



# **EAGLE** **OUTDOORS** **GROUP**



CARE AND MAINTENANCE / WARRANTY PROVISIONS  
EAGLE OUTDOORS GROUP PTY LTD CAMPER TRAILERS

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## **CARE AND MAINTENANCE**

### **1. IMPORTANT TO NOTE:**

- 1.1 Wheel nuts to be checked every 100km within the first 400km, then as per then as per the maintenance check list in the hub manufacturers specifications booklet. This is to be done after the trailer has been picked-up from Eagle Outdoors Group Pty Ltd office or branch office. This process is to be repeated after any wheel removal.
- 1.2 Do not modify, drill, penetrate or puncture the body or frame of the camper without permission from Eagle Outdoors Group Pty Ltd, this will void the warrantee.
- 1.3 Allow hubs to cool before entering water / river crossings and check bearings regularly after crossings until they can be serviced.
- 1.4 Regularly service the Camper Trailer – Refer to Eagle Outdoors Group Pty Ltd - Service Documentation.

### **2. SET UP:**

- 2.1 See instructions or manufacturer for details on your model.

### **3. STORING YOUR CAMPER:**

- 3.1 Make sure trailer tent is thoroughly dry before storing the camper after a trip. Under certain conditions, canvas will sweat and grow mould, which is not covered by warranty. It is strongly advised that camper trailer be kept under cover when not in use. Make sure your fridge is emptied and cleaned. Make sure all gas bottles are turned off. Ensure the 12-volt master switch is turned off. Lights left on in a camper that is packed up will overheat and possibly cause fire, this is not covered by warranty.
- 3.2 Follow the pack down process of your camper, ensuring poles are stored in the correct position. Poles not in correct position and poles with pillows, cushions, and bunched canvas under them will make it difficult to close the camper and may cause the poles to be bent. Bent poles are not covered by the warranty.

### **4. USAGE**

- 4.1 Conduct a pre-trip inspection. This includes actions such as checking the tyres are inflated as per VIN plate recommendations, check tyre sidewalls are free of cracks or damage and tread is above the wear mark indicator. Ensure the camper has been serviced as recommended.
- 4.2 Only use the camper for the purpose it has been designed for.
- 4.3 Plan your trip ahead of time, ensuring you understand the terrain and conditions of the roads you expect to encounter. Make sure they are within the limits the camper is designed for.

### **5. WHEELS, BRAKES & WHEEL BEARINGS**

- 5.1 Bearings should be checked every 5,000km or yearly. This is best done by a mechanic. Travelling through water deeper than the wheel bearings can cause bearings to ingest water. Bearings must be checked regularly to ensure quantity and quality of the bearing grease. If unmaintained, incorrectly tensioned bearings can cause damage to your hubs and axles. Check your brake pads regularly for wear or inconsistent or excessive wear. The brake cable will require adjusting over time. Never enter a water course/river

crossing/beach with hot bearings, allow the bearings to cool before you enter the water, significant damage to the bearings will result.

- 5.2 Wheel nuts to be checked every 100km within the first 400km, then as per then as per the maintenance check list in the hub manufacturers specification booklet. This should be repeated every time wheels are removed. A regular check on the wheel nuts especially before, during and after a journey is necessary to maintain correct tension on the wheel nuts. Rough off-road driving may require more regular checking of the wheel nuts. Wheels and tires need to be regularly inspected for damage, wear, tread depth and general condition of the tires and wheels. Wheel nuts should be tightened using a torque wrench and tightened to a minimum tension of 125Nm or as per the wheel / camper specifications.

## **6. WHEEL ALIGNMENT**

- 6.1 Driving off road and 4-wheel driving will influence the alignment of the wheels on your camper. It is recommended that regular alignment of the wheels be made, especially where irregular or excessive tire wear is noticed.

## **7. NUTS AND BOLTS**

- 7.1 All nuts and bolts should be checked on the trailer, for example suspension arms, shocker mounts, hitch etc. on a regular basis, at a minimum - annually.

