



## **Warranty – Overview**

Millard Caravans Sydney provides peace of mind with the knowledge that this iconic brand provides a 2 Year Manufacturer's Warranty. To further demonstrate our commitment to the integrity of our build, Millard provides a 5 Year Structural Warranty.

Millard provides the original purchaser of every Millard Caravan a 2 Year Warranty that the product's workmanship and materials will be free from defects.

Millard's 2 Year Manufacturer's Warranty applies to caravans delivered from 1 January 2020. Caravans purchased prior to this date have a 12 month warranty.

Millard's 5 Year Structural Warranty applies to caravans delivered from 1 January 2020.

The Warranty period commences on the date of delivery.

Warranty repairs and replacements will be undertaken by Millard or an Authorised Repairer. Warranty repairs and replacements will be free of charge unless an onsite repair is requested in which case a service fee will apply.

Approval from Millard Caravans Sydney must be given **before** the commencement of any Warranty repair work. Further, unless the owner has prior written consent from Millard, under this Warranty no reimbursements will be paid to the owner for repairs undertaken by an Unauthorised Repairer.

**If you do have the misfortune of a Warranty issue, the first contact should be with the Selling Dealer. The Selling Dealer's responsibility is to manage the Warranty process and ensure the Warranty issue is resolved unless it falls under Warranty coverage exclusions.**

It is important to note that many appliances/components/fittings installed within the caravan are warranted by the supplier or manufacturer of those appliances/components/fittings and may need to be contacted directly for service or warranty assessment. Your **Selling Dealer can advise if this is necessary.**

Finally, as the owner of a Millard Caravan you are responsible to carry out regular service and maintenance, during and after the warranty period. The first service is carried out by the Selling Dealer or Authorised Repairer at 5,000km or 6 months and subsequent servicing every 10,000 km or 12 months, whichever comes first. This is a requirement of this Warranty.

Further details on the Terms and Conditions of the Warranty are outlined in a separate document.

MILLARD CARAVANS SYDNEY  
(Div. of QFlow Australia Pty Ltd)  
3 Heald Rd, Ingleburn NSW 2565  
P: 02 9829 2055 F: 02 9829 2455  
E: [info@millardrv.com.au](mailto:info@millardrv.com.au)

Version 1. 11/10/2021



## **Warranty – Terms and Conditions**

Millard Caravans Sydney (Division of QFlow Australia Pty Ltd, ABN 32 077 951 976) of 3 Heald Road, Ingleburn 2565, Phone 02 9829 2055, warrants the original purchaser of the caravan described in the Warranty Registration against failure due to defective workmanship or materials for the Warranty Term.

The Warranty comprises of the Terms and Conditions set out in this document.

You are required to sign the Warranty Registration that will be provided by your Selling Dealer to acknowledge that you agree and fully understand the Terms and Conditions of the Warranty.

Our goods come with guarantees that cannot be excluded under Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and to compensation for any other reasonable foreseeable loss or damage. You are also entitled to have the goods repaired and replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

When buying a caravan, we appreciate that you may want the certainty of knowing that if your caravan is faulty, it will be covered for a specific time period. With the Millard Caravan Warranty, you obtain certainty for a period of coverage and that mechanical and electrical failure, due to defective workmanship or material, will be replaced or repaired.

The Warranty is not a contract of insurance, nor is your Dealer or Millard acting as an insurer. You must always contact your Selling Dealer in the first instance to make a claim or query.

The commencement date of this Warranty is on the date of delivery. The Warranty contract will end on the expiry of the Warranty Terms shown on the Warranty Registration document.

The manufacturer, your Dealer and any Authorised Repairer have no liability or responsibility for loss, damage, expense, or other liability you may incur as a result of delays relating to the repair of your caravan, which are caused by delays in obtaining parts and/or materials required.

Millard Caravans Sydney reserves the right to make changes and improvements without notice and without liability. For Warranty purposes, Millard Caravans Sydney has no obligation to install the same components originally supplied and where it is appropriate to do so, will install and supply current components of similar quality, grade, and composition.

