



3-YEARS BUMPER TO



HITCH IS COVERED!

NEW AGE
CARAVANS

FULL MANUFACTURERS WARRANTY

Manufacturer Warranty Policy

Warranty Inclusions:

Subject to all terms in this Warranty:

1. The manufacturer agrees to provide the Warranty to the Customer for the following defects of the Product for the period of 3 years from the date of first registration of the Product from (as the case may be) The Manufacturer or an authorised distributor.

- a)** Wall cracks and delamination of internal plywood wall;
 - b)** Delamination, cracking, pitting or deformed cladding;
 - c)** Building material such as timber, wall plywood, cabinetry, Composite fibreglass (please reference care guide) and aluminium cladding;
 - d)** Fitment of cladding, external hatches, checker plate, air conditioners, tool boxes and factory fitted extras (where fitted at the time of manufacture by New Age);
 - e)** The silicone seal failing and water ingress damage as a result of silicone seal failing; and
 - f)** Defective manufactured galvanised chassis components including A-frame, cross members and suspension mounts (excluding adjustments and rubber components).
- (Each one referred to as a Defect and collectively, the Defects).

2. Subject to all terms in this Warranty, if a possible Defect becomes apparent in the Product during the relevant Warranty Period and The Manufacturer determines that there is a Defect, subject to compliance with the terms of this Warranty then The Manufacturer will, at its sole discretion, replace or repair at its cost (subject to the other terms of this Warranty) the Product, or approve the replacement or repair by an authorised repairer (referred to as an Approved Replacement or Approved Repair). Warranty repairs or parts replacement will be performed free of charge by an authorised service agent nominated or approved by the Manufacturer, at its place of business during normal business hours and within a reasonable time after the Product is delivered to the service agent. Where an on-site repair is requested and reasonably available to The Manufacturer to arrange, a service call fee as may be applicable shall be payable by the Customer.

3. In order for the Warranty provided herein to be valid the Customer must have lodged the warranty card within fourteen (14) days from the date of the delivery of the Product.

General Conditions:

4. For the duration of the Warranty Period, The Manufacturer will replace or repair, as determined at its sole discretion, any Product which has been determined to have a Defect without charge to the Customer so long as the Defect does not arise as a result of:

- a)** Improper use and operation of the Product by the Customer, including use of any product for commercial purposes;
- b)** Towing of the Product by any vehicle other than a standard passenger vehicle. For the purpose of this paragraph "standard passenger vehicle" means a road car/automobile (including an SUV or utility vehicle) in which up to nine (9) passengers (including the driver) are carried;
- c)** An accident;
- d)** The use of accessories not manufactured, or approved in writing, by the Manufacturer;
- e)** Any modifications, repairs or alterations of the Product not performed by The Manufacturer.
- f)** Any inadequate or incorrect use of the Product or misuse of the Product by the Customer, or by anyone authorised by the Customer to use the Product;
- g)** Any use of the Product outside of its specifications;
- h)** Inadequate or incorrect maintenance of the Product not limited to but including a failure to conduct travel checks and maintenance as required
- i)** Overloading of the Product;
- j)** Any product being used for commercial purposes including but not limited to those being let to third parties; or

5. The Warranty will only apply to any Defect relating to a Product where:

- a)** Its serial number is fully intact. In the event the serial number has been removed, defaced, changed or tampered with in any way then this Warranty will be void; and
- b)** The Product has been serviced as follows:
 - i.** Within the first 1,000 kilometres of travel; and
 - ii.** Subsequently on the earlier of every 12 months (with the first being 12 months from the date of purchase) or every 10,000 kilometres of travel.

6. This Warranty does not extend to cover:

- a)** Fair wear and tear;
- b)** accelerated wear and tear resulting from using the Product for permanent living;
- c)** tyres and/or wheel alignments;
- d)** items contained within the Product including, but not limited to, canvas, canopies, windows, screenings, vinyl, cushion and mattress covers are not warranted against tears, punctures, shrinkage, softening, fading or soiling, but the preceding are covered in respect of defective workmanship and materials;
- e)** maintenance items or any damage or defect as outlined in clauses 22 - 39;
- f)** dust, stone damage or water infiltration other than water ingress damage referred to in clause 1e;

- g)** general maintenance;
- h)** Deterioration in overall aesthetics of the Product due to wear and tear, rust, exposure, impact damage or aging; and
- i)** Any other defect which is not a Defect included in clause 1.
- j)** Damage caused by modifications carried out by persons not directly related to The Manufacturer, or failure of components or accessories supplied by these persons or that could be considered non- Manufacturer or post production parts.
- k)** Damage caused by improper adjustment, repair or tampering by any party external to The Manufacturer.

7. In the event that The Dealership determines that the Defect to the Product has been caused due to abuse, misuse or improper installation of accessories or any other event referred to in clause 4, then repair and replacement of the Product if required and requested by the Customer will be charged to the Customer at the current hourly rate, whether it be The Dealership or an Authorised Repairer. The Dealership will provide the Customer with an estimate of these costs before the Product is repaired by any other authorised party.

