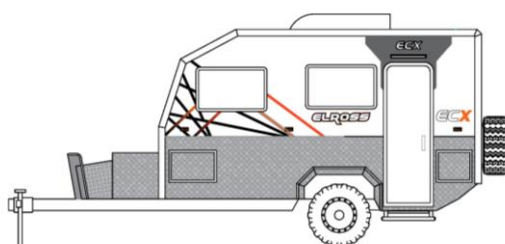
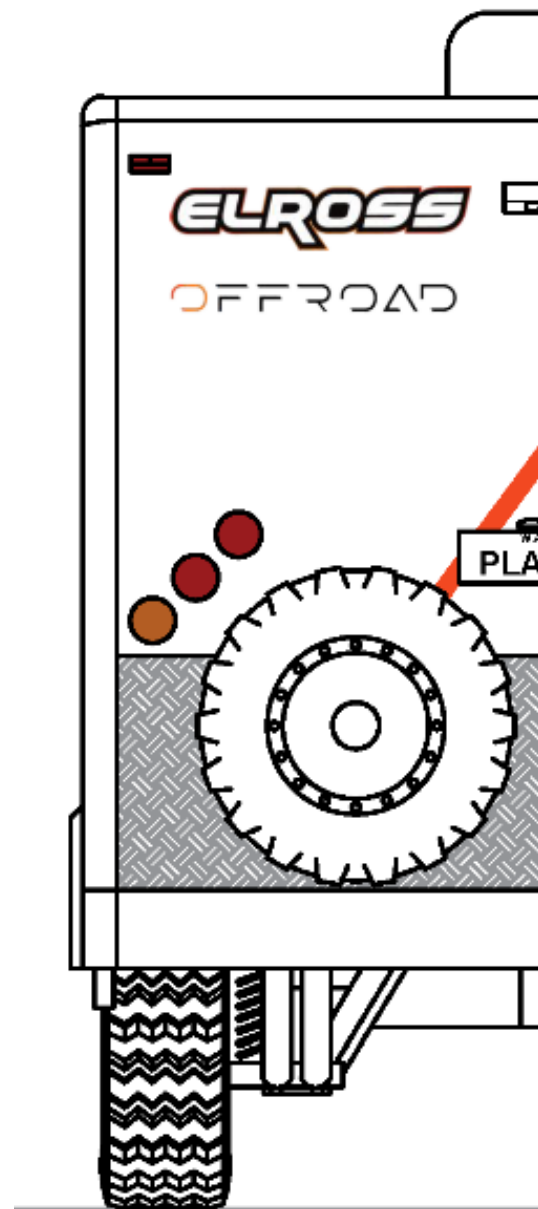


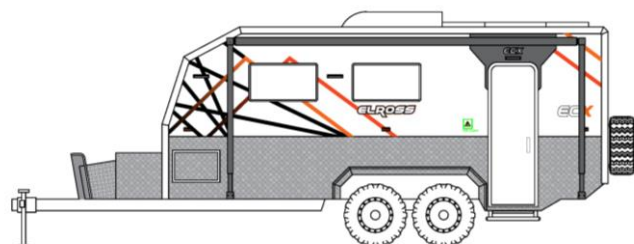
ELROSS

CARAVANS

PRODUCT WARRANTY



12 - 16FT SINGLE AXLE



16.5 - 22FT DUAL AXLE

21/06/2022

THE POWER OF
REDARC

**CRUISE
MASTER**

10^{YR}
CHASSIS
WARRANTY*

5^{YR}
SUSPENSION
WARRANTY*

3^{YR}
BODY
WARRANTY*

ELROSS STANDARD WARRANTY TERMS AND CONDITIONS OF WARRANTY

1. FORMATION

- 1.1 The signing of this contract by the purchaser means an offer has been made to purchase the vehicle on the terms and conditions stated on this contract. No Offer is made unless the purchaser is provided with a copy of this contract at the time it is signed by the purchaser.
- 1.2 The offer of the purchaser is accepted by the manufacturer when :
- a.) this contract is signed by the manufacturer or person authorized by the manufacturer ; and
 - b.) notice is given to the purchaser.
 - c.) This will then be binding by both parties.
- 1.3 The offer of the purchaser may be with drawn from the purchaser at any time before it is accepted by the manufacturer. It will automatically lapse within a calendar – 7 day period.