## **8. LATCHES, LOCKS & LIGHTS**

- 8.1 Before travelling, make sure all locks and latches are shut and secured. If your model has an external kitchen, check that the kitchen stove latch is secure before travelling. Check your camper load is secured. Check your camper is secured to your vehicle and correctly connected, and that all service lights are working.
- 8.2 On forward fold models a door latch may be caught due to a drawer not being shut fully. Pull the drawer from the opposite side of the camper using the hook pole of the annex, this should release the latch on the door.
- 8.3 Ensure all internal lights are turned off after pack-up, excessive heat may be generated by lights remaining on while in contact with compressed canvas.

## **9. BEFORE TRAVELLING**

- 9.1 Check that gas bottles, water tap, water pumps and internal lights are turned off. Secure gas bottles and jerry cans correctly. Wheel nuts have been tightened to correct tension. Check the connection of the towing hitch to the car and that the electrical connections are secure and not able to drag on the road. If fitted, ensure the breakaway controller is also secure.

## **10. ON THE ROAD**

- 10.1 Do not travel above the stated speed limit on sealed roads, travel at an appropriate speed when travelling off the sealed road. Always keep safety in mind. All water crossings are done at the Purchasers risk. When travelling

off-road, lower tyre pressure to suit road conditions. With tyres at 20psi your speed should be lower than 80kmh.

10.2 Remember to re-inflate tires when returning to sealed roads. At regular intervals while travelling, re-tension wheel nuts to ensure correct tension.

10.3 Do not overload the trailer by exceeding the recommended Gross Vehicle Mass (GVM-the combined weight of trailer and load) with any trailer. The GVM is stated on the VIN Plate of the camper.

## **11. SERVICE**

11.1 You can contact Eagle Outdoors Group Pty Ltd to book in a full service for your camper. Service should be performed every 5000km or annually.

## **12. CANVAS CARE**

12.1 The tent on the camper is made with a very high-quality canvas which requires care and maintenance. Always make sure the canvas is clean and dry, remove all bird droppings, sticks, stones, or other debris before the tent is packed for storage. See 'Storing Your Camper' above. Protect the canvas from damage and sharp implements or poles penetrating the canvas. Keep any flame or hot implement away from the canvas. Canvas warranty covers manufacturing faults and quality of the canvas, it does not cover wear and tear or damage.

## **13. BREAKDOWN**

13.1 If you suffer a significant breakdown relating to accident, mechanical failure, or warrantee issue, make sure you contact Eagle Outdoors Group Pty Ltd for their nearest authorised repairer. Eagle Outdoors Group Pty Ltd will not be held liable for 3<sup>rd</sup> party costs. (Hotel or transport costs associated with issues resulting from breakdown.)

## **14. INSURANCE**

14.1 Please ensure you have insurance to cover your vehicle, camper and holiday whilst travelling. Ensure your vehicle / camper insurance will cover you for unexpected situations including breakdown or accident. Insurance to cover additional costs such as roadside assistance, hotel and 3<sup>rd</sup> party costs is also a wise decision.

## **15. GAS HOSES**

15.1 There are flexible gas hoses included with your camper. Between the gas cooker and the fixed gas point & the gas bottles and gas regulator which need regular inspection by a competent person, it is also recommended to replace these hoses every 5 years.

## **16. PAINT**

16.1 Paint may be affected by intense sun and exposure to natural elements. This may cause the paint to have irregular patterns and even some degree of fading. Maintain the paint by applying an approved polish, wash the camper after trips. Ask the Eagle Outdoors Group Pty Ltd team for their recommendations for approved products.

## **WARRANTY**

Please read all the information carefully, and should you have any questions relating to any aspect of this Warranty, please contact Eagle Outdoors Group Pty Ltd. By purchasing an item from Eagle Outdoors Group Pty Ltd, you agree to all terms and conditions of Warranty.

