

RV Super Centre

GUARANTEE

SERVICE PLANS

WELCOME TO TROUBLE-FREE

MOTORING, GUARANTEED

OUR BUMPER-TO-BUMPER GUARANTEE

When purchasing a new or pre-owned vehicle, you want it to be worry-free, with no serious issues down the track. We understand this and want our customers to feel confident purchasing an RV from us. We stand behind all our vehicles and have put that in writing with our 12-month, bumper-to-bumper guarantee*. This special guarantee is in addition to any manufacturer warranty provided on new or near new vehicles or their components. Our guarantee covers mechanical issues as well as the inside and outside of your RV. And best

of all, it's free with every vehicle we sell. Nobody else does this.

As you would reasonably expect, about the only things we don't cover are consumables, which are items that are designed to wear and be replaced. Also, there may be some guarantee limits, which relate to your vehicle's age. For these limits and to see what we class as consumables, please refer to our Terms and Conditions.

* Extendable with a service plan.

EXTEND YOUR GUARANTEE

WITH A SERVICE PLAN

Depending on the age of your vehicle (and some other criteria) you can also purchase a Service Plan. These plans ensure your vehicle will be well maintained, which will extend its life, so you can enjoy more trouble-free motoring.

When you purchase one of our Service Plans, all you need to do is bring your RV to us when it's due for its service,

and we'll handle almost everything under your plan. Please see our Service Plan section within this booklet for full details.

Best of all, as long as you maintain a Service Plan with us, the vehicle guarantee will be extended, providing up to 4 years of trouble free motoring. To find out more, please talk to one of our friendly RVSC consultants.

GUARANTEE LIMITATIONS

The cost of repairs **we** make to **your vehicle** will be limited to the retail value of repairs as set out in the schedule below. The aggregate of the amounts **we** will pay during the **guarantee period** will not exceed the current market value of **your vehicle** at the time of the most recent failure.

Category A

Where **you** are the first registered owner and the cab/chassis was manufactured less than 12 months from the date you signed the RVSC Sale & Purchase Agreement.

Limit

\$20,000

Category B

Where at the date of signing of **your** RVSC Sale & Purchase Agreement the **vehicle** has travelled less than 250,000km and the cab/chassis was manufactured less than 15 years ago.

Limit

\$5,000 except in respect of the following where the limit is \$1,000 – refrigerators, refrigerators/freezers, freezers, gas cookers, gas ovens, water heaters, reversing cameras, solar power systems, aerials and satellite dishes, diesel, space or fuel heaters, communication & entertainment systems

Category C

Where at the date of signing of **your** RVSC Sale & Purchase agreement the **vehicle** has travelled less than 375,000km and the cab/chassis was manufactured less than 15 years ago.

Limit

\$3,000 except in respect of gearboxes and transmission systems where the limit is \$1,500 and for the following items where the limit is \$1,000 – refrigerators, refrigerators/freezers, freezers, gas cookers, gas ovens, water heaters, reversing cameras, solar power systems, aerials and satellite dishes, diesel, space or fuel heaters, communication & entertainment systems



OUR SERVICE PLANS

When you choose and pay for any of the Service Plans we offer on the next page we'll service your vehicle to your chosen plan's definitions. If you stick to the plan your vehicle's guarantee will automatically extend up to an additional 12 months, which gives you extended worry-free motoring.

It's easy to choose the plan that's right for you and your motor home. Just see the table on the next page to choose the plan that suits your requirements. If you get lost in the detail we'd be pleased to answer your questions.

Please note

If during our service process we identify any item or component requiring replacement that is not included within the service plan, you will need to agree to (and pay for) the item or component, otherwise this item or component and any failure relating to that item or component will be excluded from our Guarantee.

Yes, you can transfer the plan if you sell your vehicle.

Your plan can be transferred to the new owner (unless you sell to or through another motor vehicle dealer). Be sure to contact us within 7-days of the vehicle's change of ownership to obtain our agreement. A \$199 transfer fee will need to be paid.



