

SELECT CARAVANS 1-YEAR WARRANTY

Select Caravans provides the original purchaser only a 1-year Warranty, commencing on the delivery date, that the product's workmanship and materials will be free from defects.

Select Caravans or an approved repairer will undertake all Warranty repairs and replacements. Warranty repairs and replacements will be **free of charge at Select Caravans' base in Auckland** or a Select Caravans-approved repairer during normal business hours. Where an on-site repair is requested, and such a service is available, a service call-out fee may be charged. This Warranty does not cover the service call-out fee.

Select Caravans will not reimburse the owner under the Warranty for repairs or replacements undertaken by an unauthorised repairer or if the owner has not gained prior written consent from an authorised Select Caravans person.

We will coordinate an immediate assessment of your RV and make appropriate arrangements for repair. Select Caravans will not accept liability for any associated travelling or other costs. Costs for repairs undertaken without prior approval will not be accepted.

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TERMS AND CONDITIONS

1.0 General

- 1.1** For the avoidance of doubt, all Select Caravans Caravans, Fifth Wheels and Destination Trailers will be referred to as an "RV" throughout this document
- 1.2** In relation to the RV Model only (and not, for the avoidance of doubt, the Installed Appliances or the Appliances & Accessories), Select Caravans warrants as set out in this Warranty document.
- 1.3** To the extent possible, Select Caravans will use its reasonable endeavours to pass on the benefit of all manufacturer warranties relating to the Installed Appliances and/or the Appliances & Accessories (but, for the avoidance of doubt, not the RV Model) and will make reasonable efforts to ensure the manufacturer honours such warranties.
- 1.4** Select Caravans shall not be bound by nor be responsible for any term, condition, representation or Warranty other than that given by the manufacturer or by law (including the Consumer Guarantees Act 1993 and the Fair Trading Act 1986). The provisions of Part 3 of the Contract and Commercial Law Act 2017 (Sale of Goods) are expressly excluded.
- 1.5** If the Business Purposes section of the Commercial Terms RV Sale Agreement has been completed as "Yes", the Customer confirms that the Products are being acquired for business purposes and the provisions of the Consumer Guarantees Act 1993 will not apply.
- 1.6** This Warranty is subject to the laws of New Zealand and the exclusive jurisdiction of the Courts of New Zealand.
- 1.7** If any provision in this Warranty shall be found or held to be void, the validity of the remaining provisions shall not be affected.
- 1.8** The purchaser or any other person shall not assign the benefit of this Warranty without the prior written consent of an authorised person at Select Caravans.

2.0 What Is Covered Under This Warranty

- 2.1** Forest River Inc. manufactured components will be leak-free (sealants included).
- 2.2** Original powdered or galvanised chassis components (excluding adjustments and rubber components).
- 2.3** Original suspension components (excluding adjustments and rubber components). Subject to appropriate servicing (Refer to section 7.0)
- 2.4** Forest River Inc. manufactured walls and roofs (Warranty limited to delamination, cracking, pitting and deformed cladding).
- 2.5** Covers workmanship and materials against defects.

3.0 What Is Not Covered Under The Warranty

Subject to the provisions of legislation such as the Consumer Guarantees Act 1993 and the Fair Trading Act 1986 (as amended from time to time) that cannot be excluded or limited, this Warranty shall not apply to or include any of the following circumstances:

3.1 Purpose of Use:

Use of the RV inconsistent with its design as a recreational vehicle intended for short-term use. This includes, but is not limited to, usage for commercial purposes, hire or rental, or any other commercial activity.

3.2 Damage Due to Improper Use or Negligence:

- 3.2.1 Improper towing practices, including but not limited to:
 - Speeding beyond the maximum towing speed limit of 90 km/h, or as designated by local signage.
 - Towing with incorrect tyre pressure.
 - Overloading or inappropriate loading of the vehicle per the manufacturer's specifications.
- 3.2.2 Use of incorrect or incorrectly fitted towing equipment.
- 3.2.3 Towing by vehicles not classified as standard passenger vehicles, including harsh suspension vehicles or commercial trucks.

3.3 Maintenance Responsibilities:

- 3.3.1 Lack of proper maintenance and servicing as outlined in the Owner's Manual, also refer to section 7.0.
- 3.3.2 Neglect or misuse of the RV.
- 3.3.3 Failure to properly maintain and check exterior seals to prevent water ingress.

3.4 Non-Manufacturer Installations and Alterations:

- 3.4.1 Items or modifications not installed by Select Caravans or its authorised agents.
- 3.4.2 Unauthorised repairs or modifications without prior written approval from Select Caravans.
- 3.4.3 Installation of replacement parts or accessories that do not conform to the manufacturer's specifications.

3.5 Normal Wear and Tear:

The following items are excluded:

- | | | |
|---------------------|------------------------|--|
| • Curtains & blinds | • Glass | • Batteries (excluding main house batteries) |
| • Cushions | • Paintwork | • Gas bottles |
| • Carpets | • Tyres | • Bulbs, LEDs, and fuses |
| • Upholstery | • Brakes | |
| • Work surfaces | • Wheel/axle alignment | |

Additionally, tears, punctures, fading of fabric items, scratches, stone chips, surface rust, and surface imperfections (internal and external) are not covered.

