



TrailLite Group warranty and service guide

TrailLite Group





Congratulations on your new caravan or motorhome! You're going to love hitting all the most picturesque spots around New Zealand in comfort and style.

To make sure you get the most out your new caravan or motorhome for the long haul, we've put together this guide to maintaining and caring for it. It also outlines our extensive warranty coverage; because when you buy from the best, you're backed by the best.

TrailLite would like to ensure you are aware of your Service and Warranty obligations and entitlements, so please read through this manual and if you have any questions or require further information, please contact us on: 0800 872 455.

Make and Model:

Year:

Rego:

Build No:

Handover Date:

Staff name:

Signature:

Your dream lifestyle awaits

We've been perfecting our TrailLite Care (or TLC as we like to call it) since we first started in the business in 1954.

To provide your caravan or motorhome the TLC it needs, we've hand-picked service providers across the country that meet our standards of care and attention. And with us as your first point of contact should anything need attention, we can easily direct you to the nearest approved provider to make sure you get the TLC you deserve.

Please take care to read and follow the care and service requirements set out in this guide to keep your caravan or motorhome running smoothly and safely and make sure your warranty stays valid should anything go wrong.

Travel with peace of mind, knowing our warranty and service aftercare is second to none.

We go further you so can too.

Warranty and service requirements

Annual habitation check

Your annual service check is a mandatory maintenance check-up designed to help you look after your investment by highlighting any issues that may have come up through the year. But most importantly it ensures that your warranty remains valid. These service checks can be carried out by our TrailLite Service Centre in Pukekohe or Christchurch, or one of our Authorised Service Agents as listed on our website. There is a charge for these checks.

Annual service checks must be carried out a maximum of two months after the anniversary of the vehicle registration date at a recommended agent.

Caravan chassis

Your caravan will have detailed safety and servicing requirements for items such as the brakes, suspension, wheels, axles etc. This must be undertaken by a suitably qualified person such as a mechanic. Please check your instruction manual for full servicing requirements.

Please visit TrailLite.co.nz to find out more.

Motorhome base vehicle

The vehicle manufacturer provides warranties and required servicing for the base vehicle. Be sure to familiarise yourself with the requirements for service and contact the nearest agent for your vehicle type. Each vehicle manufacturer is different and the service required will depend on what base vehicle your motorhome is built on.

A motorhome is one of the most expensive “automobiles” you’ll likely ever purchase so it’s vital to keep it in tip-top condition. Due to the cost and nature of use, it is essential that, regardless of kms, the motorhome engine is serviced according to the frequency set out in the vehicle manual. The vehicle manufacturer provides all vehicle warranties and undertakes the required servicing so for bookings or queries contact your nearest agent.

The base vehicles that motorhomes are built on are commercial vehicles designed to be driven many thousands of kilometres in challenging environments.

If you aren’t using your motorhome for an extended period, please ensure the vehicle is driven regularly to maintain optimal performance and reduce maintenance needs.

Care and maintenance tips

Please ensure you read through all the manuals provided to fully understand all the ins and outs of your new vehicle. The following list of tips is not a comprehensive guide to maintaining your caravan or motorhome. Visit trailite.co.nz for more details.

Regular maintenance

- Run your fridge, heater, and hot water at least once a month
- Keep your roof clean
- Wash your motorhome regularly
- Keep your solar panels clean to maximise charging
- Only use recommended products for cleaning acrylic windows
- Regularly change water and SOG filters
- Set the fridge door ajar when not in use
- Polish the exterior fibreglass gelcoat surfaces annually with a suitable product to protect the surface and maintain a long-lasting high-gloss finish
- Clean all silicone seals with a toothbrush and white spirits every 6 months (including roof, walls, and locker seals)
- NOTE: Pressure washing may void the water ingress warranty as it can damage seals and sealant

When travelling

Each vehicle comes with a pre-trip checklist in the form of a windscreen hanger. Keep this handy and refer to it before each trip.

- If your fridge is on gas, ensure you remain level when parked—no more than a few degrees front to back
- Keep all blinds open when travelling
- Always empty grey water after a trip
- To ensure safe handling of the vehicle, make sure the weight of your motorhome is well balanced both side to side and front to back.
- Store heavy objects as low as possible
- Do not exceed your permissible laden mass
- Make sure your batteries are fully charged before leaving for a trip and turn your fridge on 24 hours before departure to give it time to get to the correct temperature
- Ensure all windows and vents are shut when driving
- Use the protector strip to keep the oven knobs protected while cooking
- Ensure stove hobs are cool before closing glass lid.