2. PURCHASE PRICE

- 2.1 Upon construction of the vehicle, the purchaser will pay to the Manufacturer in set instalments the entire sum as agreed upon in the sales contract. The Instalments are as follows ;
- 10% deposit instalment upon signing this agreement
 - 15% payable instalment on chassis commencement
 - 25% instalment payable at shell completion
 - 25% instalment payable upon lock up stage
 - 25% final balance + any additional charges before collection and delivery.
- 2.2 Any additional options fitted outside of this sales agreement will constitute any additional works to be charged on a separate invoice as variations to the original construction costs and must be paid before collection and delivery.
- 2.3 If at any time after this contract becomes binding on both parties but before delivery of the vehicle to the purchaser, there is a change in statutory or other fixed charges which apply to the vehicle, the Total purchase price will be adjusted to reflect the corresponding amount.
- 2.4 If the manufacturer increases its costs due to increases in manufacturing costs, it is entitled to pass onto the purchaser an increase of up to and including 5% of the total factory price of the vehicle.
- 2.5 Payment by cheque will not be considered full payment until the cheque has been honoured.

3. DELIVERY OF THE VEHICLE

- 3.1 The Manufacturer will use its best endeavours to deliver the vehicle by the estimated delivery period, but shall not be liable to the customer for any damage, or loss whatsoever arising either directly or indirectly from any such delay or complication to delivery times.
- 3.2 In the case of a production dates extending beyond 12 months, delivery will be advised to the purchaser not more than 3 months before delivery to provide more accurate forecasting
- 3.4 Delivery will take place at the manufacturers premises and a comprehensive handover process will be undertaken.

4. PASSING PROPERTY AND RISK IN VEHICLE

- 4.1 The manufacturer remains the owner of the of the property being produced until the total purchase price has been received in full.

4.2 Risk in the vehicle and responsibility to insure the vehicle will pass from the manufacturer to the purchaser when the vehicle is delivered to the purchaser.

5. PURCHASER'S RIGHT TO TERMINATE THIS CONTRACT

- 5.1 The purchaser may terminate this contract if the manufacturer has breached any of the obligations imposed on the manufacturer by this contract.
- 5.2 If this contract is validly terminated by the purchaser, the manufacturer must refund any deposit applicable if production or parts have not been ordered for the build.
- 5.3 Any Deposit paid by the Purchaser will be used by the manufacturer to meet the pre estimated liquidated damages payable by the purchaser. Any surplus will be refunded to the purchaser

6. MANUFACTURERS RIGHT TO TERMINATE THIS CONTRACT

- 6.1 The Manufacturer, may terminate this contract if the purchaser has breached any of the obligations imposed on by the purchaser of this contract.
- 6.2 If this contract is validly terminated by the manufacturer, the manufacturer may seek an amount up to, but not exceeding the manufactured costings of the vehicle at the time of contract termination or to the estimated value thereof the wholesale price of the vehicle at that time in the manufacturing stage
- 6.3 Any deposit paid by the purchaser will be used by the manufacturer to meet the pre estimated liquidated damages payable by purchaser. Any surplus will be refunded to the purchaser.

8. NOTICES

- 8.1 All notices required by this contract must be given by direct communication by either telephone or expressed in writing via electronical email format.
- Verbal communication of items will be dismissed if not presented by both parties in either format.

9 PRIVACY ACKNOWLEDGEMENT & CONSENT

- 9.1. The Purchaser acknowledges that the purpose to which information contained in the contract may include advising the purchaser about products, services, conducting customer surveys, and also matters relating to ; warranties, product recalls, and other matters relating to the vehicle to the purchaser. In consent the purchaser agrees to disclose that we may use the information in this contract to other companies for the express purpose of contacting you for any of the above matters.

