



AVIDA

Motorhomes & Caravans

WARRANTY & SUPPORT Terms & Conditions



A family-owned business, Avida commenced manufacturing in Australia in 1965, with the formation of Freeway Camper Company. From 1978 to 2013 Avida manufactured motorhomes, campervans, and caravans under the name of Winnebago Industries, where we were famous for Winnebago motorhomes like Leisure Seeker, Birdsville, and Esperance. Today Avida still remains in the hands of the original family, where we employ and support hundreds of Australians at our huge 10-acre site in Western Sydney NSW. Not only do we continue the tradition of the Avida Birdsville and Esperance, but we have also expanded our range of motorhomes and caravans.

AUSTRALIAN OWNED | AUSTRALIAN BUILT SINCE 1965

IMPORTANT INFORMATION

1. This version of the Avida Owner's Warranty Manual is specific for fully finished Avida's manufactured in Australia by Knott Investments Pty Ltd (ACN 000 596 798), trading as Avida Recreational Vehicles (Avida RV).
2. The terms and conditions of the Avida RV Manufacturer's Warranty as set out in this Manual applies to the Avida branded recreational vehicle body and/or fixtures that are fitted to a chassis by Avida. It does not cover:
 - **non-Avida branded appliances** in your Avida, such as, and not limited to: the microwave, fridge, air conditioner etc.
 - **the chassis** – including the engine, chassis, and cab.
3. The motorised chassis and appliances are covered by separate manufacturers' warranties provided by their manufacturers.

YOUR CONSUMER RIGHTS

The benefits given to you in the Avida RV Manufacturer's Warranty are in addition to, and do not detract from, any rights and remedies that you may have under Australian consumer protection laws. Our goods come with certain 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.

The Avida Manufacturer's Warranty:

- is not intended to change or exclude any statutory consumer rights that cannot be lawfully changed or excluded; and
- is independent of any warranty that may be provided by the seller, for which it carries sole responsibility; and
- does not affect your rights against the seller, including any mandatory statutory rights you may have against the seller under consumer laws.

Avida products comprise of these main components:

The Chassis (Motorhomes ONLY) – Warranty and servicing on the chassis component is offered by the manufacturer of the chassis. Liaise with your local chassis dealership for assistance with the chassis. It is important to familiarise yourself with your chassis service booklet and owner's manual.

Your chassis is also supplied with Roadside Assistance from the chassis supplier, refer to their owner's manual for further details.

The Motorhome / Caravan House – Body, furniture and fittings manufactured by Avida are covered under the Avida manufacturer warranty. Servicing on the Avida body (sealants etc) is offered by your local Avida dealer.

The Appliances – Fridge, air conditioner, television, and hot water system to name a few all have their own warranty offered by the respective manufacturers of each component; just like a normal home where the home builder generally doesn't warrant the washing machine or oven for example.

MOTORHOME CHASSIS SUPPORT

The chassis Avida motorhomes are built on also come with warranty and roadside support to offer further peace of mind and separate service requirements, please refer to the chassis owner's manual for the most up to date information. The chassis will have its own service requirements, roadside assistance, and dealers, as outlined in the chassis owner's manual.

AVIDA COVERAGE

- o **3-year** factory backed warranty - on products manufacturer by AVIDA
- o **5-year** structural guarantee on the body of the Avida
- o Emergency roadside assistance – Refer to chassis supplier
- o **12-month** service intervals
- o **Initial 6 months FREE** labour inspection

DEALERS & SERVICE CENTRES

- o Factory trained **Authorised Avida Dealer Network** in Australia & New Zealand
- o Over 100 **Accredited Service Centres**
- o For the nearest Avida dealer or service centre call:
 - AU 1300 4 28432 (1300 4 AVIDA)
 - NZ: 0800 946 643

AVIDA RV MANUFACTURER'S WARRANTY

Knott Investments Pty Ltd (ABN 37 101 183 290), trading as Avida Recreational Vehicles, is proud to offer this limited warranty on every Avida RV.

WARRANTY

New Avida products come with a factory backed 3-year manufacturer's warranty.

