

TITANIUM
CARAVANS

WARRANTY BOOKLET



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CONGRATULATIONS & WELCOME TO THE TITANIUM FAMILY

Congratulations on purchasing your brand new Caravan. You will have many years of travelling pleasure ahead of you.

We are so confident our caravans will stand the test of time that Titanium Caravans offers a 5-Year Structural and 2-Year Manufacturer Warranty as standard.

We also offer the option to purchase an additional 2-year Structural Warranty and 1-year Manufacturer Warranty to give you even more peace of mind. If you would like more information on this, please let us know. The extended warranty must be purchased prior to or at the time of purchase of your Caravan.

Every caravan built by Titanium Caravans undergoes meticulous quality checks throughout the manufacturing process. We do this to ensure that a trouble free and enjoyable caravanning experience is guaranteed.

If an issue arises, the Titanium Warranty and Dealer Network are here to assist you. Please refer to your contract of sale that accompanied your purchase for further terms and conditions of the purchase of your Caravan. Please also refer to the warranty terms and conditions (contained below) for claiming under the 5-year Structural and 2-Year Manufacturer Warranty.

For further details on the above warranties please contact:

Titanium Caravans Pty Ltd
89 Cooper Street
Campbellfield Victoria 3061

Telephone: (03) 9408 6999
Email: warranty@titaniumcaravans.com.au

01

OVERVIEW OF WARRANTY

Specific exclusions apply and are subject to an annual service and excludes items subject to normal wear and tear. See *Titanium Caravans Pty Ltd Warranty Terms & Conditions* for more information.

2 YEAR MANUFACTURER WARRANTY :

Inclusions:

- Covers workmanship and materials against defects.
- All warranty work carried out by an approved repairer and subject to approved quote.
- Starts from the day you pick up your new caravan.
- Enables you to holiday with complete confidence.

Exclusions:

- See *Titanium Caravans Pty Ltd Warranty Terms & Conditions* for more information.

5 YEAR STRUCTURAL WARRANTY :

Inclusions:

- Structural welds – chassis and suspension
- Aluminium frame
- Walls to chassis.

Exclusions:

- Water leaks
- Cupboard doors and draw adjustments
- Normal wear and tear
- Appliances
- Batteries
- Chassis (surface rust, wheel alignment, brake wear)
- See *Titanium Caravans Pty Ltd Warranty terms & Conditions* for more information.

Subject to agreeing with the terms and conditions set out in Warranty Agreement, our 2 and 5 years warranty starts from the day you pick up your new caravan and enables you to holiday with complete confidence.



Caravans are complex. Many components are provided by other manufacturers. For example chassis, suspensions, televisions and refrigerators are not manufactured by Titanium Caravans and carry their own warranties.

Titanium Caravans installs every item in accordance with the respective manufacturer's instructions. If a supplier warranty issue arises, Titanium Caravans will help an owner make a warranty claim to these individual component manufacturers.

Your warranty commences on the day you collect your caravan. If you require assistance, all warranty repair work must be approved by Titanium Caravans and carried out by a selected repairer after notifying Titanium Caravans.

Please Note: Titanium Caravans are here to assist you in any way we can. If a problem arises and you are having difficulties contacting any of the suppliers, please don't hesitate to get in contact with us. We will endeavour to help you throughout any part of this process.

02

SERVICING YOUR NEW CARAVAN

Servicing your Caravan is an integral part of maintaining it. As you are towing a very heavy load, without regular servicing and maintenance you will increase the risk of harm to yourself and others that are on the road. It is your responsibility to ensure that you service your Caravan. The cost of such servicing will be your responsibility and is not payable under this warranty.

If your Caravan is not regularly serviced, you will void your warranty. We recommend after the first initial service at 1,000kms to have wheel alignment and your Caravan inspected every year or every 10,000kms - whichever occurs first. Below is a list of checks that we require and should be looked at during each service. It is recommended to make your servicing agent aware of these items to ensure nothing is missed. The log-book must be updated and stamped by your dealership or an approved service centre. We will require this log-book if you claim under the warranty.

How to clean your composite panels:

It is important that you have the right information to correctly care for your caravan, especially your composite panels. When cleaning your caravan, you must not use any harsh soaps such as truck wash on your exterior composite panels. Extensive testing has shown that using truck wash will stain the panels, so we highly recommend staying away from truck wash altogether. It is also important that when washing your caravan that you make sure you rinse the van extensively as any type of soap build up can also create stain marks to the composite panels over time.



