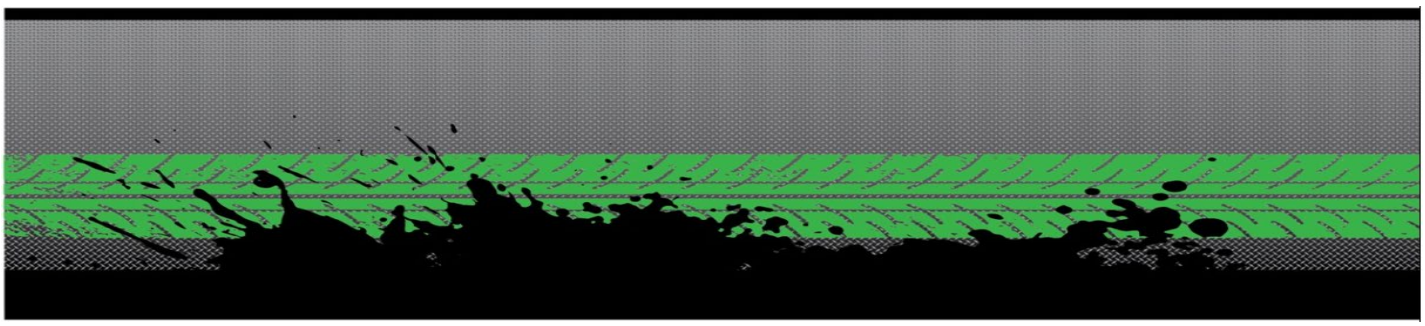
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SAFARI CARAVANS

- **INSTRUCTION GUIDE**
- **WARRANTY TERMS**
- **SERVICE REQUIREMENTS**
- **SERVICE PASSPORT**

SAFARI CARAVANS

ACCREDITED Caravan Industry Association of Australia RVMAP™



Please read the warranty terms and conditions. You must service your caravan to maintain warranty.

Off road caravans: Or Tuff Road Caravans fitted with off road coil suspension.

Our definition of off road is:

- Unsealed roads that are gravel with or without corrugation
- Sandy roads
- Rough roads resulting from potholes.

We do not consider full rutted out tracks ,4WD only tracks, or creek crossings where it is likely that the floor of the caravan is going to be constantly wet, or the brake drums and wheel bearings are likely to be submerged in water as appropriate for caravans.

Extreme care must be taken if you intend on using YOUR caravan in any off-road condition. Even though Safari caravans are built as strong as possible, they still have limitations. It is entirely your decision to decide if the road you are going to take YOUR caravan down, is safe to do so.

Neither Safari Caravans nor Safari Caravans take any responsibility for any damage to either YOUR caravan or Vehicle resulting from Off road excursions.

When going off road you should consider reducing your speed and if conditions allow it, reducing your tire pressures temporarily. Going faster to 'skip' over corrugations will result in shaking your caravan to bits. Drive to the conditions. Warranty does not cover broken screws, screws working their way loose.

DUST is a part of owning and using a caravan on unsealed roads.

Cracks in wall / roof ply from body flex are not covered by warranty. Flex is unavoidable.

All toolboxes are not fully waterproof or dust proof.

SAFARI CARAVANS

On road caravans and free camping.

Our on-road touring caravans can be taken down well graded roads for short distances at a reduced sensible speed to get to a camp site. Reducing tire pressures temporarily is a good idea. Make sure you return tire pressures immediately before travelling again. We do not recommend that you do hundreds of kilometres of gravel roads that is what our off-road caravans are for.

General advice:

Always consider the amount of drinking water that you have when travelling to remote areas as well as the communication devices that you may need.

Some areas require that you take your grey water with you. You may require a grey water tank or sealed drums to hold your grey water.

Travelling off road will result in dust entering your caravan. If your caravan has a pressure hatch then you will need to open it before your travel off road, please be advised the pressure hatch will only reduce the dust entering your caravan, it will not stop it!

If you must go through any dips in a track, make sure you remove your distribution bars. If you don't have an off-road coupling, then don't exceed about 25 degrees in pitch angle.

Welcome

Thank you for choosing Safari Caravans for your new caravan purchase.

Please take the time to familiarise yourself with the manual. There are some helpful tips and information in this manual.

For all warranty related items please follow the warranty steps in this manual.

SAFARI CARAVANS

At Safari Caravans we do what we can to make your purchase a pleasurable experience before and after the sale. We want you to be our best advertisement. Good service and advice are what we aim for.

We wish you well on your caravanning adventures!

Thank you again.

The team at Safari Caravans

SAFARI CARAVANS PRE-TRAVEL CHECK LIST!

- Check that corner stands are up and locked
- Check that roll up awning is in the travel position and locked
- Make sure all cupboard doors & drawers are closed / locked for travel
- Make sure that the water pump is switched off
- Make sure gas is turned off at the bottles
- Check that van coupling is in the locked position
- Make sure the handbrake is off
- Make sure dee shackles & chains are secure
- Connect the brake safe cable.
- Lock your door for travel
- Double check that your window covers, and windows are in closed / locked position
- Caravans fitted with Dometic double glazed windows must travel with the internal blinds in the open position
- Check that roof hatches are fully closed
- Check that water hoses and power cord have been removed
- Check roof hatches are locked for travel, 4 season flaps closed, clear hatches blinds open
- Make sure the trailer plug is connected to car
- If you have an Anderson plug make sure it is connected
- Check external signal lights (brake, parker & indicator)
- Check operation of brake controller
- Lock all external boots
- Check wheel nuts often
- Make sure the fridge door is locked for travel.
- Remove tv and wind down antenna for travel
- Check wheel nut tension regularly
- Check tyre pressure regularly
- Inspect tyres for wear regularly

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Media player information

How to change sound from inside to outside:

Press menu button until it goes to fader mode. Fade the speakers from either front to rear for inside or outside sound. See stereo manual for more detailed operation of the stereo



Water level indicators

Water level indicator can be turned off using black switch on gauge. Note it is an indicator and is not deadly accurate



Fuses

Most of the fuses are located in the electrical overhead cabinet on the battery management unit. The tv fuse is marked as its usually the only one that blows. Spare fuses are taped in blue in the cabinet. There are main load fuses located at the battery. These are inline automotive fuses



12 volt and 240-volt operation

12-volt power switch is located at the entrance door.