MILLARD CARAVANS SYDNEY  
(Div. of QFlow Australia Pty Ltd)  
3 Heald Rd, Ingleburn NSW 2565  
P: 02 9829 2055 F: 02 9829 2455  
E: [info@millardrv.com.au](mailto:info@millardrv.com.au)

Version 1. 11/10/2021

## 1. Exclusions from Warranty (What Is Not Covered)

- This Warranty does not apply to any caravan that has been subject to misuse, neglect, or accident.
- This Warranty does not apply to normal maintenance items which are the owner's responsibility such as, but not limited to, greasing of wheel bearings, tightening of wheel nuts, routine cleaning of filters such as air conditioners and water pumps.  
Note: Braking systems and tyres are covered by the relevant manufacturer.
- Fabric items such as canvas, window coverings (screens and blinds), cushions and mattresses are not warranted against tears, punctures, shrinkage, softening, fading or soiling. They are warranted only against defective workmanship and material.
- Millard Caravans have been designed for recreational use. Millard Caravans are not designed for permanent residential purposes, rental holiday accommodation or bed and breakfast purposes, and when used under these living conditions possible premature wear and tear is not covered under this Warranty.
- All Millard Caravans have been designed and built to be towed by standard passenger vehicles including standard 4WD passenger vehicles with a towing capacity up to 3,500kg. Millard will not warrant the caravan if it is towed behind commercial trucks of any kind, due to the harsh suspension that is designed to carry loads not for towing.
- Any damage because of misuse, overloading, incorrect load distribution, negligence, collision, incorrect tyre pressure and incorrect towing configuration.
- The deterioration of sealants overtime.
- Normal deterioration in appearance of the soft trim, laminates, and upholstery due to wear, UV exposure, fading, rubbing or impact damage (including tearing/denting whether in transit or static).
- Any reimbursement for travel, accommodation, or relocation expenses as a result of or whilst warrantable repairs are being performed.
- Any reimbursement for repairs not previously authorised by Millard Caravans Sydney.
- Onsite repair or call out fees charged by some repairers are the sole responsibility of the purchaser.
- Damage caused to curtains or internal plywood wall finish by condensation that is left untreated.
- Damages or failures due to manufacturing alterations that have not been approved and authorised by Millard Caravans Sydney.  
Note: Millard does not provide advice on proposed alterations.
- Surfaces and joints that have been subjected to after treatments (for example, gloss finish protectants). Any such treatments void Millard's Warranty on all affected parts.
- Damages or failures resulting from the following:
  - Accident, theft, fire
  - Stone strike, hail, windstorm, lightning, or unusual environmental conditions
  - Incursions by insects, wild animals, rodents

- Water submersion
- Use of incorrect electricity, gas, or contaminated water supply
- Continual usage or towing after any defect has occurred
- Operating the caravan outside manufacturer's recommendations
- Goods supplied by third parties. Appliances/components/fittings including, but not limited to, awnings, air conditioners, refrigerators, rangehoods, oven/cooktop, microwave, suspension, tyres, toilets, are warranted separately by the manufacturer or supplier of the item. Please refer to **Section 7 Supplied Appliances/Components/Fittings Policy**.
- Any corrosion arising because of chips, dents, scratches and/or marks.
- Damaged caused by use in off-road applications or over rough roads and terrain where the caravan is not designed and equipped for such conditions.
- Damage due to the use of a tow vehicle that is not equipped with an adequate or suitable tow bar, tow hitch or coupling.
- Damage due to the owner's failure to correctly connect the tow vehicle to the goods being towed.

## **2. Ineligibility**

- You may be ineligible to make a claim or a Millard Authorised Dealer may decline a claim under the Warranty, if:
  - You fail to minimise damage to the caravan by continuing to use the caravan when damage to any of the caravan's covered components is suspected.
  - Repairs are commenced or carried out without the approval of the Selling Dealer.
  - You fail to provide proof of payment for services, if required.
  - You fail to comply with your servicing requirements.
- If, upon assessment of your claim, Millard Caravans Sydney discovers that you are in breach of your servicing requirements you will be ineligible to claim the specific repair of faults while in breach of your servicing requirements. If this should occur, you will be responsible for the repair cost yourself.
- Should you be in breach of your servicing obligations, to make future claims under the Warranty you must submit to Millard Caravans Sydney a satisfactory inspection from an approved Millard Repairer as evidence that the caravan is in good working order. The repair/inspection invoice date will be considered the "re-commencement" date for calculating servicing obligations for the remainder of the Warranty Term.
- Any modifications to the caravan, excluding those done by the manufacturer or with the manufacturer's permission, will void this Warranty.