FIRST SERVICE 1,000 KMS

- ☐ Must get an alignment after the first 1000kms.
- ☐ Check wheel bearings - adjust if necessary
- ☐ Check wheel nut tension
- ☐ Check tyre pressure and wear pattern
- ☐ Visual inspection of suspension
- ☐ Visual inspection under-carriage
- ☐ Check brake system operation
- ☐ Check operation of external 12v lights
- ☐ Check operation of interior lights
- ☐ Check operation of all appliances
- ☐ Visual check for moisture sealing
- ☐ Check adjustment of doors, draws, windows and hatches.

MAJOR YEARLY SERVICE (EVERY 12 MONTHS OR EVERY 10,000 KMS)

- ☐ Remove, clean, inspect and repack of wheel bearings
- ☐ Inspect drum for wearing
- ☐ Inspect magnet face for wearing
- ☐ Remove magnet and check for wearing on arm and magnet inner
- ☐ Inspect brake shoes and grease backing plate
- ☐ Inspect bushes for movement
- ☐ Inspect springs and suspension system (shock absorbers)
- ☐ Check tyre wear and tyre pressures (Including spares)
- ☐ Check wind down legs and lubricate
- ☐ Check tail lights and clearance lights to be in good working order
- ☐ Grease coupling and adjust
- ☐ Adjust hand brake
- ☐ Check gas leaks
- ☐ Grease shackle and coupling nipples
- ☐ Check adjustment of doors, draws, windows and hatches
- ☐ Check external silicone (specifically on the roof) due to UV rays.

03

OFF ROAD CARAVANNING THE RIGHT WAY

Correct tyre pressure is vital for getting the best performance from your caravan. If you are travelling on a rough unmade surface, or bad corrugations, you must reduce your speed and lower your tyre pressure.

Lower tyre pressure will give the tyres more flex to absorb the road shocks and will give you more grip.

This will allow your Caravan and everything in it a much easier ride. We have done extensive research into the use of using our Caravans off road and will know if you haven't followed our recommendations. Be aware, however, that tyre pressures will depend on the size and type of tyre and the load you are carrying. You must also remember to reinflate the tyres when you get back to highway driving conditions.



There are tyre deflation gauges and tyre monitoring systems you can purchase to help with monitoring your tyres. You should also understand the difference between hot and cold tyre pressure. It is best to contact your dealer which you purchased your Caravan from for more information and prices.

THE IMPORTANCE OF A “SHAKE DOWN” TRIP: WHAT TO KNOW AND WHAT TO EXPECT

If you are wondering what a “Shake-Down” trip is, it is a short trip close to home to really get to know how everything works in your new Caravan. The purpose of this is to test out all the systems, re-read any manuals if you have forgotten how appliances work from handover day, check your packing/ travelling checklists etc.

While all care is taken and quality testing is done throughout the manufacturing and dealership delivery process, some systems must be used in the “real world” to be truly tested. Titanium Caravans are built and assembled by people, so a tolerance for the “human element” does need to be made. As anyone who has built a house will tell you there will always be a list of tweaks and adjustments that need to be made and a caravan is much the same.

The most important thing is to not store anything too heavy such as wine bottles, breakables etc up high in the overhead cupboards until you have done a few short trips. Cupboards and drawers will need to settle in, and some adjustments may need to be made from the movement of the caravan. This will eliminate unnecessary damages from things falling out from up high.

CAUTION - Vehicles with a towing capacity over 3500kg

Do not use load levelling/equalizing bars if your vehicle exceeds 3500kg towing capacity. If your vehicle's towing capacity exceeds 3500kg, you must use an Air Safe Hitch and a rated off-road coupling. Note - Any American truck requires an Air Safe Hitch.

04

TITANIUM CARAVANS PTY LTD WARRANTY TERMS & CONDITIONS

The following terms and conditions (Terms) govern the limited warranty provided by Titanium Caravans Pty Ltd (ABN 87 157 710 828) of 89 Cooper Street, Campbellfield, Victoria (Titanium Caravans) to the purchaser (the Client) of its caravans (Goods) within Australia.

