



OURGEN *RV*
CARAVANS FOR OUR GENERATION

STRUCTURAL WARRANTY INFORMATION

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CONGRATULATIONS

We are stoked you decided to put your faith and trust in our company to build your dream on wheels. Our wish for you is that all your travels and adventures are as smooth and enjoyable as much as it was to build your amazing product.

Let's keep you on the road and we will endeavour to help wherever we can.

An aerial photograph of a winding coastal road, likely the Great Ocean Road in Australia. The road curves along a steep, forested cliff on the left and a rocky beach on the right. The ocean is visible on the right side of the frame. A semi-transparent teal overlay covers the top half of the image, and a semi-transparent purple overlay covers the bottom half. The text "MADE FOR THOSE READY TO ADVENTURE IN STYLE" is positioned on the left side, over the purple overlay.

MADE FOR THOSE READY
TO **ADVENTURE IN STYLE**

Structural Warranty policy

You must complete regular maintenance of your caravan. The first service is due at 300 km and every 1,000 km thereafter. All wheel nuts, couplings, springs and axle nuts must be checked for tension. Wheel bearings checked and adjusted for correct tension.

Please note: The correct tension must be applied to the wheel bearings as under or over tightening will result in damage to the axle and/or hubs. This is the customer/buyer/owner's responsibility and failure to do so will render the warranty **VOID**.

Ourgen RV Pty Ltd, referred to as Ourgen throughout this document, agrees to warrant the structure of your RV, for a period of three (1) years (or 36 months) from the date of original purchase under the Structural Warranty. It covers any defects in the original materials or manufacture of their product.

Note: The 'date of original purchase' is the date the customer/buyer/owner takes delivery of their new caravan from Ourgen, with all monies paid and the account finalised, unless otherwise agreed upon by Ourgen.

Structural Warranty terms

The Structural Warranty provided by the manufacturer covers the construction of the caravan by Ourgen against faulty workmanship for a period of three years. Items covered include, for example, the framing of the walls, installation/construction of the roof, cabinetry, furniture etc.

This warranty does not cover faults of the individual components; for example, upholstery, handles, locks, hinges, struts, glass, windows, doors, ply, flooring, or other fixtures/fittings—refer to the supplier documents for terms and conditions.

This warranty does not cover the chassis, chassis components, suspension, tyres, wheel alignment, etc—refer to the supplier documents for terms and conditions.

This warranty does not cover appliances—refer to supplier documents for terms and conditions.

Items not covered by the Structural Warranty or the original supplier/manufacturer during this period, may be covered by the Extended Warranty. Please refer to the Limits of Liability, Exclusions and Miscellaneous sections under Terms and Conditions of the Extended Warranty Contract for more information.

All obligations and exclusions under this warranty are as per the obligations and exclusions noted in the Ourgen's three year Structural Warranty.

This warranty is non-transferable and only applies to the original owner.

Warranty inclusions and appliances

The following appliances and other items (where applicable) carry their own warranty as provided by the relevant supplier/manufacturer:

- Air conditioner
- Brakes
- Floor heating
- Fridge
- Hot water unit
- Microwave
- Oven/stove
- Pressure pump
- Rangehood
- Reverse camera
- Solar panels
- Step and slide outs
- Stereo unit
- Suspension
- TV and DVD
- TV Antenna
- Tyres
- Washer/dryer

Please refer to the manuals provided at handover for more information about these products.

Note: This list is not exhaustive and cover any other appliances/equipment as requested by the purchaser. Please contact your local dealer for assistance in making a claim through any relevant third-party supplier if required.

Chassis

Chassis are warranted by an Australian Chassis Manufacturer that supplies to Ourgen RV. Please refer to the Chassis Warranty flyer provided during handover.

Please rest assured, Ourgen RV will assist in contacting the manufacturer if any issues arise.

Each chassis is built to last the test of time.

Customer obligations

You, the purchaser, have the following obligations:

- You must ensure the initial 300 km service and 1,000 km service is carried out by a qualified service agent, followed by regular servicing in accordance with the manufacturer's handbook at intervals not to exceed 12 months or 10,000 km from the previous service, whichever occurs first. An allowance of no more than 30 days or 500 km beyond the stated intervals will be accepted.
- You must take all reasonable precautions to minimise damage to the caravan and must not continue to operate the caravan if a fault or damage is suspected.
- In the event of a claim within the warranty period, you should contact the dealer immediately after any fault becomes apparent and prior to carrying out any repair or rectification. Any claim for reimbursement for repairs carried out without prior authorisation may be denied and may render the warranty invalid.
- In the event that parts are required to be replaced under warranty, you must return the faulty item to Ourgen RV or to an authorised dealer before we provide a replacement part.
- It is your responsibility to deliver the caravan to and from an authorised repairer in the event of a claim for inspection and testing. If such inspection and testing finds no defect in the caravan, you must pay Ourgen RV and/or its authorised dealer the cost of service work, evaluation and testing (if any).

