



WARRANTY TERMS & CONDITIONS

- Jayco RVs manufactured and purchased from December 2017* receive a two years manufacturing warranty and a five years structural warranty.
- Jayco RV Motorhomes include the separate warranty provided by the original manufacturer of the motorised cab of the vehicle. (Please refer to the respective terms and conditions.)

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). 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.

Jayco Corporation Pty Ltd ABN 79 301 936 497 (Jayco) provides the following express warranty (warranty) for its recreational vehicles (RV). This warranty is in addition to any rights and remedies available under Australian State and Federal legislation (including the consumer guarantees under the ACL) and does not exclude or restrict those rights.

The conditions, limitations and exclusions that apply in this warranty are set out in these Jayco Warranty Terms & Conditions.

Jayco offers this warranty with regard to the design, manufacture and nature of our RVs. Jayco RVs are designed and manufactured as multi-faceted vehicles of many connecting and interchangeable parts. Subject to the terms of this warranty, Jayco warrants to the owner of an RV that if an interchangeable part or component of your RV becomes faulty in material or workmanship during the applicable warranty period, Jayco will at its sole discretion, authorise the repair or replacement of the defective part.

All warranty considerations and approvals are subject to inspection of the RV by a Jayco authorised repair agent.

1. TWO YEARS MANUFACTURING WARRANTY

Every new Jayco RV has a manufacturing warranty of two years from the date of first registration of the RV. The manufacturing warranty covers Jayco manufactured parts from defects in material and workmanship under normal use and specified servicing and maintenance. Subject to the exclusions within these terms and conditions, if individual parts are found to be faulty within the 24 months manufacturing warranty period, these parts after being inspected by an authorised Jayco agent) will be repaired or replaced using new, used or refurbished replacement parts (at Jayco/Jayco agent's option).

Excluded from this two year manufacturing warranty statement are items listed as not covered by this warranty, detailed within these terms and conditions.

The manufacturing warranty is transferable to a second and subsequent owner of this RV for the remaining balance of the two years from the date of first registration of the RV.

2. FIVE YEARS STRUCTURAL WARRANTY

The five years structural warranty is provided to the original purchaser of every new Jayco RV for a period of five years from the date of first registration of the RV. This structural warranty applies under normal use, regular servicing, and maintenance and subject to the stated exclusions within these terms and conditions. Accordingly Jayco warrants the materials and workmanship to include:

- a) Jayco manufactured galvanised chassis components (excludes adjustments and rubber components);
- b) Jayco manufactured suspension components including J-tech suspension but excluding adjustments, rubber components, servicing and maintenance items; and
- c) Jayco manufactured walls and roof (limited to delamination, cracking and deformed cladding).

If any of the above parts of the RV are found to be faulty within the five year manufacturing warranty period, these parts (after being inspected by an authorised Jayco agent) will be repaired or replaced with new, used or refurbished replacement parts (at Jayco's option).

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* Jayco RVs manufactured and purchased prior to December 2017 received a 12 months manufacturing and structural warranty.



Excluded from this five year structural warranty statement are items listed as not covered by the warranty detailed within these terms and conditions.

The five years structural warranty is not transferrable and is only available to the original purchaser or the entity that originally registered the new RV.

- 3.** Jayco RVs used for rental or hire or in a commercial application are sold with a warranty limited to 12 months manufacturing and structural warranty cover (as stated in these terms and conditions) subject to the servicing requirements as directed in the Jayco Service & Warranty Book.
- 4.** No person (including any dealer, agent or Jayco representative) is authorised to make any representations of warranty concerning Jayco or its RVs except to refer to these warranty terms and conditions. Jayco makes no express warranties or representations other than those set out in this warranty.
- 5.** The original manual roof lifting winch installed in a Jayco camper trailer carries a lifetime warranty for the original purchaser only and is not transferrable to a subsequent owner. **Note:** Cables and push rods do not have a lifetime warranty and need regular servicing.
- 6.** Warranty repairs or parts replacement will be undertaken free of charge by a Jayco authorised agent at its place of business during normal business hours. Where an on-site repair is requested and such a service is available, a service call out fee may be charged. The service call out fee is not covered by this warranty.
- 7.** Repairs or work completed by unauthorised repairers without prior written consent from Jayco, are not covered by this warranty and will not be reimbursed.
- 8.** Jayco reserves the right to make RV changes and improvements without notice and without liability to any owner or third party.
- 9.** Jayco is not obligated generally or under this warranty, to install or fit the same components or parts originally supplied and where appropriate, will instead install or supply current components or parts of similar quality, grade, and composition.
- 10.** Parts for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts will be of similar quality, grade, and composition.