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ELROSS STANDARD WARRANTY TERMS AND CONDITIONS OF WARRANTY

Elross Caravans commitment to its clients

Elross Caravans commits to supplying Equipment to its clients, that to the best of its knowledge and skill, is in good serviceable condition and is 'fit for purpose' at the time of handover.

This agreement is between Elross Caravans (ABN: 72 821 265 439) ("Elross") and the person or entity set out in this contract of sale ("Purchaser").

1. GENERAL TERMS

1.1 RV Fabrication PTY LTD T/A Elross Caravans (ABN 72 821 265 439) warrants to the original purchaser, that for a period of twelve months (12) (the Warranty Period) from the Date of purchase in full (The Delivery date), all parts (not appliance related) in the manufacturer and assembly of the Caravan will be free from defects in materials and workmanship, under normal use conditions. On the exterior this includes: Shell/body, chassis, exterior lights, driveline components (installation by us the manufacturer), windows (except for fatigue cracking of glass or breakage or misuse of window blinds), doors and exterior trims

The interior it covers the: Floor base, vinyl from lifting or bubbling, cabinetry (carcass only), 240v electrics including lights, switches and sub board, benchtops & general installation of 12v power and battery systems.

2. CHASSIS

2.1 The Chassis is covered for a period of ten (10) years from the original purchase date (the delivery date) to the original purchaser and is not transferable. Elross will at any time during the period and/ or distance travelled exercise at its option to repair, replace or adjust free of charge any part of the chassis which it finds defective in factory materials or workmanship under normal use and operation within Australia provided that:

a) The goods have not become defective as a result or consequence of the owner's failure:

- To properly maintain, use or operate the goods in accordance with all recommendations and instructions of the manufacturer, and the capacity and operating limitations specified by Elross; or
- To have the caravan, including its chassis and suspension properly, regularly and punctually serviced in accordance with the instructions and recommendations specified for the goods by Elross and the caravan manufacturers Suspension Provider – Cruisemaster.

- The goods are under normal circumstances delivered at the owner's expense to the servicing dealer or manufacturer to carry out the Warranty Service as soon as possible after the need for such service becomes apparent.

The terms of the Chassis Warranty include the accompanying Explanatory Statement.

EXCLUSIONS

Unless Elross Caravans expressly agrees, this warranty will not apply to any defect in, or which is attributable to, or to the use of, any modification made to the Chassis unless such modification has been made by or at the direction of Elross Caravans

Items not covered by the Warranty are as follows:

- a) repair/rectification of paint damage, chips, dents, scratches and marks, repair/rectification of damage to galvanising and/or Raptor Coat (where applicable) including chips, dents, scratches and marks.
- b) Corrosion arising as a result of chips, dents, scratches and marks.
- c) Any corrosion arising more than one year after the warranty commencement date.
- d) Damage caused by overloading or incorrect load distribution.
- e) Damage caused by not driving to the conditions for which the vehicle was designed.
- f) Damage caused by improper use of load levelling devices (e.g. using a load levelling device to correct the front to rear attitude and/or towing behaviour of an incorrectly laden caravan and/or towing vehicle).

g) Tyre replacement is not considered a warranty item either due to overloading or improper mounting or dismounting or wrong tyre pressures
h) Damage due to impact with objects, persons, animals or other vehicle(s) unless it can be shown that the impact was directly attributable to a defect in materials or workmanship covered by the Chassis Warranty.

i) Goods supplied by third parties. These include: wheel caps, wheels, tyres, jockey wheels, couplings by Cruisemaster
springs, axles, wheel bearings, brakes, wheel hubs, wheel nuts, wheel studs and shock absorbers. These items are covered under the manufacturers warranty of those items and are not transferrable to the Chassis warranty
j) Damage resulting from and directly attributable to any work performed by the owner, repair shop or other aftermarket modification or additional items fitted outside of the original design of the van and its chassis.

