



Snowy Warranty

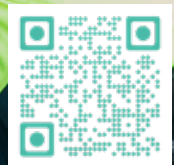
Snowy River Warranty

Thank you for choosing Snowy River RV. We hope you enjoy quality adventures for years ahead.



Snowy River Warranty
July 2024

www.snowyrivercaravans.com.au



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SNOWY RIVER CARAVANS WARRANTY

Congratulations on your recent purchase.

We thank you for selecting our brand by purchasing a Snowy River RV (Recreational Vehicle). As a company, our objective is to give you a quality product to be enjoyed for years to come.

Our staff collectively have significant experience in the RV industry. We use quality products and materials to provide you with an RV designed to suit your needs.

To ensure continuous satisfaction for our customers, we pride ourselves on our after-sales service, standing by our products with our warranty program.

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OVERVIEW - WARRANTY

Snowy River Caravans offers this warranty regarding the design, manufacture and components of our caravans. Snowy River Caravans warrants to the owner that if the product experiences a design or manufacturing defect, Snowy River Caravans will authorise the repair or replacement of the defect subject to the terms of this warranty.

Our objective is to provide a guarantee that aligns with Australian Consumer Law. Under the Australian Consumer Law, you are entitled to a replacement or refund if there is a major failure and to compensation for reasonably foreseeable loss and damage. You are also entitled under the Australian Consumer Law to repair or replacement of your goods if they fail to be of acceptable quality and the failure does not amount to a major failure. Nothing in this Warranty is to



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be taken to exclude, modify or restrict any state or federal legislation applicable to the supply of goods and services, including the Australian Consumer Law.

No person, including any dealer, agent or representative has the authority to make any representations of warranty concerning Snowy River or its products, except to refer to these warranty terms and conditions.

Snowy River Caravans makes no express warranties or representations other than those set out in this warranty.

Warranty Office:

20-50 Fillo Drive, Somerton, VIC 3062

Warranty Phone Number : 03 8314 3900

Website: www.snowyrivercaravans.com.au

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STRUCTURAL WARRANTY

Snowy River Caravans offers a five-year structural warranty, commencing the date of handover. The structural warranty covers parts and workmanship under normal use, with specified maintenance and servicing. It is applicable to:

- 1) Chassis components, excluding maintenance and wear and tear components.
- 2) Wall, roof, or flooring panels.

A claim under this warranty will only be considered if the Snowy River is notified of the claim during the warranty period.

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MANUFACTURES WARRANTY

Snowy River Caravans offers a two-year manufacturing warranty, commencing the date of handover. The manufacturing warranty covers parts and workmanship under normal use, with specified maintenance and servicing. Subject to the exclusions within these warranty terms and conditions, if individual parts are found to be faulty after inspection within the two-year manufacturing warranty period, these parts will be either repaired or replaced.

Exclusions to this warranty are outlined further in these warranty terms and conditions.

In the event of the owner selling their caravan within the manufacturing warranty period, the balance of the manufacturing warranty can be transferred to a secondary owner. The structural warranty will only be transferred in conjunction with the manufacturer's warranty.

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SUPPLIED COMPONENTS

Snowy River Caravans advises that some components supplied with your RV are not manufactured or imported by Snowy River Caravans. These components are separately warranted by the businesses that are imported or manufactured by their respected businesses. As a result, the supplier may have their own warranty process or specified service agents, separate to the Snowy River network. This is to comply with the state and federal legislations.



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The following components are sourced by Snowy River Caravans:

- 1) **Cooking Appliances**
- 2) **Air-Conditioners**
- 3) **Refrigerators**
- 4) **Toilets**
- 5) **Hot Water Service & Heaters**
- 6) **Battery Management Systems**

Please take the time to read the manuals provided in your owner's packet, which you would have received upon the purchase of your RV.