Avida's are a complex road going vehicle and as with any road going vehicle, it needs regular servicing to protect the warranty and ensure proper and efficient operation. Avida is a house on wheels and will flex and move along the road, therefore, to protect the warranty, maintaining the seals in accordance with the service schedule is critical. Required inspections and services are shown in the Avida service manual. Importantly, it is a condition of the Avida warranty that the Avida house receives an initial 6 month or 5,000km (whichever occurs first) inspection and service from purchase. This inspection allows Avida to inspect your RV and to fix any issues that may have arisen since purchase. There is no charge for labour costs for this service and anything covered by warranty will be fixed free of charge.

Please take a few moments to read the Avida Manufacturer's Warranty section as it contains full details of the warranty and information on how to obtain warranty service.

If you have any questions regarding the Avida warranty, please do not hesitate to contact your local Avida dealer.

Avida Dealer Contacts

AU: 1300 4 AVIDA - (1300 4 28432)

NZ: 0800 946 643

Avida Head Office

PO Box 420

Emu Plains NSW 2750

Australia

WHAT IS COVERED

This limited warranty applies to the Avida branded recreational vehicle body and/or fixtures that are fitted to a chassis by Avida. It does not cover:

- Non-Avida branded appliances that may be installed in your recreational vehicle, such as, and not limited to the stove, microwave, Fridge, hot-water system, air conditioner, toilet, shower, washing machine, radio, TV, 240V inverter, generator, solar panels, electric steps and jack.
- The chassis - including the engine, chassis, and cab.

The motorised chassis and appliances are covered by separate manufacturers' warranties provided by their manufacturers. An Avida dealer will supply you with any relevant warranty information for these components.

Avida bodies and fixtures require regular servicing and maintenance by authorised service agents. To maintain and protect this limited warranty, you must have the Avida serviced in accordance with Avida's service schedule. Please see the 'Responsibilities' section below for further information.

WARRANTY PERIOD

GENERAL WARRANTY. Avida warrants the Avida branded body and fixtures against defects in materials and workmanship for a period of THREE (3) YEARS from the first date of registration.

STRUCTURAL WARRANTY. For a period of FIVE (5) YEARS from the first date of registration to the original purchaser, Avida warrants all parts of the walls, floor, floor subframe and roof manufactured by Avida that, in Avida's reasonable opinion, provide a structural support function for the RV, against a loss of structural integrity. "Loss of structural integrity" means, a failure or delamination of sandwich panels, cracking or failure of subfloor welds and/or any steel structure such, that it no longer provides the structural support it was designed to provide. If the failure in Avida's reasonable opinion is deemed to be caused by neglect from a customer i.e. The unreasonable use of the RV or not servicing the body of the RV in line with the Avida RV service plan, the guarantee will be void.

NOTE: It is a requirement that your Avida is maintained in accordance with the owner's manual service schedule for the structural guarantee.

RENTAL/COMMERCIAL WARRANTY. Where an Avida has been used for hire, rental or other commercial purpose, the General Warranty and the Structural Warranty do not apply. Instead, Avida warrants the Avida branded body and fixtures against defects in materials and workmanship for a period of ONE (1) YEAR from the first date of registration to the original purchaser or until the vehicle has travelled twenty thousand (20,000) kilometres (whichever comes first).

WHAT IS NOT COVERED

This limited warranty does not apply to Avida's that:

- have not been originally purchased from an authorised Avida dealer;
- have been modified or changed without approval from Avida; or
- have had the serial number or the Avida name plates or emblems removed or made illegible.
- If bought at an auction or deemed to be a write off

This limited warranty does not apply to damage caused by:

- failure to use or maintain the Avida branded body and fixtures in accordance with Avida's owner's manual, technical specifications and service guidelines;
- the fitting or use of an accessory or option by someone other than Avida;
- collision, impact or accident;
- repair, maintenance or service by someone other than Avida; or
- normal wear and tear.

NOTE: All warranty work must be authorised by Avida before they are carried out. Avida will not reimburse a customer for unauthorised repairs under this limited warranty.