1. Limited Warranty

1.1 Titanium Caravans provides the following limited warranties in relation to its Goods:

2 Year Manufacturer's Warranty	Titanium Caravans warrants that, subject to the exclusions and limitations specified in these Terms, that all parts of the manufacture and assembly of the Goods* carried out by Titanium Caravans will be free from defects in materials and workmanship for a period of 2 years from the date the Client collects the Goods (the relevant Warranty Period).
5 Year Structural Warranty	Titanium Caravans warrants that, subject to the exclusions and limitations specified in these Terms, that the structural welds, aluminium frames, chassis, walls to chassis of the Goods* will be free from defects for a period of 5 years from date the Client collects the Goods (the relevant Warranty Period).

*additional inclusions and exclusions are as stated in this Warranty Booklet

- 1.2 In order to claim pursuant to this warranty within the Warranty Period, the Client must comply with these Terms.
- 1.3 This limited express warranty is in addition to any rights the Client may have under the Australian Consumer Law (as set out in Schedule 2 to the Competition and Consumer Act 2010 (Cth) (ACL).
- 1.4 If the Client is a 'consumer' within the meaning of the ACL, then for the Goods: 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.

2. Warranty Claims Procedure

2.1 In order to claim pursuant to this warranty:

- (a) the Client must register the warranty by completing and returning a signed copy of the Warranty Consent Form attached in this warranty booklet (Titanium Caravans asks that the Client register their Goods within 90 days from the date of collection);
- (b) the Client must comply with the notification requirements set out under clause 3;
- (c) the Client must allow Titanium Caravans to inspect the Products in accordance with clause 3;
- (d) the Products must be assessed by Titanium Caravans as being faulty in accordance with clause 4.

2.2 Any warranty claim must be accompanied by:

- (a) full details of the alleged defect (the Client may be required to provide photographic or other evidence of the defect); and
- (b) appropriate documentation (such as historical and service maintenance records) to show its use and maintenance, as well as invoice/receipt for proof of ownership.

3. *Notification and Inspection*

- 3.1 The Client must inspect all Goods immediately on collection of the Goods and before use.
- 3.2 Subject to any other clauses in these Terms, the Client may reject as defective any Goods that do not comply with clause 1 provided that the Client gives notice of rejection:
- (a) in the case of a defect that is apparent on normal visual inspection then prior to collection and removal of the Goods from the collection point; or
 - (b) in the case of a latent defect, within a reasonable time of the latent defect having become apparent and within the Warranty Period (as noted in clause 1.1).
- 3.3 For the avoidance of doubt, collection of the Goods will be deemed acceptance of the Goods.
- 3.4 Notwithstanding clause 3.2, Titanium Caravans will not be responsible for any defects which arise in connection with the collection and/or delivery of the Goods and the Client must ensure that they hold appropriate insurance in respect of the Goods from the time that it leaves Titanium Caravans' premises. Titanium Caravans undertakes a factory inspection procedure prior to the collection of the Goods and will assess the defects claimed by the Client against the results of that inspection to determine whether the defects arose in connection with the collection of the Goods. Titanium Caravans' assessment as to how the defects were caused is final and binding on the parties in the absence of manifest error.
- 3.5 Upon such notification of defective Goods, the Client must:
- (a) discontinue use of the Goods; and
 - (b) make the Goods available to Titanium Caravans (or an authorised repair agent) to inspect and test the Goods to determine whether they are defective (this includes granting Titanium Caravans unimpeded access to inspect such Goods).
- 3.6 If the Client is aware or ought reasonably to be aware that the Goods are defective for any reason, then the Client must take all necessary steps to mitigate any loss or damage.

4. *Goods being assessed*

- 4.1 Titanium Caravans reserves the right to assess the condition and age of the Goods before providing a repair or replacement. If Titanium Caravans is notified of defective Goods and agrees it is defective (acting reasonably) then Titanium Caravans will at its election either:
- (a) repair the defective Goods or the defective part of the Goods and return the Goods to the Client; or
 - (b) cause the defective Goods or the defective part of the Goods to be replaced or repaired by a qualified repairer (if applicable), unless a full refund is required by law. Where return to Titanium Caravans is not feasible, Titanium Caravans' liability, to the extent permitted by law is limited to supplying replacements for any parts shown to be causing the issue (if applicable).