8. All Approved Replacements and Repairs must be undertaken by The Dealership or a repairer authorised by The Dealership following a visual and physical inspection of the product and fault.

9. For the avoidance of doubt, this Warranty does not include call out services or the costs of same. In the event Approved Replacements or Repairs are performed offsite at a location of the Customers choosing the Customer will be required to pay the call out fee which is to be determined and advised to the Customer by the Dealership.

10. In the event any additional repairs, replacements, additions or works outside the scope of Approved Replacements or Approved Repairs are conducted at the request of the Customer, the Customer will be charged accordingly for labour and parts.

11. The Dealership will not reimburse the Customer for any repairs performed by an unauthorised repairer, unless prior written consent has been provided by The Manufacturer, and which repairs would otherwise have been covered by this Warranty.

12. The Manufacturer reserves the right to replace defective parts of the Product with parts and components of similar quality, grade and composition where an identical part or component is not available.

13. Parts and designs of the Product may change from time to time without notice. These changes are not deemed a warrantable claim.

14. All Approved Replacements or Repairs performed according to this Warranty will be conducted in a reasonable time frame and using reasonable endeavours dependent upon and considering all relevant circumstances, including but not limited to location of nearest repairer, extent of necessary repairs, availability of parts and third party suppliers.

15. The Customer acknowledges that the Product is not purchased to be used for (and the Warranty herein shall not have any application to any) permanent or long-term accommodation and the Product is therefore deemed not to be at any time

the subject of any form of residential living. Accordingly, The Manufacturer will not be responsible to the Customer for any accommodation claims, costs or expenses whatsoever and for the duration the Product requires any Approved Replacement or Approved Repair.

16. The Manufacturer reserves the right to decline warranty claims should the Customer fail to follow the conditions set out above.

17. The determination of Approved Replacements or Repairs being covered by this Warranty is at the sole discretion of The Manufacturer.

18. All claims under this Warranty will be considered based on the information provided at the date of claim and will be completed at the complete discretion of The Manufacturer.

19. All arrangements for transport of a Product and charges for transportation of a Product alleged to have a Defect, or any part thereof, to The Manufacturer must be made and paid by the Customer. If the Product is confirmed by The Manufacturer to have a Defect, the Customer is entitled to recover reasonable postage or transportation costs from The Manufacturer subject to and conditional on the Customer providing The Manufacturer with all relevant receipts and such other documentation to substantiate and prove such expenditure was incurred by the Customer.

20. If The Dealership is unable to find or confirm a Defect with the Product, in addition to costs and charges associated with transportation of the Product, the Customer will also be required to pay the inspection and testing costs (including any other associated costs for work performed by The Dealership and the authorised repairer) and the costs of returning the Product to the Customer. The Dealership will provide the Customer with an estimate of the costs of returning the Product before the Product is returned or delivered to the Customer. The Dealership will require payment of all such costs prior to returning or delivering the Product to the Customer.

21. These conditions of the Warranty are subject to change by The Manufacturer without notice.



Product Information and Warranty Exclusions:

Customer's Responsibility

22. The Warranty does not extend to maintenance items which are the responsibility of the purchaser, which are detailed in clause 23.

23. As a new owner of a The Manufacturer Product, you have a responsibility to ensure you maintain regular and proper maintenance of the product, including but not limited to wheel alignments, tyre rotation, area of potential ingress, seals and areas where sealants may be used, as per the service schedule. This regular maintenance will help prevent conditions arising from neglect that are not covered under this Warranty.

24. Under this Warranty, no re-imburement will be made for any work done through an unauthorised service agent without prior written consent from New Age.

Semi Off-Road Products

25. The semi off-road range of products 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 Products against dust and water penetration. Under no circumstances should these Products be exposed to water crossings at, or above, body floor level.

26. The Manufacturer strongly recommends towing at a safe speed and according to road and travel conditions with extra care and attention required on uneven surfaces. The Products are not designed for hard impact or heavy landings or particularly rutted roads or tracks. Tyre pressure is an important factor when towing on uneven surfaces and needs to be adjusted accordingly.

27. The Products are not designed for use on four-wheel drive only tracks. As a consequence, 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 this Warranty.

28. The following items for the semi off-road Products are not covered under this Warranty:

- a)** Impact or stone damage to body, chassis or running gear.
- b)** Soiling of fabrics and internal fitments from dust and other airborne substances.
- c)** Water damage due to water crossings.
- d)** Movement or damage caused by dislodgment of appliances and fittings resulting from hard impact
or heavy landings or severely rutted roads or tracks.
- e)** General damage arising from misuse.

Off-Road Range

33. The Off-Road warranty has been designed to provide customers with crucial information regarding the usage and care of Off-Road products, please take a moment to review the following guidelines to ensure optimal performance and longevity.

