CADILLAC RV™

# WARRANTY

## BOOKLET

cadillacrv.com.au 03 9133 3379 warranty@cadillacrv.com.au

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## Welcome to Cadillac RV

Congratulations on your purchase of a Cadillac RV Caravan. We proudly design and manufacture our caravans in Australia.

Please take a moment to familiarise yourselves with our Warranty Guidelines.

## Warranty Overview

Cadillac RV provides a two (2) year Manufacturer's Warranty covering defects in materials and workmanship from the original date of collection. The warranty is limited to defects attributable to the manufacture of your caravan and covers only those matters for which Cadillac RV is responsible. It does not apply to any third-party materials, components, or products, which are instead covered under the applicable manufacturer's or supplier's warranty.

For customers located within New South Wales, all warranty repairs and associated works must be carried out exclusively by Newcastle RV Super Centre, being the authorised service provider for that region.

Failure to have warranty repairs performed by the nominated authorised service centre may affect warranty coverage.

Similarly, customers residing in Victoria are required to return the van to Cadillac RV's nominated place for all warranty repairs and associated works, unless otherwise authorised in writing. Failure to comply with this requirement may impact warranty coverage.

## Inclusions

This warranty includes defects in:

- Structural framework
- Cabinetry and internal joinery
- Factory-installed plumbing systems
- Factory-installed electrical systems
- Wall, roof, floor, and cosmetic manufacturing defects
- Chassis providers offer their own separate warranty, which is typically five (5) years, subject to their individual terms and conditions

## Exclusions

- Fair wear and tear
- Impact or accident damage
- Stone chips, dents, or scratches
- Overloading beyond the ATM rating
- Water ingress caused by a lack of maintenance
- Environmental corrosion or weathering
- Unauthorised modifications
- Tyres, brake pads, sealants, and other consumables
- Any loss, damage, or defect resulting from negligence, unauthorised modifications, improper installation, misuse, abuse, or failure to comply with the manufacturer's operating and maintenance requirements

## Owner Responsibilities

To maintain warranty coverage, owners must:

- Complete initial service within 10,000km on Roller Rocker Suspension and 5000km on Off-Road Suspension
- Complete annual servicing thereafter
- Maintain external seals
- Operate the caravan within manufacturer's specifications
- Retain service and maintenance records

## Lodging a Claim

To lodge a warranty claim, contact Cadillac RV's Warranty Department at warranty@cadillacrv.com.au. Provide proof of purchase by attaching invoice, VIN & Chassis number, service history (if applicable), and photos of each claim.

No repairs are to be undertaken by others, without prior written approval. Failure to comply will, result in rejection of any claims for reimbursement of cost

# Caravan Maintenance

To ensure the ongoing safety, performance, and longevity of your new Cadillac RV caravan, regular maintenance and inspections are essential. Proper care will also assist in maintaining warranty coverage and preventing avoidable issues.

# Interior

## General Cleaning

- Wipe down all interior surfaces (benchtops, tables, cabinetry) with a non-abrasive cleaner
- Vacuum carpets, rugs, and upholstery regularly
- Sweep and mop flooring with appropriate non-abrasive cleaning products
- Clean windows, mirrors, and internal glass surfaces with streak-free glass cleaner

## Cabinetry & Fixtures

- Inspect cupboards, drawers, and hinges for proper operation
- Tighten any loose screws or fittings
- Ensure all latches and locks are functioning correctly
- Avoid overloading overhead cupboards

## Upholstery & Soft Furnishings

- Check cushions and seating for wear, sagging, or damage
- Clean fabric or leather surfaces using manufacturer-approved products
- Rotate cushions where possible to ensure even wear
- Inspect curtains/blinds for smooth operation and damage

## Appliances

- Clean refrigerator seals and ensure the door closes properly
- Check microwave, stove, and oven for cleanliness and functionality
- Ensure rangehood filters are clean and free from grease build-up
- Test all appliances for correct operation