Should there be a warranty concern regarding any third party component supplied as part of your chassis
Elross undertakes to provide reasonable assistance to the caravan owner to have the matter resolved satisfactorily.

The terms of this Warranty will cease to apply to any caravan or chassis which Elross believes, on reasonable grounds, has been written off or significantly misused or not used for its intended purpose.

Items not covered by the Chassis Warranty are as follows:

- a) General Maintenance costs and wear and tear items, removal of rattles and squeaks and the general tightening up of components, addition of lubricants, repair/rectification of paint damage, chips, dents, scratches and marks, repair/rectification of damage to galvanising and/or Raptor Coat (where applicable) including chips, dents, scratches and marks.
- b) Corrosion arising as a result of chips, dents, scratches and marks.
- c) Any general wear and tear corrosion arising more than one year after the warranty commencement date.
- d) Damage caused by overloading or incorrect load distribution.
- e) Damage caused by third party materials or failure of those components resulting in damage to the chassis that was not a direct fault of Elross Caravans.
- f) Damage caused by improper use of load levelling devices (e.g. using a load levelling device to correct the front to rear attitude and/or towing behaviour of an incorrectly laden caravan and/or towing vehicle).
- g) overloading or improper mounting or dismounting.
- h) Damage due to impact with objects, persons, animals or other vehicle(s) unless it can be shown that the impact was directly attributable to a defect in materials or workmanship covered by the Chassis Warranty.
- i) Goods supplied by third parties. These include: wheel caps, wheels, tyres, jockey wheels, couplings, springs, axles, wheel bearings, brakes, wheel hubs, wheel nuts, wheel studs and shock absorbers.
- j) Damage resulting from and directly attributable to any work performed by anyone else other than the OEM manufacturer
- k) Damage caused by the use of an inappropriate tow vehicle (eg one which has insufficient towing capacity, or the use of a tow vehicle having a gross vehicle mass exceeding 3.5 tonnes (unless your chassis is designed and constructed for use with a vehicle up to 4.5 tonne GVM), A tow Vehicle that is too large for the caravan with stiff suspension that may cause undue stress and shock through the caravan chassis with out the proper fitment of an airbag coupling to mitigate harsh jolts
- l) Damage due to the use of a tow vehicle which is equipped with an inadequate or unsuitable tow bar, tow hitch or coupling.

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m) Damage due to the owner's failure to correctly connect the tow vehicle to the goods being towed.

n.) Damage due to the owner's failure to run the correct tyre pressures for the conditions

p) Damage resulting from improper repairs or improperly installed parts by person other than an authorised agent of Elross caravans

3. SUSPENSION

3.1 The 5 year statutory warranty is covered by Cruisemaster. This warranty comprises of a standard three (3) year manufacturers warranty from Cruisemaster that commences on the invoice date you receive the vehicle from Elross Caravans. A further two (2) year extended parts only warranty can be obtained from Cruisemaster by the owner filling in the warranty card provided with in three (3) months of collection of their Elross caravan.

For more details on Cruisemaster's warranty policy please visit ;

<https://cruisemaster.com.au/warranty-policy/>

Elross will assist in liaising where possible to help action any engagement needed should a warranty issue arise from any suspension problem from a Cruisemaster suspension system fitted to an Elross caravan.

3.2 Elross Caravans currently uses and recommends our supply partners Cruisemaster for use of and installation of suspension and other chassis/suspension related componentry in construction of Elross off-road, semi-offroad and other family, toy hauler and access vehicles in the product line up. If there is within the first 12 month period of 1.1 of the terms and conditions, a fault with installation of the product by Elross caravans, we will with in our best abilities reserve the right to remedy, resolve or repair any suspension component where by installation was the cause free of charge.

3.3 Where by the vehicle is presented to Elross for warranty by the purchaser and no fault of Elross "the installer" is deemed liable, all costs and associated charges to repair, inspect and liaise will bare responsibility of the purchaser of the vehicle and charges may apply.