- The 12volt isolator switch will turn your caravans 12 volt on and off
- Turn the black switch off to isolate the battery when storing the caravan
- Charge your caravan battery once a month for at least 1 day on 240-volt power
- **The battery management system has built in battery protection that will cut 12-volt power when the battery is to low, lights will flicker and a chattering noise will come from the battery management unit**



RCD(TRIP SWITCH) IS GENERALLY LOCACTED ON THE BEDROOM WALL

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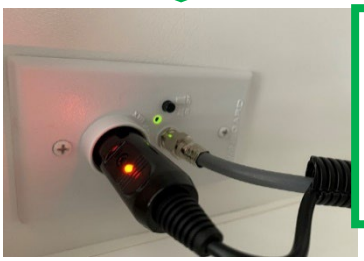
RCD (trip switch) as shown here is in the on position. This switch is a 240volt safety device. Always check that it is in the on position(up) after you plug into power.



RCD (trip switch) as shown in the off position. This switch can turn off if you exceed the 15amp limit that a power cord can run. Ie: to many appliances on at the same time. It can also trip when connecting & disconnecting your power lead. Always check that it is in the on position

TV Connect and disconnect procedure

Removing TV for travel



Disconnect 12 volt plug at wall socket first





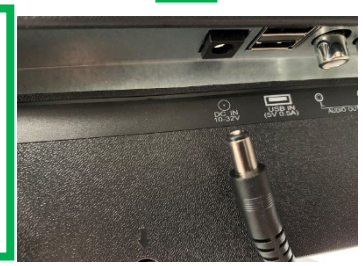
Then remove plugs from tv. You can now safely remove tv for travel





Setting tv up after arrival

Connect leads at tv first





Connect leads to power socket last. Your now ready to retune tv

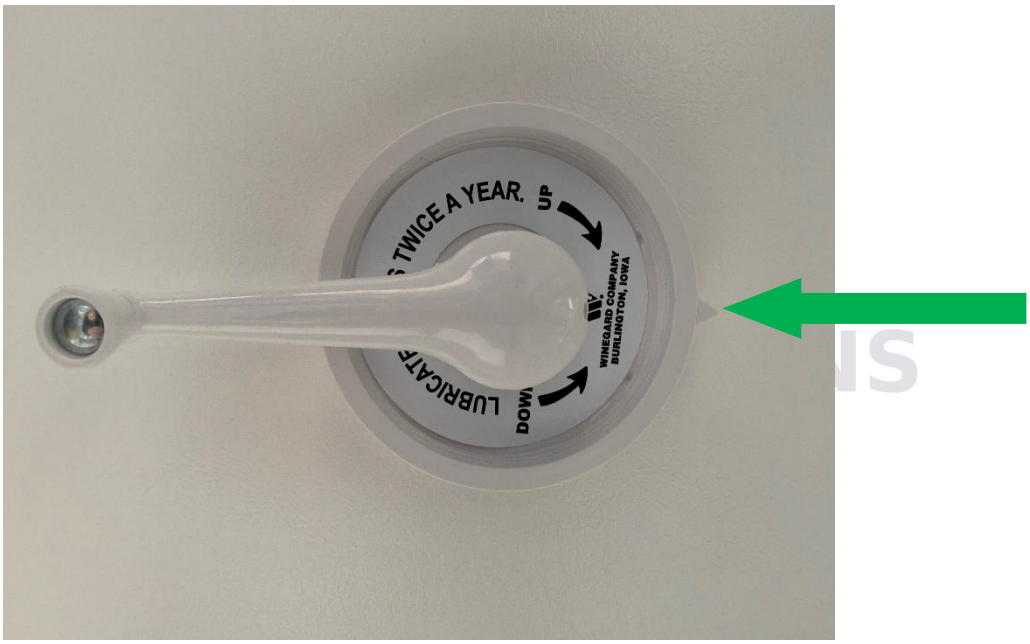


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Digital tv can drop out when 12 volt appliances are turned on and off (lights, fans, rangehood ect). This is normal depending on reception area. Unfortunately, 12-volt wiring and 12-volt fixtures can cause interference by creating an electrical field. The only thing you can do in that situation is turn off the offending fixture.

WINDGARD ANTENNA OPERATION

To operate the Windgard antenna simply wind the handle in the up direction until you feel a binding. To adjust pull the dial downwards to rotate the antenna. To wind the antenna down, first rotate the dial until the two arrows line up, then wind the handle in the down direction until you hear it hit the roof or the handle starts to bind. Remember the unit is made of plastic and it may break if forced. Make sure the black button on the wall plate is pushed in with the green light illuminated otherwise it will not get reception



THE WINEGUARD ANNTENA IS AN RV ANTENNA AND CAN'T DO THE SAME JOB AS A DIRECTIONALLY TUNED HOME ANTENNA. IT CANNOT ALWAYS GET RECEPTION IN CERTAIN AREAS

ENTRANCE DOOR INFORMATION



Internal door handle in the normal position



Door must be fully closed to lock it. This slide button is the lock, up is unlocked, down is locked

Push the handle down to open the door from the inside



Lift the handle up to split the door and flyscreen

THE ENTRANCE DOOR HAS THREE LOCKS, IT DOES REQUIRE A BIT OF A SLAM TO CLOSE IT PROPERLY. THE DOOR CATCHES WILL REQUIRE ADJUSTMENT FROM TIME TO TIME AS THE CARAVAN EXPANDS AND CONTRACTS IN DIFFERENT TEMPUREATURE

TAKE CARE WHEN OPENING THE ENTRANCE DOOR IN WINDY CONDITIONS AS THE DOOR CAN BE DAMAGED IF IT FLINGS BACK TO THE DOORSTOP, THE BOTTOM HINDGE CAN BREAK (NOT A WARRANTY ISSUE)

GAS BOTTLE CHANGE OVER VALVE



Turn gas bottle on by turning the valve on top of the bottle anticlockwise. Turn gas bottle of by turning the valve clockwise. The changeover valve shown in the picture should point to the gas bottle that you have turned on

COOKTOP & (OPTIONAL) OVEN OPERATION

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To operate the stove or oven. Ensure that the gas bottle is turned on and you have gas. The stove lid must be in the fully upright position or the gas wont light. Press and hold the gas control knob in on the burner you wish to light. Press the piezo lighter at the same time until the burner is alight. Continue to hold the knob in for 10-15 seconds to enable the gas safety sensor to warm up and continue running. The van must have the 12v turned on for the piezo ignition to work. Always allow the cooktop or oven to completely cool down before closing the lid.

Drop Down Stands

Corner stands are only designed to stop your van from ‘rocking’ when you walk around inside it. They are not designed to lift the van. Use levelling chocks for that job!

To operate the stand, simply pull on the release handle and lower it to the lowest position. Handle will click in on the lowest setting. Then use the winder handle to put the tension on the van. No need to overdo it!

Quick drop stands

SAFARI CARAVANS



Locked travel position Release handle Wind Down

NOTE: USING DRILL OPERATED WINDERS CAN OVER TIGHTEN THE STAND AND BREAK THE INTERNAL GEARS (THIS DAMAGE WILL NOT BE COVERED BY WARRANTY)

On some caravans the stands will not go to the straight up & down, simply lock it in on the next position

If on unlevel ground, you may require block spacers for the stands to reach the ground

Tunnel boot and access doors.