## Plumbing

- Inspect sinks, taps, and shower fittings for leaks
- Ensure proper drainage in the sink, basin, and shower
- Clean and disinfect bathroom surfaces regularly
- Check toilet seals and operation

## Electrical & Lighting

- Test all internal lights and switches
- Check power points and USB outlets for operation
- Ensure battery monitor and control panels are functioning correctly

## Ventilation & Airflow

- Clean air vents and ensure they are unobstructed
- Check operation of roof hatches and fans (all hatches in bathroom or shower must be opened when the shower is used)
- Ensure adequate airflow to prevent condensation and mould

## Seals & Moisture Prevention

- Inspect internal seals around windows, doors, and roof hatches
- Check for any signs of water ingress or dampness
- Immediately address any mould or mildew

## Safety Equipment

- Test smoke alarms and replace batteries as required
- Check the fire extinguisher is charged and within its service date

## Storage Areas

- Inspect under-bed and internal storage compartments
- Ensure items are securely stored to prevent movement during travel
- Check for any signs of pests or moisture

## Final Interior Check (Before Travel)

- Secure all loose items and close all cupboards/drawers
- Lock the fridge and internal doors
- TV's must be removed from brackets and stored away safely
- Shower head must be removed, wrapped in a cloth, and placed on the floor during transportation
- Ensure curtain and/or concertina doors are properly locked or secured during transportation

# Exterior

## General Cleaning

- Wash the caravan regularly with appropriate cleaning products to remove dirt and environmental build-up
- Use mild, pH-neutral, non-abrasive caravan wash detergents to protect the exterior finish
- Warm water with soft cloths or microfibre mitts
- Use caravan-safe cleaners for aluminium, fibreglass, or composite panels, as well as bug and tar removers
- Soft brushes with non-abrasive bristles for stubborn dirt
- Silicone-based protectants for seals (rubber care only)
- Microfibre drying towels to prevent water spotting. These products remove dirt without harming coatings, decals, or finishes
- The following should be avoided as they can cause discolouration, or long-term deterioration:
  - High-pressure washers at close range (can force water into seals and joints)
  - Solvent-based cleaners (including acetone, thinners, or petrol-based products)
  - Abrasive powders or cream cleansers. Bleach or strong chlorine-based products
  - Ammonia-based glass cleaners on painted or decal surfaces
  - Scouring pads, steel wool, or abrasive sponges
  - Strong degreasers not specifically rated for caravan use
  - Dishwashing detergents used in high concentrations
- Inspect all exterior surfaces for signs of damage, wear, or deterioration
- Check all seals around windows, doors, roof edges, and vents for cracking, lifting, or gaps
- Maintain protective coatings or finishes to reduce fading and corrosion

## Roof Inspection

- Regularly inspect the roof for cracks, punctures, or seal deterioration
- Ensure drainage areas are clear of leaves and debris
- Clean the roof regularly to prevent build-up that can trap moisture
- Look for signs of water ingress or staining inside the van
- Tighten or check mounting points for solar panels, antennas, and roof accessories

## Chassis, Suspension & Underbody

- Inspect chassis for structural damage
- Check suspension components, fasteners, and mounting points for tightness and wear

## Wheels & Braking System

- Regularly inspect wheel bearings and service as required
- Check brake performance and wear components periodically
- Ensure the breakaway system is functional and tested prior to every journey
- Ensure tyres are in good condition, correctly inflated, and free from cracks (including spare tyre)
- Ensure wheel nuts are always checked and tightened before every journey

## Electrical Systems

- Test all 12V and 240V systems, including lighting, power points, pumps, and appliances periodically
- Inspect battery condition, solar systems, and charging systems where fitted
- Confirm all external lighting is operational before travel

## Gas System

- All gas components must be inspected
- Check hoses, regulators, and connections for wear or damage
- Ensure all gas appliances are operating correctly and safely