Visit TrailLitecare.co.nz for a handover refresher and additional tips on caring for your motorhome or caravan.

Battery care

Many factors can affect battery life, including:

- Discharging the batteries below 12.2V
- Not fully charging the batteries at least once a week
- Very low temperatures
- Heavy discharge without full recharge
- Storing your motorhome or caravan without fully charging the batteries first

A shortened battery life caused by improper maintenance or use issues is not covered by warranty.

To extend the life of your batteries, use the built-in mains power charger whenever possible. In low light conditions such as winter, solar power may not be enough to give the batteries the regular full charge they require to ensure long life. In these conditions you may need to plug into a mains power source for 12 – 24 hours at least once a week to ensure the batteries receive a full charge. Be aware of the impact high drain items such as coffee makers, e-bikes, toasters etc. may have on your battery life. Built in battery data logging may assist with fault finding in the case of a warranty claim.

Additional maintenance

We recommend regular service and replacement of some parts of your caravan or motorhome to keep things running smoothly and keep your warranty intact.

Fridge service

Your fridge should be serviced once a year to keep it running efficiently and trouble-free. Your warranty could be affected by a lack of maintenance.

Filters

A water filter will generally last a maximum of six months, or three months if you are living in your motorhome. SOG filters should be changed annually.

Hydraulic levelling and slide-out systems

Hydraulic systems in the vehicle levelling and slide-out mechanisms should be serviced annually, and the oil should be changed every three years.

Warranty information for TrailLite



Habitation Warranty

FIVE YEARS

Water Ingress

Your TrailLite is covered against water ingress (body leaks) damage for five years from the original date of registration. This applies to any water ingress that occurs through any permanently sealed seam or joint.

Habitation

Your TrailLite is covered against faulty workmanship for a period of five years from the original date of registration. This applies to all parts and components used in the construction of the habitation area including:

The walls

Roof

Cabinetry

Flooring

Assembly and other workmanship

All components hand-crafted by our experienced craftspeople.

Appliances, Accessories and Fittings

THREE YEARS

Satellite dish

Solar panel

Cassette toilet

Oven

TV

LED tail lights

Stereo

Fridge

Hydraulic levelling system

100 and 300 Series lithium battery upgrades. This does not cover discharge, sulphation or misuse. See our section on batteries.

TWO YEARS

Heating system

Control panel and facilities monitoring

Charging system

Inverter

Water pump

Black-water macerator pump

Microwave

Upholstery

Reversing camera

Entry key pad

All standard batteries, including lithium upgrades for 500 & 700 series. This does not cover discharge, sulphation or misuse. See our section on batteries.

ONE YEAR

Mattress

Smoke alarm

Hoses – fresh and waste

Gas detector

Stabiliser legs

Tapware

Interior lights

Speakers

Shower door/rollers

Extractor fan

Electric step

Windows

Roof vents

Toilet

Shower cubicle

Window/door blinds and flyscreens

Awning

All other general items not listed
elsewhere



Warranty information for Benimar, Fusion and Mobilvetta

Habitation Warranty

FIVE YEARS

Water Ingress

These motorhomes are covered against water ingress (body leaks) damage for five years from the original date of registration. This applies to any water ingress that occurs through any permanently sealed seam or joint.

TWO YEARS

Habitation

These motorhomes are covered against faulty workmanship for a period of two years from the original date of registration. This applies to all parts and components used in the construction of the motorhome habitation area.

Including:

Walls

Roof

Cabinetry

Flooring

Assembly and other workmanship

All components crafted by the manufacturer

Appliances, Accessories and Fittings

THREE YEARS

Cooktop

Toilet

Fridge

Oven/Grill (Benimar)

Satellite dish

TWO YEARS

Heating system

Oven/Grill (Fusion/Mobilvetta)

Exterior graphics

ONE YEAR

Batteries

(Does not cover discharge, sulphation or misuse. See our section on batteries.)

TV

Awning

Water pump

Skylights

Carpet

Tapware

Upholstery

Windows

Window and door blinds and flyscreens

Mattress

Roof vents

Bike rack

Microwave (Benimar)

Extractor vent

All other general items not listed elsewhere

Warranty information for Auto-Sleeper



Habitation Warranty

FIVE YEARS

Water Ingress

Your Auto-Sleeper is covered against water ingress (body leaks) damage for five years from the original date of registration. This applies to any water ingress that occurs through any permanently sealed seam or joint.

THREE YEARS

Habitation

Your Auto-Sleeper is covered against faulty workmanship for a period of three years from the original date of registration. This applies to all parts and components used in the construction of the motorhome habitation area.