3.4 It does not cover – Wheels, tyres, wheels caps, studs, nuts , bolts, handbrake components, bearings.

3.5 It does not cover – mis use, improper loading, exceeding the maximum ATM of the caravan, excessive tyre wear, failure of suspension or related components due to premature wear due to incorrect tyre pressure, set up of suspension settings

3.6 Incorrect set up of brake controller or brake settings attributed by car, systems or similar by the purchaser, is the responsibility of the purchaser to ensure correct operation at all times. This includes correct and operable maintenance of the Trailer break away system by ensuring the battery system is fully charged and the pin and system works as intended.

3.7 Failure by the purchaser to follow the correct service intervals voids warranty as outlined in Cruisemaster's warranty policy.

3.8 Failure to notify Elross or Cruisemaster with in a suitable time frame that a problem has first become apparent to the purchaser may affect both of the companies ability to process warranty claims

3.9 Photographical evidence of the defect is required at the time the problem has become apparent and expressed problem/issue should be covered in writing via electronical format email. It should state the date, time, location and details of the alleged defect.

4. BODY

4.1 The body Warranty is covered under our general terms and conditions set out in 1.1 of this document for a period of twelve (12) months and will be free from defects in workmanship and product during this time from the date of purchase by the purchaser. In addition to this period , Elross will cover an additional twenty four (24) months of the body construction as set out in section 4.3.

4.2 The twelve (12) months covers the following items in the manufacturer and assembly ;

Walls and roof – free from defects such as rust, (surface contamination or fall-out is excluded) corrosion, debris, discolouration and installation error by the manufacturer

Exterior lights – free from defect, operation, water ingress or other problem that may arise from installation error from the manufacturer or component failure

Windows – free from water ingress, sealing, or from separating from the van where by incorrect installation by the manufacturer was a result or component failure that was not a result of operator error.

Doors – free from excess water ingress, sealing or separating, closing and opening of the door where by incorrect installation by the manufacturer was a result or component failure where by it was not caused by operator error.

Seals & silicone – Covered for a period of 12 months from installation period where by poor installation was a result of a defect or a component problem occurs.

Checker plate – free from any visible defectiveness in the material design, strength and rigidity of the product or where sealants or fasteners may break from installation error by manufacturer.

Hatches – Free from defect, operation, water ingress or other problem that may arise from installation error by the manufacturer or by component failure where by operator error was not the cause.

Exterior door hatches – free from defect , corrosion, operation as a result of installation error by the manufacturer or component failure to locks or seals where operator error was not the cause.

Flooring – free from defect, separation from the chassis, water damage as a direct result of installation error by the manufacturer or by component failure.

Water Leak – Free from water leaks under normal conditions where by incorrect installation of the manufacturer or component failure was a result.

4.3 For an additional twenty-four (24) months from the date of purchase by the purchaser, Elross will extend the body warranty covering the above areas of 4.2 where the product installation error was the cause or issue and cannot be attributed to user error as deemed by the manufacturer.

EXCLUSIONS

Unless Elross Caravans expressly agrees, this warranty will not apply to any defect in, or which is attributable to, or to the use of, any modification made to the Body unless such modification has been made by or at the direction of Elross Caravans.

Items Not covered under these warranty terms of 4.1;

4.4 Silicones separating from general wear and tare, the use of solvents that may deteriorate and compromise the sealants ability to seal, mis use of the vehicle – adverse conditions such as jumping the vehicle or a significant event of any nature where by the structure becomes compromised due to an abnormal level of stress.

4.5 Windows where by breakage, misuse, rocks, debris or other event that renders the window in operable that was not a direct result of installation error.

4.6 Doors where by rocks, debris, other damage, has caused a defective part or other was not the direct result of installation error.

4.7 Door locks are only covered for a period of 12 months from the manufacturer of the door locks for component failure only. Elross covers the exterior compression locks under our general product warranty.

