



CRUISEMASTER WARRANTY

Applicable to goods purchased 01/06/24 – Current

For goods purchased pre 01/06/24 refer the relevant Warranty documents available at www.cruisemaster.com.au/warranty-policy/

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1. GUARANTEE UNDER ACL

“Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.”

1.1 Warranty Statement

This Warranty Statement (**Warranty Statement**) provides warranty information about defective components (**Components**) either purchased directly from Cruisemaster Australia Pty Ltd ABN 010 033 762 (**CM**), AutoPacific Australia Pty Ltd (ABN 60 004 546 543) or other related entities by consumers (**Consumers**), or from dealers (**Dealers**), manufacturers (**Manufacturers**) or repairers (**Repairers**) that have subsequently embodied a Component in a Caravan or Trailer purchased by an end user (**End User**). Consumers and End Users are collectively referred to as owners (**Owners**). Terms that are shown in bold in this Warranty Statement have defined meanings. The term caravan (**Caravan**) is used to denote a caravan, camper trailer or other towed vehicle.

CM provides the warranties to Owners as contained in this Warranty Statement. The benefits set out in this Warranty Statement are in addition to any rights and remedies imposed by Australian Federal or State legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, modifying or restricting any Federal or State legislation applicable to the supply of goods that cannot be excluded, modified or restricted.

2. SUSPENSION ARM AND MOUNTING HARDWARE

In Section 2, the “Component/s” refers to the suspension arm and mounting hardware (such as shock absorber mounts and spring mounts) only.

2.1 Scope of Warranty

- 1) CM warrants that, subject to the exclusions and limitations contained herein, all Components supplied will be:
 - a. free from substantial defects in materials and workmanship, and
 - b. free from manufacturing defects,
 for the periods of time (Warranty Period) provided below.
- 2) If, before the end of the Warranty Period, a defect appears in the assembly or manufacture of a Component, and CM find the Component to be defective in materials or workmanship, CM will, at its discretion:
 - a. repair or replace the Component (or defective part of the Component) free of charge, or
 - b. cause the Component (or defective part of the Component) to be repaired or replaced free of charge.
- 3) CM may cause the defective Component to be replaced with parts and Components of a similar quality where an identical part is no longer available.
- 4) In replacing the defective Component, CM may use refurbished Components of the same or similar type rather than replacing the defective or damaged Component with a new one.

2.2 Warranty Period

- 1) For Consumers who purchase Components that are suspension arms and mounting hardware (excluding fasteners) directly from CM, the Warranty Period is **the “Lifetime” of ownership** from the date of purchase as shown on the invoice:
- 2) For End Users:
 - a. who purchase Components that are suspension arms and mounting hardware (excluding fasteners) that are incorporated in a Caravan, the Warranty Period is **the “Lifetime” of ownership*** from the date shown on the invoice from the Dealer or Manufacturer.
 - b. who purchased a Component that is a suspension arm or is mounting hardware (excluding fasteners) that a Repairer utilised in an existing Caravan, the Warranty Period is **the “Lifetime” of ownership*** the date on the Repairer’s invoice.
- 3) * “Lifetime” of Ownership is defined by CM as the life of the product while in the possession of the original Owner. The “Lifetime” period is not transferrable.
- 4) If ownership is passed from the original owner (end user) the warranty period reverts to thirty-six (36) months from the original date of purchase as detailed above.

2.3 Obligations of Cruisemaster

- 1) To provide (on request) information, to allow Manufacturers, Dealers, Repairers, and Owners to help determine the suitability and fitness for purpose of any particular Component.
- 2) To provide clear installation drawings and respective Consumer Information Sheets to enable Components to be installed correctly.
- 3) To provide information to an Owner (via the Manufacturer, Dealer, Repairer or CM’s website) outlining basic usage and maintenance requirements for the Component.
- 4) To pass on the details of any products not manufactured by CM (Products), which CM supplied, that are embodied in a Component, where the benefit of any warranty must be passed on to the Owner.