### **17. Warranty**

- 17.1 Each party will pay their own costs in relation to this agreement.
- 17.2 Eagle Outdoors Group Pty Ltd provides the original purchaser of the Camper Trailer with a warranty that covers the product's workmanship and materials will be free from defects under normal use and maintenance.
- 17.3 The full Warranty is only available to the original purchaser and is valid from the original date of purchase.
- 17.4 Unless prior written consent is provided from Eagle Outdoors Group Pty Ltd, warranties apply only to items sold as "new" and do not extend to any items sold via auction, or deemed to be factory seconds, or damaged goods.
- 17.5 Warranty repairs and replacements will be undertaken by Eagle Outdoors Group Pty Ltd at their discretion. Warranty repairs and replacements will be free of charge unless an on-site repair is required in which case a service call fee will apply.
- 17.6 In some circumstances the original warranty can be transferred to a new owner if the camper is sold. Contact Eagle Outdoors Group Pty Ltd for more information.

### **18. Warranty Coverage - Bluewater Campers**

- 18.1 5 Year Structural Warranty.
- 18.2 5 Year Canvas Warranty.
- 18.3 Component warranty as per manufacturer's warranty.

### **19. Warranty Coverage - Ultimate Off-Road Campers**

- 19.1 5 Year Structural Warranty.
- 19.2 5 Year Canvas Warranty.
- 19.3 Component warranty as per manufacturer's warranty.

### **20. Warranty Coverage - Emu Campers**

- 20.1 5 Year Structural Warranty.
- 20.2 1 Year Canvas Warranty. Note: Zips are not included in canvas warranty
- 20.3 Component warranty as per manufacturer's warranty.

## 21. Exclusions

The Warranty will not apply in circumstances where:

- 21.1 The Camper Trailer has been used for a purpose other than which it was designed.
- 21.2 Eagle Outdoors Group Pty Ltd cannot establish any fault in the item after testing and inspection.
- 21.3 The defect has arisen due to the customer's failure to use and maintain the item in accordance with ordinary use or any of Eagle Outdoors Group Pty Ltd instructions, recommendations and specifications.
- 21.4 The Camper Trailer has been used for commercial purposes.
- 21.5 Involved in an accident.
- 21.6 Towed by a vehicle other than a standard passenger vehicle.

The warranty will also not extend to specific types of damage including:

- 21.7 Damage or defects caused by normal wear and tear including, inter alia, impact or stone damage to body, chassis or running gear, storage units, internal pockets or fold out options
- 21.8 Damage or defect caused by failure and negligence of the Owner to store or use the Camper Trailer in a reasonable manner.
- 21.9 Wear and tear where the Camper Trailer have been used for permanent living purposes.
- 21.10 Fading of materials when exposed to UV lighting, or from usage or age.
- 21.11 Damage caused by alterations or repairs being undertaken by an owner or unauthorised repairer.
- 21.12 Rust
- 21.13 Damage to wheels and tyres.
- 21.14 Damaged paintwork.
- 21.15 General consumables such as wheel bearings, light bulbs (etc).

## 22. Maintenance Items

This Warranty does not apply to maintenance items which are the responsibility of the customer. The maintenance items include but are not limited to:

- 22.1 Suspension servicing.
- 22.2 Wheel bearing servicing, maintenance and adjustment.
- 22.3 Checking tyre pressures, condition of tyres.
- 22.4 Wheel Alignment.
- 22.5 General greasing and tightening of components.
- 22.6 Rust proofing, painting and maintenance of painted surfaces and exposed surfaces.
- 22.7 All wheel nuts from new are set at the recommended torque setting but still require the operator to check before and during their travel.

## 23. No Liability Clause

23.1 Eagle Outdoors Group Pty Ltd under this Warranty will not be liable for any incidental loss or damage specified within "Exclusions" (Section 21) of this Warranty resulting from negligence or noncompliance as specified by Eagle Outdoors Group Pty Ltd or specified herein, wilful or accidental damage or failure to exercise reasonable care by the Purchaser or any other person having the care or control of the Camper Trailer with or without the consent of the owner.

