

**WARRANTY AND
SERVICE
HANDBOOK**

Welcome to Network RV Family

We thank you for selecting one of Network RV caravans brands.

We are an industry leader and have spent many years in the RV industry.

As a company our ultimate objective is to give you a quality product. Our staff collectively have many years of experience in the RV industry and we use quality products and materials in order to provide you with a caravan designed to suit your needs.

To ensure continuous satisfaction for our customers we pride ourselves with our aftersales services and stand by our products with an extensive warranty program.

Our company

Network RV Pty Ltd.

Our Brand

NEXTGEN Caravans

ROADHOUSE Caravans

VICTORY Caravans

ELITE Caravans

Company Address

54-56, Merola Way, Campbellfield, Victoria 3061

We hope you will have lots of trips in your caravan with your family and friends.
While you enjoy make sure you take a good care of the nature.

How to validate your warranty?

In order to validate the warranty of your new Caravan, you need to fill in the 'Warranty Registration Form' issued to you by your dealer. The dully filled form should be returned to the dealer and they will send it to Network RV (Nextgen Caravans) on your behalf.

We will endeavour to respond to all warranty enquiries within 24 hours. In some cases where the assistance of outside sources are required, the approval process may take time. Such delays will be related to customers immediately.

On pick up of your caravan ensure that you are satisfied and should there be any issues please report to your dealer immediately.



WARRANTY

Our Warranty

Network RV warranty is divided into 4 separate sub divisions.

1. 3 year Structural Warranty
2. Chassis Warranty
3. Materials and Part Warranty
4. Appliances Warranty

The 1st warranty is a direct warranty given by Network RV Pty Ltd. The option of repair or replacement of any defective items under this warranty will be at the discretion of Network RV Pty Ltd.

2nd , 3rd and the 4th warranties are honoured by our suppliers. The suppliers will liaise with warranty claims according to their terms and conditions. When claiming supplier warranty for any defective item the supplier may request the relevant part/s to be returned for inspection and decide whether the part/s need to be replaced.

As per their warranty conditions they have the right to

decide whether the defective part/s need to be repaired or replaced. Network RV Pty Ltd. Will issue replacements for faulty items immediately upon supplier approval.

Warranty Description	Warranty Period
Structural Warranty	3 Years
Chassis Warranty	5 Years
Material and Part Warranty	12 Months
Appliances Warranty	12 Months

Our Terms

3 year structural warranty and other

The warranty applies to any defect relating to manufacture of your caravan. (i.e. that which Network RV will be responsible for and that warranty will not relate to any other materials and products used; which are covered by supplier warranty)

- a) The structural warranty for Caravans will Commence on the date of delivery of the Caravan; terminating 3 years after commencement.
- b) A claim under this warranty will only be considered if Network RV is notified of the claim during the warranty period. This warranty is applicable to the original purchaser only and is not transferable.
- c) All the services or repairs of your caravan should be done through an authorised service centre/repairer nominated by our dealer.
- d) No reimbursements will be made for work done by unauthorised establishments.
- e) There should be a prior consent from Network RV Pty Ltd if there is a need of carrying out a repair through an unauthorised repairer.
- f) Designed for recreational use only, if used for permanent living, possible premature wear and tear will not be covered under this limited warranty.
- g) This warranty is only applicable to personal use of the caravan. Any commercial use or rental hire will void any warranty of your caravan.
- h) Network RV is not liable for any expenses incurred by the customer in making a claim or complying with the obligations under this warranty. These expenses include any fees for maintenance service, towing fees, travelling time, accommodation fees (if the caravan needs to be parked for more than a day for the repairs) which may be required by a repairer to perform warranty repairs.
- i) Network RV reserves the right to replace any defective part of the caravan with parts/components of similar quality, grade and composition where an identical part/component is not available.

WARRANTY

- j) Some of the materials and components used in our caravans are supplied by different suppliers. Those materials and components will be separately covered by their individual manufacturer's warranty. And the warranty period of the same would depend on their warranty terms and conditions.
- k) The customer must make the caravan available to Network RV or to our dealers to carry out inspection for all concerning issues. If such inspection finds no defect in the caravan, the customer may have to bare the cost of labour of the inspection.
- l) Any plumbing or electrical defaults will be warranted by our sub-contractors and their warranty is valid only for 12 months from the date of original purchase.
- m) To claim all warranties from Network RV, the proof of purchase, full details of the defect with relevant pictures and your maintenance records should be provided. (In many occasions your dealer would do these on your behalf)
- n) When a fault becomes apparent customer should immediately notify the dealer. In an event where the fault is not major and you are unable to take your caravan to the dealer we recommend sending an email correspondence direct to Network RV.
- o) Damage due to continued usage or towing after any defect has been notified will void your the warranty.
- p) We will assist you in making claims with suppliers. However, Supplier warranty rejections (such as appliances, equipment and materials) cannot be recovered from Network RV.
- q) Any possible damages occurring by exceeding the maximum ATM which is indicated on your VIN plate will not be warranted.
- r) All the warranty requests should be submitted to Network RV through your dealer.

