



2021 WARRANTY

Congratulations on your recent purchase. We thank you for selecting our brand by purchasing a NewGen Caravan. As a company our ultimate objective is to give you a quality product, to be enjoyed for many years.

Our staff collectively have many years of experience in the RV industry. We use quality products and materials to provide you with a caravan designed to suit your needs.

To ensure continuous satisfaction for our customers, we pride ourselves on our aftersales service, standing by our products with our warranty program.



INDUSTRY OVERVIEW

NewGen Caravans is manufactured by our parent company Regent RV Pty Ltd (ABN 17 106 984 221) and has been providing quality caravans since 1991. As a company, our ultimate objective is to provide a guarantee that falls under the Australian Consumer Law. Under the Australian Consumer Law, you are entitled to a replacement or refund if there is a major failure and to compensation for reasonably foreseeable loss and damage. You are also entitled under the Australian Consumer Law to repair or replacement of your goods if they fail to be of acceptable quality and the failure does not amount to a major failure. Nothing in this Warranty is to be taken to exclude, modify or restrict any state or federal legislation applicable to the supply of goods and services, including the Australian Consumer Law, which cannot be excluded, modified, or restricted.

STRUCTURAL & MANUFACTURERS WARRANTY

NewGen warrants to the original purchaser of every new RV purchased that the RV, under normal use and maintenance, will be free from defects in material and workmanship, as specified in the guidelines below:

- 5-year structural warranty
- 2-year Material and Part warranty
- Appliances Warranty – see additional booklet or contact the specified supplier given below.

The foundation of this NewGen Structural Warranty is to cover under the expected use and specified servicing while following the “your obligations” section excluding the “what is not covered”.

- NewGen manufactured components.
- NewGen manufactured galvanized, painted, raptor coat chassis (excluding adjustments and rubber).
- NewGen manufactured walls and roofs (following the “Owners Obligations” information provided regarding walls and roofs). Newgen will cover delamination and cracking.
- ALKO Torsion Suspension (excluding adjustments)

The following items are not covered under NewGen Warranty.

- Water damage or ingress from floods or river crossings
- Impact or stone damage to body
- Wheel alignment if affected by large impacts.
- Off-road use, roads or tracks as described as not being suitable.
- Failures, defects and/or damage resulting from unauthorized modifications.

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The warranty applies to any defect relating to manufacture of your caravan. (i.e.: that which NewGen will be responsible for and that warranty will not relate to any other materials and products used, which are covered by supplier warranty)

The 5-year structural warranty for NewGen caravans will commence on the date of delivery of the caravan.

A claim under this warranty will only be considered if the NewGen is notified of the claim during the warranty period. This warranty is applicable to the original purchaser only and is not transferable.

Our NewGen range has not been specifically designed for Off-Road use. We manufacture our own chassis, floors, roof and walls which provide strength, durability for gravel roads and mild off-road conditions. Due to gas regulations, our RVs cannot claim to be water and dust proof. Therefore, our RVs should not be exposed to water crossing at floor level or above.

Towing at an appropriate speed to the conditions is advised according to the road and weather conditions. Our RV's have not been designed for extreme off-road use such as undulating 4WD tracks. Damage that occurs from unreasonable use is not covered by our warranty.

SUPPLIED COMPONENTS

NewGen advises you that some components – “equipment and fittings” supplied with your RV are not manufactured or imported by NewGen. These components are separately warranted by the businesses that are imported or manufactured by their respected businesses. The following components are provided to NewGen:

- Cooking Appliances
- Air-Conditioners
- AL-KO Suspension Components
- Tyres
- Refrigerators
- Rangehoods
- Toilets
- Hot Water Service & Heaters
- Stereo Systems
- Microwaves
- Battery Management Systems
- Solar Panels & Batteries

These components are not covered by NewGen Warranty, although, our NewGen team will assist you in any warranty claims if you have any difficulty with the manufacturer or importer. Please note that warranty periods vary for all components. NewGen is not subjected to any rights by Law to hold any responsibility or liability for any defects in workmanship or operation of separately warranted components.

