

APOLLO MANUFACTURER'S WARRANTY

Effective for vehicles delivered
from 16th June 2019.

apollo[®]



APOLLO MANUFACTURER'S WARRANTY

General Warranty Conditions

Apollo warrants the body and fixtures against defects in materials and workmanship from the date of delivery to the original purchaser or until the (motorised) vehicle has travelled 100,000km, whichever comes first, given strict adherence by the purchaser to the terms and conditions of the agreed warranty.

Structural Guarantee (5 Years)

Apollo warrants all parts of the walls, window installation, floor and roof of any recreational vehicle body manufactured by Apollo that provides a structural support function against water incursion or a loss of structural or functional integrity for a period of FIVE (5) YEARS from the date of delivery to the original purchaser.

"Loss of structural integrity" means failure of fibreglass sandwich panels, window framing, delamination or gross distortion of wall, floor or roof panels or cracking or failure of subfloor welds or any steel structure such that it no longer provides the structural support, or water incursion prevention, it was designed to provide.

Body and Interior Guarantee (3 Years)

Apollo warrants all parts of the interior build (cabinets, furniture, framing and wet area fittings) of any recreational vehicle manufactured by Apollo that provides a habitation function against a loss of intended operational integrity for a period of THREE (3) YEARS from the date of delivery to the original purchaser and subject to a "Fair Wear & Tear" consideration.

Roadside Assistance (3 Years)

As vehicle manufacturer programs vary, your dealer will provide more detailed information on Roadside Assistance for any specific motorised unit. Please note that the terms and conditions of the Roadside agreement is made by the manufacturer, not Apollo. While a manufacturer's Roadside Assistance program may be for more than 3 years, Apollo will ensure coverage is provided for a minimum of 3 years.

Roadside Assistance for caravans is provided in partnership with Australia Wide Assist (ABN 11 007 737 313) and will be secured on the customers behalf at the time of purchase. Additional details of inclusions for caravan roadside assistance, including lock out, flat tyre, towing and emergency accommodation, is detailed in the product disclosure statement (PDS).

Items not covered by the Apollo Warranty offer

This limited warranty applies to all recreational vehicle body and caravans and/or fixtures that are fitted to a base vehicle by Apollo. It does not cover:

- The base vehicle, including but not limited to engine, drivetrain, suspension and cabin. These items are covered by the OEM's (Original Equipment Manufacturers') and details will be provided at time of purchase regarding warranty on specific fleet for these items.
- Appliances and components that may be installed in your recreational vehicle or caravan, such as but not limited to a stove, microwave, refrigerator, hot-water system, air conditioner, toilet, shower, radio/TV/Audio system, 240V inverter, generator, solar panels, window mechanisms and glass and electric steps. Separate manufacturer warranties may apply to these items. Please check with your authorised dealer.
- Items that have not been originally purchased from an authorised dealer;
- Items that have been modified or changed without approval from Apollo (other than approved accessories fitted by authorised dealers or service agents); or
- Vehicles that have had the serial number or any build or compliance plates removed or made illegible.
- Failure to use or maintain body or caravan and fixtures in accordance with the relevant owner's manual, technical specifications and service guidelines;
- The fitting or use of an accessory or option by someone other than an approved dealer;
- Collision, impact or accident;
- Repair, maintenance or service by someone other than an authorised agent;
- Fair wear and tear as deemed by the age and/or distance travelled; or
- Any discolouration, fading or changes to the aesthetic appearance caused by UV exposure or lack of regular maintenance/cleaning;
- Slight shifting of cabinetry, draws or alignment that the manufacturer would regard as normal based, on usage of the vehicle; or
- Any commercial (i.e. rental) use of the motorhome or caravan

All repairs must be authorised by Apollo prior to work commencing or parts being ordered. Apollo will not reimburse any unauthorised repairs under this limited warranty.

APOLLO MANUFACTURER'S WARRANTY

Owner Responsibilities

You must use and maintain your recreational vehicle in accordance with the owner's manual, technical specifications, service guidelines and any other information supplied to you by the authorised dealer.

You must present your recreational vehicle to an Apollo authorised agent for an initial 6-month service. If you do not adhere to the service guidelines, Apollo reserves the right to withdraw warranty coverage on items/issues that would have been deemed to have been rectifiable during regular servicing. If your recreational vehicle develops a defect, you must not attempt to repair it yourself; or have it repaired by anyone other than an authorised service agent. Doing so may cause damage which is not covered by this limited warranty. Only service agents authorised by Apollo should perform service or repairs on your vehicle.

After you lodge a request for warranty service, Apollo or its authorised dealer or authorised service agent may, before providing warranty service, require that you to:

- Provide proof of purchase details,
- Provide evidence of correct service maintenance,
- Respond to questions designed to assist with diagnosing potential faults; and
- Follow Apollo procedures for obtaining warranty service.

You must respond to all requests promptly. Any request for warranty service must be made in a reasonable timely manner. Apollo reserves the right to withdraw warranty coverage on items/issues that would have been dealt with if reported correctly and in a timely manner, this includes any consequential damaged caused.