Including:

Walls

Roof

Cabinetry

Flooring

Assembly and other workmanship

All components crafted by the manufacturer

Appliances, Accessories and Fittings

THREE YEARS

Oven

Toilet

Satellite dish

TWO YEARS

Heating system

Fridge

ONE YEAR

Microwave

Batteries

(Does not cover discharge, sulphation or misuse. See our section on batteries.)

Extractor vent

TV

Awning

Water pump

Skylights

Carpet

Tapware

Upholstery

Windows

Window and door blinds and flyscreens

Mattress

Roof vents

Bike rack

All other general items not listed elsewhere

Warranty information for Eddis



Habitation Warranty

TEN YEARS

Water Ingress

Eddis motorhomes and caravans are covered against water ingress (body leaks) damage for ten years from the original date or registration. This applies to any water ingress that occurs through any permanently sealed seam or joint.

THREE YEARS

Habitation

Eddis motorhomes and caravans are covered against faulty workmanship for a period of three years from the original date of registration. This applies to all parts and components used in the construction of the habitation area.

Including:

Walls, Roof, Cabinetry, Flooring, Assembly and other workmanship, All components crafted by the manufacturer

Conditions of warranty

Eddis have a strict application of their warranty that requires owners to keep all receipts and documentation relating to annual habitation checks. Please ensure you are able to present this information when making a warranty claim.

It may be possible to transfer the unexpired term of the warranty cover (please see the ownership transfer process on page 17). The warranty period for a used vehicle commences from the date of registration from new and is as follows:

1. Three-year manufacturer's warranty
2. A maximum of six years water ingress warranty.

Appliances, Accessories and Fittings

THREE YEARS

Oven

Toilet

Satellite dish

TWO YEARS

Fridge

Heating system

Control panel and facilities monitoring

ONE YEAR

Microwave

Batteries

(Does not cover discharge, sulphation or misuse. See our section on batteries.)

Extractor vent

TV

Awning

Water pump

Skylights

Carpet

Tapware

Upholstery

Windows

Window and door blinds and flyscreens

Mattress

Roof vents

Bike rack

All other general items not listed elsewhere

Information for purchasing a pre-owned vehicle

VEHICLE ENGINE

Your vehicle will come with a current, no older than 28-day COF. Any issues that are present that would impact the vehicle receiving a COF will be discussed and remedied prior to your handover. Please note that general wear and tear and issues can happen once this COF check has been completed.

If you would like more comprehensive peace of mind, we recommend completing an independent mechanical check on the vehicle, so you are aware of potential future wear and tear or issues and consider purchasing a vehicle mechanical warranty.

HABITATION

Depending on the age of the vehicle you are purchasing it is important to note that parts and components do have a lifespan. Its important to be aware that while every care and caution has been taken to ensure that the pre-owned vehicle is in working order when they leave TrailLite - unforeseen issues can occur due to the age of the vehicle and the components age and condition.

The following items may have shorter life expectancy than others and require more attention during their life. Please be aware that normal wear and tear can occur at any time on these components.

Refrigerators

Gas Cookers and ovens

Water Heaters

Communication and entertainment systems

Batteries

Solar Panels

CONDITION OF PURCHASE

It is important that when you purchase a pre-owned vehicle that you are aware and are happy with the condition and age of the vehicle you are purchasing. It is your responsibility as the buyer to be satisfied with the condition, price, age and wear and tear of the purchase.

What isn't covered

- Servicing required due to misuse, negligence, saltwater, improper adjustments or tampering
- Repairs or replacements carried out without our prior authorisation
- Repairs required as a result of failure to take reasonable care of the vehicle
- Any items that were installed after the date of first registration, unless those items were installed by TrailLite Group
- Any damage or defect caused directly or indirectly by the fitting of a part or accessory not installed by TrailLite Group
- Repairs required as a result of external forces including contamination, water damage, fire, natural disaster, rodent damage, atmospheric conditions
- Normal wear and tear – Please note that if you are living in your motorhome full time or for extended periods this can speed up the wear and tear of your motorhome or caravan and increased maintenance may be required
- Damage arising from improper or lack of maintenance, including batteries
- Damage caused as a result of an accident
- Any consequential loss or damage – i.e. further damage caused by your failure to report or remedy a fault at the earliest opportunity
- Damage caused by overloading
- Consumables and elements that wear out such as seals, replacement bulbs, light emitting diodes, fuses, filters etc.
- Compensation for immobility, transport to our workshops or any expenses incurred
- Motorhomes or caravans hired or loaned for reward or financial or in kind or in any other commercial purpose
- All batteries lose capacity with time and discharge cycles. This is not covered by your warranty
- Benchtop cracking and damage caused by oversized cookware
- Condensation and damage caused by inadequate ventilation
- Window cracks and damage caused by the incorrect use of chemicals and cleaning solutions
- Any special costs that may be incurred as a result of someone choosing to live full-time in a motorhome or caravan