3.6 Water Ingress Exclusions:

Water ingress is specifically excluded from the Warranty in the following circumstances:

- 3.6.1 Resulting from the use of pressure washers or inappropriate cleaning equipment.
- 3.6.2 Caused by improper RV levelling and operation of slide-out mechanisms, as it cannot be determined if a slide-out is fully deployed or closed or if the RV is level at the time of ingress. The owner is solely responsible for ensuring proper levelling, operation and maintenance of slide-outs and seals.
- 3.6.3 Resulting from external environmental factors such as airborne fallout, salt, sand, hail, windstorms, severe storms and flooding.

3.7 External Factors and Environmental Damage:

The Warranty does not cover defects or damage resulting from:

- 3.7.1 Inappropriate use or external factors, including collisions with potholes, curbs, or other objects on the road or damage from storms, floods, or frost.
- 3.7.2 Abnormal use of the RV, including use on roads unsuitable for its design, such as hard/high impacts, heavy landings, or 4WD-only tracks.

3.8 Expenses Related to Claiming Warranty:

- 3.8.1 The purchaser shall bear all costs incurred in transporting the RV for warranty repairs or servicing, including transportation of the RV or any defective part to and from any approved repairer of Select Caravans, encompassing but not limited to towing charges, fuel, RUC, lost wages, freight, courier, or postal charges.
- 3.8.2 Where the RV is used for permanent living accommodation, this Warranty does not cover any costs associated with alternative accommodation whilst the RV is being repaired or serviced.

4.0 Other Warranties

- 4.1** The benefits given to you by this Warranty are in addition to other rights and remedies of the consumer under various laws (such as, but not limited to, the Consumer Guarantees Act 1993 and the Fair Trading Act 1986) in relation to the goods or services to which the Warranty relates.
- 4.2** Subject to clause 4.1 and any statutory implied terms that cannot be negated or amended in any respect, this Warranty and the rights and remedies of the consumer in relation to the goods or services to which the Warranty relates contain the whole of Select Caravans' obligations. An approved repairer of Select Caravans or any employee of Select Caravans is not authorised to extend or enlarge this Warranty.
- 4.3** Select Caravans' RVs include equipment and fittings, such as cooking appliances, refrigerators, and accessories separately warranted by their manufacturer and not covered by Select Caravans' Warranty. Select Caravans will help an owner make a Warranty claim to these individual component manufacturers if necessary.

5.0 Your Responsibilities

You have a duty of care to ensure that the RV's appropriate servicing, maintenance & roadworthiness is up to date. Failure to do so may void the Warranty.

- 5.1** You must notify, in writing, Select Caravans of any defect within 7 days of the date from which the defect became apparent.
- 5.2** You must act immediately to make safe the RV and/or any defect relating to gas or electrical appliances or systems or any circumstance in which the safety of others may be brought into question by a known defect or as a result of an accident.
- 5.3** You must act immediately and take reasonable actions to mitigate any further damage from a known defect.
- 5.4** You must obtain authorisation from an authorised person at Select Caravans to arrange urgent repairs;
- 5.5** You must carry out regular inspections and maintenance (Refer to section 7.0) & undertake appropriate servicing of the RV by an approved repairer per the Owners Manual or information supplied with the RV;
- 5.6** You must retain and provide Select Caravans with evidence of the regular servicing per the manufacturer's specifications referred to in clause 5.5 above. Retain receipts of completed work by the approved agent servicing the RV. Maintenance costs are the responsibility of the purchaser.
- 5.7** The RV or parts must not be or have been subject to misuse, abuse or neglect.

6.0 Limitation of Liability and Remedy

- 6.1** Where there is a supply to you of goods other than goods of a kind ordinarily acquired for personal, domestic or household use or consumption, the liability of Select Caravans and its agents under this Warranty is limited (at the absolute discretion of Select Caravans) to:
 - The cost of replacing the goods;
 - The cost of obtaining equivalent goods, or
 - The cost of having the goods repaired.
- 6.2** Various rights under the law, including but not limited to the Consumer Guarantees Act 1993 and the Fair Trading Act 1986, as well as other legislation, cannot be excluded or limited, and this Warranty is to be read and construed as additional to and not restrictive of such statutory rights or warranties. Unless and to the extent set out in this Warranty and statutory rights that cannot be excluded, all other liabilities of Select Caravans, Associated Entities or their officers, employees or agents are excluded, and the purchaser releases and holds harmless each of them from or against any other liability howsoever arising.

7.0 Maintenance & Servicing

Maintaining and servicing your RV is a critical responsibility for all owners. The owner or your local RV specialist can perform many vehicle maintenance requirements. You must keep evidence of all maintenance undertaken.

