



# LDV RV WARRANTY TERMS AND CONDITIONS

These warranties are provided by Ateco Automotive Pty Limited ABN 34 000 486 706 (**Ateco**) of 2A Hill Road, Lidcombe, NSW, 2141, PO Box 7517, Silverwater, NSW, 1811, Telephone: 1800 709 832, email: [info@ldvautomotive.com.au](mailto:info@ldvautomotive.com.au) as the authorised importer/distributor of LDV products in Australia.

The benefits conferred by these warranties are in addition to other rights and remedies of a consumer under a law in relation to the product. All other conditions and warranties express or implied are hereby excluded. No other person or persons are authorised by Ateco to offer or give on its behalf any other or greater warranties than that given by Ateco under these warranties. 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.

Your new LDV RV comes with three (3) different warranty conditions, as follows.

## **New Vehicle Manufacturer Warranty (7 years or 200,000 km) – Series 2**

Your LDV RV has the backing of seven (7) years or 200,000km (whichever occurs first) New Vehicle Warranty.

The New Vehicle Manufacturer Warranty relates to the engine, transmission, driveline and core vehicle components.

The New Vehicle Manufacturer Warranty is transferable to second and subsequent owners of the LDV RV for its remaining balance.

Note: For the terms, conditions and exclusions of the New Vehicle Manufacturer Warranty, please refer to your Deliver 9 Service & Warranty Booklet.

The New Vehicle Manufacturer Warranty does not provide coverage for the LDV Campervan component. Please see the LDV RV Campervan Build Warranty - Interior and Exterior (2 Years) below for warranty conditions relating to the LDV Campervan.

## **Important information on LDV RVs:**

It is noted that LDV RVs are not designed for hard impact or heavy landings, for rutted roads and tracks or for use on four-wheel-drive-only tracks or on other similarly unsuitable surfaces and should not be operated on such roads and tracks. Always take care to prepare for driving on unsealed roads by understanding the road conditions and the associated driving requirements including tyre pressures. Driving at a safe speed and with extra care and attention according to road, weather and travel conditions is required on uneven and rough surfaces.

In the course of using an LDV RV for limited off-road use, the following are not covered under warranty:

- (a) impact and/or stone damage to body, chassis and running gear;
- (b) any damage caused or contributed to by water crossings;
- (c) Soiled fabrics and fitments (internal & external) from dust or other airborne substances;
- (d) any damage caused by dislodgement of appliances and fittings resulting from use on corrugated or uneven surfaces;



- (e) any loss or damage costs caused or contributed to by use on roads and tracks described above as unsuitable;
- (f) damage to personal items;
- (g) any general damage arising from misuse, neglect, or accident;
- (h) any damage or failure that is caused or contributed to by overloading the LDV RV; and
- (i) wheel alignment and normal service and maintenance items, for which the owner is responsible.

LDV RVs have been designed for recreational use only and not for permanent residence or living. Wear and tear is accelerated when used for permanent residential living. Any damage that is caused or contributed to by such accelerated wear and tear will not be covered under warranty. The above is not an exhaustive list of warranty exclusions; further details and exclusions are provided below and in the New Vehicle Manufacturer Warranty set out in your Deliver 9 Service & Warranty Booklet.

### **LDV RV Campervan Build Warranty - Interior and Exterior (2 Years)**

Components relating to the LDV RV Campervan build, including both interior and exterior items are covered by a two (2) year RV Campervan Build Warranty – Interior and Exterior. This commences from the date of first sale of the LDV RV, which is the earliest of any one of the following:

1. the date the LDV RV is put into commercial use (demonstrators included); or
2. the date the LDV RV is first registered for road use; or
3. the date of the contract of sale or otherwise when title in the LDV RV has passed to a third party not being an authorised dealer in LDV's dealer network.