2.4 Obligations of Manufacturers, Dealers and Repairers

- 1) To fit the Component in accordance with installation drawings and Consumer Information Sheets supplied by CM.
- 2) To contact CM if there is any question as to the installation or appropriateness of a Component before its installation.
- 3) To affix any identification plates supplied by CM and pass on any material intended for the Owner.
- 4) To ensure that the Component is suitable for the Caravan it will be attached to as described in the initial specification and in the finished Caravan as a whole, considering its anticipated use.
- 5) To ensure that the suspension/chassis interface is sufficient.
- 6) To ensure that any wheel or wheel nuts/bolts are suitable.
- 7) To take into account any location requirements of the wheel, such as spigots and the relative size of the machined portion of the axle hub or brake compared to the wheel mounting face.
- 8) To ensure that the wheel alignment (toe-in and camber) of the Caravan is satisfactory for the Caravan and tyre combination prior to transfer of ownership to the Owner. CM recommends records be kept of these figures.
- 9) To provide the Owner with any information supplied by CM regarding basic usage and maintenance requirements for the Component.
- 10) To understand the specifications and capability of the Component and not mislead Owners about the likely performance of the Component.

2.5 Exclusions

The warranties contained in this Warranty Statement do not apply where:

- 1) CM did not manufacture the Component alleged to be defective.
- 2) after testing by CM, CM reasonably determines that the Component is not defective.
- 3) CM reasonably determines that the Component has been subject to abnormal conditions including, but not limited to, environmental conditions, temperature, water, fire, humidity or stress.
- 4) CM reasonably determines that the Component has been repaired, altered or modified by a repair agent that is not authorised by CM.
- 5) the alleged defect or damage is reasonably determined by CM to have been caused by a shock absorber fading, overheating.
- 6) the alleged damage or defect in the Component is limited to the cosmetic finish of the Component or the parts of the Caravan where the Component is placed.
- 7) the alleged defect has arisen, or damage to the Component has occurred:
 - a. because of the failure of the Manufacturer, Dealer, Repairer, Consumer or End User failing to properly use, maintain and install the Component in accordance with CM's instructions, recommendations and specifications, including applicable maintenance schedules and timeframes as provided in any Customer Information Sheet.
 - b. as a result of an accident, collision, abuse, excessive speed, hard impact, corrosion, normal wear and tear, neglect, water damage, improper maintenance, improper installation (where CM has not installed the Component), misalignment, improper wheel nut torque, bearing failure, hub imbalance or any damage caused by alteration or overloading.
 - c. as a result of the Component being used other than for the purpose for which it was designed.
 - d. as a result of unauthorised parts or accessories being used in relation to the Component (where CM has not installed the Component).
 - e. as a result of the Manufacturer, Dealer, Repairer, Consumer or End User not complying with their obligations contained in this Warranty Document.
 - f. as a result of operating the Component in excess of its rating.
 - g. as a result of an alteration to the Component that has not been expressly authorised in writing by CM.
 - h. due to leaks from an air system or incorrect running height setting.

2.6 Warranty Procedure

- 1) If an Owner wishes to make a claim under a warranty set out in this Warranty Statement, the Owner must contact CM, the Manufacturer, Dealer or Repairer where the Component was purchased:
 - a. as soon as practical after the defect becomes apparent, and
 - b. prior to having the Component repaired or replaced.
- 2) Prior to any warranty claim being considered by CM, Owners will be requested to supply:
 - a. proof that they purchased the Component, when it was purchased and who it was purchased from.
 - b. photographs of the defect or damage to the Component.
 - c. maintenance records.
 - d. caravan usage.
 - e. loading details.
 - f. weigh bridge certificate or evidence of vehicle weight.

- 3) Owners are responsible for delivering Caravans (or the Components) to CM's authorised service centre as directed at their own cost.
- 4) If, after inspection and testing there is no defect found in the Component, the Owner will be responsible for payment of any reasonable fees associated with evaluating and testing the Component incurred by CM.

2.7 Limitation of Liability

- 1) Except as required under the Australian Consumer Law, CM:
 - a. will not be liable for any consequential, indirect, or incidental costs or damages, including loss of use or any other damages of any type arising out of a defective Component or for technical advice or assistance given or rendered by CM in connection with the manufacture, construction or supply of Components.
 - b. will not be liable for any consequential, indirect, or incidental costs or damages for any errors or mistakes in information that CM has supplied to Manufacturers, Dealer or Repairers that has subsequently passed on to the End Users.
 - c. will not be liable for any consequential, indirect or incidental costs or damages whatsoever arising out of the use or inability to use a Component, even if CM has been advised of the possibility of such damage or if such damage is foreseeable.
 - d. is not liable for any consequential losses of Owners, including, but not limited to, accommodation costs, loss of time, opportunity and incidental costs associated with claiming the benefit of this warranty.
- 2) The warranties in this Warranty Statement:
 - a. extend only to Owners of Components.
 - b. are in lieu of all other warranties, expressed or implied, including but not limited to the implied warranties of merchantability and fitness for purpose, which are expressly disclaimed (unless this is not permissible under the Australian Consumer Law).
- 3) CM does not assume responsibility for any promises, warranties, or representations made by Dealers, Manufacturers or Resellers beyond those expressed in this document or contained in the Australian Consumer Law.

