



# WARRANTY & SERVICE HANDBOOK



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[www.snowyrivercaravans.com.au](http://www.snowyrivercaravans.com.au)

# Snowy River Caravans

We thank you for selecting our brand by purchasing a Snowy River Caravan. As a company our ultimate objective is to give you a quality product. Our staff collectively have many years of experience in the RV industry. We use quality products and materials in order to provide you with a caravan designed to suit your needs. To ensure continuous satisfaction for our customers, we pride ourselves with our aftersales services, standing by our products with a warranty program.



## How to validate your warranty?

In order to validate the warranty of your new caravan, you need to fill in fully the 'Warranty Registration Form' issued to you by your dealer. The completed form should be returned to the dealer, who will send it to Snowy River Caravans on your behalf. We will endeavour to respond to all warranty enquiries within 48 hours. In some cases where the assistance of outside sources are required, the approval process may take time. Such delays will be related to customers immediately. On pick up of your caravan ensure that you are satisfied and should there be any issues please report to your dealer immediately.



# Our Warranty

Snowy River Caravans warranty is divided into 4 separate sub divisions.

Structural Warranty	12 Months
Chassis Warranty	12 Months
Materials and Part Warranty	12 Months
Appliances Warranty	12+ Months



The 1st and 2nd warranties are a direct warranty given by Snowy River Caravans. The option of repair or replacement of any defective items under this warranty will be at the discretion of Snowy River Caravans. The 3rd and 4th warranties are honoured by our suppliers. The suppliers will liaise with warranty claims according to their terms and conditions. When claiming supplier warranty for any defective item, the supplier may request the relevant part/s to be returned for inspection and decide if the part/s need to be replaced. As per their warranty conditions they have the right to determine if the defective part/s need to be repaired or replaced.

# Our Terms

## 12 Month Structural Warranty and Other

The warranty applies to any defect relating to manufacture of your caravan. (i.e. that which Snowy River will be responsible for and that warranty will not relate to any other materials and products used; which are covered by supplier warranty)

- a) The structural warranty for Snowy River Caravans will commence on the date of delivery of the caravan; terminating 12 months after commencement.
- b) A claim under this warranty will only be considered if Snowy River Caravans is notified of the claim during the warranty period. This warranty is applicable to the original purchaser only and is not transferable.
- c) All the services or repairs of your caravan should be done through an authorised service centre/repairer nominated by Snowy River Caravans.
- d) No reimbursements will be made for work done by unauthorised establishments.
- e) There must be prior consent from Snowy River Caravans if there is the need for a repair being carried out by an unauthorised repairer.
- f) Snowy River Caravans are designed for recreational use only. If used for permanent living, possible premature wear and tear will not be covered by this limited warranty.
- g) This warranty is only applicable for personal use of the caravan. Any commercial use or rental hire will void any warranty of your caravan.
- h) Snowy River Caravans is not liable for any expenses incurred by the customer in making a claim or complying with the obligations under this warranty. These expenses include any fees for maintenance, service, towing charges, travelling time, accommodation fees (in case of the caravan being required for more than one day for the repairs), etc., which may be required for the repairer to perform warranty repairs.

- i) Snowy River Caravans reserves the right to replace any defective part of the caravan with parts/components of similar quality, grade and composition where an identical part/component is not available.
- j) Different suppliers supply some of the materials and components used in Snowy River Caravans. Their individual manufacturer's warranty will separately cover those materials and components. The warranty period of the same will depend on their warranty terms and conditions.
- k) The customer must make the caravan available to Snowy River Caravans or to our dealers to carry out inspections for all issues concerning this warranty. If such checks find no defects in the caravan, the customer may become liable for the labour cost incurred.
- l) All plumbing defaults will be submitted to our subcontractors. Their warranty is valid for 12 months from the date of the original purchase.
- m) In order to claim any warranties from Snowy River Caravans, the proof of purchase, full details of the defect with relevant pictures and your maintenance records should be provided with your claim. (In many occasions your dealer would do these on your behalf)
- n) When a fault becomes apparent, the customer should immediately notify the dealer.
- o) Damage due to continued usage or towing after any defect has been reported will void your warranty.
- p) We will assist you in making claims with suppliers. However, claims for items suppliers have rejected (such as appliances, equipment and materials) cannot be recovered from Snowy River Caravans.
- q) Any possible damages occurring by exceeding the maximum ATM, as indicated on your VIN plate, will not be warranted.

## What is Not Included in our Warranty

Our warranty does not cover routine maintenance and services that your caravan requires. These include greasing the wheel bearings, tightening wheel nuts, cleaning of the air conditioner and water pumps. Any failure which could occur due to poor maintenance will not be covered under warranty.

The bedding items (mattress, duvet covers, cushions) are not warranted for tears, softening or soiling. Other fabric items such as awning, sofa covers, window screenings, curtains are also not warranted for tears, punctures and shrinkage. Any of the above will only be covered under warranty for defective workmanship and material.