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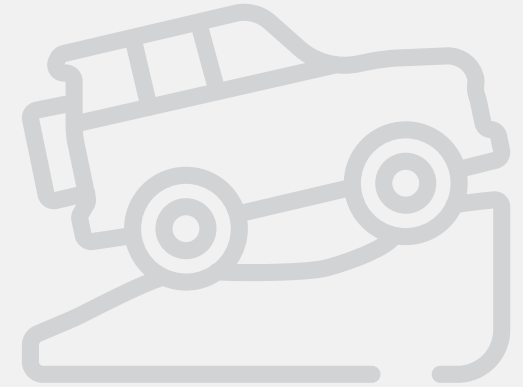
SRT-RANGE OFF-ROAD USE

Snowy River Caravans multi-terrain range of caravans have been designed and constructed to give added strength and ground clearance, for limited unsealed road usage. Gas venting regulations and other construction restraints limit the effectiveness of these caravans against dust and water penetration.

Under no circumstances should these caravans be exposed to water crossings at, or above, body floor level.



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We strongly recommend towing at safe speed according to travel conditions with extra care and attention required on uneven surfaces. Tyre pressures should be reduced subject to conditions. Snowy River multi-terrain RVs are not designed for hard impact or heavy landings or severely rutted roads or tracks.

Snowy River multi-terrain RV are not designed for use on four-wheel drive only tracks.

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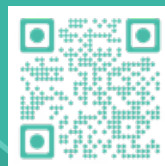
REGISTRATION CERTIFICATE

Snowy River Caravans trusts that you will enjoy many trouble-free kilometres of touring, however, if you need to make a claim, please follow the warranty claim procedure set out in this booklet.

To validate the warranty, you will need to fill out in full the “Warranty Registration Form” below, scan and upload as supporting evidence to:

<https://form.snowyrivercaravans.com.au/ProductRegistration>

or



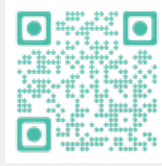
 **SCAN ME**

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Title (Mr/Mrs/Ms)			
First Name			
Surname			
Address			
Suburb			
State		Postcode	
Telephone	Home		
	Mobile		
Email Address			
Model of Caravan			
Chassis Number			
VIN			
Date of Purchase			
Dealer			

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HOW TO MAKE A CLAIM

HOW TO MAKE A CLAIM

1) If a defect occurs owners must lodge a claim through the Warranty Portal within 7 days of identifying the defect. This claim form can be found at:

www.snowyrivercaravans.com.au/warranty/

2) Any warranty claim must be accompanied by:

- i) Proof of Purchase.
- ii) Full details of the alleged defect.
- iii) Appropriate documentation (such as quotes, images and/or video evidence and maintenance records).

3) Snowy River will communicate with the owner or

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representative to process the claim and will refer the owner to an authorised dealership or nominated repair agent for inspection and/or diagnosis. If such an inspection finds no design or manufacturing defect in the RV, the purchaser may be liable for any incurred costs.

4) If the inspection and/or diagnosis reveals a design or manufacturing defect in the RV, Snowy River Caravans will request a quote for review. Should the claim be approved, Snowy River Caravans will issue an authorisation number to the relevant repairer. Any claim for repairs carried out without prior authorisation will be denied under this warranty.

5) Warranty claim processing may be delayed if the RV has not been registered for warranty correctly, or the warranty claim has not been lodged correctly.

6) Snowy River Caravans or the selling dealer will not be liable for disrupted travel plans, accommodation, or other associated costs whilst authorised repairs are carried out to the RV. This includes any costs for towing or traveling time which may be required to perform authorised repairs. It is the owner's responsibility to present the RV to an authorised repairer for repairs.

7) Snowy River Caravans will not reimburse costs of unauthorised repairs.

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OWNERS RESPONSIBILITY

As an owner of a Snowy River RV, there are guidelines and responsibilities that must be abided by.