4.8 Roof and Walls where by rocks, debris, scratches, accident damage, fatigue, stress, bulging, warping, corrosion, improper loading, incorrect tyre pressure or modification to the body was a result of damage, deformation by operation from the purchaser or adverse conditions such as jumping the vehicle or a significant or catastrophic event of any nature where by the structure becomes compromised due to an abnormal level of stress determined by the manufacturer upon investigation.

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4.9 Extreme Temperature conditions or adverse weather events such as hail damage, cyclone, flood, fire or other catastrophic event

4.10 Exterior lighting from general wear and tear, mis use or accident damage by the operator

OTHER SPECIAL CONDITIONS NOT COVERED:

4.11

a) repair/rectification of paint damage, chips, dents, scratches and marks, repair/rectification of damage caused by general use

b) Corrosion arising as a result of chips, dents, scratches and marks.

c) Any corrosion arising more than one year after the warranty commencement date.

d) Damage caused by overloading or incorrect load distribution.

e) Damage caused by not driving to the conditions for which the vehicle was designed.

The terms of this Warranty will cease to apply to any caravan or Body in which Elross believes, on reasonable grounds, has been written off or significantly misused or not used for its intended purpose.

Items not covered by the Body Warranty also include ;

a) General Maintenance costs and wear and tear items, removal of rattles and squeaks and the general tightening up of components, addition of lubricants,

repair/rectification of paint damage, chips, dents, scratches and marks,

b) Any general wear and tear corrosion arising more than one year after the warranty commencement date.

c) Damage caused by overloading or incorrect load distribution.

d) Damage caused by third party materials or failure of those components resulting in damage to the Body that was not a direct fault of Elross Caravans.

e) Damage caused by improper use of load levelling devices (e.g. using a load levelling device to correct the front to rear attitude and/or towing behaviour of an incorrectly laden caravan and/or towing vehicle).

f) overloading or improper mounting or dismounting.

g) Damage due to impact with objects, persons, animals or other vehicle(s) unless it can be shown that the impact was directly attributable to a defect in materials or workmanship covered by the Body Warranty.

h) Damage resulting from and directly attributable to any work performed by anyone else other than the OEM manufacturer

i) Damage caused by the use of an inappropriate tow vehicle (e.g. one which has insufficient towing capacity, or the use of a tow vehicle having a gross vehicle mass exceeding 3.5 tonnes (unless your vehicle is designed and constructed for use with a vehicle up to 4.5 tonne GVM), A tow Vehicle that is too large for the caravan with stiff suspension that may cause undue stress and shock through the caravan chassis with out the proper fitment of an airbag coupling to mitigate harsh jolts

j) Damage to body structure due to the use of a tow vehicle which is equipped with an inadequate or unsuitable tow bar, tow hitch or coupling.

5. INTERIOR

5.1 The interior warranty is covered for a period of twelve (12) months to the original purchaser from the date of delivery of the vehicle.

The area's covered under this warranty clause include ;

a.) Cabinetry – free from defect in the manufacturer and construction including but no limited to ; Carcass, dividers, door fronts, edging, benchtops, bed base, overhead cupboards.

b.) draws and ball bearing runners free from defect in manufacturer of the product and installation

c.) Flooring – Vinyl flooring free from rips, tears, bubbles or lifting of the product in the installation and manufacturer

d.) 240v electrics – free from defective installation and operation including general wiring of power points, inlets/outlets, Sub-Board and AC installation

e.) 12V electrics – free from defects and operation from installation by the manufacturer including lighting, switches and general wiring of components.

f.) General plumbing – free from defect, leaks and correct operation from the manufacturers installation

h.) Gas plumbing – free from leaks and defects from installation error

i.) Seating – excessive wear, failure of internal foam or splits to stitching

j.) Gas strut on bed (if applicable) free from defective operation from installation and correct pressure supplied by manufacturer.

k) Sinks and Taps – are covered from defective installation, leaks to seals

l.) Shower module – is to be free from defect, leaks and operation

m.) Hoses and pipes – are free from defective installation and operate accordingly free from leaks etc.

