



## Signature Camper Trailers Warranty Policy

Signature Group Pty Ltd T/A Signature Camper Trailers (SCT) provides the following warranty in relation to its trailers.

### What is covered by this warranty?

Signature Camper Trailers warrants, subject to the exclusions and limitations below, all parts of the manufacture and assembly of the Camper Trailer, carried out by Signature Camper Trailers, will be free from defects in material and workmanship for a period of 12 months from the date of delivery, except in the case of the chassis and swingarms, which will be free from defects in material and workmanship for a period of 5 years from the date of delivery (Warranty Period).

### What is not covered by this warranty?

This limited warranty does not apply to a Camper Trailer that:

- Has not been purchased from an authorised dealer,
- Has been modified or changed without approval from Signature Camper Trailers,
- Has had an accessory or option fitted by someone not authorised by Signature Camper Trailers or
- Has had the serial number removed, altered or made illegible.

This limited warranty does not apply to damage caused by:

- Your request to customise the Camper Trailer,
- The Camper Trailer being subject to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar,
- Unauthorised parts or accessories having been used on or in relation to the Camper Trailer,
- The Camper Trailer having been used after a defect became apparent or should have become apparent,
- The failure to use or maintain the Camper Trailer in accordance with the manufacturer's instructions or recommendations,
- Excessive speed, failure to lower tyre pressure or hard impact,
- the repair, maintenance or service by a person not authorised by Signature Camper Trailers or
- Normal wear and tear (including impact or stone damage).
- Surface rust (see section: Camper Trailer Life Span)



### **The warranty does not extend to:**

- Batteries
- Wheel alignment as this can be affected by hard impact or abuse which is out of Signature Camper Trailers control
- Water damage caused by creek crossings, flooding and other similar conditions
- Wheel bearings failure due to water ingress or lack of maintenance
- Stone damage to the body and chassis
- The aesthetics of galvanising, coating and protectant treatments used
- Mattresses, canvas, window screening and cushion covers, which are not warranted against tears, fading, soiling and shrinkage
- Zips and fittings
- Damage to canvas and awnings due to condensation being left untreated

### **Supplied Components**

Some of the materials and components used in the manufacture of the Camper Trailer are not manufactured by Signature Camper Trailers and are not covered by this warranty. Instead, they are separately warranted by their individual manufacturer's warranty against manufacturing defects. Signature Camper Trailers will use its reasonable endeavours to pass on to the owner the benefit of any third party manufacturers' 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.

### **Warranty not transferable**

This warranty is not transferable to a subsequent owner if the Camper Trailer is sold by the original owner during the Warranty Period.

### **Owner's responsibilities**

You must use and maintain your Camper Trailer in accordance with this document, technical specifications, service guidelines and any other information supplied to you by Signature Camper Trailers. Proper maintenance and use will guard against major repair expenses resulting from misuse, neglect or inadequate maintenance.

### **The maintenance items include but are not limited to:**

If your Camper Trailer develops a defect or is in an accident or collision, you must not attempt to repair it yourself. Doing so may cause damage which is not covered by this limited warranty. Only service agents authorised by Signature Camper Trailers should perform service or repairs on the Camper Trailer. You should therefore contact the SCT Service Department if any of these events occur.

You should ensure that your Camper Trailer is not exposed to water at or above the body floor level.



### **Wheel Hubs / Bearings**

- We recommend you have our trailer bearings checked and/or replaced every 6months or 5000km. Ours trailers are designed for our rugged Australian conditions but do require monitoring for peace of mind.

### **Brakes and Handbrake**

- All campers with a GVM of above 750KG are sold with a braking system. Please ensure to have the brakes and handbrake adjusted after the first 500km of use. This is to allow the brakes shoes within the hub to “bed” in from factory.

### **Electric Brake Controllers**

- Electric brake controllers are required to be fitted to the towing vehicle for all of our Camper Trailers as they are equipped with electric brakes. (If unsure please contact us) Please note when adjusting your brake controller, not to adjust too high as this may result in major issues i.e. (excessive heat, wearing of drum and brakes, wheel bearing failure etc.) The trailer brakes are only there to help slow the vehicle down. You should never be able to feel the trailer braking before the vehicle.

### **Batteries**

- All our campers are sold with 100AMP AGM deep cycle batteries which are protected by a 50amp Breaker switch. This is to help prevent causing any issues within your camper trailer wiring.

Please note: we recommend having the batteries charged before and after every use on your camper along with charging your batteries when your camper is not in use. This method will help maximize the battery life.

### **Anderson Plug**

- All of our models are fitted with a 50amp Anderson plug. This is to allow for your batteries to be charged directly from a solar panel, 240v charger or your 50amp Anderson on your vehicle if fitted. In the event your batteries are not charging, this may be because your 50amp circuit breaker has tripped; your batteries/wiring may have been overloaded so try to reset the breaker by removing all electronics plugged into the camper, and flicking the 50amp switch. If this continues to trip please contact us on 1300 935 400.

### **Solar Panels**

- If you have purchased our solar panels, these are fitted with 50amp Anderson plugs. This will allow you to plug your solar panels directly into the campers 50amp Anderson plug located on the front drawbar. Please note; our solar panels have been fitted with a regulator. If you wish to use your own solar panels please ensure an approved regulator system has been installed.