RESPONSIBILITIES

It is a requirement to use and maintain an Avida in accordance with the owner's manual, technical specifications, service guidelines and any other information supplied by Avida. The Avida must be presented for an initial 6-month inspection when the Avida is no less than 5 months and no more than 8 months from date of delivery. Furthermore, ongoing services and maintenance are required to protect the warranty. Not adhering to the service guidelines, will result in the warranty being impacted.

If an Avida develops a defect, do not attempt to repair it or have it repaired by anyone other than an authorised Avida Dealer or Service agent without our prior consent. Doing so may cause damage which is not covered by this limited warranty. Only service agents authorised by Avida should perform service or repairs on an Avida vehicle.

Avida or its authorised dealer or service agent may require further information before providing warranty service. This can include, but not be limited to, providing proof of purchase details, responding to questions designed to assist with diagnosing potential faults and following Avida's procedures for obtaining warranty service. All warranty service must be authorised by Avida prior to being carried out.

WARRANTY REQUEST

If a valid warranty service is requested under this limited warranty and Avida accepts that request, Avida or its authorised service agent will repair the fault. Avida may replace any faulty components with a different component that is of at least equivalent standard and function. When a component is replaced, any replacement item becomes your property and the replaced item becomes Avida's property. The balance of this limited warranty applies to any repaired or replaced component.

To obtain warranty service, contact an authorised Avida dealer during the warranty period. Contact the nearest Avida dealer by telephoning (Aus.) 1300 428 432 (1300 4 AVIDA) or (NZ) 0800 946 643.

It is a requirement to present the Avida vehicle at an Avida authorised dealer or service agent for inspection and, if required, repair. This Avida limited warranty only covers repairs to the Avida branded body and fixtures. Any other costs incurred in obtaining the repairs, such as transporting the vehicle to and from the dealer/Avida service agent or accommodation costs incurred whilst an Avida vehicle is being repaired, is not covered by this limited warranty and are your responsibility.

NOTE: The warranty does not start again if an item is repaired or replaced.

GENERAL

This Avida limited warranty only applies to service within Australia and New Zealand to vehicles purchased within Australia and New Zealand. No Avida employee, authorised dealer or repairer has authority to vary the terms of this warranty. The benefits given by this Avida limited warranty are additional to other rights and remedies that you may have under laws relating to our products. 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 for 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.

This warranty is provided by:
Knott Investments Pty Ltd (ABN 37 101 183 290)
32 David Road, Emu Plains, NSW, 2750, Australia
info@avidarv.com.au

AVIDA RV HELP

The only authorised policy is that issued by the Emergency Roadside Assistance provider, and it is subject to change without notice.

NOTE: In the event of a breakdown, please stop in a safe location and call your chassis Roadside Assistance provider for instructions. Do not attempt to drive the vehicle until you have obtained directions and/or clearance.

Every new Avida comes with complimentary roadside assistance as supplied by the chassis provider, refer to the chassis owner's manual for the latest information.

Avida RV Help roadside assistance is available to purchase. You can view further details about the Avida RV Help Roadside Assistance program or to download the RV Help policy manual in the Avida Experience Hub. <https://experience.avidarv.com.au/rv-help/>

A purchased Avida RV Help is a 24 hour, 7 days a week emergency roadside assistance program for your Avida. There are no restrictions on weight, length, height, or age of vehicle. Avida RV Help offers you peace of mind wherever you decide to travel throughout Australia and New Zealand. From minor roadside breakdown assistance such as jump starting and lost key replacement to a competitive towing range when you find yourself immobilised, Avida RV Help has you covered.

Below are some of the benefits of purchased Avida RV Help:

Conditions apply - Please refer to the terms and conditions in the Avida RV Help policy.

- Unlimited call outs when immobilised
- Technical assistance
- Battery charge or replacement
- Flat tyre repaired or replacement
- Emergency fuel
- Locksmith assistance

You can purchase and renew Avida RV Help online and all Avida owners save \$50 when purchasing or renewing roadside assistance via the Avida Experience Hub Owners Login section.

RV HELP Contacts

Avida RV Help general enquiries – 02 4728 3344

For Chassis roadside assistance enquiries, please contact the chassis supplier directly

NOTE: Avida RV Help is a breakdown service and is not a service for help with the Avida body.