Do not drop door down unassisted or leave open in the wind as over flexing of the door will damage or crack the hinge. This is the only way they break.

WARRANTY DOES NOT COVER PHYSICAL DAMAGE

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Important Window Information

The flyscreen and light block blinds must be left in the open position for travel and when you are storing your caravan. Leaving the blinds closed for long periods of time weaken the blind spring tension and after a while the blinds will not retract.

When using the windows in an open position in any windy condition or if you are leaving your caravan unattended the windows must be placed into the wind lock position as shown in the photo by using the 2 outer handles to lock the window in a slightly open position. This position will still allow ample air flow into the caravan.

WARNING: Failure to do this can result in the wind blowing out the blind or flyscreen, this can damage the screens. This type of window PHYSICAL damage is not covered by warranty

All locking handles must be in the lock position for travelling. If you travel with the windows closed using only a few of the lock handles, then it will put pressure on these handles resulting in cracks in the window at the handle. This type of window damage is not a warranty issue.



Two outer handles lock into this slot for windy conditions or when leaving the caravan unattended! This also acts as a security function in this position.

12-volt water pump

The water pump must be turned off when not in use. I.e.: All the time except when needed. The water pump must be off when the mains pressure is connected. The water pump switch looks like the one pictured below

Water pump switch

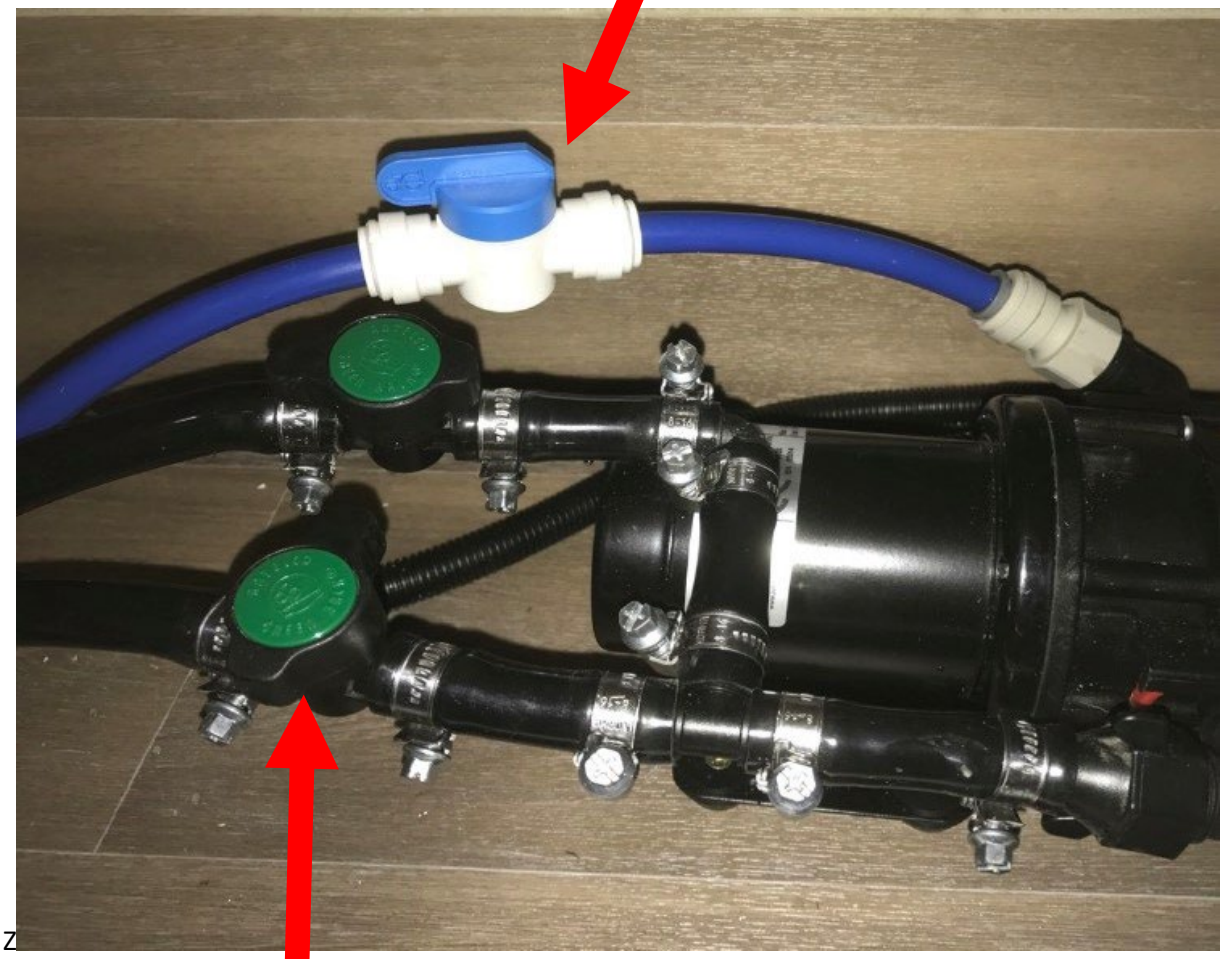


Important information regarding water pump valves:

Turn pump off when not using the water tanks

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Mains pressure shut off valve, if fitted. Close this valve off when using mains pressure to stop excess pressure acting on the pump and fittings causing them to leak. The valve is shown in the open position for water pump use



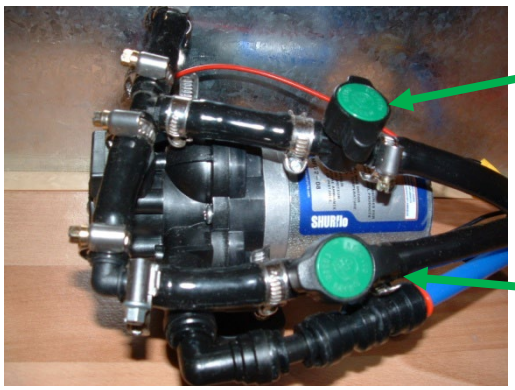
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Tank valves with green cap, use 1 tank on at a time, the picture shows the valve at the bottom of the picture as off and the other one as on. If you run one tank out of water then turn that tank off and the other one on. It will take some time for the water to come through. TURN PUMP OFF WHEN NOT USING IT. TURN PUMP OFF WHEN USING MAINS PRESSURE

Your Safari is fitted with separate on / off valves so you can fill and use your water tanks separately.

You can only draw water from one water tank at a time. One valve must be turned off and the other on.