## Plumbing System

- Inspect water tanks, pumps, and hoses for leaks or contamination
- Regularly flush the system to maintain water quality
- Check taps, fittings, and hot water systems for correct operation

## Interior Condition

- Monitor for signs of moisture, mould, or condensation
- Check cabinetry, fixtures, hinges, and fittings for wear or loosening
- Test all internal appliances regularly to ensure proper operation

## Scheduled Servicing

- Adhere to all manufacturer-recommended service intervals
- Arrange annual professional servicing or more frequently depending on usage
- Maintain detailed service records for warranty purposes

Photo credit: Utrek Brisbane

# Appliances & Third-Party Supplier Warranty

Cadillac RV caravans are fitted with a range of appliances and components manufactured and supplied by independent third-party companies. These items are covered by their own respective manufacturer's warranty.

In the event of an issue with any appliance or component (including but not limited to air conditioners, refrigerators, hot water systems, heaters, solar equipment, inverters, or accessories such as Safety Dave systems), the customer is required to contact the relevant supplier directly to lodge a warranty claim.

Cadillac RV does not directly manage warranty claims for third party appliances or products. Responsibility for the repair, replacement, or rectification of any defect rests solely with the respective manufacturer. In addition to the above, Cadillac RV will provide reasonable assistance to the customer in resolving these issues.

When contacting the supplier, you must provide a copy of your caravan purchase invoice as proof of purchase. If the supplier advises that the warranty claim must be submitted by the original purchaser of the product (Cadillac RV), please email our warranties department with the supplier's written advice and your supporting documentation, and we will assist in facilitating the claim where required.

Below is a list of component suppliers and their contact details for your reference. When corresponding with any of the listed companies, please ensure that warranty@cadillacrv.com.au is copied (CC) on all emails.

*Photo credit: Brenden Baldwin*

# Provider Details

## Safety Dave

1 Edgecombe Court, Moorabbin VIC 3189
warranty@safetydave.com.au / michael@safetydave.com.au
1800 072 338

## NCE

68-74 National Boulevard, Campbellfield VIC 3061
sales@nce.com.au
1300 366 024

## Thetford

130-132 Freight Drive, Somerton VIC 3062
infoaus@thetford.com.au
03 9358 0700

## Dometic

Please fill in 'Support Form', which can be located on their website.
1800 212 121

## ARV Chassis

10 Transport Drive, Somerton VIC 3062
info@arvchassis.com.au
03 9357 7111

## Outback Chassis

56-58 Chiltern St, Broadmeadows VIC 3047
info@outbackchassis.com.au
0468 404 339 / 0469 844 502

## Silver Shine Chassis

56-58 Chiltern St, Broadmeadows VIC 3047
info@outbackchassis.com.au
0468 404 339 / 0469 844 502

## Hawk (Appliance)

14-16 Brooklyn Ct, Campbellfield VIC 3061
info@hawkappliances.com.au
03 9359 3068

## Bushman Fridges

3 Contour Close, Research VIC 3095
info@bushman.com.au
03 8080 9990

## Sphere (Coast to Coast)

technical@coastrv.com.au / warranty@coastrv.com.au
02 9645 7685

## Houghton/ Belaire (Air conditioner)

contact@houghtonleisure.com
08 8448 2929

## Milenco/ My Coolman

service@leisure-tec.com.au

1300 07 2018

## Aussie Traveller

235 Barry Road, Campbellfield VIC 3061

service@aussietraveller.com.au

1300 663 868

## I-Tech

291 Great Eastern Highway, Burswood WA 6100

service@itechworld.com.au

1300 483 249

## Victron

602 Edgards Road, Epping VIC 3076

support@arizon.com.au

03 8736 9006

## Winegard (Antenna)

help@winegard.com

1800 288 8094

## Swift (Hot water system)

info@swiftrv.com.au

03 9359 3068 / 0412 821 912

## Truma (Hot water system)

50 Metrolink Circuit, Campbellfield VIC 3061
service@leisure-tec.com.au
1300 072 018

## Suburban (Hot water system)

technical@coastrv.com.au / warranty@coastrv.com.au
02 9645 7685

## Devanti

Please fill in 'Support Form', which can be located on their website.
customerservice@devanti.com.au