- 4.2 Any replacement of parts or repairs to the Goods must be authorised by Titanium Caravans and must be performed by Titanium Caravans or a certified third-party. Any unauthorised fitting of parts or accessories to the Goods will not be covered by warranty. Titanium Caravans reserves the right to replace defective parts of the Goods with parts and components of similar quality, grade and composition where an identical part or component is not available.
- 4.3 The Client bears all costs of transport of the Goods (or affected part) to and from Titanium Caravans. Costs incurred to fix the problem agreed upon by Titanium Caravans shall be borne by Titanium Caravans should the warranty claim be upheld. However, if it is determined that the fault is not covered by the warranty claim or was the responsibility of the Client, such costs shall be borne by the Client.
- 4.4 If Titanium Caravans agrees to attend the Client's premises to explore a potential warranty issue or for any other reason whatsoever, the Client must pay all travel, accommodation and per diem costs of Titanium Caravans' Personnel (unless the warranty claim is upheld by Titanium Caravans). If it is determined that the fault is not a warranty claim or was the responsibility of the Client, then Titanium Caravans may also charge the Client for travelling to the Client's site and investigating the potential warranty issue in accordance with Titanium Caravans' usual hourly rates.
- 4.5 Subject to the terms of this clause, Goods will only be dealt with in accordance with this clause provided that:
- (a) the Client has complied with the other terms of this clause (including payment as required);
 - (b) Titanium Caravans has agreed (in its reasonable opinion) that the Goods is defective;
 - (c) the Goods are transported (if necessary) as soon as possible to Titanium Caravans; and
 - (d) the returned Goods are accompanied by all original delivery documentation.

5. Exclusions

- 5.1 Notwithstanding any other clause in these Terms, Titanium Caravans will only be responsible for defects in the Goods and components that Titanium Caravans supplies. To the extent permitted by law Titanium Caravans will not be liable for or required to accept any return for any defect or damage where:
- (a) such defect or damage is caused or partly caused by or arises as a result of:
 - i) the Client's acts or omissions, including the Client failing to take reasonable steps to prevent them from becoming defective or the Client failing to properly use, service or maintain the Goods in accordance with Titanium Caravans' instructions or best industry practice;
 - ii) tyre pressure level on dirt and non-sealed roads is set to a maximum 25 (HOT tyre pressure);
 - iii) the Client's continued use of the Goods after the defect becomes apparent;
 - iv) the Client failing to carry out proper maintenance;
 - v) Titanium Caravans following any design or instruction supplied by the Client or as a request of the Client's customisation to the Goods;

- vi) misuse, abuse, wilful damage, negligence, or abnormal storage or working conditions;
 - vii) the fitting of parts or accessories not authorised by the manufacturer;
 - viii) accident, fire, theft or moving objects striking the Goods;
 - ix) industrial fallout, chemicals or sealants;
 - x) incursion by vermin and pests;
 - xi) atmospheric fallout or flood, hail, salt and similar; or
 - xii) any accident or circumstance outside the reasonable control of Titanium Caravans;
- (b) the Goods have been repaired, altered or modified by someone other than Titanium Caravans or an authorised repair agent of Titanium Caravans or the Goods have been repaired, altered or modified without the consent of Titanium Caravans;
 - (c) the alleged defect of the Goods is, in fact, not a defect because it is within acceptable industry variances, this includes doors and draws needing adjusting after 12 months due to normal wear of the Goods;
 - (d) Titanium Caravans cannot establish any fault on the Goods after testing and inspection;
 - (e) the Goods have been used for a purpose apart the purpose for which it was designed and manufactured;
 - (f) the Goods have been subject to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress;
 - (g) such damage is a normal maintenance item which are the Client's responsibility;
 - (h) unauthorised parts or accessories have been used on or in connection with the Goods; or
 - (i) the Goods have been overloaded or involved in an accident.

5.2 The warranty does not extend to:

- (a) damage or defects caused by fair wear and tear or normal deterioration, including impact or stone damage;
- (b) any water damage irrespective of cause
- (c) damage or defects caused by excessive speed, hard impact or use of the Goods in unsuitable 4WD or off-road applications;
- (d) the aesthetics of galvanising, coating and protectant treatments used;
- (e) powder coating deterioration;
- (f) surface rust or degradation from environmental factors;
- (g) tyre wear; or
- (h) suspension alignment.
- (i) Towing or transport by a commercial truck
- (j) Black tap fading

6. *Supplied Components*

- 6.1 Some of the materials and components used in the manufacture of the Goods are not manufactured by Titanium Caravans and are not covered by this warranty. Instead, they may be separately warranted by their individual manufacturer's warranty against manufacturing defects. Titanium Caravans will use its best endeavours to pass on to the customer the benefit of any third-party manufacturer's warranties. Please note that the length of warranty periods provided for the supplied components and their terms may vary depending on the item. The separately warranted components may include, but are not limited to axles, wheels and couplings.