Tank on / off valves pictured. Pump is usually located under the fridge or lower cabinet.



The lower valve in this picture is on and the top valve is off. In this picture the water is drawn from the lower hose. Swapping the valve positions will make it draw from the top hose (other water tank).

NOTE: water pump quick on / off cycling can occur when using the water filter. This is normal and will note damage the pump. Pump will also make led lights flicker.

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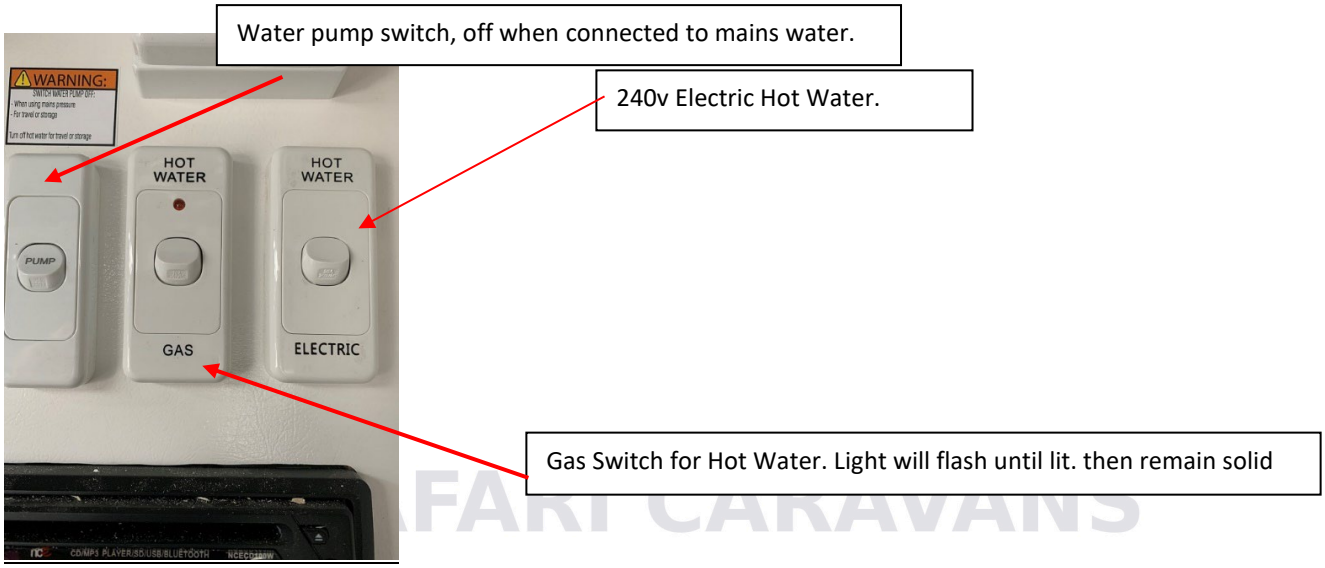
Hot water instructions:

Connect to mains pressure water or turn on water pump if you are going to use the van tanks for water supply.

Note: if you are using mains pressure water supply then the water pump must be turned off! Water pump must be switched off for travel. Water pump valves must also be off

If you are going to use gas to heat the water, then make sure you have turned on the gas at the bottles. Before lighting the hot water, service or switching on the electric for the hot water. You must turn on a hot tap to clear air from the hot water tank! When the water flows without air gushing out, turn the tap off. You are now ready to switch on the hot water.

When using gas, switch the gas switch on, the red light will flash. The piezo auto light will then light the gas, the light will flash until the unit is lit. Note: it may take several times to lite before the unit stays lit.



Both the gas and electric heating elements can be controlled from inside the caravan and can be operated simultaneously to improve the hot water recovery time if needed.

You can turn the hot water 240 volt on and off using the hot water electric switch.

When using gas, the water will heat much faster, we suggest that you turn the gas switch off when you finish using the

Hot water and relight when needed, you will save a lot of gas!

FOR QUICK RECOVERY BOTH HEATING SOURCES CAN BE USED.

AIR CONDITIONING, PLEASE NOTE:

Your caravan is fitted with a reverse cycle air conditioner. Its primary job is to cool the van.

We recommend that you carry a small electric fan heater to help heat your caravan in exceptionally low temperatures. The other option is to have a Diesel heater fitted to your caravan which will provide heat in any condition. Ask us at Safari caravans for information on the Diesel heating.

Tips to increase the efficiency of your air conditioner:

Roll out the awning on the sun side to increase the efficiency of the air conditioner. Also fitting a shade wall on the off side of the caravan will reduce the heat inside your caravan.

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Closing the ensuite door will reduce the heat in your van as well.

Closing the roof blinds and curtains will also reduce the heat in your caravan.

Note: the air conditioner will be noisier when used in heat mode

Compressor on / off will make a banging noise.

Roll out awning instructions

To roll out the awning, loosen knob and release clip lock. (Figure 1) Click the drum selector to the roll out position (figure 2)

Roll out the awning using the pull strap in (figure 3). Slide the rafter arms up the main arms until they lock into position (figure 4). Then lift the main awning arms up using the lifting handle to set the desired height (figure 5). Tighten up the knob on the rafter arms.

Pack up in the reverse order. Make sure that when you lower the main arms the arm is bottomed out on the pin in the lower arm (figure 6)

Failure to follow the instructions in the order of set up or pack up can result in broken rafter arms or end sliders and is not covered by warranty.



Figure 1

Knob & release clip.



Figure 2

Awning drum selector.

Roll up / down



Figure 3

Awning strap.



Figure 4

Awning rafter arm



Figure 5

Main awning Arm.



Figure 6

Rafter arm pin.

GENERAL CLEANING ADVICE:

Cleaning roof and solar panels (if fitted). Use caution if you stand on the roof (not recommended). Only use mild car wash detergent, do not use truck wash or acidic cleaners. Do not use a pressure washer on the caravan. Always use gentle spray from a hose nozzle.

Important Aluminium roof information.

Aluminium roof sheets are 8' X 6' and lap joined. It is normal for the roof sheets to be wavy and buckle in warmer weather because the roof is a 'Floating roof' and only affixed at the corners. Aluminium expands and contracts greatly in varied temperature and is more pronounced on dark cladded vans.

Internal temperature of grey cladded vans will be higher than white cladded vans.

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Upholstery care:

Wash upholstery with warm soapy water only. Sunscreens and harsh chemicals can damage upholstery.

Caravans fitted with a stone guard

Stone guards will reduce the turning circle of your vehicle.

Care must be taken when making sharp turns as the stone guard can foul on the tow vehicle causing damage to your caravan and vehicle.

Care must be taken when reversing your caravan as your tow vehicle can hit the stone guard and cause damage to your caravan and tow vehicle.

