



MANUFACTURER'S WARRANTY TERMS AND CONDITIONS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL).

The benefits conferred by this warranty set out in this document (**Warranty Terms and Conditions** or **Manufacturers Warranty Terms and Conditions**) are 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.

Canyon Caravans Pty Ltd (ACN 644 788 232) of Factory 10, 5-11 Agosta Drive, Laverton North, Victoria 3026) trading as Canyon Caravans is the authorised dealer. The Manufacturer who builds the caravan on behalf of Canyon Caravans offers the warranties in these Warranty Terms and Conditions for new Canyon Caravan branded caravans which are built by an approved Canyon Caravan manufacturer (the **Manufacturer**). The Manufacturer of the caravans is responsible for the repair of defects of material and workmanship. The Canyon Caravans dealership is responsible for arranging and authorising warranty repairs on behalf of the responsible Manufacturer (**Canyon Caravans**). Canyon Caravans is a dealership and is not referred to as the Manufacturer.

The Manufacturer warrants to the person who acquired the Caravan from Canyon Caravans or another authorised dealer of Canyon Caravans for their own use and not for resale or resupply (the **Purchaser**), that:

- for a period of 12 months from the date of delivery of the Caravan to the Purchaser, any non-structural part of the Caravan will be free from defects of material and workmanship under normal use; and
- for a period of 12 months from the date of delivery of the Caravan to the Purchaser, any structural items of the Caravan (including frame integrity and structural joinery, exterior cladding, furniture, general electrical wiring and fitting and general plumbing) of the Caravan will be free from defects of material and workmanship. The chassis frame warranty is the responsibility of the chassis manufacturer.

This warranty provided to the Purchaser is non-transferable and claims under these Warranty Terms cannot be made by anyone other than the original Purchaser.

1. Warranty cost

This 12 month warranty is being issued at no additional cost to the Purchaser

2. Warranty exclusions

Subject always to any overriding obligations pursuant to the Australian Consumer Law, the warranties set out above shall not apply:

- a) If the Purchaser is not able to provide proof of purchase or equivalent documentation which confirms that the relevant Caravan was purchased from a Canyon Caravans dealership or its authorised dealer.
- b) To defects which have arisen as a result of the Caravan being involved in an accident, other impact, being towed at excessive speed, with

incorrect weight distribution or being towed by a vehicle that is not suitable for the Caravan.

- c) To defects which have arisen by use of the Caravan which is contrary to any law, ordinance, or regulation in force in any state or territory of Australia.
- d) To other items not manufactured by the Manufacturer but are installed in or on the caravan including without limitation; electrical and gas appliances, batteries, refrigerators, stoves, microwave ovens, freezers, air-conditioners, CD / DVD units, televisions or other appliances or options (**Appliances**) which may be covered by the respective manufacturers or supplier of that item to enable repair under their warranty are the responsibility of the Purchaser. Please contact the relevant manufacturer or supplier. (Refer to section 3 below for a selection of contact details).
- e) To damage resulting from a failure to use Appliances in accordance with the relevant instructions manual.
- f) If the Caravan is modified beyond manufacturer's specifications
- g) To any equipment, items or modifications added to the caravan after the date of delivery or defects and damage caused by alterations or repairs being undertaken by an unauthorised repairer
- h) To minor imperfections which are within reasonably acceptable industry tolerances and variances.
- i) To a consumable part of the Caravan which requires routine replacement by the Purchaser. This includes but not limited to; brakes, tyres, wheel bearings,
- j) To any defects resulting from overloading, misuse, accident, theft, negligence, neglect, abuse, unauthorised modification, tampering, unauthorised repair, infestation by animals, rodents, rust, corrosion or other cause beyond the direct control of the Manufacturer.
- k) To any defects arising from the Caravan being used for a purpose other than that for which it was designed or intended.
- l) To increased deterioration or wear of the Caravan flowing from permanent living or residence in the Caravan.
- m) To any rectification, modification or other work required due to alterations necessitated by State or Commonwealth legislation, which occurs after the purchase of the Caravan.
- n) To any damages or repair work which is required as a result of continued usage or towing of the Caravan after a defect has, or should have, become apparent to the Purchaser or user of the Caravan.
- o) To the extent permitted by law, to any liability for consequential loss, such as but not limited to inconvenience, loss beyond the normal measure, indirect loss, lost opportunities, loss of use of the Caravan, loss of time, disrupted travel plans, expenses for accommodation, petrol/diesel fuel, telephone, loss or damage to personal property, loss of earnings or rent.