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Please take the time to read the manuals provided in your owner's packet, which you would have received upon the purchase of your RV. The below information is to assist with the provided components to NewGen:

Dometic Australia Pty Ltd
1800 21 21 21
www.dometic.com/en-au/au/support/support-form

Thetford Australia
(03) 9358 0700
www.thetford-europe.com/au/dealers-service-centres

Coast to Coast
1300 COAST RV
www.coastrv.com.au/contact-us

CAMEC Pty Ltd
1300 422 632
www.camec.com/contact-camec

ALKO international Pty Ltd
(03) 9767 3700
www.alko.com.au/contact-us

WHAT IS NOT COVERED?

- Recreational use only. Using the RV for the permanent residential purpose may cause premature wear and tear, this is not warranted under NewGen or authorised repairs.
- NewGen will not warrant damage caused while the RV is loaned or hired to someone other than the original purchaser.
- Using the jockey-wheel for anything more than adjusting the height of the caravan, will not be warranted if the owner/s uses the jockey wheel as a handle or hitch to drag the caravan to a suitable arrangement.
- NewGen Caravans are built to be towed only by standard vehicles (AWD, 4WD, RWD, etc.) NewGen will not warrant damage caused by commercial trucks from strained suspension from the weight, rather than towing.
- This warranty does not warrant misused, neglected, or accident damage.
- This warranty does not warrant any standard maintenance that is the owner's responsibility of the upkeep of the RV (please see the section below of "Your Obligations")

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- NewGen will only warrant fabric items being a canvas, windows screenings, vinyl windows, cushions, and mattress covers if the material and workmanship are declared defective. NewGen will not warrant any tears, punctures, shrinkage, softening, fading, or soiling.
- This warranty will not warrant if condensation damage occurs to curtains, plywood finish, or tent sections are not treated immediately.
- Sealants will not be covered under this warranty after 12 months.
- This warranty will not warrant any physical appearance that occurs by UV exposure, Wear and Tear.
- NewGen will not cover any accommodation arrangement costs while repairs are in progress.
- NewGen will not cover the costs of the transportation for any repairs.
- NewGen will not cover bedding items (mattress, duvet covers, cushions) that are not warranted for tears, softening, or soiling.
- This warranty does not cover sofa covers for tears, punctures, and shrinkage.
- NewGen will not warrant any damage caused to benchtops such as chips, cracks, and the deterioration of sealant after delivery.
- NewGen will not warrant tears, rips, or holes in an awning.
- This warranty will not cover any damage resulting from the installation or fitting of options or accessories after the RV has left the manufacturing premises.
- This warranty will not warrant the following damages or failures resulting from:
 1. Accident, Theft, or Fire
 2. Uncommon environmental damage – stone strike, hail, windstorm (tornado, cyclone, etc.), lightening, external fire, flooding, acid rain, airborne fallout (chemicals, tree sap), stones, salt, rust, sand, road hazards explosions, tsunami or similar, cannot be claimed.
 3. Uncommon animal damage – pets, mammals, birds, fish, reptiles, amphibians, pests and insects.
 4. Axle and toe in alignments will not be warranted within the 3 months/1000km from the purchase date service period.
 5. Any unauthorised repairs and additions after the manufacture alterations

YOUR OBLIGATIONS?

As a new owner of a NewGen RV, there are a few things you need to know. It is essential to:

- Upkeep the servicing of tyres – tread wear, tyre pressure, tighten wheel nuts, inspect rims and tyres including, maintain greasing wheel bearings and tightening wheel nuts.
- Routinely clean filters such as air conditioners and water pumps.

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- Maintain Fiberglass maintenance for walls, roofs, carry bar, and conduit ducting as step by step follows.
1. Apply a small amount of polishing paste on the buff and spread the paste without the motor switched on over a small area.
 2. Start at the lowest rpm and lowly increase the rpm.
 3. Always keep the surface wet (the surface will get too hot if not kept wet)
 4. Always keep a consistent amount of pressure and even amount of paste.
 5. Clean the surface after finishing.

You must ensure that your caravan has had periodic services and maintenance checks and that all services are up to date. This will help prevent any conditions arising from neglect that are not covered by the warranty given by NewGen Caravans.

Bringing your caravan to the dealer or any authorised service centre may help you identify any defects in your caravan which you may not have noticed. Early identification of defects could help you get them rectified during the warranty period.

In this manual we have included the Periodical Maintenance Schedule which should be stamped and signed by your authorised repairer at the end of each service.

Service	Due Date / Kilometres (Whichever occurs first)
1st Service	3 Months or 1000km
2nd Service	12 Months or 10000km
3rd Service	24 Months or 20000km

Note: Ensure that you check the sealing of the roof, hatches and exterior fittings during your scheduled services. This would help you to secure the caravan from any potential water ingress and damage.