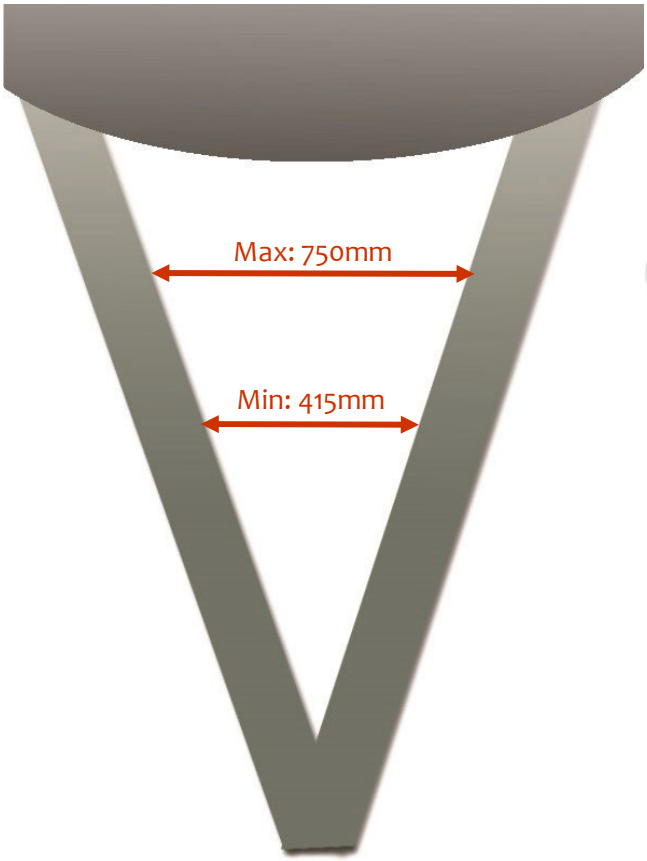
Safari Caravans is not responsible for any damage caused by turning to sharply or reversing to sharply.

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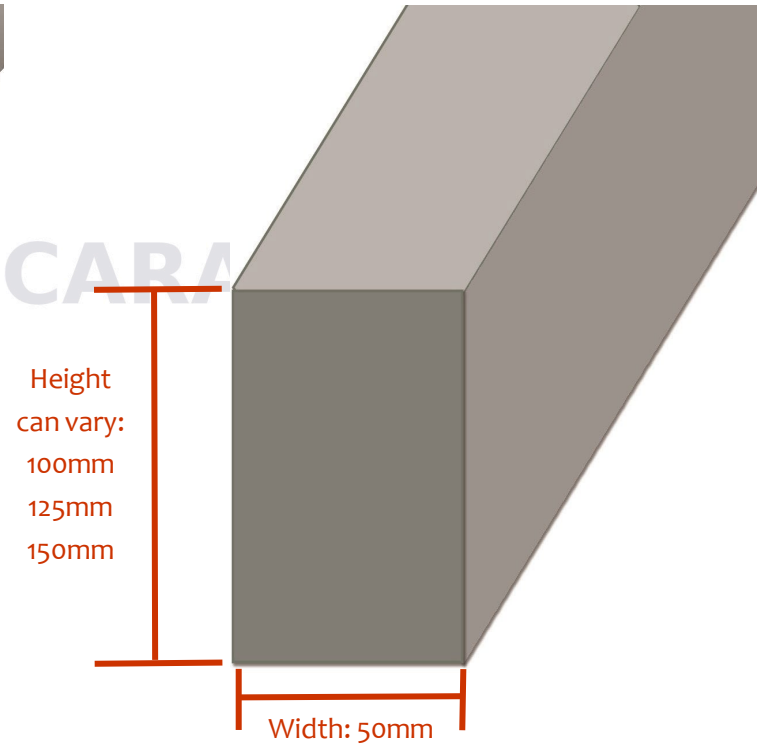
The stone guard has 2 pins for quick release in case you need to turn your van more sharply than normal.

Weight on Stone Shield (inclusive of mesh and mud flaps)		
Part Number and Description	**Gross Weight (kgs)**	**Net Weight (kg)**
450-06500 Caravan Stone Shield (2310mm x 500mm)	16.4	15.1
450-06510 Camper Stone Shield (2150mm x 500mm)	16.1	14.8

The Stone Shield can be fitted onto A-frames, provided it is between the widths below:



The U-brackets can fit onto A-frame bars, provided it is between the widths below:





For warranty terms and conditions, please contact a Coast to Coast branch in your state.

When installing the Stone Shield, allow sufficient room for rotation of jockey wheel handle.

***Note: Ensure you have sufficient clearance between your vehicle and your RV/Stone Shield—remember, you may need a wider turning circle when maneuvering your RV.**

SAFARI CARAVANS

Specifications are correct at time of printing and are subject to change without notice.

coastrv.com.au **coastrv.co.nz**

General fridge information

Always level your caravan when running the fridge.

Turn fridge on at least 24hrs before adding food.

Freezers must be defrosted regularly by turning fridge off until excess ice melts in freezer compartment. Place frozen items in lower fridge section to keep fridge cool when doing this. Open freezer door to thaw out freezer compartment, do not use metallic object to pick of ice.

Low 240-volt power supply at caravan parks in hot weather can cause the fridge to not maintain the correct temperature. Switch to gas if this is a problem.

Generator information

Use only quality inverter type generators. Always turn off all 240-volt appliances before starting your generator. Make sure the hot water service 240 volt is off. You should only use one electrical item at a time. High load appliances such as air conditioners or microwaves you must turn the eco throttle off on the generator.

Always turn the battery management off when using the generator to run appliances. Failure to do this can result in damage to the battery management unit. Electrical damage to the battery management is not covered by warranty.

SAFARI CARAVANS

Caravan weights

What the weights on your compliance plate mean:

- Tare weight: this is what the caravan weighs empty (no items, water, or gas)
- ATM: this is the maximum that your caravan can weigh. You cannot exceed this loaded weight.
- GTM: this is the maximum weight allowed on the axle group when the caravan is connected to the vehicle.
- Ball weight: this is the ball weight of the unloaded dry tare weight of the caravan: This will increase with loading.
- It is the sole responsibility of the licenced driver towing the caravan to ensure that the caravan weights are not exceeded, and that the towing capacity of the tow vehicle is not exceeded.

Changing a wheel

Always have the caravan connected to the tow vehicle when jacking up the caravan. Always use jacking points to jack caravan. Never go under the caravan when jacked up. Always tension the wheel nuts in order as per diagram. Always re-check wheel nut tension at regular intervals as per wheel nut torque procedure.

Caravan tire wear:

Caravans generally will require new tires after approximately 30-35000 kms or 4 years regardless of kilometres travelled.