These include:

- 1) Regular and sufficient maintenance in accordance with the servicing schedule provided in 'Scheduled Maintenance'
- 2) Compliance with the warranty process as outlined in the above section 'How To Make A Claim'.
- 3) Performing due diligence and care when modifying the caravan or adding accessories.
- 4) Ensure the caravan is used in a safe and compliant manner

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DECLARATIONS

Declaration by the purchaser:

I/We confirm that I/We have received, read, understand, and agree to the terms and conditions of Snowy River Caravans warranty.

I/We are aware of and understand Snowy River Caravans service requirements.

I/We confirm the selling dealer has provided us with and explained all the necessary handover information regarding the RV.

I/We have inspected the RV and I/We are satisfied that the RV is of acceptable quality and is free from defects in design and manufacture.

Name: _____

Signature: _____

Date: _____

Declaration by the dealer:

I hereby confirm that the Caravan described has been delivered in a roadworthy condition and in accordance with the relevant Federal and State Legislation.

I confirm that I have provided the Purchaser with and explained all the necessary handover and warranty information regarding the Caravan.

Name: _____

Signature: _____

Date: _____

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SCHEDULED MAINTENANCE

You must ensure that your caravan has had 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 identify any defects in your caravan. Early identification of defects enables mitigation of the issues prior to exacerbation of the issues.

In your information pack, you will find a guide of Fibreglass maintenance. If maintenance is not performed on your RV, dullness or fading could occur.

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

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Ensure the sealing of the roof, hatches, and exterior fittings is checked during scheduled services. This would help to prevent any potential water ingress and subsequent damage.

Please note: Standard inclusions for servicing vary between agents, it is the owner's responsibility to ensure all items (Especially silicone inspections) are completed within this service.

The service agent should undertake the following steps at the maintenance service:

- 1) Check alignment of doors and windows adjust if necessary.
- 2) Check operation of the step adjust if necessary.
- 3) Visual inspection for water leaks.
- 4) Visual inspection for sealant/silicone, if there are signs of lack of adhesion or deterioration are evident, your agent should reapply or replace.
- 5) Clean, check and repack wheel bearings.
- 6) Check the condition of brake assemblies.
- 7) Adjust brake shoes and hand brake.
- 8) Check wheel alignment and tension wheel nuts.
- 9) Check tyre pressure.
- 10) Check and tighten all suspension and pivot points.

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- 11) Under-carriage visual inspection and report on any defects.
- 12) Ensure electrical wiring is secure and routed correctly.
- 13) Ensure gas and plumbing lines are secure.
- 14) Lubricate stabilisers and coupling.
- 15) Check all the lights.
- 16) Check operation of awning and coupling.
- 17) Check operation of appliance and equipment.
- 18) Pressure test gas system.
- 19) Check battery terminals and acid levels.
- 20) Lubricated locks, hinges, and clean vents.
- 21) Check and adjust cupboard locks and catches.

The cost of this service, including consumable items, is the responsibility of the purchaser and must be paid direct to the Service Agent.

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SCHEDULED SERVICE INTERVALS



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First Service	Date	Repairer Stamp
1000km or 3 months whichever comes first.		

Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

Second Service	Date	Repairer Stamp
10000km or 1 years whichever comes first.		

Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

Third Service	Date	Repairer Stamp
20000km or 2 years whichever comes first.		

Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

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Fourth Service	Date	Repairer Stamp
30000km or 3 years whichever comes first.		
Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

Fifth Service	Date	Repairer Stamp
40000km or 4 years whichever comes first.		
Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

Sixth Service	Date	Repairer Stamp
50000km or 5 years whichever comes first.		
Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

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Seventh Service	Date	Repairer Stamp
60000km or 6 years whichever comes first.		
Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

Eighth Service	Date	Repairer Stamp
70000km or 7 years whichever comes first.		
Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

Ninth Service	Date	Repairer Stamp
80000km or 8 years whichever comes first.		
Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

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Tenth Service	Date	Repairer Stamp
90000km or 9 years whichever comes first.		
Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		
Eleventh Service	Date	Repairer Stamp
100000km or 10 years whichever comes first.		
Acknowledgment		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		



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YEARS

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02
YEARS

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