OWNERS RESPONSIBILITY

As an owner of a NewGen RV, you must follow guidelines for regular and appropriate maintenance. The owner must contact your NewGen dealer or NewGen immediately if an issue arises with your RV. Please advise the owner will need to have the RV available for the nearest authorised dealer or agent for inspection or testing (see section “what is not covered”). If issues are not attended to in a timely manner, they will not be covered by NewGen. Under this warranty, if any part of your NewGen RV is declared inadequate in material or workmanship during the provided warranty period, NewGen at its sole discretion, either.

- Replace or repair the appointed issues of the RV, or

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- Cause the RV or appointed issues of the RV to be repaired or replaced by a NewGen dealer or authorised repairer.

Warranty repair or parts replacement will be performed free of charge by an authorised NewGen repairer at its place of business within a reasonable time after delivery of the RV to the dealer or repairer in normal business hours. Where an on-site repairer is requested and such service is available, a service call fee may be applicable at the expense of the owner.

If you are in an area where there is an unauthorised dealer, your repairs can be repaired after written approval from NewGen. The payment may be required from the customer, where it can be reimbursement with receipt and invoice with correct details (must have chassis number) if approval was subjected to the customer. This warranty will not cover unauthorised establishments without prior written consent from NewGen in improvements or changes. NewGen has no obligation to install the same part originally supplied to and may use refurbished parts as a replacement if suitable.

Please advise that no individual including any dealer, agent, or representative is authorised to make any warranty work except to refer the purchaser to this warranty terms and conditions. NewGen makes no liabilities if any dealer, agent, or representative advises incorrectly without abiding by the terms and conditions written within this warranty.

HOW TO VALIDATE YOUR WARRANTY

In order to validate you will need to fill out in full the “Warranty Registration Form” below, scan and return to NewGen, warranty@regentrv.com.au

DECLARATIONS

Declaration by the purchaser:

I/We confirm that I/We have received, read, understand, and agree to the terms and conditions of this warranty outlined in this booklet and ***in particular I/We are aware of and note the Service Requirements.*** I/We certify that answers not in handwriting have been checked by me and are correct.

Signature:

Date:

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Declaration by the dealer:

I hereby confirm that the Caravan described has been delivered in a roadworthy condition and in accordance with the relevant Federal and State Legislation.

Selling Dealer or Broker:

Signature:

Date:

Inspection declaration by the purchaser:

I/We confirm that the dealer has provided us with and explained all the necessary handover information regarding the caravan, I/We have inspected the Caravan and I/We are satisfied that the Caravan is of sound quality and is free from defects in material and workmanship.

Signature:

Date:

Handover Declaration by the Dealer:

I confirm that I have provided the Purchaser with and explained all the necessary handover information regarding the Caravan.

Signature:

Date:

HOW TO MAKE A CLAIM (WARRANTY PROCESS)

1. If work under this warranty is required, the Purchaser should immediately contact the nearest authorised NewGen dealership, or NewGen address listed at the bottom of every page NewGen will not reimburse costs of repairs performed by other companies without prior written constant and approval from NewGen.
2. Any warranty claim must be accompanied by:
 - Proof of Purchase.
 - Full details of the alleged defect.
 - Appropriate documentation (such as historical, graphic data and maintenance records).
3. The purchaser must make the Caravan available to NewGen or the authorised NewGen Dealership at the nominated repair agents and/or dealership yard for inspection and testing. If such an inspection finds no defect in the Caravan, the purchaser must pay NewGen or the dealers' usual costs of inspection and testing.
4. If the inspection and testing reveal defects in the Caravan, our claims Department will refer you to an approved repairer for assessment. If the claim is approved, our claims department may authorise the repair and issue authorisation number to the approved repairer. Any claim for repairs carried out without prior authorisation will be denied under this warranty.

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5. In the event the purchaser has to lodge a claim under this warranty, it is possible that the repairs or the handling of such claim may be delayed if the details on the warranty Registration Certificate are not completed and forwarded to NewGen within 14 days of purchase. This includes any fees for maintenance service, consumables, removal and refitting of appliance, towing fees or traveling time which may be required by a repairer to perform warranty repairs.
6. NewGen or the selling dealer will not be liable for the disrupted travel plans, accommodation or other associated costs whilst repairs are carried out to the caravan in the event of an authorised claim. It is the Purchaser's responsibility to deliver the Caravan to an authorised repairer on the event of a claim on this warranty.