34. Enhanced Design for Off-Road Durability: these products are meticulously crafted to offer increased strength, ground clearance, and durability for extended off-road adventures. It is important to note that gas venting regulations may limit their effectiveness against dust and water penetration. We strongly advise against exposing our products to water crossings at or above floor level.

35. Safe Towing Practices: The Manufacturer strongly recommends towing at an appropriate and safe speed, taking in to consideration road surfaces and weather conditions with extra care and attention in particular on rough surfaces. Proper tyre pressure adjustments are essential for off-road travel and should be adjusted accordingly.

36. Usage Limitations and Warranty Coverage: Off-Road products are not designed for tight, undulating, or extreme 4WD tracks that would be deemed unsuitable for trailers. As a consequence, their use in such conditions, and any damage resulting from unreasonable use in these circumstances will not be covered under warranty. For a safer approach, consider using your caravan as a base camp and exploring challenging areas with your tow vehicle alone. In any case, products exposed to harsh conditions should undergo more frequent servicing and maintenance.

37. Non-Covered Items under Warranty: The following items are not covered under warranty:

- a). Impact or stone damage to body, chassis, and running gear.
- b). Soiling of fabrics and internal fitments from dust or other substances.
- c). Water ingress from floods or deep-water fording above the centrepoint of the wheels.
- d). Wheel alignment.
- e). Off-road use where the road is not suitable for travel.
- f). Decals damage due to terrain, environment or weather.

We appreciate your attention to these guidelines to ensure a safe and enjoyable experience with our products.

38. Upon request, The Manufacturer may assist a Customer where possible and at The Manufacturer's discretion to make a warranty claim to these individual component manufacturers.

39. Where a third-party manufacturer warranty is offered, a copy of the applicable warranty/ies and owner's manuals are placed in your owner's kit. Please take the time to read this material to ensure you are familiar with the operation and warranty terms outlined.

Additional information

40. For additional information, please refer (if applicable) to your Owner's Handbook and to the Service & Warranty book provided with your purchase.

Claim Procedure:

41. In the event a Customer becomes aware of a possible defect with the Product during the Warranty Period then the Customer must immediately cease using the Product unless otherwise advised by The Dealership and make a claim under this Warranty as soon as reasonably practicable by notifying their Authorised Dealer in writing of any such possible defect together with the following information and documents:

- a)** Proof of purchase of the Product;
- b)** Full details of the alleged defect or damage to the Product;
- c)** all maintenance and service records of the Product; and
- d)** any other information or documentation as requested by The Manufacturer.

42. In the event a claim is made, the Customer must make the Product available to the Dealership, or an authorised repairer, for inspection and testing and the Customer must provide any other information and documents requested by The Dealership to assist The Manufacturer or an authorised repairer to assess the Customer's claim. The Customer can check New Age's website at www.newagecaravans.com.au to locate the nearest Authorised Dealer, which can advise of the details of an authorised repairer.

General Information:

By purchasing the Product you accept the terms of this Warranty.

The rights of the Customer under this Warranty are not assignable or transferrable without the prior written consent of The Manufacturer which may be withheld at their absolute discretion.





NEW AGE CARAVANS RANGE CLASSIFICATION KEY

ON ROAD
BIG RED
OZ CLASSIC
TOURING
ESCAPE
SEMI OFF-ROAD
ADVENTURER
EXTREME UTILITY
OFF-ROAD
EXPEDITION
DESERT ROSE (MY25 ONWARD)

**If you're unsure which category your caravan falls under,
please refer to the key provided above.**

Note: The Desert Rose model, prior to 2025, was categorized as Semi Off-Road and is warranted accordingly.



COMPOSITE FIBREGLASS CARE GUIDE

Exterior Fibreglass composite:

When cleaning the exterior fibreglass composite surface of your caravan, it's essential to follow proper care techniques to maintain its appearance and durability. Avoid using harsh or abrasive cleaning chemicals, as they can damage the composite material, leading to dullness or wear over time.

Instead, prepare a mild solution of warm water and a gentle soap or detergent, ensuring that it's designed for use on delicate surfaces. Apply the soapy water to the exterior using a soft, non-abrasive sponge or cloth, avoiding tools like stiff brushes or scouring pads that could scratch or mar the surface.

Work in small sections, gently scrubbing away dirt, grime, and other contaminants. After cleaning each section, rinse thoroughly with clean water to remove any soapy residue. It's important to avoid letting soap dry on the surface, as it could leave streaks or stains.

For tougher dirt or stains, repeat the process using a bit more pressure, but still ensure you're using non-abrasive tools and cleaners. If necessary, you can use a specialized fibreglass-safe cleaner, but always test it on a small, inconspicuous area first to ensure it won't damage the surface.

Once your caravan is fully cleaned, dry it with a soft, clean microfiber cloth to prevent water spots. For added protection and a glossy finish, consider applying a wax specifically formulated for fibreglass surfaces. This will not only enhance the appearance but also help protect the composite from UV rays and environmental elements.

*** Note damage caused to the finish of your composite caravan due to the use of harsh chemicals will not be covered under warranty***