The list below represents an overview of the basic requirements for all RVs. Still, your local specialist can provide a comprehensive list of requirements for your vehicle to ensure a long and satisfying ownership experience.

7.1 Servicing

7.1.1 **The first 500km or 3 months (whichever is first)** free of charge at Select Caravans

- Grease wheel bearings
- Adjust electronic brakes
- Inspects all running gear
- Check wheel lug nuts for appropriate torque settings
- Check axles and U-bolts torque settings
- Adjust the handbrake settings

7.1.2 **Every 5,000km or annually (whichever is first)**

- Grease wheel bearings
- Adjust electronic brakes
- Inspects all running gear
- Check wheel lug nuts for appropriate torque settings
- Check axles and U-bolts torque settings
- Adjust the handbrake settings

7.2 Maintenance and Operability

7.2.1 **Before each use**

- Verify that the total weight is within the posted limits.
- Verify that the loaded cargo is appropriately distributed.
- Verify awning operation.
- Verify the stabilisation equipment operation.
- Check drain systems for leaks and damage.
- Inspect for:
 - tripped 230-Volt breakers and solar breakers,
 - blown 12-Volt fuses.
- Verify all appliance operations.
- Test safety alarms for operation.
- Check the fire extinguisher's validity.
- Check the proper operation of signals and lights.
- Check tyre pressure, including the spare.
- Inspect tyres for damage and tread depth.
- Verify that slide-out wipe seals are intact and functioning.
- Verify slide-out adjustment and operation.
- Inspect appliance vents for obstructions.

- Inspect (where possible) the battery, terminals, and cables for any signs of wear or corrosion and confirm tightness. Verify the battery charge state and the appropriate solar and battery charging charges.
- If fitted, the proper operation of tyre pressure monitoring systems, and if fitted, the continuous use and monitoring of the system whilst towing
- If fitted, the appropriate operation of rear-view cameras

7.2.2 **Every 3 months**

- Check tyre pressure, including the spare.
- Inspect tyres for damage and tread depth.
- Verify slide room seals are functioning.
- Inspect slide room seals for deterioration.
- Inspect appliance vents for obstructions.
- Inspect and repair seals on walls.
- Wash the exterior with water and mild detergent or vehicle wash.
- Roll the unit slightly to avoid tyre flat spots.

7.2.3 **Every 6 months**

- Verify slide room operation and adjustment.
- Clean roof per manufacturer's instructions.
- Inspect roof seals and repair them as needed.
- Inspect the interior for water leaks.
- Clean window weep holes.
- Inspect window seals for damage.
- Inspect baggage doors for adequate seal.
- Inspect baggage doors for water leaks.
- Perform necessary appliance maintenance.
- Inspect the interior for water leaks.

7.2.4 **Every 12 months**

- Inspect the battery, terminals, and cables for any signs of wear or corrosion and confirm tightness.
- Wax exterior walls with liquid or paste wax.
- Clean and lubricate roof vent mechanisms.
- Apply reconditioner to slide out seals.
- Adjust and lubricate window latches & tracks.
- Lubricate exterior steps and jacklegs/stabilisers.
- Lubricate exterior locks, gears and hinges.
- Check the LPG system.
- Winterise depending on local conditions.
- Clean carpet and other interior items.
- Clean all detector and alarm components.
- If fitted, check the anode rod in the hot water cylinder and replace it when half of the rod has corroded.
- Inspect the chassis for rust and scratches.
- Perform chassis maintenance.
- For non-galvanised chassis, apply MX4 Lanox or similar to the chassis
- Check wheel nut torque values at a certified service centre.

8.0 Claiming Against This Warranty:

Select Caravans Limited (NZBN 9429047278028) provides this Warranty.

Submit a claim via our website:

<https://selectcaravans.co.nz/pages/warranty-claim>,

Or contact Select Caravans Limited:

- 8.1** All claims must be submitted within 7 days of the date the defect became apparent.
- 8.2** You must act immediately to ensure the safety of yourself and others and make safe the RV and/or any defect relating to gas or electrical appliances or systems or any circumstance in which the safety of others may be brought into question by a known defect or as a result of an accident.
- 8.3** You must act immediately and take reasonable actions to mitigate any further damage from a known defect.
- 8.4** You must obtain authorisation from Select Caravans to arrange urgent repairs;
- 8.5** You must carry out regular inspections & maintenance (Refer to section 7.0) & undertake appropriate servicing of the RV by an approved repairer/service centre per the Owners Manual or information supplied with the RV;
- 8.6** You must retain and provide Select Caravans with evidence of the regular servicing per the manufacturer's specifications referred to above by retaining receipts of completed work by the approved repairer servicing the RV.
- 8.7** Maintenance and servicing are at the cost of and responsibility of the purchaser
- 8.8** The RV or parts must not be or have been subject to misuse, abuse or neglect.

Telephone: 09 218 6055 | 0800 88 99 55

Email: admin@selectcaravans.co.nz

Website: www.selectcaravans.co.nz/pages/warranty-claim