This RV Campervan Build Warranty – Interior and Exterior covers the following items of the Campervan component itself:

- Awning
- Fresh water tank and water filler
- Grey water tank
- Water tanks drain valves
- External voltage connection
- Toilet housing carrier
- Diesel heater system
- Electric sidestep
- Cabinetry
- Furniture
- Interior walls and linings

For the avoidance of any doubt, the above items are covered by this two (2) year RV Campervan Build Warranty – Interior and Exterior and not by the New Vehicle Manufacturer Warranty referred to above. If within this two (2) year warranty period, a defect occurs to any part(s) listed above (and the exclusions set out in this document do not apply) and any such part(s) shall



be found to be defective in material or workmanship, then such part(s) shall be repaired or replaced in Ateco's sole discretion by an Authorised LDV RV dealer on behalf of Ateco, free of charge. You can find a list of Authorised LDV RV Dealers at [www.ldvautomotive.com.au](http://www.ldvautomotive.com.au).

Ateco is not obligated generally or under this RV Campervan Build Warranty – Interior and Exterior, to install or fit the same components or parts as originally supplied, and where appropriate, will instead install or supply current or refurbished components or parts of similar quality, grade, and composition.

### ***Procedure for Warranty Claim***

To claim on this RV Campervan Build Warranty - Interior and Exterior, the LDV RV and this booklet must be delivered by the owner at their expense to an Authorised LDV RV Dealer, and delivery of the LDV RV after completion of the repair shall be taken by the owner at their expense at the workshop in question.

### ***Special Conditions***

Special conditions relating to your RV Campervan Build Warranty - Interior and Exterior are listed below:

- LDV RVs used for rental, hire or in a commercial application do not receive the benefit of this two (2) year RV Campervan Build Warranty – Interior and Exterior. Rather, they receive a one (1) year RV Campervan Build Warranty – Interior and Exterior on the terms set out herein.
- Repairs undertaken by the owner or a repairer who is not an Authorised LDV RV Dealer will not be covered by this warranty. Payment for repairs or work by the owner or a repairer who is not an Authorised LDV RV Dealer will also not be recoverable under this warranty.
- All warranty considerations and approvals are subject to inspection of the LDV RV by an Authorised LDV RV Dealer.

### ***Exclusions***

Further to any other exclusions set out herein, the following are not covered under this RV Campervan Build Warranty - Interior and Exterior:

1. LDV RVs have been designed for recreational use only and not for permanent residence or living. When used for permanent residential living, wear and tear is accelerated. Damage arising or repair required from accelerated wear and tear will not be covered under this warranty.
2. When used for permanent or prolonged living and in circumstances when the LDV RV needs repairs or servicing, Ateco will not be liable for any alternative accommodation, transportation needs or arrangements.
3. Scratches, stone chips, surface rust or surface imperfections (internal & external) caused by normal wear and tear are not covered under this warranty.
4. This warranty does not apply to any LDV RV that has been subject to misuse, neglect, abnormal use, or use in a way that is not recommended by the manufacturer. Nor does it apply where the customer has caused or contributed to any damage or failed to take steps to prevent damage.
5. This warranty does not apply to normal servicing and to care and maintenance which are the owner's responsibility, including but not limited to:
  - a. General greasing or tightening of components;
  - b. Routine cleaning of air vents and appliance filters;
  - c. Cleaning of water tanks and pump;