EXCLUSIONS

Unless Elross Caravans expressly agrees, this warranty will not apply to any defect in, or which is attributable to, or to the use of, any modification made to the interior of the caravan unless such modification has been made by or at the direction of Elross Caravans.

Items Not covered under these warranty terms of 5.1;

a.) Cabinetry by way of – i.) improper use, overloading, subject to abnormal heat, stress or other on general carcass doors, draws and dividers

ii) hinges where by excessive slamming,

misalignment or breakage occurs from a lack of due care

iii) Draws where by excessive weight, misuse or

the ball bearing runner has been misused in any way shape or form has become apparent to the manufacturer

iv) draws where by the purchaser has not safely

latched, closed or failed to secure the draw upon travel which has resulted in damage to the draw or other damaged circumstances related to failure to secure by the purchaser

v.) Misalignment of doors/draws in cabinetry due

to normal use and operative conditions.

b.) vinyl flooring by of – rips, tears, scuff's, scratches or other events that lead to the floor lifting or being susceptible to damage by way of the purchaser such as chemical spills, red wine or other substances that may affect the vinyl's adhesion properties to the substrate

c.) Internal window blinds are not covered under any terms of Elross's warranty. Elross may assist in contacting the third party supplier for repair or replacement if such a case should arise.

d.) Rips, tears or damages to upholstery, vinyl, head bangers, map pockets or other items that may be upholstery lined after the hand over period has occurred can not be considered warranty items

e.) cap screws, buttons or other minor hardware that has become loose due to operator error

f.) Scratches to mirrors, splashbacks or other glossy surfaces after the handover period has commenced.

g.) flaking, chipping of painted surfaces on tapware

h.) Door handles becoming stuck or jammed due to user error, misuse or other operational factors by the user

SPECIAL NOTES FOR CONSIDERATION ;

Due to modern caravan requirements of Flush Fit/look cabinetry, there will always be settlement over time and as a result of the vans movement, position and travel, there can be cases where some misalignment eventually of cabinetry door fronts and hardware can occur over . This is normal, and is not grounds for a warranty claim. Elross caravans will not be responsible for ensuring correct alignment/binding of a vans furniture under extreme circumstances due to the environment and purpose for which the van is built for.

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6. MORE TERMS

- 6.1 The Purchaser agrees and acknowledges that ;
- 6.2 Only Trained Operators that have the relevant Safety Training will use the Equipment; and
- 6.3 The Purchaser is responsible for the acts of any Trained Operators that the Purchaser allows to use the Equipment.
- 6.4 This warranty is sold to the original purchaser and is not transferrable if the caravan is sold during this period.
- 6.5 If a defect appears in Elross Caravans' manufacture or assembly of the caravan before the end of the warranty period, Elross Caravans will repair or rectify the caravan, or Authorise a qualified repair agent to complete the work if the Caravan cannot be made available at Elross Caravans facility to repair. As such, Elross may at our discretion be liable for a fifty (50) percent charge cost of repairs, once at least three (3) separate quotes for rectification/repair are presented to Elross for selection of an appropriate repair agent to be engaged. If 3 quotes can not be obtained, Elross will select and approve in its terms an appropriate agent to facilitate repairs.
- 6.6 Warranty will not be considered if Elross caravans is not notified of the existing or alleged defect during the warranty period immediately.
- 6.7 In the event of a warranty claim within the warranty period, the purchaser should contact Elross Caravans via the following methods;
- Phone: (08) 9356 6153
 - Email: info@elross.com.au
 - Any warranty claims must be accompanied by proof of purchase, full details of the alleged defect in electronic format along with relevant service and maintenance records, and visual photographic evidence of alleged defects.
- 6.8 It is the responsibility and obligation of the purchaser to service and maintain the Caravan in a safe and roadworthy condition. Failure to do so will void the warranty.
- 6.9 The purchaser must make the Caravan available to Elross Caravans or the Authorized Repair agent for inspection and testing. If no defect is found, the purchaser must pay the cost of the evaluation and testing.
- 6.10 The purchaser is responsible for insurance and Transport costs of the Caravan to and from Elross Caravans or the Authorized repair agent to make the warranty claim.
- 6.11 Repairs can only be performed under this warranty if handled by Elross Caravans. Under no circumstances will Elross Caravans reimburse costs for repairs performed by outside companies without prior approval being provided by Elross Caravans
- 6.12 Elross Caravans Does Not Warrant any period a Caravan may be loaded onto the back of a truck/transport trailer for transportation. It is the purchaser's responsibility to make sure they have the appropriate insurances in place during this period. Elross Caravans is not responsible for damage or loss.