- p) To deterioration or damage of the Caravan due to exposure to natural elements, weather, including but not limited to; shrinking, fading, tears, punctures to fabric or materials items such as soft furnishings, mattresses and upholstery.
- q) To damage attributable to surfaces and seals caused by after-treatment such as coating, protections and sealants.
- r) To damage attributable to normal wear and tear, such as scratching, stone damage or reasonable degradation of general aesthetics in paint, galvanising or other coatings.
- s) To any defects arising from the Caravan being subject to abnormal conditions, including but not limited to extremely harsh environments, temperature, water, fire, humidity, pressure, stress conditions or other such abnormal conditions.
- t) To damage resulting from exposure of the Caravan to water levels that reach the bottom of the chassis and beyond. (See footnote ¹ for additional details)
- u) To any damage caused by towing with incorrect tyre pressure, overloading or incorrect towing equipment.
- v) To defects which may be prevented and/or rectified through normal service and maintenance or if the Purchaser fails to observe the 3 Month service schedule specified in section 9.
- w) To defects which may be avoided if the pre travel checked list specified in section 9.
- x) If an authorised dealer or the Canyon Caravans dealership is not notified of the alleged defect during the relevant Warranty period.
- y) If the Purchaser, leases, loaned, rents or hires out the Caravan or otherwise uses the Caravan for a commercial purpose.
- z) To cover call-out fees, service charges, towing charges, and attendance expenses levied by any towing operators, electricians, plumbers, or other such mobile repair service providers.

In addition, it is essential that the Purchaser consult with and obtain approval from the Canyon Caravans dealership prior to performing any modification to the Caravan, particularly with respect to any electrical, plumbing or chassis interventions. Such modifications have the potential to significantly impact the performance and safety of the Caravan. A failure to seek the required approval will void the Manufacturer's Warranty.

3. Separate warranties

Caravans include chassis, equipment and fittings, such as batteries, cooking appliances, air conditioners, heaters, tyres, brakes and toilets, which are separately warranted by their manufacturer and not covered by the Manufacturer's Warranty. If necessary, your claim will be referred on to the appropriate supplier who will manage the resolution to your claim.

Chassis – Please refer to the chassis manufacture detailed on your caravan.

Swift Appliance Group – Oven & grills – 12-month warranty <https://www.swiftappliancegroup.com.au/>

Coast to Coast RV- Hot water service – 2-year warranty <http://www.coastrv.com.au/>

¹ Off Road / Semi off Road caravans have been constructed with additional strength in the chassis suspension 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 caravans be exposed to water crossings at, or above, body floor level.

Warranty Terms and Conditions

Dometic Australia – Fridges/ windows/ Air conditioners – 3 Year Warranty
<https://www.dometic.com/en-au/au/support>

Thetford Australia – Toilets, Ovens, Cooktops & Fridges – 3-year Warranty <https://www.thetford-europe.com/au/en-AU/service-and-support>

NCE Air conditioners and – bking@NCE.com.au

Houghton BELAIR – Air conditioners 0448 691 433

Further details regarding the options fitted to your caravan can be found in the materials supplied at purchase.

4. How to make a claim

A Purchaser's first point of contact for any potential warranty claim should be the authorised dealer from whom the Caravan was purchased. Full contact details for the authorised dealer will be contained on the final invoice.

To make a claim under a warranty provided in these Warranty Terms and conditions a Purchaser must:

- a) lodge the claim with an authorised dealer as soon as possible and no later than 7 days after they first become aware of the defect;
- b) provide reasonable proof of purchase of the Caravan;
- c) provide a copy of all service records;
- d) provide full details relating to the proposed warranty claim;
- e) provide clear photographs of the problem as detailed in the warranty claim; and
- f) cease using the Caravan after first becoming aware of the defect, where the defect would make the Caravan unsafe to use.

