Handbrake</li> <li><input type="checkbox"/> Visually check all suspension components, check all nuts &amp; bolts and tight if loose then tighten &amp; loctite as required</li> <li><input type="checkbox"/> Check tyres and inflate to appropriate pressure</li> <li><input type="checkbox"/> Check Torque of wheel nuts to Manufacturers specifications and mark (mark with paint)</li> <li><input type="checkbox"/> Check Batteries for security and connection</li> <li><input type="checkbox"/> Check Tail lights for correct operation</li> <li><input type="checkbox"/> Check spare wheels for security and inflation</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Check all Doors and hatches for alignment and sealing and lube hinges and locks</li> <li><input type="checkbox"/> Check all Seals for alignment and security</li> <li><input type="checkbox"/> Check operation of Kitchen Slides</li> <li><input type="checkbox"/> Check all cupboard latches</li> <li><input type="checkbox"/> Check all dead locks for operation</li> <li><input type="checkbox"/> Check Fridge Slide</li> <li><input type="checkbox"/> Check Gas and Jerry Can Mounts</li> <li><input type="checkbox"/> Check Paint for damage</li> <li><input type="checkbox"/> Check VIN plate and Decals</li> <li><input type="checkbox"/> Check Trailer coupling bolts and condition of coupling</li> <li><input type="checkbox"/> Check safety chains and D shackles are in good condition</li> <li><input type="checkbox"/> Check all grease nipples and grease if needed</li> </ul>	<p><b>FAULTS FOUND:</b> _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p><b>PARTS REPLACED:</b> _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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**ALL Service, Repair or Warranty work must be booked in with the service agent in advance prior to dropping off the camper trailer or caravan, your camper trailer or caravan must cleared of all personal belongings, failure to do this will result in extra charges and delays in the return of your trailer, charges may apply for storage if not collected on time.**

# 5,000KM / 6-MONTH *Service Checklist*

**PLEASE NOTIFY US OF ANY REPAIR WORK  
POSSIBLY NEEDED PRIOR TO DROPPING OFF  
YOUR CAMPER TRAILER OR CARAVAN**

VIN NUMBER \_\_\_\_\_ Model \_\_\_\_\_ Date of Service \_\_\_\_\_

Inspect camper and note any damage before service is commenced \_\_\_\_\_

SUV Service Technician Signature: \_\_\_\_\_

<input type="checkbox"/> Check and Lube Coupling and Jockey Wheel <input type="checkbox"/> Check Wheel Bearings for Correct Lubrication Inspect, repack and Adjust <input type="checkbox"/> Check and Adjust Brakes <input type="checkbox"/> Check and Adjust Handbrake <input type="checkbox"/> Check Suspension for Faults and tighten all bolts and Lube <input type="checkbox"/> Check and Lube Stabiliser Legs <input type="checkbox"/> Check tyres and inflate to appropriate pressure <input type="checkbox"/> Torque Wheel nuts to Manufacturers specifications and mark <input type="checkbox"/> Check operation of gas cooker & flame outs <input type="checkbox"/> Check operation of 240V System (if Fitted) <input type="checkbox"/> Check water tanks for leakage and Security <input type="checkbox"/> Check water quick releases <input type="checkbox"/> Check Batteries for security and connection	<input type="checkbox"/> Check Tail lights for correct operation <input type="checkbox"/> Check operation of Battery Charger <input type="checkbox"/> Check spare wheels for security and inflation <input type="checkbox"/> Check all Doors and hatches for alignment and sealing and lube hinges and locks <input type="checkbox"/> Check all Seals for alignment and security <input type="checkbox"/> Check operation of Kitchen Slides <input type="checkbox"/> Check water Pump and hosing and correct operation of spout and switches <input type="checkbox"/> Check all cupboard latches and lube <input type="checkbox"/> Check all dead locks for operation <input type="checkbox"/> Check Fridge Slide and lubricate <input type="checkbox"/> Check Fridge locker light (if fitted)	<input type="checkbox"/> Check Gas and Jerry Can Mounts <input type="checkbox"/> Check all Canvas and zips <input type="checkbox"/> Check Radio operation <input type="checkbox"/> Check Air Con operation and clean filters (if fitted) <input type="checkbox"/> Check internal and Kitchen lights operation <input type="checkbox"/> Check all 12V power sockets <input type="checkbox"/> Check Electric brake function	<input type="checkbox"/> Check all grease nipples & grease if needed <input type="checkbox"/> Check Positive Pressure System & clean filter (if fitted) <input type="checkbox"/> Check Paint for damage <input type="checkbox"/> Check interior trim <input type="checkbox"/> Check VIN plate and Decals <input type="checkbox"/> Check Trailer coupling bolts and condition of coupling <input type="checkbox"/> Check safety chains and D shackles are in good condition
<b>FAULTS FOUND:</b> _____ _____ _____ _____			
<b>PARTS REPLACED:</b> _____ _____ _____ _____			

**ALL Service, Repair or Warranty work must be booked in with the service agent in advance prior to dropping off the camper trailer or caravan, your camper trailer or caravan must be cleared of all personal belongings, failure to do this will result in extra charges and delays in the return of your trailer, charges may apply for storage if not collected on time.**