What is not included in our warranty

Our warranty does not apply for normal maintenance and services that your caravan may require to carry out (Including greasing wheel bearing, tightening wheel nuts, cleaning of Air conditioner and water pumps). Any failure which could occur due to poor maintenance will not be covered under this warranty.

The bedding items (mattress, duvet covers, cushions) are not warranted for tears, softening or soiling. Other Fabric items such as awning, sofa covers, window screenings, curtains are also not warranted for tears, punctures and shrinkage. Any of the above will only be covered under warranty for defective workmanship and material.

Any damages caused to benchtops such as chips & cracks and the deterioration of sealant over time is also not covered.

Misuse of a component and failure of any component due to normal wear and tear or resulting from natural causes will not be warranted.

Any damage resulting from the installation or fitting of options or accessories after the caravan left the manufacturing premises will not be covered by this warranty.

The defects which could occur due to water submersion including flooding, creek crossing and somewhat similar will not be warranted.

Any damage resulting from including environmental conditions such as acid rain, airborne fallout (chemicals, tree sap), stones, salt, sand, road hazards, hail, wind, storm, lightning, floods and other will not be claimed under this warranty

Non use of correct towing equipment which could damage the caravan is not be covered under this warranty. Please use the specified towing equipment.

This limited warranty will not be applicable if the alleged defect of the caravan is within acceptable industry variances.

Accident damage repairs are not covered under this warranty.

WARRANTY

For the new Customer

As a new owner there are few things you should follow.

You must ensure that your caravan has had the periodic services and done proper maintenances; that is all services must be up to date. This will help prevent any conditions arising from neglect that are not covered by the warranty given by Network RV.

Bringing your caravan to the dealer or to any authorised service centre may help you to identify any defects in your caravan which you may not notice. And that could help you to get the defects rectified during the warranty period.

We advise you to contact the dealer if you come across any issue with your caravan. Unauthorized third party repairs, advise will not be recognised and may void warranty .

In this manual we have included the Periodical Maintenance Schedule which should be stamped and signed by your authorised repairer at the end of each service.

First three Service Schedule – In brief

Service	Due Date/Milage
1 st Service	3 Months or 1000km
2 nd Service	12 Months or 10,000km
3 rd Service	24 Months or 20,000km

Note - Ensure that you check the sealing of the Roof, Hatches and the Exterior Fittings during your scheduled services. This would help you to secure the caravan from any possible water damage.

Periodic Maintenance schedule

1st Service : 3 Months or 1000km

1) Wheel and Tyres

1.1) Tread Wear

1.2) Inspect Rims and Dents

1.3) Tyre Pressure

1.4) Tighten Wheels Nuts

2) Brakes

2.1) Hand Brake Travel

2.2) Adjust Brakes

2.3) Inspect Magnets

2.4) Inspect Lining and Adjust

2.5) Inspect Magnet for uneven wear

2.6) Wheel Bearing

3) Body

3.1) Tighten Window Screws

3.2) Test all Exterior Lights

3.3) Test for Water Leaks

3.4) Carry-out Silicone Inspection

4) Gas System

4.1) Leak Test

4.2) Operation of cooker

4.3) Operation of Refrigerator

5) Interior

5.1) Security of Appliances

5.2) 240V Test

5.3) Adjust Cupboard Catches

WARRANTY

6) Chassis

6.1) Check Coupling Bolts

6.2) Check Suspension Mounts

Remarks:

Next Service Due Date / Mileage :

I am satisfied that service here mentioned has been carried out.