WHAT IS NOT COVERED UNDER THIS WARRANTY

- 11.** The following are not covered by a Jayco warranty
 - a) Jayco RVs have been designed for recreational use only and not for permanent residence or living. When used for permanent residential living, wear and tear is accelerated. Damage arising or repair required from accelerated wear and tear will not be covered under this warranty.
 - b) When used for permanent or pro-longed living and in circumstances when the RV needs repairs or servicing, Jayco will not be liable for any alternative accommodation needs or arrangements.
 - c) Scratches, stone chips, surface rust or surface imperfections (internal & external) caused by normal wear and tear are not covered under this warranty.
 - d) All Jayco RVs are designed and built to be towed by standard passenger vehicles including standard 4WD passenger vehicles. When towed by a vehicle with a harsh suspension or commercial truck of any type, the RV will not be covered under this warranty.
 - e) This warranty does not apply to any RV that has been subject to misuse, neglect or use in a way that is not recommended by the manufacturer.

f) This warranty does not apply to normal servicing and to care and maintenance items which are the owner's responsibility, including but not limited to:

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| i Greasing wheel bearings; | iv General greasing and tightening of components; |
| ii Suspension servicing; | v Routine cleaning of air vents and appliance filters; and |
| iii Checking tyre pressure; | vi Cleaning water tanks and pump. |

Please refer to the Servicing Schedules in the Service & Warranty book.

- g) Axle alignment, wheel alignment, toe in adjustments and uneven tyre wear is not covered under this warranty except within the first three months of use and subject to evidence of standard towing suitable to the RV.
- h) Unless defective in material or workmanship, fabric items including but not limited to, canvas, canopies, window screenings, vinyl windows, cushions, furniture covers and mattress covers are not warranted against tears, punctures, shrinkage, softening, stretching, fading, or soiling incurred during the use.
- i) Condensation forming within the interior of the RV is not a manufacturing defect, not subject to this warranty and suggested solutions to lessen condensation are not subject to warranty repairs and considerations.
- j) Damage to tent sections, curtains or other internal materials caused by the effects of condensation left untreated are not covered by this warranty.
- k) Damage to the RV caused by the deterioration of external sealants due to a lack of maintenance will not be covered by this warranty. **Note:** Owners are responsible for ensuring sealants are checked annually as part of the regular servicing of the RV.
- l) This warranty does not apply to any failing in the aesthetics or physical appearance of the RV or to normal deterioration of the soft trim and appearance of items due to wear and UV exposure or to impact damage whilst stationary or in transit.
- m) This warranty does not cover, reimburse, or compensate for towing or travel costs to and from a repairer for inspection, assessment, and repairs.
- n) This warranty does not extend to reimbursement of costs for accommodation, workshop time, fuel, food/ beverage, income loss, insurances or registration costs claimed as incurred in the course of towing the RV to a repairer for servicing or repairs or for expended time.
- o) Damage or failure to external (or internal) surfaces arising from gloss finish protectants or cleaning products are not covered by this warranty. This includes damage or failure to other sections of the RV where splash or spray drift has accidentally tainted surrounding surfaces and materials.
- p) Damages, defect or failure resulting directly or indirectly from the following are also not covered by Jayco warranty:
- i. After manufacture alterations and modifications to the RV;
 - ii. Repairs or additions to the RV that are not authorised by Jayco;
 - iii. Accidents, deliberate damage, theft or fire;
 - iv. Stone or debris impact, hail, windstorm, lightning, external fire or unusual environmental conditions and events;
 - v. Overloading the RV and/or excess towing weight;
 - vi. Towing vehicle defects;
 - vii. Incursions by vermin and other pests;
 - viii. Use of RV on roads and tracks unsuitable for towing a trailer or RV; and
 - ix. Improper use or maintenance of batteries.

12. Jayco RVs are not designed for hard impact or heavy landings, rutted roads and tracks or for use on four wheel drive only tracks and should not be towed on these types of roads/tracks.

- a) Always take care to prepare for towing on unsealed roads by understanding the road conditions and the associated towing requirements including tyre pressure. Towing at a safe speed according to road, weather and travel conditions with extra care and attention is required on uneven and rough surfaces.
- b) Tyre pressure is an important factor in all types of off-road travel and needs to be adjusted according to towing guidelines for the RV.
- c) Gas venting regulations and other construction restraints limit the effectiveness of Jayco RVs against dust and water penetration. Under no circumstances should any Jayco RV be exposed to water crossings at or above body floor level.
- d) Jayco's Outback range of RVs have been designed and constructed to give added strength and ground clearance for limited use on unsealed roads. An Outback upgrade refers to travels on gravel or graded unsealed roads.
- e) Jayco's range of RVs for limited adventuring off-road are designed for travel on gravel or graded unsealed roads with minor undulations. These RV models are designed and constructed to give added strength, ground clearance and durability for limited off-road use however they are not suitable for tight undulating tracks or roads.
- f) In the course of using a Jayco RV including an Outback model RV or RVs for limited off-road use, the following is not covered by the Jayco warranty:
 - i. Impact and/or stone damage to body, chassis and running gear;
 - ii. Soiled fabrics and fitments (internal & external) from dust or other airborne substances;
 - iii. Damage resulting from water crossings;
 - iv. Damage to personal items;
 - v. Damage caused by dislodgement of appliances and fittings resulting from use on corrugated or uneven surfaces;
 - vi. Wheel alignment and normal service and maintenance items which are the responsibility of the owner;
 - vii. Any damage costs resulting from use on roads and tracks described above as unsuitable;
 - viii. Damage, defect or failure resulting from modifications and overloading the RV; and
 - ix. General damage arising from misuse, neglect or accident.