The Purchaser should submit the claim to Canyon Caravans dealership at the following email address:

CanyonCaravans@gmail.com

Following receipt and evaluation of the Purchaser's warranty claim, Canyon Caravans will, within 14 days, process the claim with the Manufacturer and provide directions to the Purchaser as to whether the Caravan is required to be transported to Canyon Caravans dealership or its authorised repairer for inspection, further assessment and (if deemed necessary by Canyon Caravans) repair.

If such testing and inspection reveals that no defects in the caravan, the Purchaser must pay Canyon Caravans usual costs of inspection and testing.

For urgent claims the Purchaser can contact the Canyon Caravans dealership directly. Contact details can be found on our website www.canyoncaravans.com.au If the caravan is outside Victoria and urgent assistance is needed, Canyon Caravans will organize one of our multiple repair agents Australia wide to assist with your warranty claim on behalf of the Manufacturer.

5. Where can Warranty repairs and/ or inspections be affected

- The authorised Canyon Caravans Retail Dealership from where the Caravan was originally purchased; or
- Any authorised repair agent within Australia provided approval to carry out the inspection and/or repairs at that repair centre is first received from Canyon Caravans dealership.

6. Warranty claims

If a defect referred to in section 1 appears during the relevant Warranty period and the Purchaser makes a valid claim pursuant to these Warranty Terms and none of the

exclusions set out in section 2 apply, the Manufacturer will, at its election and discretion, either:

- repair the relevant part of the Caravan; or
- replace the relevant part of the Caravan with a part of identical or similar specification.

Notwithstanding the above, the Manufacturer reserves the right to make improvements and/or product changes when rectifying a defect under a warranty in these Warranty Terms. Where a part is to be replaced, the Manufacturer may replace it with a part which is of equivalent or similar specification or purpose. Refurbished parts may be used to repair the Caravans.

The Manufacturer and or Canyon Caravans will not be liable for any claims for labour, additional products or parts associated with or arising from faulty products and/or workmanship which has not been approved in advance by Canyon Caravans in writing.

7. Cost of warranty claim

All expenses incurred by the Purchaser in making a claim under these Warranty Terms and Conditions, including any costs incurred in delivering the Caravan to a Canyon Caravans authorised dealer or repair centre, shall be borne by the Purchaser. It is the obligation of the Purchaser to ensure that the Caravan is adequately insured for any transportation associated with a warranty claim.

The costs of removal and re-installation of Appliances to enable inspection and/or repairs under these Warranty Terms are to be borne by the Purchaser.

The Manufacturer or Canyon Caravans will not reimburse the Purchaser for any costs for repairs performed by persons without prior written approval from Canyon Caravans.

The Manufacturer or Canyon Caravans will not be liable for the disrupted travel plans, accommodation or other associated costs whilst repairs are carried out to the caravan in the event of an authorised claim.

8. Limits and 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 or as determined by Canyon Caravans.

9. Servicing and maintenance

It is the responsibility and obligation of the Purchaser to maintain the Caravan in a safe and roadworthy condition. Regular servicing as per the prescribed maintenance schedule of the Caravan is essential to ongoing safety and general Caravan care.

The Purchaser must ensure that the Pre-travel checklist is performed before any travel.

The Purchaser is responsible for a three (3) months service, and then services at intervals not exceeding 12 months or 10,000km increments from the date of delivery, whichever occurs first. An allowance of no more than 30 days or 500 kilometres beyond the stated intervals will be accepted. The purchaser has a duty of care to ensure the maintenance of the caravan and roadworthiness is up to date.

This maintenance and ongoing servicing of the Caravan is at the Purchaser's expense and those items delineated as requiring performance by a 'Service Technician' in the Checklist must be provided by a service centre which is authorised to undertake such servicing. It is the Purchaser's responsibility to maintain and keep adequate records of such maintenance and servicing.

Failure to adhere to this maintenance and service schedule will void the warranty included in these Warranty Terms and Conditions.

10. Entity giving the Warranties

The Manufacturer of the caravan is the entity giving the warranties in these Warranty Terms and conditions. The dealership is responsible for coordinating the warranties with the Manufacturer in these warranty terms and conditions.



SERVICE SCHEDULE

Caravan Servicing can be completed at any authorised Canyon Caravans dealership or authorised Canyon Caravans caravan repairer/service agent.