Customer Name: _____

Customer Signature: _____

Date : _____

Date of Service : _____

Signature : _____

Dealer Stamp : _____

Periodic Maintenance schedule

2nd Service : 12 Months or 10,000km

1) Wheel and Tyres

1.1) Tread Wear

1.2) Inspect Rims and Dents

1.3) Tyre Pressure

1.4) Tighten Wheels Nuts

2) Brakes

2.1) Hand Brake Travel

2.2) Adjust Brakes

2.3) Inspect Magnets

2.4) Inspect Lining and Adjust

2.5) Inspect Magnet for uneven wear

2.6) Wheel Bearing

3) Body

3.1) Tighten Window Screws

3.2) Test all Exterior Lights

3.3) Test for Water Leaks

3.4) Carry-out Silicone Inspection

4) Gas System

4.1) Leak Test

4.2) Operation of cooker

4.3) Operation of Refrigerator

5) Interior

5.1) Security of Appliances

5.2) 240V Test

5.3) Adjust Cupboard Catches

WARRANTY

6) Chassis

6.1) Check Coupling Bolts

6.2) Check Suspension Mounts

6.3) Oil Corner Jacks

Remarks:

Next Service Due Date / Mileage :

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I am satisfied that service here mentioned has been carried out.

Customer Name: _____

Customer Signature: _____

Date : _____

Date of Service : _____

Signature : _____

Dealer Stamp : _____

Periodic Maintenance schedule

3rd Service : 24 Months or 20,000km

1) Wheel and Tyres

1.1) Tread Wear

1.2) Inspect Rims and Dents

1.3) Tyre Pressure

1.4) Tighten Wheels Nuts

2) Brakes

2.1) Hand Brake Travel

2.2) Adjust Brakes

2.3) Inspect Magnets

2.4) Inspect Lining and Adjust

2.5) Inspect Magnet for uneven wear

2.6) Wheel Bearing

3) Body

3.1) Tighten Window Screws

3.2) Test all Exterior Lights

3.3) Test for Water Leaks

3.4) Carry-out Silicone Inspection

4) Gas System

4.1) Leak Test

4.2) Operation of cooker

4.3) Operation of Refrigerator

5) Interior

5.1) Security of Appliances

5.2) 240V Test

5.3) Adjust Cupboard Catches

WARRANTY

6) Chassis

6.1) Check Coupling Bolts

6.2) Check Suspension Mounts

6.3) Oil Corner Jacks

Remarks:

Next Service Due Date / Mileage :

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I am satisfied that service here mentioned has been carried out.

Customer Name: _____

Customer Signature: _____

Date : _____

Date of Service : _____

Signature : _____

Dealer Stamp : _____

4th Service :

1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Dents
- 1.3) Tyre Pressure
- 1.4) Tighten Wheels Nuts

2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Magnets
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for uneven wear
- 2.6) Wheel Bearing

3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection

4) Gas System

- 4.1) Leak Test
- 4.2) Operation of cooker
- 4.3) Operation of Refrigerator

5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches

WARRANTY

6) Chassis

6.1) Check Coupling Bolts

6.2) Check Suspension Mounts

6.3) Oil Corner Jacks

Remarks:

Next Service Due Date / Mileage :

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I am satisfied that service here mentioned has been carried out.

Customer Name: _____

Customer Signature: _____

Date : _____

Date of Service : _____

Signature : _____

Dealer Stamp : _____

5th Service :

1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Dents
- 1.3) Tyre Pressure
- 1.4) Tighten Wheels Nuts

2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Magnets
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for uneven wear
- 2.6) Wheel Bearing

3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection

4) Gas System

- 4.1) Leak Test
- 4.2) Operation of cooker
- 4.3) Operation of Refrigerator

5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches

WARRANTY

6) Chassis

6.1) Check Coupling Bolts

6.2) Check Suspension Mounts

6.3) Oil Corner Jacks

Remarks:

Next Service Due Date / Mileage :

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I am satisfied that service here mentioned has been carried out.

Customer Name: _____

Customer Signature: _____

Date : _____

Date of Service : _____

Signature : _____

Dealer Stamp : _____

6th Service :

1) Wheel and Tyres

1.1) Tread Wear

1.2) Inspect Rims and Dents

1.3) Tyre Pressure

1.4) Tighten Wheels Nuts

2) Brakes

2.1) Hand Brake Travel

2.2) Adjust Brakes

2.3) Inspect Magnets

2.4) Inspect Lining and Adjust

2.5) Inspect Magnet for uneven wear

2.6) Wheel Bearing

3) Body

3.1) Tighten Window Screws

3.2) Test all Exterior Lights

3.3) Test for Water Leaks

3.4) Carry-out Silicone Inspection

4) Gas System

4.1) Leak Test

4.2) Operation of cooker

4.3) Operation of Refrigerator

5) Interior

5.1) Security of Appliances

5.2) 240V Test

5.3) Adjust Cupboard Catches

WARRANTY

6) Chassis

6.1) Check Coupling Bolts

6.2) Check Suspension Mounts

6.3) Oil Corner Jacks

Remarks:

Next Service Due Date / Mileage :

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I am satisfied that service here mentioned has been carried out.