### **Independent Suspension**

- All of our models are set up with independent suspension which is completely adjustable. Your new camper has been set up to our factory specifications allowing the wheels to be perfectly aligned to prevent your tyres from wearing. This suspension is also designed to bed in, however may require maintenance in the event of but not limited to (traveling long distances, driving off road, driving over big pot holes, driving on corrugation etc.)

### **Hard Floor Models**

- These models are fitted with winches and gas struts to assist in setting up your camper. To help assist with setting up and packing down, please ensure to use both winches (if fitted) for setup and pack up. Please note we recommend lifting the camper lid slightly to assist in engaging the winch effectively.

### **Camper Trailer Life Span**

- To prolong the life span of your Camper Trailer, a rust prevention treatment should be carried out & maintained. Products such as 'Fish Oil' etc are readily available at all good Auto/Hardware Stores. It is recommended to have all stone chips and scratches treated and touched up to help prevent further damage. Please note we recommend to have the camper trailer covered when stored at home, to protect against the elements
- Superficial rust is inevitable on all camper trailers. As off-road camper trailers are exposed to knocks, scratches and stone chips, which will penetrate through paint and hot dip galvanising, then with the further exposure to the elements of rain, sand and saltwater, superficial rust will form. This rust is unlikely to cause any structural damage unless left unattended for a very long time. Such rust is not warranted by Signature Camper Trailers and it's important that it is maintained as per instructed above.

### **Jockey Wheel**

- Always ensure your jockey wheel is secured with the handle & wheel at least level with or higher than your draw bar. This will reduce the possibility of damage being sustained. However, you must remember to loosen the handle & allow the wheel to swivel, before moving your Camper Trailer. **FAILING, TO DO SO, WILL RESULT IN DAMAGE TO THE AXLE OF THE JOCKEY WHEEL.**

### **Poly Block Coupling**

- Please note the greasing points & maintain as required. Depending on the Poly Block Coupling fitted to your Camper Trailer, check to see if there is a securing clip directly to the rear of the Poly Block Coupling. This clip allows movement within the Poly Block Coupling shaft. During normal road driving, this clip can be swung away from the shaft allowing movement. During off road driving & reversing, it is advisable to place the clip over the shaft to reduce knocking. Variations to this coupling may vary, depending on stock availability.

### **Adjusting Door Locks**

- All of our models are fitted with locks around the camper. Please ensure to have these adjusted within the 1st month of owning your camper. This is to allow for your locks/seals to bed in.



### **Stabilizer Legs**

- A spindle has been supplied to allow you to lower & raise them. Please ensure they are raised & secured on each occasion before your departure. This should prevent them lowering during travel & sustaining any damage. Please note; stabilizer legs should never be fully extended to support the camper, in the event of needing further adjustment, we recommend using chocks underneath the legs.

### **Cleaning of Water tanks**

- All campers fitted with water tanks, must be cleaned before and after use (this will help prevent any contamination). Cleaning products can be purchased from most major camping stores.

### **Service scheduling of your Camper Trailer**

You must ensure all maintenance and servicing required is performed within the instructed time period by an authorised Signature Camper Trailers repair agent, as per the service schedule outlined in the Warranty and Service Document provided.

Please be aware that Signature Camper Trailers and most other repair agents recommend booking 6 to 8 weeks in advance for Signature Camper Trailers servicing work.

### **How will a valid warranty claim be honoured?**

If a defect appears in Signature Camper Trailers manufacture or assembly of the Camper Trailer before the end of the Warranty Period and Signature Camper Trailers finds the Camper Trailer to be defective in materials or workmanship, SCT will, in its sole discretion, either:

- Replace or repair the Camper Trailer or the defective part of the Camper Trailer.

Warranty repairs shall only be carried out by SCT service department or, when directed by Signature Camper Trailers Service Manager, by an authorised SCT repair and service agent within a reasonable time from the Camper Trailer being delivered to SCT.

Signature Camper Trailers reserves the right to take ownership of all replaced parts. SCT will not reimburse any payments made for work done or replaced parts done through unauthorised repairers without prior written consent from SCT.

Signature Camper Trailers reserves the right to replace defective parts of the Camper Trailer with parts and components of similar quality, grade, function and composition where an identical part or component is not available.

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.



### How do you lodge a warranty claim?

If a fault covered by this warranty occurs, you must first contact Signature Camper Trailers at Unit 26/5 Gladstone Road, Castle Hill. Any warranty claim must be accompanied by:

- proof of purchase;
- full details of the alleged defect; and
- Appropriate documentation (such as historical and maintenance records).

You must make the Camper Trailer available to SCT or its authorised repair agent for inspection and testing. If such inspection and testing finds no defect in the Camper Trailer, you must pay Signature Camper Trailers usual costs of service work, evaluation and testing.

You bear the cost of the transport of the Camper Trailer to and from Signature Camper Trailers or the authorised repair agent to make the warranty claim, and all insurance of the Camper Trailer.

No individual or service agents of Signature Camper Trailers are authorised to vary the terms of this warranty or to make any representation or warranty concerning Signature Camper Trailers products, except to refer the owner to its 12-month warranty.

**Signed and Accepted by:**

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\_\_\_\_\_  
**Owner**

\_\_\_\_\_  
**Signature Camper Trailers**

\_\_\_\_\_  
**(Print Name)**

Dated: \_\_\_\_\_

Dated: \_\_\_\_\_