Submission of valid warranty request

If you submit a valid warranty service request under this limited warranty and Apollo accepts that request, Apollo or its authorised service agent will repair the fault. Apollo may replace any faulty components with a different component that is of at least equivalent standard and function. Goods presented for repair may be replaced by refurbished goods of the same type rather than the goods being repaired. When a component is replaced, any replacement item becomes your property and the replaced item becomes Apollo's property. The balance of this limited warranty applies to any repaired or replaced component, unless the manufacturer of the component has a warranty period greater.

Lodgement of a valid warranty request

To obtain warranty service contact the Apollo Aftersales department during the warranty period.

Apollo Aftersales contact details:

- 1800 825 867
- aftersales@apollocamper.com.au

You will be required to present your vehicle at the authorised dealer or service agent for inspection and, if required, repaired. Once the repair is complete, it is the owner's responsibility to inspect and accept the repair at the time of collecting the vehicle.

Any other costs incurred in obtaining the repairs, such as transporting the vehicle to and from the dealer or accommodation costs incurred whilst your vehicle is being repaired, are not covered by this limited warranty and are the responsibility of the owner.

APOLLO MANUFACTURER'S WARRANTY

General

This Apollo limited warranty only applies to service within Australia to vehicles purchased within Australia. No Apollo employee, authorised dealer or repairer has authority to vary the terms of this warranty.

The benefits given by this Apollo limited warranty are additional to other rights and remedies that you may have under laws relating to our products. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

ROADSIDE ASSISTANCE - PDS

DEFINITION OF 24-HOUR ROADSIDE ASSISTANCE - CARAVANS

BRANDS: WINNEBAGO, COROMAL, WINDSOR

ROADSIDE RESPONSE AND TOWING

1. Flat Tyre

- The Caravan's roadworthy spare tyre will be fitted.
- The cost of the service is covered up to \$180.00 including GST. (excludes any repair costs, replacement tyres, valves, tubes etc.)

2. Lockout / Lost Keys

- Gain emergency access to the Caravan.
- Arrange for the client to obtain the spare key. (if applicable)
- The cost of the service is covered up to \$180.00 including GST. (excludes any repair costs and key cutting)

3. Emergency Towing – Mechanical Breakdown

- The Caravan will be transported to the nearest suitable repairer.
- The cost of the service is covered up to \$1,000.00 including GST per breakdown.
- (excludes any repair costs, additional towing. Refer to general exclusions)

EXTRAS COVER

Emergency Accommodation

- Assistance with emergency accommodation, while the Caravan is being repaired.
- Initially paid in full by the client. The client may then claim for reimbursement of up to \$500.00 including GST for accommodation costs. (excludes meals and refreshments etc.).

EXCLUSIONS

Free service will only be provided on private property or on public roads which are accessible by normal two-wheel drive vehicles. Callouts will not be provided where the caravans are "off-road" (including but not limited to where the caravan is located on forestry or logging tracks, creek beds, beaches or mountains).

Service can be refused, or excess charges may apply in the following situations:

- Caravans used for hire / reward or commercial purposes including rental and loans.
- Free service is limited to one callout per breakdown.
- Caravans that are unregistered or not roadworthy or non-compliant with the relevant Australian Design Rules.
- Caravans that require specialist or heavy equipment for removal, extraction from multi-storey or underground car parks, are bogged or are not within easy reach of a public road.
- Caravans which have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage and/or flood damage.
- Caravans and equipment over 3.5t gross weight.
- Caravans already located at a repairer.
- Caravans permanently located on public or private holiday parks or camp sites.
- Caravans that have been modified from manufacturers specifications.
- Ferry/barge costs, freight costs, including tolls and sea crossings.
- AWA will not be liable for increased/additional costs and expenses as a result of a breakdown in a remote location.
- AWA, at its discretion may refuse service or suspend/cancel a customer's membership if they are deemed abusive, threatening or violent towards AWA staff or its contractor, or attempts to receive service by deception or has any excess owing for previous call outs.
- In the event that a customer requests their vehicle or caravan be broken into, whether to recover keys/belongings, AWA or its contractors will not accept responsibility or liability for damage that may occur as a result.
- Repeated/excessive call outs due to owner related faults, caravan neglect or abuse, as reasonably determined by AWA or its contractor, including pre-existing faults and faults/breakdowns caused by a non-authorized repairer.
- There may be instances, in remote/rural areas, where a provider is not available to assist with a breakdown or roadside assist request. In these rare instances the driver will be required to arrange their own rescue at their own cost.

APOLLO MANUFACTURER'S WARRANTY

This warranty is provided by:
Apollo Tourism & Leisure Ltd
ACN 614 714 742
698 Nudgee Road, Northgate, QLD, 4013

(Roadside Assistance provided by third-party suppliers, contact details below)

Dealer Representative

Signature

Date

Customer

Signature

Date

 Roadside Assist Policy Number:

Important Contacts

All Warranty or Aftersales enquiries

Phone: 1800 825 867 – option 3
Email: aftersales@apollocamper.com



Australia Wide Assist (Roadside Assistance)

1800 817 337



National Warranty Company (Talvor RVs)

1800 888 760



Fiat Australia

1800 077 462



Iveco Trucks Australia

1800 448 326



Mercedes-Benz Australia

1800 246 372



Renault Australia

1800 009 008

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