A photograph of a winding asphalt road through a dense forest. The road curves from the bottom left towards the center. The forest is thick with various types of trees, including tall, thin ones and some with large, dark green leaves. The entire image is covered with a semi-transparent teal overlay. In the bottom left corner, there is a curved, light-colored shape. A yellow diamond-shaped road sign with a black silhouette of a person is visible on the left side of the road in the distance.

**TRAVEL WITH
PEACE OF MIND**

Off road liability

Warranties are designed to protect you, the consumer, against defects. Any damage caused by off roading your caravan are not covered under warranty. Our range of off-road caravans are designed and constructed to add strength and extra ground clearance for limited use on unsealed roads.

The following items are not covered under warranty:

- If the caravan has travelled on a 4WD only track.
- Taking the caravan through water that is equal to or higher than the centre of the wheel caps of the main tyres.
- Water or airborne components, such as dust, that compromises the caravan due to limited ventilation and damages appliances such as the refrigerator, microwave, gas heaters, hot water unit, etc. Carefully consider this before travelling off road, to prevent water and airborne particles causing damage.
- Movement or damage caused by the dislodgement of appliances and fittings as a result of hard impacts, heavy landings or severely rugged tracks.

Assessment

The assessment of any claim must be approved by the dealer you purchased your Ourgen caravan from before any works commence. In the event of a warranty claim, if there is a manufacturing fault or defect, we complete the repair.

How to make a claim

Cease using the caravan after first becoming aware of any defect, where the defect would make it unsafe to use the caravan.

During the first 24 months of ownership, contact the place (dealer) of purchase to assist with any warranty claim.

Once you make contact, our warranty department will review the claim. We will make a determination about whether it is a manufacturing defect and a response, including an outcome, will be communicated accordingly.

An aerial photograph of a coastline, featuring a road that curves through a forested area and a rocky outcrop in the water. The image is overlaid with a semi-transparent teal and blue gradient. The text "BRING YOUR TRAVEL DREAMS TO LIFE." is positioned in the upper left quadrant.

BRING YOUR **TRAVEL DREAMS**
TO LIFE.

Exclusions

The warranty does NOT apply to the following:

- Defects Ourgen considers to be beyond reasonable wear and tear.
- Any item Ourgen supplies as original equipment and is covered under the original manufacturer's/supplier's warranty.
This includes:
 - Refrigerators
 - Stoves
 - Ovens
 - Microwaves
 - Hot water systems
 - Solar equipment
 - Air conditioners
 - Transformers
 - Pumps
 - Audio visual equipment
 - Toilets
 - Awnings
 - And any other accessories or equipment that has an original equipment manufacturer's warranty
 - The chasis, tyres, brakes, axles, suspension, bumpers, and spare wheels and brackets.

The following are excluded from this warranty policy:

- Any defect resulting from negligence, overloading, accident, or other causes beyond our control.
- Any defect caused by installation of accessories etc. after dispatch from the Ourgen premises.
- Any defect caused by towing equipment not applicable to its design.
- Any consequential damage caused by usage after a fault has been recognised.
- Any accommodation or relocation expenses, loss of earnings, rents or any other costs incurred before or while repairs under this warranty take place.
- Any Ourgen caravan used commercially or for rental purposes are excluded.
- Any defect or consequential damage incurred from tampering or interference to any equipment by unauthorised persons.
- Any accessories or equipment installed by person other than Ourgen Dealer or distributor.
- Any alteration, tampering or improper repair.

Structural Warranty exclusions

The following exclusions apply:

- Where the caravan has been used for a purpose other than for which it was designed.
- Caravans modified beyond manufacturer's specifications or used for hire, commercial or permanent residential purposes.
- Any damage due to misuse, an accident, theft, impact, neglect, abuse or similar may render the structural warranty invalid.
- Any damage due to abnormal conditions, including environmental, animal, pest or insect infestation, submersion in water, fire, humidity, pressure, stress, rust, dust penetration or corrosion, or if the caravan is used in mining or other corrosive areas or similar.
- Any damage caused by towing with incorrect tyre pressures, at excessive speeds, overloading or with the incorrect towing equipment.
- Any damage caused by creek crossings at or above floor level, flooding and other similar conditions.
- Any damage caused by excessive speed, hard impact, heavy landings, severely rutted roads or tracks, stones or use of the caravan in unsuitable 4WD or off-road applications.
- Any damage to the caravan caused by failure to maintain the correct service requirements and any component failures to incorrect service requirements.
- Any damage to the caravan caused by repairs, alterations or modifications by the purchaser or an unauthorised repairer.
- Any damage, loss or expense of any kind that occurs or arises from a failure of any part or component of the caravan, except where that damage, loss or expense is the approved cost of repair or replacement of the caravan or is reasonably determined by Ourgen to be directly related to or arise from the failure of that caravan.
- Any damage occurring while the purchaser continues to drive with a known or suspected fault, or which a reasonable person in the position of the driver would or should know or suspect there to be a fault.
- Items not installed by the manufacturer or fitted after the purchase of the caravan.
- Any damage occurring due to an incorrect power supply, over voltage, incorrect gas or water supply.
- Normal wear and tear commensurate with the caravan's age, including deterioration or fading of the paint, curtains, seats or soft trim.