It is normal for tandem axle caravans to scrub tires in an irregular wear pattern, as the trailing tires can't turn when you are turning and will 'screw as they rotate'. Also load sharing suspension will allow the axles to pivot as the suspension compresses from undulations in the road causing them to be in a different alignment from front to back as the suspension goes up and down.

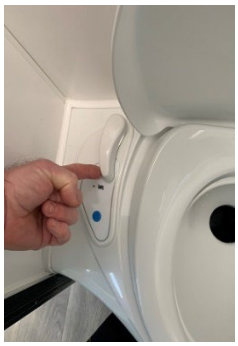
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When jacking the caravan, always use the jacking point. Jacking the caravan from under the axles will bend them.

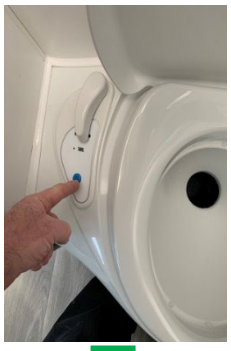
Always inspect your tires for wear, have them rotated when servicing your caravan. Check tire pressures often as tires will wear prematurely if the pressure is too low. If loading the caravan heavy, then run an extra 5 to 10 psi in each tire.

Tyre wear is not covered by warranty

Basic toilet use (cassette toilet with flush reservoir)



Use toilet, then flush



Wait 15 seconds, close blade valve



To fill flush reservoir, swing out filling arm, remove cap, add chemical and water. Note it is a slow fill



To remove waste cassette, close blade valve



Lift release clip and slide cassette out



Remove waste cap, empty cassette, push air release valve as you empty, hose out cassette, add tank chemical and slide back in



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Basic toilet use (fresh water flush toilet)

Open blade valve by moving lever to the right, use toilet



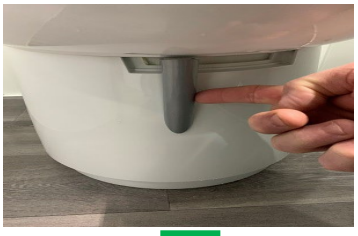
Then flush the toilet, do not over press the button, its electronic



After flushing, wait 15 seconds, then close the blade valve to the left



To empty or remove cassette, first make sure blade valve is closed, all the way to the left



Lift cassette handle, slide cassette out



Remove cap for chemical adding or emptying waste, press and hold the air bleed button when emptying the waste. Hose out cassette at dump point, add new chemical





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Grey water tank if fitted.

Leave grey water tank valve open and use your sullage hose as normal.

If you enter an area that requires the use of the grey water tank, and then close the valve, keep in mind that your tank only has a capacity of 95ltrs.

Make sure you empty the tank at the earliest possible convenience.

We recommend that you flush the tank on a regular basis to reduce smell from the tank. Put some toilet bottom tank chemical down the sink with the valve shut at the tank and run hot water into the tank, leave it for a few hours then dump the water from the tank and re-flush tank.

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TOOLBOXES:

Toolboxes art not water or dust proof.

Chrome plated handles are subject to rust, apply waterproof grease to handle regularly.

Caravans fitted with front load washing

machines must be level with the corner stands in position.

Front load machines will vibrate, more on spin mode.

Run machine on lowest spin setting.

If you run the machine with too little or too much in them, they can go out of balance.

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Stop the machine and re arrange the load if the vibration is excessive.

A kinked waste hose or hose with less than 25mm I/D will make the machine leak on spin / pump out. Always check waste hose before running the machine.

Front loader detergent must be used.

Suspensions and tyre wear

All types of Caravan suspension

All caravan suspension will require a wheel alignment check and adjustment if required at any signs of tyre wear.

Wheel alignment is not covered by warranty. All alignment charges are the responsibility of the caravan owner.

SAFARI CARAVANS

The caravan owner should check the tyre pressures regularly.

The caravan owner should inspect the tyres for wear and have the wheel alignment checked if tyre wear is evident.

Check tyre pressure and wheel nut tension regularly.

Diesel Heater care (if fitted):

Run diesel heater for 10 minutes once per month on highest setting.

We recommend adding chemtech diesel power or similar diesel fuel conditioner additive at the rate of 10 to 20ml per full tank, available at Burson auto parts, supercheap auto, repco ect.

Do not use Alpine rated diesel in your diesel heater.

Issues caused by dirty fuel are not covered by warranty.

Fuel filter should be replaced annually or earlier if required.

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Steam coming from the exhaust after starting up is normal.

White smoke is usually caused by water in the diesel, or extreme cold start up.

Do not turn on diesel heater if your caravan is in long grass.

Diesel can freeze in extremely low temp.

Northern RV Plumbing Pty Ltd
Unit 1 / 36 Merri Concourse
Campbellfield Vic 3061
Ph: 03 9357 5155
Fax: 03 9357 5156
ABN No. 18 727 343 979

WARRANTY

Northern RV Plumbing Pty Ltd will warrant for a period of 12 months, any part or component of the Caravan that is related to the Plumbing and Installation of components and accessories fitted by Northern RV Plumbing Pty Ltd.

In the event of a warranty issue, before any warranty work is carried out by the owner or a Caravan Repairer, you must obtain approval from Northern RV Plumbing Pty Ltd.

If any repair is done without our approval the warranty will become null and void and will not be paid for.

In the event of a warranty claim please contact the office on the above number and Northern RV Plumbing will organise the part or a registered service agent/caravan repairer to carry out the repair to your Caravan.

Regards

David Slorach
Northern RV Plumbing Pty Ltd.

Main Warrantor phone numbers:

Dometic products Ph: 1800 212121

Camec products Ph: (03)97996455

Any plumbing issues: call Safari caravans first.

Northern RV Plumbing Ph: (03) 9357 5155

Swift hot water services, rangehoods and cooktops/ovens: Ph: (03) 93593068

SAFARI CARAVANS

Thetford Toilets & Hatch's Ph: (03) 9358 0700

Swift Appliances: Cook Tops, Ovens, BBQ's & Range hoods. Ph: (03) 9359 3068

NCE products: 1300366024

If in doubt call Safari Caravans Service Centre on (03) 5334 8194 line 2 for advice.

Warranty information

NOTE: NO Warranty work can be performed without prior authority from Safari caravans or the appliance manufacturer. If you choose to pay for repairs without prior authority from the warrantor, you will not be reimbursed for such repairs. Safari Caravan's or any of the warrantors, do NOT cover the cost of a call out fee. Should you choose not to tow your caravan to the service agent, you will incur a call out fee.

Do not leave any water related warranty unresolved, as further damaged caused by failure to have the problem solved may result in damage not covered by warranty.

SAFARI CARAVANS

Caravans are made from 100's of separate components which all have their own warranty and warranty procedures. Refer to the appliance warranty booklets for warranty information about appliances.

