



WARRANTY TERMS & CONDITIONS

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 for 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.

Jayco Corporation Pty Ltd (ABN 005 266 991) (“Jayco”) provides the following warranty in relation to its recreational vehicles and other units (“RV”). The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

Jayco warrants to the original purchaser of every RV that all parts of our manufacture are free from defects in material and workmanship for a period of 24 MONTHS from date of purchase under normal use and specified service, except for the items listed under “What is not covered” and subject to compliance with the section entitled “What must you do”. The original manual roof lifting winch installed in a Jayco camper trailer carries a lifetime warranty for the original purchaser only (this is not transferrable to a subsequent owner).

Under this warranty, if any part of your RV is proven to be defective in material or workmanship during the 24-month warranty period Jayco will, at its sole discretion, either: Replace or repair the RV or the defective part of the RV, or cause the RV or defective part of the RV to be replaced or repaired by a Jayco dealer or authorised repairer.

Warranty repair or parts replacement will be performed free of charge by a JARSA at its place of business within a reasonable time after delivery of the RV to the dealer or repairer during normal business hours. Where an on-site repair is requested, and such service is available, a service call fee is applicable at the expense of the owner. Under this warranty no re-imbursments will be made for work done through unauthorised establishments without prior written consent from Jayco.

Jayco reserves the right to make RV changes and improvements without notice and without liability. Jayco

has no obligation for warranty purposes to install the same components originally supplied, and where it is appropriate to do so shall instead install or supply current components of similar quality, grade and composition. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

LIMITATIONS

Please specifically note that no individual (including any dealer, agent or representative of Jayco) is authorised to make any representation or warranty concerning Jayco or its RVs, except to refer the purchaser to this 24-month warranty. Jayco makes no express warranties or representations other than set out in this warranty. The repair or replacement of the RV or part of the RV is the absolute limit of Jayco's liability under this warranty.

WHAT IS NOT COVERED

- Jayco's RVs have been designed for recreational use and not for permanent residential purposes. When used for permanent living possible premature wear and tear is not covered under this warranty.
- All Jayco Touring RVs are designed and built to be towed by standard passenger vehicles including standard 4WD passenger vehicles. Jayco will not warrant the RV if it is towed behind commercial trucks of any kind due to the harsh suspension that is used to carry weight, not for towing.
- This warranty does not apply to any RV that has been subject to misuse, neglect, or accident.
- This warranty shall not apply to normal maintenance items which are the owner's responsibility, such as greasing wheel bearings, tightening wheel nuts. This also applies to the routine cleaning of filters such as in air conditioners and water pumps.
- Fabric items such as canvas, canopies, windows screenings, vinyl windows, cushion and mattress covers are not warranted against tears, punctures, shrinkage, softening, fading or soiling but are warranted only against defective workmanship and material.
- Damage caused to tent sections, curtains or plywood finish by condensation being left untreated is not covered.
- The deterioration of sealants over time is not covered.
- This warranty does not apply to any defect in the aesthetics or physical appearance of the RV, or to normal deterioration of the soft trim and appearance items due to wear and UV exposure nor to impact damage whether static or in transit.
- Any alternate accommodation costs whilst repairs are undertaken.
- Damages or failures resulting from the following are also not covered by Jayco warranty:
 - After Manufacture Alterations: Jayco does not approve of or authorise alterations to the RV.
 - Consequently, Jayco does not provide advice on proposed alterations.
 - Repairs and additions that are not authorised by Jayco.
 - Accident, theft, or fire.
 - Stone strike, hail, windstorm, lightning, external fire or unusual environmental conditions.
 - Incursions by vermin and other pests
 - Axle alignment and toe in adjustments will only be considered for warranty repairs within the 3month/1000Km of purchase date service period.



Jayco does not warrant for any failures or faults in camper tent sections or aluminium surfaces and joints if they have been subjected to after treatments (gloss finish protectants). This includes accidental contamination (for example: splashing or spray drift). Any such treatments or contaminants void Jayco's warranty on all affected parts.