- d. Checking tyre pressures;
  - e. Regular cleaning and maintenance of the exterior from road grime, salt or any other external influences; and
  - f. Damage or failure to external (or internal) surfaces arising from gloss finish protectants or cleaning products are not covered by this warranty. This includes damage or failure to other sections of the LDV RV where splash or spray drift has accidentally tainted surrounding surfaces and materials.
6. Condensation forming within the interior of the LDV RV is not a manufacturing defect, is not subject to this warranty and suggested solutions to lessen condensation are not subject to warranty repairs and considerations.
7. Unless defective in material or workmanship, fabric items, including but not limited to, canvas, canopies, window screenings, vinyl windows, cushions, furniture covers and mattress covers are not warranted against tears, punctures, shrinkage, softening, stretching, fading or soiling incurred during normal use.
8. Damages, defect or failure resulting directly or indirectly from the following are also not covered:
- a. Aftermarket or non-authorized manufacture alterations and modifications to the LDV RV;
  - b. Work carried out by unauthorized repairers or using unauthorized parts;
  - c. Accidents, deliberate damage, vandalism, theft or fire;
  - d. User negligence, misuse or abuse (e.g. tampering, overloading);
  - e. Failure to follow servicing/maintenance schedules or recommendations as set out in the Deliver 9 Service & Warranty booklet;
  - f. Water ingress from floods or deep-water fording;
  - g. Stone or debris impact, hail, windstorm, lightning, external fire or damage arising from environmental conditions and events;
  - h. Overloading the LDV RV and exceeding maximum towing capacities;
  - i. Incursions by vermin and other pests;
  - j. use on roads and tracks described above as unsuitable.
9. Damage arising or repairs required as a result of normal wear and tear.
10. Where there is no failure to comply with a consumer guarantee, this warranty does not cover incidentals including but not limited to phone calls, car rental, accommodation costs, loss of use of vehicle, inconvenience, loss of income and other consequential damages.

### **LDV RV Appliances Warranty (1 Year)**

Interior appliances within the Campervan are covered by a one (1) year Appliance Warranty. This commences from the date of first sale of the LDV RV, which is the earliest of any one of the following:

1. the date the LDV RV is put into commercial use (demonstrators included); or
2. the date the LDV RV is first registered for road use; or
3. the date of the contract of sale or otherwise when title in the LDV RV has passed to a third party not being an authorised dealer in LDV's dealer network.



This covers the following appliances:

- Microwave
- Induction Cook Top
- Refrigerator
- Toilet system
- Air conditioner
- RV Radio
- Solar panel
- Vent extractor system
- Smoke alarm
- Invertor AC DC
- Lithium battery
- Info screen unit RV controller
- Bathroom exhaust fan and light.

If within this 1 year warranty period, a defect occurs to any appliance(s) listed above (and the exclusions set out herein do not apply) and any such appliance(s) shall be found to be defective in material or workmanship, then such appliance(s) shall be repaired or replaced in Ateco's sole discretion by an Authorised LDV RV dealer on behalf of Ateco, free of charge. You can find a list of Authorised LDV RV Dealers at [www.ldvautomotive.com.au](http://www.ldvautomotive.com.au).

Ateco is not obligated generally or under this Appliance Warranty, to install or fit the same components or parts as originally supplied, and where appropriate, will instead install or supply current or refurbished components or parts of similar quality, grade, and composition.

#### ***Procedure for Warranty Claim***

To claim on this Appliance Warranty, the LDV RV and this booklet must be delivered by the owner at their expense to an Authorised LDV RV Dealer, and delivery of the LDV RV after completion of the repair shall be taken by the owner at their expense at the workshop in question.

#### ***Special Conditions***

Special conditions relating to your Appliance Warranty are listed below:

- Repairs to an LDV RV undertaken by the owner or a repairer who is not an Authorised LDV RV Dealer will not be covered by this warranty. Payment for repairs or work by the owner or a repairer who is not an Authorised LDV RV Dealer will also not be recoverable under this warranty.
- All warranty considerations and approvals are subject to inspection of the LDV RV by an Authorised LDV RV Dealer.

#### ***Exclusions***

The following are not covered under this Appliance Warranty:



1. This Appliance Warranty does not apply to any LDV RV that has been subject to misuse, neglect, abnormal use, or use in a way that is not recommended by the manufacturer. Nor does it apply where the customer has caused or contributed to any damage or failed to take steps to prevent damage.
2. This Appliance Warranty does not apply for any damage caused or contributed to by a failure by the customer to properly maintain items.
3. This Appliance Warranty does not apply to damage caused by dislodgement of appliances and fittings resulting from use on corrugated or uneven surfaces.
4. This Appliance Warranty does not apply to damage arising or repairs required as a result of normal wear and tear.
5. Where there is no failure to comply with a consumer guarantee, this warranty does not cover incidentals including but not limited to phone calls, car rental, accommodation costs, loss of use of vehicle, inconvenience, loss of income and other consequential damages.