Warranty period is 12 months' full warranty from date of pick up. Some appliances have a longer warranty: refer to the maker's warranty.

3-year manufacturers structural warranty starts from date of delivery, all services must be done on time to retain the warranty. Failure to do so will void the manufacture warranty.

See warranty terms and conditions.

Warranty procedure Must be followed:

- Check to see if the problem is covered by warranty and is not a service or maintenance adjustment.
- Check to see if the warranty issue is covered by Safari caravans or appliance maker.
- Your instruction guide has the phone numbers of the main warrantors in it, but we suggest that you call Safari Caravans first in case we can troubleshoot the issue over the phone.
- If we can't help you over the phone, we will direct you to the appropriate person as fast as possible.
- To avoid stress, arguments or disappointment please **Do not** just go ahead and get any repairs made without making a phone call to the appropriate warrantor as you will not be reimbursed for any unauthorised repairs. Please make a note of the person that you spoke to and get any work authorised via email. Safari **and Safari Caravans will not reimburse you if you decide to repair items without authorisation** from the warrantor as we cannot authorise repairs on their behalf.
- **Please be patient if you encounter a problem on a weekend as most of the suppliers and service outlets are unavailable on weekends or public holidays.**
- In most cases you will need to take the caravan to an authorised repairer, otherwise you will incur a call out fee which will not be reimbursed for.
- Make sure you have a copy of your invoice and service documents in the caravan as they will be required for warranty purposes.
- Depending on the warrantor, you as the owner of the caravan may have to call the warrantor yourself in order to obtain the warranty as part of their procedures.
- Please make a phone call, rather than email, as sometimes your email may not be read and delay the process.
- If your issue can wait until you finish your trip and it is more convenient to have it rectified when you return or when your van is due for a service, then please still make a phone call to get the warranty authorised.

SAFARI CARAVANS

Manufacturer WARRANTY Terms and conditions

SAFARI CARAVANS 3 YEAR STRUCTURAL WARRANTY

Safari caravans have a 3-year structural caravan warranty. The warranty is applicable to the original purchaser only and is not transferable. See terms & conditions in your owner's handbook.

Factory 3-year structural warranty. What it covers & what it does not cover:

The factory structural warranty covers the original purchaser for the construction of the caravan by Safari caravans against faulty workmanship for the applicable warranty term from the date of delivery. Ie: wall framing, furniture & cabinet construction. Excludes components not constructed by safari caravans such as but not limited to, upholstery, gas or spring struts, hinges, locks, handles, chassis, appliances, plumbing, cladding, fading, glass, windows & accessories.

Safari caravans must be notified immediately if an issue occurs. The caravan owner must not continue to use the caravan in such a way that the issue may cause further damage.

The caravan owner must present the caravan to Safari caravans or its dealers for inspection, along with the required receipts for full servicing of the caravan at the required intervals. ie: not just under carriage service. Any water ingress caused by lack or poor servicing will not be covered under warranty.

The warranty does not cover chassis, chassis components, tires, wheel alignment – see chassis makers warranty for terms & conditions relating to them.

The warranty does not cover appliances, see appliance makers for terms & conditions .

The warranty does not cover damage caused from misuse, accident, flood or storm damage.

The warranty does not cover damage caused from body flex caused by off-road use. Ie cladding cracks

The warranty does not cover damage caused by creek crossings where the floor is immersed in water.

The caravan must be returned to the factory (safari caravans) or dealer at the owner's expense.

The warranty is void if the caravan has been re-cladded by a third-party repairer.

Safari caravans' structural warranty is 'back to factory' at the caravan owner's expense. If after an inspection it is agreed that the structures' fault is caused by faulty workmanship by Safari caravans, then the repair cost will be covered by Safari caravans. It is at the sole discretion of Safari caravans how the fault will be rectified, and the use of re-furbished or alternative parts may be used in the repair. Safari caravans will not pay expenses relating to travel, freight or accommodation in relation to any claim made under this warranty.

Safari caravans will not re reimburse for repairs carried out by a third party with out authorisation from Safari caravans.

The caravan must be maintained in accordance with the caravan service schedule as set out in the owner's guide by a registered business with an ABN. Logbook stamped & receipts kept. All maintenance costs are paid for by the purchaser.

APPLIANCE WARRANTY:

Appliance warranters terms, conditions and period of warranty are set by the appliance warrantor and are beyond the control of Safari caravans. You must follow the warranty terms / conditions as set out by the appliance warrantor. Safari caravans is not the warrantor of the appliances. Safari caravans or its dealers can assist with facilitating a warranty claim but can not determine if it is covered by warranty:

- **Call out fees or labour to remove an appliance is not covered by warranty**
- **Refrigerator: warranty: see makers terms and conditions**
- **Air conditioner warranty: see makers terms & conditions**
- **Dometic appliances: see makers terms and conditions**
- **Battery management system: see maker for terms & conditions**
- **Swift products: 1 year from date of purchase**
- **Batteries: see makers terms & conditions**
- **NCE products: see makers terms & conditions**
- **Northern RV plumbing: 12 months: see Northern RV for terms & conditions**
- **Upholstery warranty: 1 year from date of purchase. Fabric warranty see manufactures terms & conditions**
- **Chassis paint: 1 year from date of purchase. Does not cover stone chipping, corrosion or fading**
- **Cladding: 1 year from date of purchase. Does not cover corrosion or fading general wear & tear**
- **Decals: 1 year from date of purchase**
- **Awning: 1 year from date of purchase. Does not cover stretching / fading or physical damage**
- **Led lights: 1 year from date of purchase**
- **Windows: 12 months from date of purchase. Does not cover physical damage i.e. holes in screens / cracks from impact**
- **Entrance door: 12 months from date of purchase**
- **TV / Radio / speakers: 12 months from date of purchase**
- **Chassis 5-year structural warranty: See chassis manufactures terms & conditions**
- **Chassis warranty does not cover:**
- **Tyre wear**
- **Wheel alignment**
- **Bent axles**
- **Brake shoes**
- **Brake magnets**
- **Suspension system has a separate warranty depending on type / brand**
- **Commercial use warranty is 6 months from date of purchase: i.e. renting out your caravan.**

The caravan is a recreational vehicle designed for recreational use. Permanent living use will accelerate wear and tear and is not covered by warranty

SAFARI CARAVANS

Warranty service requirements

Your caravan must have the first **service at 5000km or 6months** whichever occurs first.

Then at 12months or 10'000km thereafter whichever occurs first.

Then every 12 months or 10'000kms thereafter

This must be performed in accordance with the service requirements by qualified Caravan industry registered business with an ABN.