## Tuson

14 Humeside Dr, Campbellfield VIC 3061
warranties@tusonaustralia.com.au
1300 088 766

## Euroflek

23 Jersey Dr, Epping VIC 3076
info@eutoflek.com
03 8736 9006

## Gree (Air conditioner)

Please fill in 'Warranty Service Request', which can be located on their website.
warrantyau@greeac.com

# Warranty Registration

*Execution of this document by the Purchaser constitutes formal acknowledgement and confirmation that the caravan has been inspected by the Purchaser in the presence of an authorised representative of Cadillac RV or the supplying dealership prior to collection.*

*The Purchaser further agrees to be bound by all Cadillac RV terms and conditions set out herein and acknowledges that, at the time of handover, the caravan was examined to their satisfaction, found to be in good working order, and free from any known defects, except where such defects have been expressly disclosed and recorded in writing.*

## Details

| | |
|---|---|
| Owner Name | |
| Address | |
| Contact Number | |
| Dealer Representative | |
| Van Model | |
| Chassis Number | |
| Owner Signature | |
| Date | |

# Terms & Conditions

As a new owner of a Cadillac RV caravan, it is important to be aware of the following requirements and recommendations.

The owner must ensure that all periodic servicing and maintenance checks are carried out in accordance with the manufacturer's requirements and that all services remain up to date. Failure to maintain the caravan appropriately may result in conditions arising from neglect, which are not covered under this warranty.

Presentation of the caravan to an authorised dealer or service centre may help identify any defects that may not be immediately apparent. Early detection of such defects may enable rectification within the applicable warranty period.

Owners are encouraged to promptly contact Cadillac RV or their authorised dealer in the event of any issue or concern relating to the caravan.

Any repairs, modifications, or advice provided by unauthorised third parties will not be recognised and may void this warranty.

## Warranty Terms and Conditions

- No reimbursement shall be provided for any work undertaken by unauthorised service providers or establishments unless authorised.
- Upon becoming aware of any fault, the customer must promptly notify either the authorised dealer or Cadillac RV directly.
- A claim under this warranty shall only be considered where Cadillac RV is notified of the claim within the applicable warranty period. This warranty is provided exclusively to the original purchaser and is not transferable.
- The structural warranty for Cadillac RV caravans shall commence on the date of pick up and shall continue for a period of 24 months from that date, after which it will expire.
- This warranty applies solely to personal use of the caravan. Any commercial use, including but not limited to rental or hire purposes, will void the warranty in its entirety.
- All servicing and repairs of the caravan must be carried out by an authorised service centre or repairer nominated or approved by Cadillac RV.
- Cadillac RV reserves the right to replace any defective part of the caravan with parts or components of equivalent quality, grade, and composition in circumstances where an identical replacement is not available.
- Cadillac RV caravans are built for recreational use only. Any wear and tear from permanent or long-term habitation is not covered under warranty.
- Any damage arising from exceeding the maximum Aggregate Trailer Mass (ATM), as specified on the VIN plate, will not be covered under this warranty.
- Cadillac RV caravans incorporate materials and components supplied by various third-party manufacturers. Each such material or component is subject to the respective manufacturer's warranty, which applies independently of this warranty. The duration and terms of any such coverage shall be determined solely in accordance with the relevant manufacturer's warranty terms and conditions.
- Minor cladding warping, visible framing, and expansion or contraction due to temperature changes are normal characteristics of aluminium-framed caravans and are not considered defects or warranty claims.
- Failure to remove the jockey wheel prior to transportation may result in damage and will void any related warranty claims.