7. *Maintenance Items*

- 7.1 This warranty does not apply to maintenance items which are the responsibility of the Client. The maintenance items include but are not limited to:
- (a) suspension servicing and wheel alignment;
 - (b) wheel bearing servicing and adjustment;
 - (c) checking tyre pressures;
 - (d) general greasing and tightening of components;
 - (e) hand brake adjustment;
 - (f) rust-proofing, painting and maintenance of painted surfaces and exposed surfaces; and
 - (g) checking wheel nut tension.
 - (h) Doors and drawers alignment

8. *Limitations*

- 8.1 The only warranties and representations that Titanium Caravans makes in respect of the Goods are those set out in this Warranty Booklet and the sale contract for the Goods that accompanied the Client's purchase.
- 8.2 The repair of the Caravan or part of the Caravan is the absolute limit of Titanium Caravans liability under this express warranty.

9. *Application of warranty*

- 9.1 This warranty is void if the Client fails to regularly service the Goods in accordance with the other terms of this Warranty Booklet.
- 9.2 This warranty is provided to the original purchaser only and is non-transferable to any other person or entity.
- 9.3 Titanium Caravans reserves the right to not have to install the same parts as were originally supplied, and where appropriate shall instead install or supply components of similar quantity and grade. Goods repaired may be replaced by refurbished parts.



TITANIUM
CARAVANS

HARDCORE

HARDCORE
ATX

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CARAVANS

TITANIUM CARAVANS WARRANTY CONSENT FORM

Please note: A copy of this needs to be sent to Titanium Caravans to register the warranty. This is the Dealership's responsibility to make sure the below statement is signed, dated and submitted to Titanium Caravans on behalf of the customer.

I _____ understand and accept that my warranty commences on the day I collect my brand-new Caravan and will be honoured for the whole duration of the Warranty Period. I acknowledge and understand that it is my responsibility to undergo the required servicing checks as outlined in the provided servicing warranty logbook, failing to do so will void my warranty with Titanium Caravans. I understand that Titanium Caravans will not be liable for payment of repairs carried out anywhere other than an approved repairer, without prior notification and approval by Titanium Caravans Management. I acknowledge that Titanium Caravans has the right to ask for all servicing history to undergo a warranty claim if necessary. I have read the confidential warranty documentation provided and agree with the terms and conditions outlined by Titanium Caravans.

Full Name/s: _____

Email Address: _____

Phone: _____

Address: _____

Caravan Make & Model: _____

Chassis Number: _____

Caravan Warranty Commences: _____

Warranty Period Expires on: _____

Purchaser Signature/s: _____

Date: _____

Dealership Signature: _____

Date: _____

THE LIMITED MANUFACTURING WARRANTY PROVIDED BY TITANIUM CARAVANS APPLIES TO THE ORIGINAL PURCHASER OF THE CARAVAN ONLY AND IS NOT TRANSFERABLE TO OTHER BUYERS.



NOTES

[illegible]

NOTES

[illegible]



06

LOG BOOK

SERVICE 1 | 1,000KMS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature : _____

DEALERSHIP STAMP

SERVICE 2 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature : _____

DEALERSHIP STAMP

SERVICE 3 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature : _____

DEALERSHIP STAMP

SERVICE 4 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature : _____

DEALERSHIP STAMP

SERVICE 5 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature :

DEALERSHIP STAMP

SERVICE 6 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature :

DEALERSHIP STAMP

SERVICE 7 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature :

DEALERSHIP STAMP

SERVICE 8 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature :

DEALERSHIP STAMP

SERVICE 9 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature : _____

DEALERSHIP STAMP

SERVICE 10 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature : _____

DEALERSHIP STAMP

SERVICE 11 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature : _____

DEALERSHIP STAMP

SERVICE 12 | 10,000KMS / 12 MONTHS

Date : _____

Kms : _____

Warranty Items needed: ☐ Yes ☐ No

Inspector's Signature : _____

DEALERSHIP STAMP



TITANIUM

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