5 YEAR STRUCTURAL

Further, Jayco warrants to the original purchaser of every RV that for a period of 5 YEARS from date of purchase under normal use and specified service, except for stated exclusions and the items listed under "What is not covered", and subject to compliance with the section entitled "What you must do":

- Jayco manufactured components.
- All Jayco manufactured galvanised chassis components (excluding adjustments and rubber components).
- All Jayco manufactured suspension components including J-tech suspension (excluding adjustments and rubber components); and
- All Jayco manufactured walls and roofs (warranty limited to delamination, cracking and deformed cladding).

OUTBACK POLICY

Jayco's Outback range of RVs 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 RVs against dust and water penetration. Under no circumstances should these RVs be exposed to water crossings at, or above, body floor level.

We strongly recommend towing at a safe speed according to travel conditions with extra care and attention required on uneven surfaces. Our Outback RVs are not designed for hard impact or heavy landings or rutted roads or tracks. Jayco's Outback RVs are not designed for use on four-wheel drive only tracks. As a consequence, they should not be used on such tracks. The best and safest policy may be to leave your RV at a base camp and explore the rough areas with your tow vehicle alone.

The following items for Outback RVs are not covered under Jayco's warranty:

- Impact or stone damage to body, chassis and running gear.
- Soiling of fabrics and internal fitments from dust or other airborne substances.
- Water damage due to creek crossings.



- Movement or damage caused by dislodgment of appliances and fittings resulting from use on corrugated or uneven surfaces.
- Use on roads or tracks described above as not being suitable.
- General damage arising from misuse.

ADVENTURER POLICY

Jayco's range of Adventurer range of RVs have been designed and constructed to give added strength, ground clearance and durability, for off-road usage. Gas venting regulations limit the effectiveness of these RVs against dust and water penetration. Under no circumstances should these RVs be exposed to water crossings at, or above floor level.

We strongly recommend towing at an appropriate and safe speed according to road and weather conditions, with extra care and attention required on rough surfaces. Tyre pressures are an important factor in off-road travel and need to be adjusted accordingly.

Jayco's Adventurer RVs are not designed for tight, undulating, or extreme 4WD tracks that are unsuitable for trailers. Therefore, should not be used on such tracks, and any damage that occurs from unreasonable use is not covered under warranty. The best and safest policy is to leave your RV at a basecamp.

The following items for Adventurer RVs are not covered under Jayco's warranty:

- Impact or stone damage to body
- Soiling of fabrics & internal fittings from dust, etc.
- Water ingress from floods or deep-water fording
- Wheel alignment, if affected by hard impacts
- Off-road use where road unsuitable for travel
- Damage, defect or failures as a result of modifications

SUPPLIED COMPONENTS

Some of the equipment and fittings supplied with your RV ("components") are not manufactured or imported by Jayco. Instead, these components are separately warranted by their individual manufacturer or importer. This may also be the case for products or options that you have chosen or specified.

Where this is the case for your RV, Jayco has placed copies of the applicable warranties and owner's manuals in your owner's packet. Please take the time to read this material to ensure that you are



familiar with the components' operation, service procedures and warranty terms. The fittings and equipment that may be separately warranted could include, without limitation:

- Cooking appliances.
- Microwave Ovens.
- AL-KO Suspension Components.
- Tyres.
- Refrigerators.
- Rangehoods.
- Toilets; and
- Weight distribution devices.
- Hot Water Service
- JTECH Air Suspension
- Fusion Stereo System

These separately warranted components are not covered by Jayco warranty. However, Jayco will assist you in making a warranty claim if you have difficulty with the manufacturer or importer.

Please note that the length of warranty periods for the separately warranted components and their terms may vary, depending on the item. If your Jayco RV has a factory installed Carefree Awning this is covered by the Jayco warranty and not by the USA manufacturer's warranty.