Customer Name: _____

Customer Signature: _____

Date : _____

Date of Service : _____

Signature : _____

Dealer Stamp : _____

7th Service :

1) Wheel and Tyres

1.1) Tread Wear

1.2) Inspect Rims and Dents

1.3) Tyre Pressure

1.4) Tighten Wheels Nuts

2) Brakes

2.1) Hand Brake Travel

2.2) Adjust Brakes

2.3) Inspect Magnets

2.4) Inspect Lining and Adjust

2.5) Inspect Magnet for uneven wear

2.6) Wheel Bearing

3) Body

3.1) Tighten Window Screws

3.2) Test all Exterior Lights

3.3) Test for Water Leaks

3.4) Carry-out Silicone Inspection

4) Gas System

4.1) Leak Test

4.2) Operation of cooker

4.3) Operation of Refrigerator

5) Interior

5.1) Security of Appliances

5.2) 240V Test

5.3) Adjust Cupboard Catches

WARRANTY

6) Chassis

6.1) Check Coupling Bolts

6.2) Check Suspension Mounts

6.3) Oil Corner Jacks

Remarks:

Next Service Due Date / Mileage :

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I am satisfied that service here mentioned has been carried out.

Customer Name: _____

Customer Signature: _____

Date : _____

Date of Service : _____

Signature : _____

Dealer Stamp : _____

8th Service :

1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Dents
- 1.3) Tyre Pressure
- 1.4) Tighten Wheels Nuts

2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Magnets
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for uneven wear
- 2.6) Wheel Bearing

3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection

4) Gas System

- 4.1) Leak Test
- 4.2) Operation of cooker
- 4.3) Operation of Refrigerator

5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches

WARRANTY

6) Chassis

6.1) Check Coupling Bolts

6.2) Check Suspension Mounts

6.3) Oil Corner Jacks

Remarks:

Next Service Due Date / Mileage :

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I am satisfied that service here mentioned has been carried out.

Customer Name: _____

Customer Signature: _____

Date : _____

Date of Service : _____

Signature : _____

Dealer Stamp : _____

9th Service :

1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Dents
- 1.3) Tyre Pressure
- 1.4) Tighten Wheels Nuts

2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Magnets
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for uneven wear
- 2.6) Wheel Bearing

3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection

4) Gas System

- 4.1) Leak Test
- 4.2) Operation of cooker
- 4.3) Operation of Refrigerator

5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches

WARRANTY

6) Chassis

6.1) Check Coupling Bolts

6.2) Check Suspension Mounts

6.3) Oil Corner Jacks

Remarks:

Next Service Due Date / Mileage :

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I am satisfied that service here mentioned has been carried out.

Customer Name: _____

Customer Signature: _____

Date : _____

Date of Service : _____

Signature : _____

Dealer Stamp : _____

10th Service :

1) Wheel and Tyres

- 1.1) Tread Wear
- 1.2) Inspect Rims and Dents
- 1.3) Tyre Pressure
- 1.4) Tighten Wheels Nuts

2) Brakes

- 2.1) Hand Brake Travel
- 2.2) Adjust Brakes
- 2.3) Inspect Magnets
- 2.4) Inspect Lining and Adjust
- 2.5) Inspect Magnet for uneven wear
- 2.6) Wheel Bearing

3) Body

- 3.1) Tighten Window Screws
- 3.2) Test all Exterior Lights
- 3.3) Test for Water Leaks
- 3.4) Carry-out Silicone Inspection

4) Gas System

- 4.1) Leak Test
- 4.2) Operation of cooker
- 4.3) Operation of Refrigerator

5) Interior

- 5.1) Security of Appliances
- 5.2) 240V Test
- 5.3) Adjust Cupboard Catches

WARRANTY

6) Chassis

6.1) Check Coupling Bolts

6.2) Check Suspension Mounts

6.3) Oil Corner Jacks

Remarks:

Next Service Due Date / Mileage :

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I am satisfied that service here mentioned has been carried out.

Customer Name: _____

Customer Signature: _____

Date : _____

Date of Service : _____

Signature : _____

Dealer Stamp : _____

WARRANTY

Owner's Details

Name :

Address :

Contact No. :

Caravan Details

Caravan Model :

Chassis No. :

VIN No. :

Colour :

Notes

networkRV
Pty. Ltd.

www.nextgencaravans.com.au