### 3. 5 Year Structural Warranty (What is Covered)

Millard Caravans Sydney warrants the original purchaser of every caravan that for a period of 5 years from the date of purchase, under normal use and specified service, the following structural cover:

- All internal manufactured aluminium wall frames are free from corrosion, perfectly straight, and do not twist, warp, sag or shrink.
- Chassis

<u>Item</u>	<u>Warranty Duration</u>
Chassis Structure	5 years
Chassis Corrosion	12 months

- Excludes corrosion arising from chips, dents, scratches, and/or marks.

### 4. MFlow Policy

Millard's MFlow range of caravans are designed and constructed with the AL-KO Rocker Roller Springs with a 2-inch raiser for additional ground clearance. The suspension system is ideally suited for sealed roads but does withstand shock loading events such as potholes, railway lines, and cattle grids. Gas venting regulations and other construction restraints limit the effectiveness of these caravans against dust and water penetration, hence the need to limit the usage on unsealed roads. Under no circumstances should these caravans be exposed to water crossings at, or above, body floor level.

When towing the Millard MFlow range, extra care and attention is required on uneven surfaces. Millard's MFlow range is not designed for heavy loadings, rutted roads or 4WD tracks.

The following items are excluded under Millard's Warranty for the MFlow range:

- Impact or stone damage to the body
- Soiling of fabrics and internal fitments from dust or other airborne substances
- Water damage due to water crossing
- Movement or damage caused by dislodgement of appliances and fittings resulting from use on corrugated or uneven surfaces
- Use on 4WD tracks as described above
- General damage arising from misuse

### 5. Toura Policy

Millard's Toura range of caravans are designed and constructed with the Cruisemaster CRS2 semi-off-road suspension system, the perfect setup for transitioning between Australia's highways and dirt roads. The Cruisemaster CRS2 suspension system optimises the towing experience between sealed roads, well maintained dirt roads and minor corrugations

throughout your travel. The table from Cruisemaster ([Cruisemaster CRS2 - Country Road Suspension](#)) outlines its functionality:

SUITABLE TERRAINS	HIGHWAYS/ SEALED ROADS	DIRT ROADS	*LIMITED RUN OF CORRUGATIONS	*MILD ROCK CRAWLING
*WHILE NOT OPTIMISED FOR THESE CONDITIONS THE SYSTEM IS CAPABLE OF PERFORMING IN THESE CONDITIONS FOR SHORT SPELLS WHEN DRIVING WITH ADDITIONAL CARE AND PATIENCE.				

Gas venting regulations and other construction restraints limit the effectiveness of these caravans against dust and water penetration, hence the need to limit the usage on unsealed roads. Under no circumstances should these caravans be exposed to water crossings at, or above, body floor level.

When towing the Millard Toura range, extra care and attention is required on uneven surfaces. Millard's Toura range is not designed for heavy landings, or tight, undulating or extreme 4WD tracks.

The following items are excluded under Millard's Warranty for the Toura range:

- Impact or stone damage to the body
- Soiling of fabrics and internal fitments from dust or other airborne substances
- Water damage due to water crossing
- Wheel alignment, if affected by hard impacts
- Off-road use where the road is unsuitable to travel

## 6. **Breakaway Policy**

Millard's Breakaway range of caravans are designed and constructed with either the Iconic All-Terrain Cruisemaster XT Suspension System or the TuffRide TEKO Suspension. This enables you to easily take on the most challenging terrains with superior comfort and handling when exploring Australia. The Cruisemaster XT Suspension System optimises the towing experience between sealed roads, well maintained dirt roads and prolonged corrugations throughout your travel. The table from Cruisemaster ([Cruisemaster XT Freestyle Suspension](#)) outlines its functionality:

SUITABLE TERRAINS	HIGHWAYS/ SEALED ROADS	DIRT ROADS	PROLONGED CORRUGATIONS	ROCK CRAWLING
-------------------	------------------------	------------	------------------------	---------------

Further information on TuffRide Suspension can be obtained via [Adventure | TuffRide New](#)

Gas venting regulations and other construction restraints limit the effectiveness of these caravans against dust and water penetration, hence the need to limit the usage on unsealed

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

When towing the Millard Breakaway range, extra care and attention is required on uneven surfaces. Millard's Breakaway range is not designed for heavy landings or extreme 4WD tracks.

The following items are excluded under Millard's Warranty for the Breakaway range:

- Impact or stone damage to the body
- Soiling of fabrics and internal fitments from dust or other airborne substances
- Water damage due to water crossing
- Wheel alignment, if affected by hard impacts
- Off-road use where the road is unsuitable to travel

## **7. Supplied Appliances/Components/Fittings Policy**

Some of the appliances/components/fittings in your Millard caravan are not manufactured or imported by Millard Caravans Sydney. These appliances/components/fittings are warranted by the individual manufacturer or importer.

Where this is the case, copies of the applicable warranties and owner's manuals are in your owner's folder. Please take the time to read this material to ensure that you are familiar with the appliance's/component's/fitting's operation, services, and warranty terms. The appliances/components/fittings that may be separately warranted could include, but are not limited to:

- Cooking appliances
- Microwave
- AL-KO, Cruisemaster and TuffRide Suspension System
- Tyres
- Refrigerators
- Rangehoods
- Toilets
- Hot water system
- Awning
- Hatches
- Air conditioner
- Windows and doors

These separately warranted appliances/components/fittings are not covered by Millard's Warranty. Please note that the warranty period may vary for each appliance/component/fitting. If you are making a warranty claim and experience difficulty





with the manufacturer or importer, your Selling Dealer and/or Millard will try to assist you in resolving this.

In accordance with Australian Consumer Law, Millard Caravans Sydney assumes no responsibility or liability for defects in workmanship or operation of these separately warranted appliances/components/fittings.

For more information, please refer to Appendix 1: Supplier Contracts Table and Products.

## **8. Owner's Responsibility (Things You Must Do)**

You are responsible for regular maintenance and service to help prevent conditions arising from neglect that are not covered by your Millard Warranty.

At time of delivery from your Millard Dealer, the Warranty Registration document will be completed with your details and issued to Millard Caravans Sydney. This enables us to identify your Millard Caravan for any required Warranty repairs.

If a problem arises, contact your Millard Selling Dealer, nearest Millard Dealer, or an Authorised Millard Repairer to make an appointment. If you are unable to locate a Dealer or an Authorised Repairer, contact Millard Caravans Sydney or refer to our website.

You must make the caravan available to the Dealer or Authorised Repairer for inspection and testing. If the inspection and testing find no defects in the caravan, you must pay the Dealer or Authorised Repairer the associated service fee.

You will also bear the costs of transporting the caravan to and from the Dealer or Authorised Repairer. You must deliver the caravan to the Dealer or Authorised Repairer during business hours or at the agreed times.

If you are in an area not covered by an Authorised Repairer, you must have approval from Millard Caravans Sydney before any work can be carried out by an Unauthorised Repairer. In this case, payment to the repairer could be required from the customer. If so, you can claim reimbursement from Millard Caravans Sydney by forwarding the Repairer's invoice with your chassis number, policy number, receipt for payment and Millard's approval number.

Finally, where an onsite repair is requested and such a service is available, a service call fee is applicable at the expense of the owner.

Please remember under this Warranty no reimbursements will be made for work done through Unauthorised Repairers without prior approval and written consent from Millard Caravans Sydney.

MILLARD CARAVANS SYDNEY  
(Div. of QFlow Australia Pty Ltd)  
3 Heald Rd, Ingleburn NSW 2565  
P: 02 9829 2055 F: 02 9829 2455  
E: [info@millardrv.com.au](mailto:info@millardrv.com.au)

Version 1. 11/10/2021