Service requirements

7. In order to maintain this warranty at all times, the Purchaser must adhere to the Maintenance Service Schedule in this booklet. Service coupons in the rear of this booklet are to be completed at each scheduled service. Failure to adhere to these requirements will void this warranty.
8. The repair or replacement of the Caravan or defective part is the absolute limit of NewGen liability under this warranty.

Dispute Resolution

9. Should a dispute arise concerning either the Warranty or a claim, the Purchaser may choose to refer to our internal Disputes Panel for determination and you will receive a response within 15 working days of receiving your correspondence.
10. Replacement parts are not required to be identical to the original, these replacements may be similar, and will be determined by the manufacturer/repairer/availability.

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PRE-TRAVEL CHECK LIST

Interior

- Roof hatches closed and locked.
- Cupboards and drawers securely closed.
- Windows closed and locked.
- Shower door secured.
- Secure all appliances.
- TV off bracket and stowed securely.
- Refrigerator packed securely – door locked.
- Fire extinguisher fitted and locked.
- Gas cooker locked and stove top lid secured.

Exterior

- Gas bottles turned off.
- Tyres – check pressure and adjust.
- Brakes checked and adjusted.
- Check all wheel nuts are present and tight.
- Water tank filled.
- Lights operating correctly.
- Wheel bearings checked.
- Remove jockey wheel.
- Ball coupling securely locked in position.
- Doors locked – steps raised.
- Jacks and supports raised.
- Release handbrake – remove wheel chocks.
- Safety chains secured.
- Adjust towing mirrors.
- External boot locked.
- Electric extension between car and van attached and checked.
- 240V electrical lead disconnected.
- Front and rear (if any) protector shades securely locked down.
- Anode on water heater checked (if fitted).

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SCHEDULED MAINTENANCE

The service Agent will undertake the following steps at the Maintenance Service:

1. Check alignment of doors and windows adjust if necessary.
2. Check operation of the step adjust if necessary.
3. Visual inspection for water leaks.
4. Visual inspection for sealant/silicone, if signs of no adhesion or deterioration are evident, reapply or replace.
5. Clean, check and repack wheel bearings.
6. Check condition of brake assemblies.
7. Adjust brake shoes and park brake.
8. Check wheel alignment and tension wheel nuts.
9. Check tyres pressure.
10. Check and tighten all suspension and pivot points.
11. Under-carriage visual inspection and report on any defects.
12. Ensure electrical wiring is secure and routed correctly.
13. Ensure gas and plumbing lines are secured.
14. Lubricated stabilisers and coupling.
15. Check all lights.
16. Check operation of awning and coupling.
17. Check operation of appliance and equipment.
18. Pressure test gas system.
19. Check battery terminals and acid levels.
20. Lubricated locks, hinges and clean vents.
21. Check and adjust cupboard locks and catches.

The cost of this service, including consumable items, is the responsibility of the purchaser and must be paid direct to the Service Agent:

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First Service	Date	Repairer Stamp
3 Months or 1000km		

Acknowledgement		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

Second Service	Date	Repairer Stamp
12 Months or 10000km		

Acknowledgement		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

Third Service	Date	Repairer Stamp
2 Years or 20000km		

Acknowledgement		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

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Fourth Service	Date	Repairer Stamp
3 Years or 30000km		

Acknowledgement		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

Fifth Service	Date	Repairer Stamp
4 Years or 40000km		

Acknowledgement		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

Sixth Service	Date	Repairer Stamp
5 Years or 50000km		

Acknowledgement		Remarks
I am satisfied that the service has been carried out.		
Customer Name:		
Signature:		

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NewGen trusts that you will enjoy many trouble-free kilometres of touring, if however, you need to make a claim please follow the Warranty claims procedure set out in this booklet.

Please complete the warranty REGISTRATION Certificate below and return it to NewGen at the address below.

Warranty Registration Certificate

Purchaser Details:

Mr/Mrs/Ms: _____

Name: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Telephone (BH): _____ (AH) _____ (Mobile) _____

Model of Caravan: _____

Chassis number: _____ VIN number: _____

Purchased from: _____ Date of Purchase: _____

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