13. Some of the equipment and fittings (components) within your RV are not manufactured or imported by Jayco. These components are not covered by the Jayco warranty but may be separately warranted by their individual manufacturer or importer.

For the majority of these components, separate copies of manuals and warranties have been included in your owner's packet. Please take the time to read this material to ensure you are familiar with the operation, service procedures and warranty terms of these separately warranted components. Separately warranted components include but are not limited to the following.

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| • Cooking appliances | • Refrigerator | • TV, stereo, speakers & other electronic devices | • AL-KO suspension components |
| • Rangehood | • Air Conditioner | • Tablets, satellite & other digital devices | • Tyres |
| • Microwave oven | • Toilet | | • Batteries |
| • Hot Water Service | • Window blades | | |

Contact details for the original manufacturers are printed in the separate warranty documents. If you have difficulty contacting the manufacturer or importer, Jayco may be able to assist you.

Please note that the warranty periods for the separately warranted components and their terms may vary depending on the items.

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 components for which you have been provided separate warranty statements.

14. Repairs to a RV undertaken by the owner or a repairer who is not a Jayco authorised repairer will not be covered by this warranty. Payment for repairs or work by the owner or a repairer who is not a Jayco authorised repairer will also not be recoverable under this warranty.

WHAT YOU MUST DO

16. The following outlines what you must do as the owner of a Jayco RV.

- a) You are responsible for ensuring you are familiar with and act on advice and recommendations provided in the Service & Warranty Book and the Owner's Handbook which contain important information about your RV including its proper care and maintenance and servicing.
- b) You are responsible for reading and understanding the terms and conditions of this warranty and taking prompt action to minimise any damage to your RV.
- c) You are responsible for the regular and proper maintenance of your RV and for ensuring a Jayco authorised agent completes regular servicing of your RV as recommended in the Service Schedules of the Service & Warranty book. This will help prevent defects arising from lack of care or neglect that are not covered by this Jayco warranty. Failure to regularly service and properly maintain your RV may result in repairs under the Jayco warranty being declined or voiding the Jayco warranty.
- d) If a warranty concern or problem arises with your RV, contact your nearest Jayco dealership or authorised service agent for advice and/or appointment for an inspection and assessment of the RV.
Your nearest dealer or agent can be found on our website www.jayco.com.au.
- e) For inspection, assessment, testing and required repairs, you must make your RV available to a Jayco dealer or authorised agent at their place of business during normal business hours. (The dealer or agent will provide advice on the time frame required for this work which will depend on their workshop schedules and prior bookings.)
- f) As RVs are designed for towing, you are responsible for towing your RV to a repairer.
- g) If you request an inspection, assessment, or repairs at a specified location by a Jayco repairer, any additional costs for attending the location are not covered under this warranty and may result in costs and expenses for the owner. The arrangement to attend a specified location is solely between you and the Jayco repairer.
- h) If inspection, assessment and testing results in a finding that RV damage is not the result of a manufacturing defect or failure and outside the scope of this Jayco warranty, the dealer or agent is entitled to charge you, and you must pay for their time, labour and subsequent repairs (including the cost of an inspection and assessment). These costs are not refundable under this warranty.
- i) Prompt reporting of problems with your RV is essential. Delays in reporting problems which are subsequently found to have aggravated or caused further damage to the RV may result in additional costs and expenses for the owner which may not be recoverable under this warranty.
- j) At the time of delivery and handover of your RV, your Jayco dealership will log your information into the Jayco warranty system for record keeping. If you change address details, please notify us at info@jayco.com.au
- k) If you have purchased a used Jayco RV, please contact us at info@jayco.com.au to update the ownership details and provide documentary evidence of your acquired ownership of the RV.

For further information on the terms of this Jayco warranty, repairs, booking times or servicing and maintenance, please contact your nearest Jayco dealer or service agent. You can also contact Jayco Aftersales and Customer Service as follows:

Telephone (03) 8792 2136 **Toll-free** 1800 331 601 **Email** info@jayco.com.au