3 Months

Authorised Service Centre name:

Address _____

_____ Tel: _____

Authorised Service Centre Stamp:

Date:

Signature _____

Contact Name: _____

12 Months – Annual Service

Authorised Service Centre name:

Address _____

_____ Tel: _____

Authorised Service Centre Stamp:

Date:

Signature _____

Contact Name: _____

24 Months – Annual Service

Authorised Service Centre name:

Address _____

_____ Tel: _____

Authorised Service Centre Stamp:

Date:

Signature _____

Contact Name: _____

Service Schedule

36 Months – Annual Service

Authorised Service Centre name:

Address _____

_____ Tel: _____

Authorised Service Centre Stamp:

Date:

Signature _____

Contact Name: _____

48 Months – Annual Service

Authorised Service Centre name:

Address _____

_____ Tel: _____

Authorised Service Centre Stamp:

Date:

Signature _____

Contact Name: _____

60 Months – Annual Service

Authorised Service Centre name:

Address _____

_____ Tel: _____

Authorised Service Centre Stamp:

Date:

Signature _____

Contact Name: _____

72 Months – Annual Service

Service Schedule

Authorised Service Centre name:

Address

_____ Tel: _____

Authorised Service Centre Stamp:

Date:

Signature _____ Contact Name: _____

Pre-Travel checklist



	Pre-Travel checklist	OK
Exterior	Confirm wheel nut are installed and secure (Including spare)	<input type="checkbox"/>
	Check tyre pressures (including spare)	<input type="checkbox"/>
	Verify there is no uneven/unacceptable tyre wear	<input type="checkbox"/>
	Adjust brake shoes and handbrake	<input type="checkbox"/>
	Check wheel bearings for wear and grease contamination	<input type="checkbox"/>
	Awning is secure and locked in place	<input type="checkbox"/>
	Main Door is locked	<input type="checkbox"/>
	Step is raised	<input type="checkbox"/>
	Gas and gas bottles are turned off	<input type="checkbox"/>
	External boxes and doors are closed and secure (adjust locks if required)	<input type="checkbox"/>
	240V power lead disconnected	<input type="checkbox"/>
	Jacks and supports are raised	<input type="checkbox"/>
	Remove and stow Jockey Wheel	<input type="checkbox"/>
	Tow Ball/Point coupling is securely locked in position	<input type="checkbox"/>
	Safety chains and breakaway cable is securely installed	<input type="checkbox"/>
	12/24V Electrical plugs between van and car are connected	<input type="checkbox"/>
	Trailer hand brake is disengaged	<input type="checkbox"/>
	Wheel chocks are removed	<input type="checkbox"/>
	Check operation of trailer lighting	<input type="checkbox"/>
	Adjusted towing mirrors	<input type="checkbox"/>
Interior	Check batteries are charged	<input type="checkbox"/>
	Each window is closed and locked	<input type="checkbox"/>
	Roof hatches are closed and locked	<input type="checkbox"/>
	Cupboards and drawers are closed securely	<input type="checkbox"/>
	Shower rose is placed on floor	<input type="checkbox"/>
	Shower and bathroom door is secure	<input type="checkbox"/>
	Secure all appliances	<input type="checkbox"/>
	TV off bracket and stowed securely	<input type="checkbox"/>
	Refrigerator packed securely and door locked	<input type="checkbox"/>
	Gas cooker locked and stove is off and Lid is secure	<input type="checkbox"/>
	No unsecure objects inside the caravan	<input type="checkbox"/>
	Fire extinguisher fitted/ secure and indicator needle is in the green zone.	<input type="checkbox"/>