3. NON-SUSPENSION ARM COMPONENTS

3.1 Scope of Warranty

- 1) CM warrants that, subject to the exclusions and limitations contained herein, all Components supplied will be:
 - a. free from substantial defects in materials and workmanship, and
 - b. free from manufacturing defects,for the periods of time (Warranty Period) provided below.
- 2) If, before the end of the Warranty Period, a defect appears in the assembly or manufacture of a Component, and CM find the Component to be defective in materials or workmanship, CM will, at its discretion:
 - a. repair or replace the Component (or defective part of the Component) free of charge; or
 - b. cause the Component (or defective part of the Component) to be repaired or replaced free of charge.

- 3) CM may cause the defective Component to be replaced with parts and Components of a similar quality where an identical part is no longer available.
- 4) In replacing the defective Component, CM may use refurbished Components of the same or similar type rather than replacing the defective or damaged Component with a new one.

3.2 Warranty Period

3.2.1 Major Suspension Components (Coil Springs, Shock Absorbers, Airbags and Hinge Spindles)

- 1) For Consumers who purchase Components, individually or as part of suspension system, that are major suspension components (coil springs, shock absorbers, airbags and hinge spindles) directly from CM, the Warranty Period is thirty-six (36) months from the date of purchase as shown on the invoice.
- 2) For End Users:
 - a. who purchase Components that are major suspension components (coil springs, shock absorbers, airbags and hinge spindles) incorporated in a Caravan, the Warranty Period is thirty-six (36) months from the date shown on the invoice from the Dealer or Manufacturer.
 - b. who purchased a Component that is a major suspension component (coil springs, shock absorbers, airbags and hinge spindles) that a Repairer utilised in an existing Caravan, the Warranty Period is thirty-six (36) months from the date on the Repairer's invoice.

3.2.2 Minor Suspension Components (Bushes & Other Small Parts)

- 1) For Consumers who purchase Components, individually or as part of suspension system, that are minor suspension components (bushes, and other small parts) directly from CM, the Warranty Period is twelve (12) months from the date of purchase as shown on the invoice.
- 2) For End Users:
 - a. who purchase Components that are minor suspension components (bushes, and other small parts) incorporated in a Caravan, the Warranty Period is twelve (12) months from the date shown on the invoice from the Dealer or Manufacturer.
 - b. who purchased a Component that is a minor suspension component (bushes, and other small parts) that a Repairer utilised in an existing Caravan, the Warranty Period is twelve (12) months from the date on the Repairer's invoice.

3.2.3 Cruisemaster Couplings (D035, D045, D065 Ranges)

- 1) For Consumers who purchase Components that are Cruisemaster couplings (D035, D045, D065 ranges) directly from CM, the Warranty Period is sixty (60) months from the date of purchase as shown on the invoice.
- 2) For End Users:
 - a. who purchase Components that are Cruisemaster couplings (D035, D045, D065 ranges) incorporated in a Caravan, the Warranty Period is sixty (60) months from the date shown on the invoice from the Dealer or Manufacturer.
 - b. who purchased a Component that is a Cruisemaster coupling (D035, D045, D065 ranges) that a Repairer utilised in an existing Caravan, the Warranty Period is sixty (60) months from the date on the Repairer's invoice.
 - c. who purchased a Component that is a Cruisemaster coupling (D035, D045, D065 ranges) via a recognised retailer, the Warranty Period is sixty (60) months from the date on the Repairer's invoice.

3.2.4 Cruisemaster Coupling Locks (DO35, DO45 Security Locks)

- 1) For Consumers who purchase Components that are Cruisemaster coupling locks (DO35, DO45 ranges) directly from CM, the Warranty Period is sixty (12) months from the date of purchase as shown on the invoice.
- 2) For End Users:
 - d. who purchased a Component that is a Cruisemaster coupling locks (DO35, DO45 ranges) via a recognised retailer, the Warranty Period is sixty (12) months from the date on the Repairer's invoice.