- The upkeep and maintenance of the caravan are the sole responsibility of the owner. Failure to adhere to all required servicing and maintenance schedules may result in the warranty being voided.
- Cadillac RV shall not be responsible for any costs or expenses incurred by the customer in lodging a warranty claim or in fulfilling any obligations under this warranty. Such expenses include, without limitation, maintenance and service fees, towing charges, travel time, fuel, meals or accommodation costs (where the caravan is required for more than one day to complete repairs), and any other incidental costs associated with the performance of warranty repairs. No reimbursement or compensation will be provided in respect of any costs incurred by the customer.
- The customer must make the caravan available to Cadillac RV or its authorised dealers for inspection in relation to any warranty claim. Where such an inspection determines that no defect exists, the customer may be liable for any labour costs incurred in connection with the assessment.
- Cadillac RV will provide reasonable assistance to the customer in lodging warranty claims with third-party suppliers. However, where a supplier rejects a claim in relation to any appliance, equipment, or material, such claim shall not be recoverable from Cadillac RV. Responsibility for the assessment, repair, or replacement of such items rests solely with the relevant manufacturer or supplier.
- To lodge a warranty claim with Cadillac RV, the customer must provide proof of purchase, full details of the alleged defect, including relevant photographic evidence, and any applicable maintenance records.
- In circumstances where the supplier determines that the product is not defective, or that the issue has arisen because of misuse or external factors, and declines to take corrective action, Cadillac RV shall not be obliged or able to further escalate the matter.
- Upon completion of warranty repairs, the customer must collect the caravan within five (5) calendar days of being notified that it is ready for collection, failing which Cadillac RV reserves the right to charge reasonable storage fees and retain possession of the caravan until all outstanding storage fees and any other amounts owing have been paid in full.

## Exclusions from Warranty Coverage

- This warranty shall not apply where the alleged defect falls within acceptable industry tolerances or manufacturing variances.
- This warranty does not extend to bedding items, including but not limited to mattresses, duvet covers, and cushions, in respect of general wear and tear, softening, staining, or soiling.
- Fabric-based components, including awnings, upholstery covers, window screens, and curtains, are likewise excluded from coverage for damage such as tears, punctures, fading, or shrinkage. Warranty coverage for these items is strictly limited to defects in materials or workmanship existing at the time of manufacture.
- This warranty does not extend to routine maintenance or servicing requirements of the caravan. Such maintenance includes, without limitation, wheel bearing lubrication, wheel nut tightening, and the cleaning or servicing of air conditioning units and water pumps. Any defect, failure, or damage arising from or attributable to inadequate or improper maintenance shall not be covered under this warranty.
- Any defects or damage arising from submersion in water, including but not limited to flooding, creek crossings, or similar water exposure events, shall not be covered under this warranty unless authorised by Cadillac RV.
- Damage to benchtops, including but not limited to chips, cracks, and deterioration or degradation of sealants over time, is not covered under this warranty.
- This warranty does not cover accidental damage under any circumstances.
- Any failure or damage to components arising from misuse, normal wear and tear, or natural deterioration shall not be covered under this warranty.
- This warranty does not cover any damage arising from or attributable to the installation or fitting of any options, accessories, or modifications undertaken after the caravan has left the manufacturing premises.
- Any damage arising from the use of incorrect or unsuitable towing equipment, including any consequential damage to the caravan, shall not be covered under this warranty. The caravan must always be towed using the manufacturer's specified and approved towing equipment.
- Any damage arising from environmental conditions or exposure, including but not limited to acid rain, airborne contaminants (such as chemicals or tree sap), stones, salt, rust, sand, road debris, hail, windstorms, lightning, flooding, and similar natural or environmental events, shall not be covered under warranty.

## Notes

Thank You
for letting
Cadillac RV
be a part
of your
Journey
CADILLAC RV™

cadillacrv.com.au 03 9133 3379 warranty@cadillacrv.com.au