General terms

- Warranty is only valid within New Zealand
- All warranty repairs are subject to an assessment process and require pre-approval
- The warranty starts from the date of registration
- General items that fall outside this document will be covered with a 12-month warranty
- Where an annual habitation service identifies that repairs are necessary the caravan or motorhome must be made available for repair within six weeks of the date of inspection for the purpose of carrying out the repair work.
- References to motorhome in this document includes coachbuilt motorhomes, A-class/integrated and campervans
- TrailLite Group provides the warranties in conjunction with the manufacturers of the parts listed and the manufacturers of each brand of motorhome or caravan. For international products, this means we may be required to go back to the manufacturer for parts, authorisation and further information regarding the repair or replacement.



How to make a warranty claim

1. Contact us before anything else. Visit our website, TrailLite.co.nz, send an email to service@TrailLite.co.nz or call us on 0800 872 455.
2. Provide as much detail about the situation as possible. We may request photos or additional information to help us assess the best solution and plan the work required.
3. While most TrailLite Group warranty work is required to be carried out at a TrailLite Group Service Centre, in some cases, we may approve for work to be completed by an Authorised Service Agent. In these cases, we will co-ordinate with the service agent to complete the work. Unfortunately, we are unable to reimburse you for work completed without prior approval.
4. Bookings are required for all warranty work.



Transferring ownership

Should you sell your motorhome or caravan, please email service@TrailLite.co.nz with the following information:

- Registration number of vehicle
- Vehicle VIN
- Purchase date
- Previous owner's details (name, email, phone, address)
- New owner's details (name, email, phone, address)

The new owner is responsible for making themselves aware of the terms and conditions of this warranty, including the servicing requirements as applicable to this vehicle.

To ensure that the warranty remains valid and you get the most out of your new (to you) motorhome or caravan, we recommended you undergo a short handover with TrailLite Group.

Please phone a TrailLite Group Service Centre to book this in.

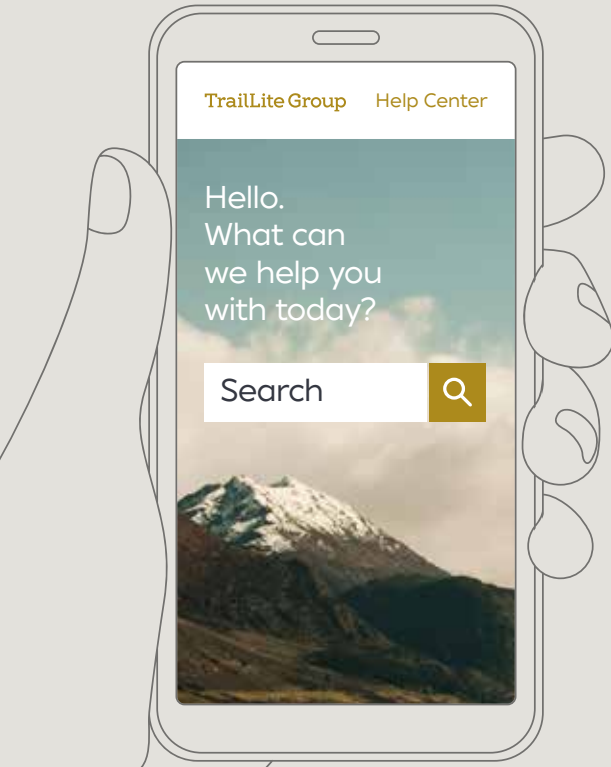
TrailLite Group Service Centre Pukekohe,
15 Alpito Place, 09 237 0187

TrailLite Group Service Centre Christchurch,
10 Innovation Road, Islington, 03 222 2067

Need help on the road?

Visit traillitecare.co.nz for help
and troubleshooting advice.

If you need immediate assistance
call 0800 872 455.



Service history



Service Date:

Serviced By:

Service Date:

Serviced By:

Service Date:

Serviced By:

Service Date:

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Service Date:

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TrailLite Group will also keep a copy of a motorhome or caravans service history on file.

Service history



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Pukekohe

Sales 77 Paerata Road, Pukekohe 09 238 6869

Service Centre 15 Alpito Place, Pukekohe 09 237 0187

Christchurch Sales & Service Centre

10 Innovation Road, Islington, Christchurch 03 222 2067

TrailLite.co.nz