Servicing Logbook

Date of Service:_____

Vin:_____

Tech Signature:_____

SERVICE STAMP

Date of Service:_____

Vin:_____

Tech Signature:_____

SERVICE STAMP

Date of Service:_____

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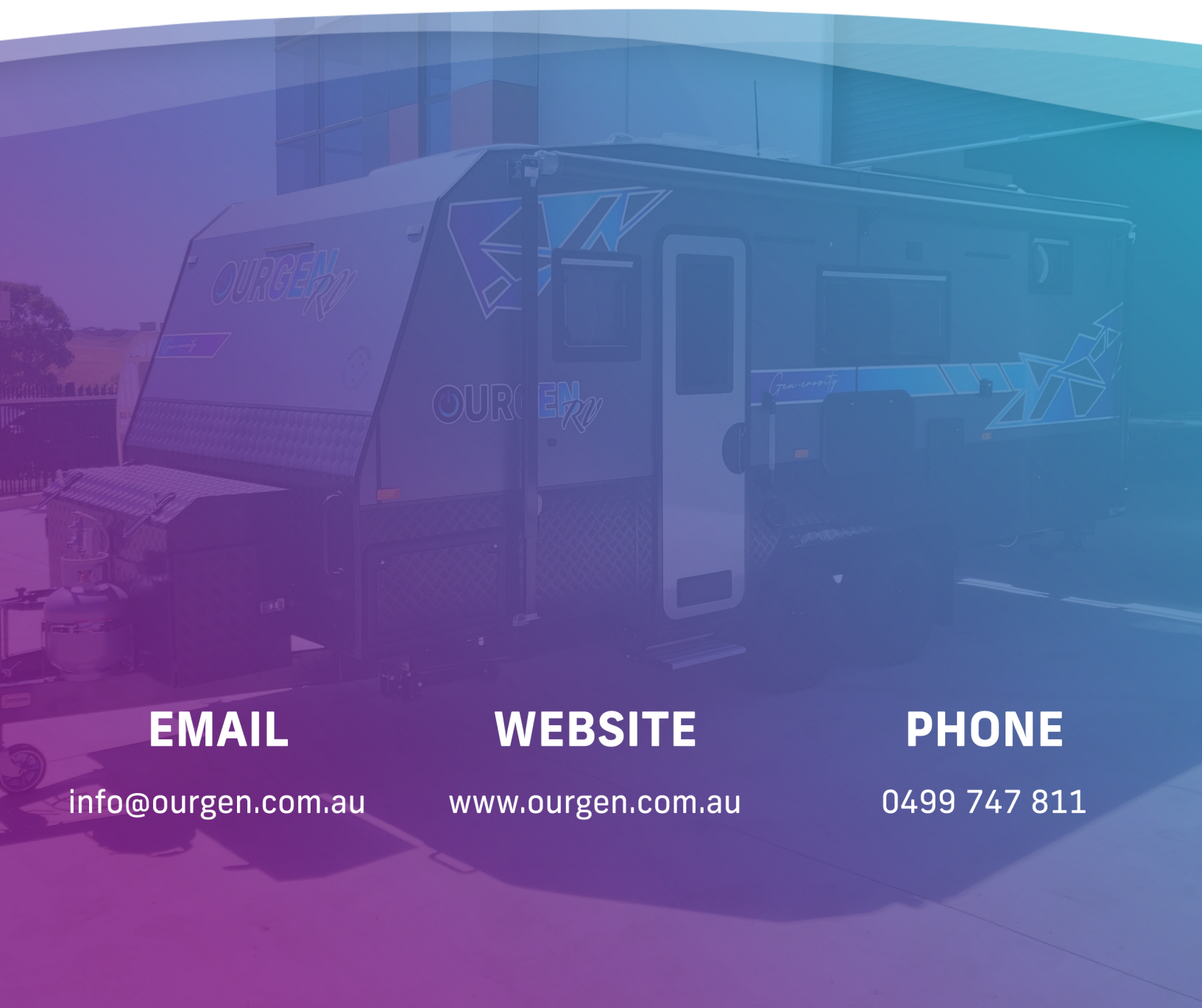
SERVICE STAMP

Maintenance tasks

	3 mths	Year 1	Year 2	Year 3	Year 4	Year 5
Plumbing components and piping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test gas and gas liners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appliances functional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wheel nuts torqued to 120 nm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tyres pressure condition and align	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brakes assembly and wear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wheel bearings and hubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspension assembly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grease towing hitch, stabiliser legs, locks, and toolbox	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handbrake	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shackles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chassis and under body	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Battery health and wiring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical components	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Door latches & window hatches are working order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brake safe operational and battery health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior doors and picnic table	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water ingress and inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Silicone sealant inspection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taillights and indicators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic stability control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Awning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MADE FOR GOING OFF-GRID
WITH THE SUPPORT NEEDED TO GO IT ALONE,
THESE RVS ARE MADE FOR **OUR GENERATION.**





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