3.2.5 Cruisemaster Stands

- 1) For Consumers who purchase Components that are Cruisemaster stands directly from CM, the Warranty Period is thirty-six (36) months from the date of purchase as shown on the invoice.
- 2) For End Users:
 - a. who purchase Components that are Cruisemaster stands incorporated in a Caravan, the Warranty Period is thirty-six (36) months from the date shown on the invoice from the Dealer or Manufacturer.
 - b. who purchased a Component that is a Cruisemaster stand that a Repairer utilised in an existing Caravan, the Warranty Period is thirty-six (36) months from the date on the Repairer's invoice.

3.2.6 Leaf Springs

- 1) For Consumers who purchase Components that are leaf springs directly from CM, the Warranty Period is twenty-four (24) months from the date of purchase as shown on the invoice.
- 2) For End Users:
 - a. who purchase Components that are leaf springs incorporated in a Caravan, the Warranty Period is twenty-four (24) months from the date shown on the invoice from the Dealer or Manufacturer.
 - b. who purchased a Component that is a leaf spring that a Repairer utilised in an existing Caravan, the Warranty Period is twenty-four (24) months from the date on the Repairer's invoice.

3.2.7 Axles, Explorer Mounting Kits, Xtreme Mounting Kits

- 1) For Consumers who purchase Components that are axles, Explorer mounting kits or Xtreme mounting kits, directly from CM, the Warranty Period is twelve (12) months from the date of purchase as shown on the invoice.
- 2) For End Users:
 - a. who purchase Components that are axles, Explorer mounting kits or Xtreme mounting kits incorporated in a Caravan, the Warranty Period is twelve (12) months from the date shown on the invoice from the Dealer or Manufacturer.
 - b. who purchased a Component that is an axle, Explorer mounting kit or Xtreme mounting kit that a Repairer utilised in an existing Caravan, the Warranty Period is twelve (12) months from the date on the Repairer's invoice.

3.2.8 Cruisemaster All-Terrain Electric Drum Brakes & Hydraulic Disc Brake Systems

- 1) For Consumers who purchase Components that are Cruisemaster All-Terrain Electric Drum Brakes and Hydraulic Disc Brake Systems directly from CM, the Warranty Period is twelve (12) months from the date of purchase as shown on the invoice.
- 2) For End Users:

- a. who purchase Components that are Cruisemaster All-Terrain Electric Drum Brakes and Hydraulic Disc Brake Systems incorporated in a Caravan, the Warranty Period is twelve (12) months from the date shown on the invoice from the Dealer or Manufacturer.
- b. who purchased a Component that is a Cruisemaster All-Terrain Electric Drum Brakes and Hydraulic Disc Brake System that a Repairer utilised in an existing Caravan; the Warranty Period is twelve (12) months from the date on the Repairer's invoice.

3.3 Obligations of Cruisemaster

- 1) To provide (on request) information, to allow Manufacturers, Dealers, Repairers, and Owners to help determine the suitability and fitness for purpose of any particular Component.
- 2) To provide clear installation drawings and respective Consumer Information Sheets to enable Components to be installed correctly.
- 3) To provide information to an Owner (via the Manufacturer, Dealer, Repairer or CM's website) outlining basic usage and maintenance requirements for the Component.
- 4) To pass on the details of any products not manufactured by CM (Products), which CM supplied, that are embodied in a Component, where the benefit of any warranty must be passed on to the Owner.

3.4 Obligations of Manufacturers, Dealers, Repairers and End Consumer

- 1) To fit the Component in accordance with installation drawings and Consumer Information Sheets supplied by CM.
- 2) To contact CM if there is any question as to the installation or appropriateness of a Component before its installation.
- 3) To affix any identification plates supplied by CM and pass on any material intended for the Owner.
- 4) To ensure that the Component is suitable for the Caravan it will be attached to as described in the initial specification and in the finished Caravan as a whole, considering its anticipated use.
- 5) To ensure that the suspension/chassis interface is sufficient.
- 6) If the component is an axle, stub axle, hub or brake drum:
 - a. To ensure that any wheel or wheel nuts/bolts are suitable.
 - b. To take into account any location requirements of the wheel, such as spigots and the relative size of the machined portion of the axle hub or brake compared to the wheel mounting face.
 - c. To ensure that the wheel alignment (toe-in and camber) of the Caravan is satisfactory for the Caravan and tyre combination prior to transfer of ownership to the Owner. CM recommends records be kept of these figures.
 - d. To provide the Owner with any information supplied by CM regarding basic usage and maintenance requirements for the Component.
 - e. To understand the specifications and capability of the Component and not mislead Owners about the likely performance of the Component.
- 7) If the components are a DO35, DO45 or DO65 Coupling
 - a. To ensure mounting fasteners are sufficient for the application.
 - b. The mounting fasteners cannot come in contact with ground in the event of de-coupling event.
 - c. Ensure the mounting fasteners are tightened to the specified torque.
 - d. The coupling is has the correct rating for the trailer on which it is to be fitted.
 - e. The vehicle side hitch/ tow ball mount is suitable for the application and does interact with the drawbar such that a lateral bending moment is applied to the coupling.