Any damages caused to benchtops such as chips, cracks and the deterioration of sealant over time, is also not covered.

Misuse of a component and failure of any component due to normal wear and tear or resulting from natural causes will not be warranted.

This warranty will not cover any damage resulting from the installation or fitting of options or accessories after the caravan has left the manufacturing premises.

Defects or damage that could occur due to submersion in water, including flooding, creek crossings and similar, will not be warranted.

Any damage resulting from environmental conditions such as acid rain, airborne fallout (chemicals, tree sap), stones, salt, rust, sand, road hazards, hail, wind storm, lightning, floods, and similar, cannot be claimed under this warranty.

Non-use of correct towing equipment which could damage the caravan is not covered under this warranty. Please use the specified towing equipment.

This limited warranty will not be applicable if the alleged defect of the caravan is within acceptable industry variances.

Accidental damage is not covered under this warranty.

## For the New Snowy River Caravans Customer

As a new owner of a Snowy River Caravan, there are a few things you need to know.

You must ensure that your caravan has had the periodic services and maintenance checks and that all services are up to date. This will help prevent any conditions arising from neglect that are not covered by the warranty given by Snowy River Caravans.

Bringing your caravan to the dealer or any authorised service centre may help you identify any defects in your caravan which you may not have noticed. Early identification of defects could help you get them rectified during the warranty period.

We advise you to contact your dealer if you come across any issue with your caravan. Unauthorised third party repairs or advise will not be recognised and may void warranty.

In this manual we have included the Periodical Maintenance Schedule which should be stamped and signed by your authorised repairer at the end of each service.

Service	Due Date / Kilometres (Whichever happens first)
1st Service	3 Months or 1,000km
2nd Service	12 Months or 10,000km
3rd Service	24 Months or 20,000km

*Note - Ensure that you check the sealing of the Roof, Hatches and the Exterior Fittings during your scheduled services. This would help you to secure the caravan from any possible water damage.*

# Periodic Maintenance Schedule

1st Service: 3 Months or 1,000km

## 1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Tyres
- 1.3) Tyre Pressure
- 1.4) Tighten Wheel Nuts


## 2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Seals
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for Uneven Wear
- 2.6) Wheel Bearings


## 3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection


## 4) Gas System

- 4.1) Leak Test
- 4.2) Operation of Cooker
- 4.3) Operation of Refrigerator


## 5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches


## 6) Chassis

- 6.1) Check Coupling Bolts
- 6.2) Check Suspension Mounts
- 6.3) Oil Corner Jacks


Next Service Due Date / Mileage:

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I am satisfied that service here mentioned has been carried out.

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

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

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

Remarks:


Date of Service: \_\_\_\_\_

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

Dealer Stamp: \_\_\_\_\_

# Periodic Maintenance Schedule

2nd Service: 12 Months or 10,000km

## 1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Tyres
- 1.3) Tyre Pressure
- 1.4) Tighten Wheel Nuts


## 2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Seals
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for Uneven Wear
- 2.6) Wheel Bearings


## 3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection


## 4) Gas System

- 4.1) Leak Test
- 4.2) Operation of Cooker
- 4.3) Operation of Refrigerator


## 5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches


## 6) Chassis

- 6.1) Check Coupling Bolts
- 6.2) Check Suspension Mounts
- 6.3) Oil Corner Jacks


Next Service Due Date / Mileage:

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I am satisfied that service here mentioned has been carried out.

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

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

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

Remarks:


Date of Service: \_\_\_\_\_

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

Dealer Stamp: \_\_\_\_\_

# Periodic Maintenance Schedule

3rd Service: 24 Months or 20,000km

## 1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Tyres
- 1.3) Tyre Pressure
- 1.4) Tighten Wheel Nuts


## 2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Seals
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for Uneven Wear
- 2.6) Wheel Bearings


## 3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection


## 4) Gas System

- 4.1) Leak Test
- 4.2) Operation of Cooker
- 4.3) Operation of Refrigerator


## 5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches


## 6) Chassis

- 6.1) Check Coupling Bolts
- 6.2) Check Suspension Mounts
- 6.3) Oil Corner Jacks


Next Service Due Date / Mileage:

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I am satisfied that service here mentioned has been carried out.

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

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

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

Remarks:


Date of Service: \_\_\_\_\_

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

Dealer Stamp: \_\_\_\_\_

# Periodic Maintenance Schedule

4th Service

## 1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Tyres
- 1.3) Tyre Pressure
- 1.4) Tighten Wheel Nuts


## 2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Seals
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for Uneven Wear
- 2.6) Wheel Bearings


## 3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection


## 4) Gas System

- 4.1) Leak Test
- 4.2) Operation of Cooker
- 4.3) Operation of Refrigerator


## 5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches


## 6) Chassis

- 6.1) Check Coupling Bolts
- 6.2) Check Suspension Mounts
- 6.3) Oil Corner Jacks


Next Service Due Date / Mileage:

I am satisfied that service here mentioned has been carried out.