Subject to any rights you have at law which cannot be excluded, Jayco assumes no responsibility or liability for defects in workmanship or operation of separately warranted products for which you have been provided with separate warranty statements.

The below key contacts have been provided to assist you further:

Dometic Australia Pty Ltd
1800 21 21 21
www.dometic.com/en-au/au/support/support-form

Thetford Australia
(03) 9358 0700
www.thetford-europe.com/au/dealers-service-centres

Coast to Coast
1300 COAST RV
www.coastrv.com.au/contact-us

CAMEC Pty Ltd
1300 422 632



www.camec.com/contact-camec

ALKO International Pty Ltd
(03) 9767 3700
www.alko.com.au/contact-us

Fusion Electronics Pty Ltd
1300 736 012
www.fusionentertainment.com/lifestyle/contact

Wireless Automation Systems Pty Ltd
0418 352 534

OWNERS RESPONSIBILITY

As a new owner of a Jayco RV, you are responsible for regular and proper maintenance (refer Service Schedule in this booklet). This will help prevent conditions arising from neglect that are not covered by your Jayco Warranty. At the time of delivery from your Jayco Dealer, the dealer's representative will log your information into our warranty system to connect your purchase details to your RV's chassis number. This enables us to identify your RV for any required warranty repairs.

The original manual roof lifting winch installed in a Jayco camper trailer carries a lifetime warranty for the original purchaser only (this is not transferrable to a subsequent owner).

Under this warranty, if any part of your RV is proven to be defective in material or workmanship during the applicable warranty period Jayco will, at its sole discretion, either:

- Replace or repair the RV or the defective part of the RV, or
- Cause the RV or defective part of the RV to be replaced or repaired by a Jayco dealer or authorised repairer

Warranty repair or parts replacement will be performed free of charge by an authorised Jayco dealer or repairer at its place of business within a reasonable time after delivery of the RV to the dealer or repairer during normal business hours.



Where an on-site repair is requested and such service is available, a service call fee is applicable at the expense of the owner.

Under this warranty no re-imburements will be made for work done through unauthorised establishments without prior written consent from Jayco.

Jayco reserves the right to make RV changes and improvements without notice and without liability. Jayco has no obligation for warranty purposes to install the same components originally supplied, and where it is appropriate to do so shall instead installer supply current components of similar quality, grade and composition.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

WHAT MUST YOU DO

As a new owner of a Jayco RV, you are responsible for regular and proper maintenance (Refer to Care and Maintenance section in your Jayco Owner's Handbook and Periodical Maintenance Schedules in your Warranty Book). This will help prevent conditions arising from neglect that are not covered by your Jayco Warranty.

If a problem arises, contact your nearest Jayco Dealer or Authorised Service Agent to make an appointment. If you are unable to locate a dealer or agent contact Jayco's Customer Service Centre on the numbers listed below or Refer to our website for your nearest dealer or service agent.

You must make the RV available to the dealer or agent for Inspection and testing. If such inspection and testing finds no defect in the RV, you must pay the dealer or agent's usual costs of service work and testing.

Given the nature of an RV, you will bear the costs of transporting the RV to and from the dealer or agent. You must deliver the RV to the dealer or agent during business hours or at the agreed time.



If you are in an area not covered by an authorised agent, work can only be carried out in an unauthorised workshop after prior written approval from Jayco's Customer Service Centre. Payment to the repairer could be required from the customer. If so, you should claim reimbursement from Jayco by forwarding the repairer's invoice with your RV's chassis number noted and receipt for payment (copy thereof) together with Jayco's approval number. Prompt reporting of problems is essential. Please do not delay. Jayco will not accept any damage arising from not having faults attended to in a timely manner.

CONTACT

Jayco Corporation (Aust) Pty Ltd
P.O. Box 636
1 Jayco Drive,
Dandenong South Victoria 3175
Australia
Phone (03) 8792 2136
Email info@jayco.com.au