3.5 Exclusions

The warranties contained in this Warranty Statement do not apply where:

- 1) CM did not manufacture the Component alleged to be defective.
- 2) after testing by CM, CM reasonably determines that the Component is not defective.
- 3) CM reasonably determines that the Component has been subject to abnormal conditions including, but not limited to, environmental conditions, temperature, water, fire, humidity or stress.
- 4) CM reasonably determines that the Component has been repaired, altered or modified by a repair agent that is not authorised by CM.
- 5) the alleged damage or defect in the Component is limited to the cosmetic finish of the Component or the parts of the Caravan where the Component is placed.
- 6) the alleged defect has arisen, or damage to the Component has occurred:
 - a. because of the failure of the Manufacturer, Dealer, Repairer, Consumer or End User failing to properly use, maintain and install the Component in accordance with CM's instructions, recommendations and specifications, including applicable maintenance schedules and timeframes as provided in any Customer Information Sheet.
 - b. as a result of an accident, collision, abuse, excessive speed, hard impact, corrosion, normal wear and tear, neglect, water damage, improper maintenance, improper installation (where CM has not installed the Component), misalignment, improper wheel nut torque, bearing failure, hub imbalance or any damage caused by alteration or overloading.
 - c. as a result of the Component being used other than for the purpose for which it was designed.
 - d. as a result of unauthorised parts or accessories being used in relation to the Component (where CM has not installed the Component).
 - e. as a result of the Manufacturer, Dealer, Repairer, Consumer or End User not complying with their obligations contained in this Warranty Document.
 - f. as a result of operating the Component in excess of its rating.
 - g. as a result of an alteration to the Component that has not been expressly authorised in writing by CM.
 - h. due to leaks from an air system or incorrect running height setting.

3.6 Warranty Procedure

- 1) If an Owner wishes to make a claim under a warranty set out in this Warranty Statement, the Owner must contact CM, the Manufacturer, Dealer or Repairer where the Component was purchased:
 - a. as soon as practical after the defect becomes apparent, and
 - b. prior to having the Component repaired or replaced.
- 2) Prior to any warranty claim being considered by CM, Owners will be requested to supply:
 - a. proof that they purchased the Component, when it was purchased and who it was purchased from.
 - b. photographs of the defect or damage to the Component.
 - c. maintenance records.
 - d. Caravan usage.
 - e. loading details.
 - f. Weigh bridge certificate or evidence of vehicle weight.
- 3) Owners are responsible for delivering Caravans (or the Components) to CM's authorised service centre as directed at their own cost.

- 4) If, after inspection and testing there is no defect found in the Component, the Owner will be responsible for payment of any reasonable fees associated with evaluating and testing the Component incurred by CM.

3.7 Limitation of liability

- 1) Except as required under the Australian Consumer Law, CM:
- a. will not be liable for any consequential, indirect, or incidental costs or damages, including loss of use or any other damages of any type arising out of a defective Component or for technical advice or assistance given or rendered by CM in connection with the manufacture, construction or supply of Components.
 - b. will not be liable for any consequential, indirect, or incidental costs or damages for any errors or mistakes in information that CM has supplied to Manufacturers, Dealer or Repairers that has subsequently passed on to the End Users.
 - c. will not be liable for any consequential, indirect or incidental costs or damages whatsoever arising out of the use or inability to use a Component, even if CM has been advised of the possibility of such damage or if such damage is foreseeable.
 - d. is not liable for any consequential losses of Owners, including, but not limited to, accommodation costs, loss of time, opportunity and incidental costs associated with claiming the benefit of this warranty.
- 2) The warranties in this Warranty Statement:
- a. extend only to Owners of Components; and
 - b. are in lieu of all other warranties, expressed or implied, including but not limited to the implied warranties of merchantability and fitness for purpose, which are expressly disclaimed (unless this is not permissible under the Australian Consumer Law).
- 3) CM does not assume responsibility for any promises, warranties, or representations made by Dealers, Manufacturers or Resellers beyond those expressed in this document or contained in the Australian Consumer Law.

4. CONTACT

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