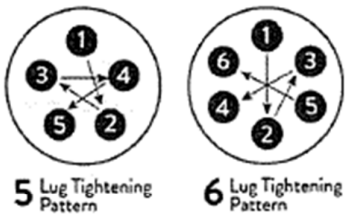
FAILURE TO HAVE THE SERVICING DONE WILL VOID YOUR WARRANTY

See service list of jobs for what needs to be done at service intervals.

SAFARI CARAVANS

Insurance repairs can also be booked in as we are authorised repairers for most Insurance companies, and our factory trained staff can restore your caravan to factory specification.

WHEEL NUT TORQUE SETTINGS FOR TRAILER APPLICATIONS



5 Lug Tightening Pattern 6 Lug Tightening Pattern

It is important to maintain proper torque specifications to provide safe and secure attachment of the wheel to the hub drum.

- Start all nuts by hand to prevent cross threading.
- Tighten nuts in three stages using a cross star pattern.
- Whenever wheels are removed and refitted the wheel nut torque should be checked. Wheel nuts should be tightened to the torque specified by the wheel manufacturer-140 N.m (newton meter)
- Always use a correctly calibrated manual torque wrench to check wheel nut torques.

WARNING: Do not use an impact/rattle gun to tighten wheel nuts. The wheel manufacturer recommends the wheel nut tension be checked every 100kms for the first 400kms of your initial trailer use.

WARNING: Incorrectly tightened or neglected wheel nut tension may result in wheel loosening and/or detachment. Consequences may include property damage, personal injury or death. If you have any concerns in relation to wheel nut tension, you should contact a professional immediately. A correctly calibrated manual torque wrench should be used for this work.

Wheel nut tension 140Nm

Tyre pressure minimum 50 PSI.

TROUNCE CARAVANS

5000km/up to 6 months – Then every

10,000km/12 MONTH SERVICE REQUIRERMENTS

All the following are maintenance related and not covered by warranty ALL SERVICES must include:

- Wheel bearing inspection, clean & repack or replace seals if required
- Check brake linings, wiring to brakes
- Inspect / grease spring hangers & bolts, grease if required
- Inspect suspension bushes
- Check and adjust park brake
- Check park brake cable
- Visual inspection of chassis
- Check operation of lights
- Check fridge vents
- Inspect awning mounts
- Check windows for tightness and water leaks
- Inspect gas lines.
- Inspect and clean a/c filters
- Check tyres & tyre pressures
- Grease jockey wheel bearing if required. Replace bearing if required (additional charge.)
- Inspect 'J' mould screws for silicon sealant and leaks apply more sealant if required
- Inspect roof hatch sealant, clean, and apply more sealant if required
- Check door catch adjustment, lock alignment and adjust if required
- Check, lubricate & adjust windows, blinds, roof hatches as required
- Check internal door / drawer locks / catches adjust if required
- Inspect shower screen surround silicon, clean & apply more silicon if required
- Lubricate external locks
- Rotate tires front to back
- Check tyres for unusual wear & report if a wheel alignment is required
- Door adjustments, hatch lubrication, window lubrication, awning arm adjustments
- Silicon spray toilet/shower fan hatch rubber seal for sticking
- Lubricate & adjust windguard antenna if required
- Check trailer plugs and front wiring harness for damage
- Replace service sticker interval on entrance door
- Check drop stands

SAFARI CARAVANS

Failure to do these services will void your warranty including the 3 year structural warranty

Caravan repair centers Business stamp with ABN must be stamped and dated below for warranty to be maintained. All service receipts must be kept as proof of service. All services are to the cost of the caravan owner. Failure to have these services done will void your warranty, including 3 years structure warranty.

5000km or 6-month service	12 months or 10’000km from date of purchase	12 months or 10’000kms
12 months or 10’000kms	12 months or 10’000km	12 months or 10’000kms
12 months or 10’000kms	12 months or 10’000kms	12 months or 10’000kms
12 months or 10’000kms	12 months or 10’000kms	12 months or 10’000kms

SAFARI CARAVANS

The First service (free of charge) has been done before delivery

100 to 300kms of travel date:

Component	Check/adjustment required
*Wheel nuts	Check for tightness using a quality tension (torque) wrench. Please refer to the wheel tightening procedure explained later in this booklet. Wheelnut tightness should be checked every 100km the first 500km.
*Suspension mounting bolts	Visual check to ensure bolts and locknuts are present and appear to be tight
*Control arm mounting bolts	Visual check to ensure bolts and locknuts are present and appear to be tight
*Electric Brakes	Check operation. Adjust brakes, as per the brake suppliers' instructions booklet.
*Park brake	Check cable adjustment by applying the parking brake. Use knurled knob on cable to adjust. If correct adjustment cannot be achieved, service and parking brakes must be adjusted as per the brake manufacturer's adjustment procedure.
*Tyres	Check tyre pressure. Where required, inflate/deflate to the correct pressure. Check for abnormal or uneven tread wear. If uneven or abnormal wear is present.
*A frame	Check for permanent distortion, cracks or separation of components.
*Tow coupling	Check coupling and coupling lock for damage and for correct operation. Check coupling mounting bolts to ensure all locknuts are present and appear tight.
*Wheel bearing	Check free play

Your caravan is due for its next service 6 months after delivery or 5000kms whichever is first. All maintenance services are at the purchaser's expense. See handbook for service requirements.

It is recommended that you inspect tyres for wear every 1000kms

And have a wheel alignment done if abnormal wear is seen.

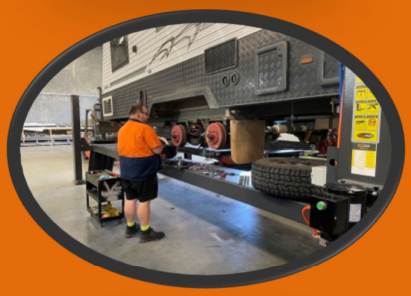
NOTES	

TROUNCE CARAVANS

Safari caravans is Australia's only factory authorised crash repair centre. Safari caravans works with all insurance companies to provide all insurance repairs that you may have. In the event that you may require to have your caravan repaired under insurance, simply contact your insurance company to make a claim, tell them that Safari caravans is your preferred repairer and they will issue you with a claim number. Contact the service centre to arrange assessment of the damage. Maintain your factory warranty with log book servicing at our repair centre.









CIL CARAVAN AND RV INSURANCE | Budget Direct | youi | wfi | CGU | LUCKY YOU'RE WITH AAMI | RACV | NRMA INSURANCE | Allianz

Service centre contact : P (03)53348194 press 2 for service depot

Email: warranty@Safari caravans.com.au

Business hours: Monday to Friday 8am – 4:30pm. Closed weekends / public holiday's

6 Production Drive Alfredton 3350

TROUNCE CARAVANS

12/08/2026