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

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

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

Remarks:


Date of Service: \_\_\_\_\_

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

Dealer Stamp: \_\_\_\_\_



# Periodic Maintenance Schedule

5th Service

## 1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Tyres
- 1.3) Tyre Pressure
- 1.4) Tighten Wheel Nuts


## 2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Seals
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for Uneven Wear
- 2.6) Wheel Bearings


## 3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection


## 4) Gas System

- 4.1) Leak Test
- 4.2) Operation of Cooker
- 4.3) Operation of Refrigerator


## 5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches


## 6) Chassis

- 6.1) Check Coupling Bolts
- 6.2) Check Suspension Mounts
- 6.3) Oil Corner Jacks


Next Service Due Date / Mileage:

I am satisfied that service here mentioned has been carried out.

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

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

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

Remarks:


Date of Service: \_\_\_\_\_

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

Dealer Stamp: \_\_\_\_\_

# Periodic Maintenance Schedule

6th Service

## 1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Tyres
- 1.3) Tyre Pressure
- 1.4) Tighten Wheel Nuts


## 2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Seals
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for Uneven Wear
- 2.6) Wheel Bearings


## 3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection


## 4) Gas System

- 4.1) Leak Test
- 4.2) Operation of Cooker
- 4.3) Operation of Refrigerator


## 5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches


## 6) Chassis

- 6.1) Check Coupling Bolts
- 6.2) Check Suspension Mounts
- 6.3) Oil Corner Jacks


Next Service Due Date / Mileage:

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I am satisfied that service here mentioned has been carried out.

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

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

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

Remarks:


Date of Service: \_\_\_\_\_

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

Dealer Stamp: \_\_\_\_\_

# Periodic Maintenance Schedule

7th Service

## 1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Tyres
- 1.3) Tyre Pressure
- 1.4) Tighten Wheel Nuts


## 2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Seals
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for Uneven Wear
- 2.6) Wheel Bearings


## 3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection


## 4) Gas System

- 4.1) Leak Test
- 4.2) Operation of Cooker
- 4.3) Operation of Refrigerator


## 5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches


## 6) Chassis

- 6.1) Check Coupling Bolts
- 6.2) Check Suspension Mounts
- 6.3) Oil Corner Jacks


Next Service Due Date / Mileage:

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I am satisfied that service here mentioned has been carried out.

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

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

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

Remarks:


Date of Service: \_\_\_\_\_

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

Dealer Stamp: \_\_\_\_\_

# Periodic Maintenance Schedule

8th Service

## 1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Tyres
- 1.3) Tyre Pressure
- 1.4) Tighten Wheel Nuts


## 2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Seals
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for Uneven Wear
- 2.6) Wheel Bearings


## 3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection


## 4) Gas System

- 4.1) Leak Test
- 4.2) Operation of Cooker
- 4.3) Operation of Refrigerator


## 5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches


## 6) Chassis

- 6.1) Check Coupling Bolts
- 6.2) Check Suspension Mounts
- 6.3) Oil Corner Jacks


Next Service Due Date / Mileage:

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I am satisfied that service here mentioned has been carried out.

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

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

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

Remarks:


Date of Service: \_\_\_\_\_

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

Dealer Stamp: \_\_\_\_\_

# Periodic Maintenance Schedule

9th Service

## 1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Tyres
- 1.3) Tyre Pressure
- 1.4) Tighten Wheel Nuts


## 2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Seals
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for Uneven Wear
- 2.6) Wheel Bearings


## 3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection


## 4) Gas System

- 4.1) Leak Test
- 4.2) Operation of Cooker
- 4.3) Operation of Refrigerator


## 5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches


## 6) Chassis

- 6.1) Check Coupling Bolts
- 6.2) Check Suspension Mounts
- 6.3) Oil Corner Jacks


Next Service Due Date / Mileage:

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I am satisfied that service here mentioned has been carried out.

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

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

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

Remarks:

Date of Service: _____
Signature: _____
Dealer Stamp: _____

# Periodic Maintenance Schedule

10th Service

## 1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Tyres
- 1.3) Tyre Pressure
- 1.4) Tighten Wheel Nuts


## 2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Seals
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for Uneven Wear
- 2.6) Wheel Bearings


## 3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection


## 4) Gas System

- 4.1) Leak Test
- 4.2) Operation of Cooker
- 4.3) Operation of Refrigerator


## 5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches


## 6) Chassis

- 6.1) Check Coupling Bolts
- 6.2) Check Suspension Mounts
- 6.3) Oil Corner Jacks


Next Service Due Date / Mileage:

--

I am satisfied that service here mentioned has been carried out.

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

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

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

Remarks:


Date of Service: \_\_\_\_\_

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

Dealer Stamp: \_\_\_\_\_

## Owner Details

Name:

Address:

Contract No:

## Caravan Details

Caravan Model:

Chassis No:

Vin No:

Colour:

## Notes

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