## 24. Reasonable Recommendations

24.1 Eagle Outdoors Group Pty Ltd is not liable to rectify any fault or damage contributed to directly or indirectly by failure to comply with any reasonable recommendation made by Eagle Outdoors Group Pty Ltd in respect of the Camper Trailer.

## 25. Circumstances Beyond Reasonable Control

25.1 Eagle Outdoors Group Pty Ltd is not liable under this Warranty in any case by circumstances beyond its control or where the cause is independent of human control that occurs after the Camper Trailer has left its control.

25.2 Eagle Outdoors Group Pty Ltd is not liable for any damage or losses that are not reasonably foreseeable or for problems related to the misuse of the Camper Trailer.

25.3 Eagle Outdoors Group Pty Ltd is not liable for the costs or any consequential loss arising from any problem with the Camper Trailer supplied, unless Eagle Outdoors Group Pty Ltd has inspected the Camper Trailer or damaged Camper Trailer, and approval for such repairs is given by Eagle Outdoors Group Pty Ltd prior to commencement of such repairs.

## 26. ACL Mandatory Statement

26.1 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. (Competition and Consumer Act 2010, or any other legislation (such as the Fair-Trading Acts (or equivalent legislation) in each State or Territory)). You are entitled to a replacement or refund for a major failure or for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if such product fails to be of acceptable quality and the failure does not amount to a major failure.

## 27. Warranty Claim Procedure

27.1 If a fault covered by this Warranty occurs, the Purchaser **must first** contact Eagle Outdoors Group Pty Ltd using the contact details

below in this document, or the dealer from which the Camper Trailer was purchased.

27.2 Eagle Outdoors Group Pty Ltd must be given the first opportunity to arrange any warranty repairs. Under no circumstances will reimbursement be made for work completed without prior knowledge and written consent of Eagle Outdoors Group Pty Ltd.

27.3 Any Warranty claim must be accompanied by:

27.3.1 proof of purchase

27.3.2 full details of the (alleged) defect; and appropriate documents (such as historical and maintenance records).

27.3.3 The customer must make the Camper Trailer available to Eagle Outdoors Group Pty Ltd for inspection and testing. Any transport costs arising out of a warranty claim will be the responsibility of the Purchaser. If such inspection and testing find no defect in the item, the customer must pay Eagle Outdoors Group Pty Ltd' usual costs of service work, evaluation and testing.

## 28. Contact Details

### **Eagle Outdoors Group Pty Ltd**

#### Bluewater Campers

31 Commercial Drive  
Pakenham Victoria 3810

Telephone: 1300 594 000 Local: (03) 5945 5344

Email: [sales@bluewatercampers.com.au](mailto:sales@bluewatercampers.com.au)

[www.bluewatercampers.com.au](http://www.bluewatercampers.com.au)

#### Ultimate Off-Road Campers

39-41 Shelley Road  
Moruya, NSW 2537

Telephone: 1300 500 077 Local: (02) 4413-2622

Email: [info@ultimatecampers.com.au](mailto:info@ultimatecampers.com.au)

[www.ultimateoffroadcampers.com.au](http://www.ultimateoffroadcampers.com.au)

#### Emu Campers

Head Office – 31 Commercial Drive Pakenham Victoria 3810

QLD Office – 9 Indy Court, Carrara QLD 4211

WA Office: - 46 Stebbing Road Maddington QLD 6109

Telephone: 1300 500 377

Local QLD (07) 3333 1952

Local WA (08) 6244 2077

Email: [sales@eagleoutdoors.com.au](mailto:sales@eagleoutdoors.com.au)

[www.emucampers.com.au](http://www.emucampers.com.au)

29. Signatures

<b>SIGNED BY: Customer</b>	
Name of Customer:	
_____	_____
in the presence of:	Signature
_____	Date:
Signature of witness	_____
_____	
Print name of witness	

<b>SIGNED BY:</b>	
<b>Eagle Outdoors Group Pty Ltd</b>	
<b>Representative</b>	
Name of Representative:	
_____	_____
in the presence of:	Signature
_____	Date: _____
Signature of witness	
_____	
Print name of witness	