3 Months Service Schedule



CUSTOMER		CARAVAN MODEL	CHASSIS ID	
	Activity		OK	Record as found and as left condition
Trailer/Chassis	Check & Adjust wheel nut tensions (Including spare)		<input type="checkbox"/>	
	Check tyre pressures (including spare), Verify there is no uneven/abnormal wear (adjust alignment as necessary)		<input type="checkbox"/>	
	Inspect condition of brake assemblies and brake wiring		<input type="checkbox"/>	
	Adjust brake shoes and handbrake		<input type="checkbox"/>	
	Check, clean and repack wheel bearings and hubs		<input type="checkbox"/>	
	Check and tighten suspension and components		<input type="checkbox"/>	
	Inspect and grease trailer suspension pivot points, stabilisers and tow coupling where required		<input type="checkbox"/>	
Under caravan	Visually inspect under caravan for damage or loose items		<input type="checkbox"/>	
	Inspect electrical wiring for security or damage		<input type="checkbox"/>	
	Check battery, battery electrolyte levels and terminals		<input type="checkbox"/>	
	Inspect all gas and plumbing lines are secure and not damaged		<input type="checkbox"/>	
	Inspect water tanks and hoses and mounting brackets for security and damage		<input type="checkbox"/>	
Exterior	Check operation of awning		<input type="checkbox"/>	
	Check all exterior lighting		<input type="checkbox"/>	
	Verify rear bumper bar is secure		<input type="checkbox"/>	
	External boxes and doors are closed and secure (adjust and lubricate locks as required)		<input type="checkbox"/>	
Interior	Check operation of appliances and equipment		<input type="checkbox"/>	
	Check and adjust alignment of doors and windows		<input type="checkbox"/>	
	Check operation of roof hatches etc.		<input type="checkbox"/>	
	Lubricate door locks and hinges		<input type="checkbox"/>	
	Check and adjust cupboard catches and locks		<input type="checkbox"/>	
	Visually inspect for signs of water leaks		<input type="checkbox"/>	
	Visually inspect silicone sealant joints for non-adhesion/deterioration. Re-apply or replace silicone sealant as necessary		<input type="checkbox"/>	
	Clean and inspect vents and exhaust fans		<input type="checkbox"/>	
	Check all interior lighting		<input type="checkbox"/>	

Annual Service Schedule



CUSTOMER		CARAVAN MODEL		CHASSIS ID	
	Activity	OK	Record as found and as left condition		
Trailer/Chassis	Check & Adjust wheel nut tensions (Including spare)	<input type="checkbox"/>			
	Check tyre pressures (including spare), Verify there is no uneven/abnormal wear (adjust alignment as necessary)	<input type="checkbox"/>			
	Inspect condition of brake assemblies and brake wiring	<input type="checkbox"/>			
	Adjust brake shoes and handbrake	<input type="checkbox"/>			
	Check, clean and repack wheel bearings and hubs	<input type="checkbox"/>			
	Check and tighten suspension and components	<input type="checkbox"/>			
	Inspect and grease trailer suspension pivot points, stabilisers and tow coupling where required	<input type="checkbox"/>			
Under caravan	Visually inspect under caravan for damage or loose items	<input type="checkbox"/>			
	Inspect electrical wiring for security or damage	<input type="checkbox"/>			
	Check battery, battery electrolyte levels and terminals	<input type="checkbox"/>			
	Inspect all gas and plumbing lines are secure and not damaged	<input type="checkbox"/>			
	Inspect water tanks and hoses and mounting brackets for security and damage	<input type="checkbox"/>			
Exterior	Check operation of awning	<input type="checkbox"/>			
	Check all exterior lighting	<input type="checkbox"/>			
	Verify rear bumper bar is secure	<input type="checkbox"/>			
	External boxes and doors are closed and secure (adjust and lubricate locks as required)	<input type="checkbox"/>			
Interior	Check operation of appliances and equipment	<input type="checkbox"/>			
	Check and adjust alignment of doors and windows	<input type="checkbox"/>			
	Check operation of roof hatches etc.	<input type="checkbox"/>			
	Lubricate door locks and hinges	<input type="checkbox"/>			
	Check and adjust cupboard, catches and locks	<input type="checkbox"/>			
	Visually inspect for signs of water leaks	<input type="checkbox"/>			
	Visually inspect silicone sealant joints for non-adhesion/deterioration. Re-apply or replace silicone sealant as necessary	<input type="checkbox"/>			
	Clean and inspect vents and exhaust fans	<input type="checkbox"/>			
	Check all interior lighting	<input type="checkbox"/>			

All fees charges and costs associated to each service (including necessary consumables) is the responsibility of the purchaser and is to be paid direct to the service provider. The three (3) month service is necessary to validate the 12 month warranty. Warranty expires 12 months from date of delivery to the purchaser.