7. OFF-ROAD USE

- 7.1 Elross Caravans specializes in Off-road, off grid caravans. We want you to enjoy your van just about where ever and when ever you please, but there are some conditions, just like most things in todays world - that we need you to be aware of. We want to give you the confidence that your van will be covered in a lot of circumstances, but just to cover of any legal mumbo jumbo, here is a list of situations **not** covered under our terms and conditions classified as "off-road use" ;
- A Maximum wading Depth - 790mm – this must not be exceeded in reference to the bottom door vent located on the entry door.
 - Any Conditions where a legally modified 4WD will also struggle to traverse or successfully navigate similar topography, it's a good bet that the caravan will struggle also.
 - Any conditions that are deemed beyond reasonable doubt, extreme 4X4 conditions at the discretion by the manufacturer.

- Conditions where extreme inclines and declines make it unsuitable and unstable to safely control the vehicle.
- Extreme weather conditions such as blizzards, heavy snow, or alpine type work for which the van is not designed for.
- Circumstances where the van has suffered significant or catastrophic events.

7.2 Elross Caravans reserves the right to request information on the types of surfaces and conditions experienced in the event of a warranty claim to learn, understand and make continual improvement to the products we offer.

7.3 Should Elross caravans consider any of the above types of conditions or events to have occurred warranty may not be honoured.

8. APPLIANCES

8.1 Appliances are not covered under Elross caravans general conditions of 1.1 or form any part of this warranty as covered by Elross Caravans.

8.2 Appliances are covered under the third party manufacturer of the appliances and their respective warranty terms. Elross may help/assist with contacting third party appliance manufacturers should a problem arise with that particular product.

8.3 Appliances that are not covered under Elross standard terms and conditions of warranty ;

- Refrigerator
- Air-conditioning unit
- Red-Arc inverters, Battery management systems, LLD disconnect and or screens, apps or other Red Arc Appliances/electrical devices used in the construction of the vehicle
- Solar panels
- Water pump
- Hot water system
- Roof hatches
- Windows
- Cooktops – gas, induction, drop in or combination ovens, free standing ovens, or other cooking equipment
- Toilets
- Fans
- Washing machine
- Microwave
- Router, or signal boosters
- Antenna & TV equipment & Audio visual equipment
- Reverse camera
- Range hood
- Batteries
- Dometic outdoor kitchens
- Or any other Outsourced equipment by the manufacturer for the purchaser as agreed in the sales contract.

8.4 Elross is not responsible for replacement, swap or rectification of third party equipment failure. Any warranty claim of the above will need to have approval by the third party manufacturer who will organise your replacement or repair through their repair agent. Elross will assist with purchase documents and or set up of booking in to the appropriate repair agent as necessary if needed.

9. REPAIR AND MAINTAINENCE OF EQUIPMENT

9.1 Elross will, provide 1 x free maintenance and recalibration of the Caravan during the warranty period in the first twelve (12) month period. It is suggested that a 6-8month inspection be carried out on the following;

- Service brakes for correct operation
- adjustment of h/brake cable
- axle bearing/hub re-grease and inspection
- inspection of tow hitch
- under carriage inspection
- lighting system check.

9.2 Elross will use its reasonable endeavours to effect timely repairs to or replacement of faulty or defective parts related to this warranty where installation or purchaser negligence was not a factor.