# 10,000KM / ANNUAL *Service Checklist*

**PLEASE NOTIFY US OF ANY REPAIR WORK  
POSSIBLY NEEDED PRIOR TO DROPPING OFF  
YOUR CAMPER TRAILER OR CARAVAN**

VIN NUMBER \_\_\_\_\_ Model \_\_\_\_\_ Date of Service \_\_\_\_\_

Inspect camper and note any damage before service is commenced \_\_\_\_\_

SUV Service Technician Signature: \_\_\_\_\_

- ☐ Check and Lube Coupling and Jockey Wheel
- ☐ Check Wheel Bearings for Correct Lubrication, inspect repack and Adjust Replace if necessary
- ☐ Check and Adjust Brakes
- ☐ Check and Adjust Handbrake
- ☐ Check all Bolts are Tight if loose tighten and Loctite as required
- ☐ Torque stub bolts to 170ft lbs
- ☐ Check Suspension for Faults and tighten all bolts and Lube
- ☐ Check Wheel Alignment
- ☐ Check and Lube Stabiliser Legs
- ☐ Check tyres and inflate to appropriate pressure
- ☐ Torque Wheel nuts to Manufacturers specifications and mark
- ☐ Visual check Chassis for cracks and damage
- ☐ Check Gas Cooker and flame outs operation
- ☐ Check 240V System operation (if Fitted)
- ☐ Check water tanks for leakage and Security

- ☐ Check water quick releases
- ☐ Check Gas Bayonet operation
- ☐ Check Batteries for security and connection load test batteries
- ☐ Check Tail lights for correct operation
- ☐ Check operation of Battery Charger
- ☐ Check all 12V power Outlets
- ☐ Check spare wheels for security and inflation
- ☐ Check all Doors and hatches for alignment and sealing and lube hinges and locks
- ☐ Check all Seals for alignment and security
- ☐ Check operation of Kitchen Slides and Lube
- ☐ Check water Pump and hosing and correct operation of spout and switches
- ☐ Check all cupboard latches and lube
- ☐ Check all dead locks for operation
- ☐ Check Fridge Slide and Lubricate
- ☐ Check Fridge locker light (if fitted)
- ☐ Check Gas and Jerry Can Mounts
- ☐ Check all Canvas and zips

- ☐ Check Radio operation
- ☐ Check Air Con operation & clean filter (if fitted)
- ☐ Check internal and Kitchen lights
- ☐ Check Battery Isolator
- ☐ Check Electric Brake function
- ☐ Check all grease nipples and grease if required
- ☐ Check Positive Pressure System and clean filter (if fitted)
- ☐ Check all hinges for wear

- ☐ Replace Suspension Bushes & Shocks (if required)
- ☐ Check Anderson Plugs for corrosion
- ☐ Check Paint for damage
- ☐ Check interior trim
- ☐ Check VIN plate and Decals
- ☐ Check Trailer coupling bolts and condition of coupling
- ☐ Check safety chains and D shackles are in good condition
- ☐ Check operation of trailer breakaway

**FAULTS FOUND:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PARTS REPLACED:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ALL Service, Repair or Warranty work must be booked in with the service agent in advance prior to dropping off the camper trailer or caravan, your camper trailer or caravan must cleared of all personal belongings, failure to do this will result in extra charges and delays in the return of your trailer, charges may apply for storage if not collected on time.**



# RECORD *of Service*

*ALL Service, Repair or Warranty work must be booked in with the service agent in advance prior to dropping off the camper trailer or caravan. your camper trailer or caravan must be cleared of all personal belongings, Failure to do this will result in extra charges and delays in the return of your camper trailer or caravan, charges may apply for storage if not collected on time.*

<b>FIRST SERVICE</b> 1,000km or 3 months	DATE	REPAIRER STAMP

<b>SECOND SERVICE</b> 5,000km or 6 months	DATE	REPAIRER STAMP

<b>THIRD SERVICE</b> 10,000km or 12 months	DATE	REPAIRER STAMP

<b>FOURTH SERVICE</b> 10,000km or 12 months	DATE	REPAIRER STAMP

<b>FIFTH SERVICE</b> 10,000km or 12 months	DATE	REPAIRER STAMP

<b>FIFTH SERVICE</b> 10,000km or 12 months	DATE	REPAIRER STAMP

## SUV CAMPERS WARRANTY REGISTRATION CERTIFICATE | PURCHASE DETAILS

(copy must be recieved by your SUV dealership within seven (7) days from collecting your camper trailer or caravan)

Mr/Mrs/Ms \_\_\_\_\_ Purchaser Name \_\_\_\_\_

Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone (BH) \_\_\_\_\_ (AH) \_\_\_\_\_ (Mobile) \_\_\_\_\_

Email \_\_\_\_\_

Model of Camper Trailer \_\_\_\_\_

VIN Number \_\_\_\_\_ Registration Number \_\_\_\_\_ Air Conditioner Installed ☐ YES ☐ NO

Purchased From \_\_\_\_\_ Date of Purchase \_\_\_\_\_

Notes \_\_\_\_\_

1st Service Due Date \_\_\_\_\_



*From all the SUV Camper and SUV Caravan dealerships thank you for supporting local owned businesses right here in our own backyard we wish you safe travels and many cherished memories with your family and friends!*





Townsville

**SAHARA TRAILERS CAMPERS & RV CENTRE**

711 Woolcock St. Mount Louisa, Townsville Q 4814

E sales01@saharatrailer.com.au

P 07 4779 1162 | saharatrailer.com.au



Cairns

**SAVANNAH CAMPERS**

51 Hargreaves Street, Edmonton Q 4869

E sales@savannahcampers.com.au

P 1300 494 226 | savannahcampers.com.au



Darwin

**QUALITY CAMPERS**

121 Pruen Road, Berrimah NT 0828

E darwincaravans@bigpond.com

P 0438 120 571 | qualitycampers.com.au



Rockhampton

**GUARDIAN CAMPERS & RV CENTRE**

873-881 Yaamba Rd (Bruce Highway),

North Rockhampton QLD 4701

E admin@gcrv.com.au

P 0488 032 792 or 1300 788 222 | gcrv.com.au



Caboolture

**GUARDIAN CAMPERS & RV CENTRE**

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