SERVICE PLAN OPTIONS

	CATEGORY A	CATEGORY B	CATEGORY C	CATEGORY V
R1 Service Plan & 2 year guarantee	Yes	Yes	Yes	Not Available
R2 Service Plan & 3 year guarantee	Yes	Yes	Not Available	Not Available
R3 Service Plan & 4 year guarantee	Yes	Not Available	Not Available	Not Available
RL service plan & up to 2 year guarantee <small>Please see specific conditions within Service Plan definitions</small>	Not Available	Not Available	Not Available	Yes

CATEGORY A: A Vehicle where You are the first registered owner and the cab/chassis was manufactured less than 12 months at the date You signed the RVSC Sale & Purchase Agreement.

CATEGORY B: A Vehicle which has travelled less than 250,000km at the date you signed the RVSC Sale & Purchase agreement.

CATEGORY C: A Vehicle which has travelled less than 375,000km at the date you signed the RVSC Sale & Purchase agreement.

CATEGORY V: An LDV vehicle which has travelled less than 250,000km at the date you signed the RVSC Sale & Purchase agreement.



SERVICE PLAN DEFINITIONS

***At RSVC we take pride in what we do, which is why all of the vehicles on our yard are prepared to a very high standard before ownership is transferred to you. Your vehicle will be thoroughly checked, cleaned and fully serviced, ready for you to drive away with zero concerns, especially when you have our guarantee and a service plan.**

R1 Service Plan:

Provides one service within 24 months of the date you signed the RVSC Sale & Purchase agreement.

Your Guarantee lasts 2 years from the date you signed the RVSC Sale & Purchase agreement.

R3 Service Plan:

Provides three services within 48 months of the date you signed the RVSC Sale & Purchase agreement.

Your Guarantee lasts 4 years from the date you signed the RVSC Sale & Purchase agreement.

R2 Service Plan:

Provides two services within 36 months of the date you signed the RVSC Sale & Purchase agreement.

Your Guarantee lasts 3 years from the date you signed the RVSC Sale & Purchase agreement.

RL Service Plan (LDV):

Provides two services at 15,000km intervals occurring within 24 months of the date you signed the RVSC

Sale & Purchase agreement. **Your Guarantee lasts up to 2 years from the date you signed the RVSC Sale & Purchase agreement or an additional 15,000km from the completion of the most recent service (whichever occurs first).**



OUR SERVICE SCHEDULE

We want to be sure that your vehicle remains in peak condition and that you experience happy, uninterrupted, worry-free journeys. Your safety is important to us too which is why our comprehensive service checks are designed to ensure we leave no stone unturned when servicing your vehicle.

- Change engine oil
- Change engine oil filter
- Check/Fill brake fluid level
- Check/Fill clutch fluid level
- Check/Fill radiator fluid level
- Visual check of radiator
- Visual check of cooling systems
- Check/Fill power steering fluid level
- Visual check fan/vee belt
- Test battery condition
- Check/Fill/Test windscreen washer fluid
- Visual check air filter
- Replace up to 2 standard wiper blades
- Seat belt condition check
- Check house lights
- Test water heater
- Gas hobs function
- Gas compartment/bottle locker check and gas sniffer leak check
- Check LPG bottle expiry
- 10 point moisture check for leaks
- Fridge operation 12V & 240V
- Fridge seal
- Microwave functioning
- Test smoke alarm
- Check fire extinguisher
- Test all circuit breakers (240V)
- Ladder present and safe
- Check/Adjust tyre pressure and condition
- Check windscreen
- Check/Test side, indicator, brake, number plate and reverse lights
- Check headlights
- Visual inspection of exhaust system
- Visual inspection steering rack
- Exterior check
- Visual inspection CV boots
- Check/Fill battery fluid level
- Age check fuel filter
- Check operation of air-conditioning

Not only do we do all of the above, we will also give your beloved home on wheels a full exterior wash.

Examples of what our service plans DO NOT include:

Any items not showing in the above list, and/or wear and tear items. Examples – Pollen filter, brakes, tyre replacement or rotation, Warrant of Fitness, Wipers, Fuel Cleaner, and Batteries. For further clarification, please contact us.

GUARANTEE

Our guarantee to you:

If any part of **the vehicle** should **fail** in use during guarantee period **we** will repair **the vehicle** to a condition in no way inferior to its condition at the start of the Guarantee Period, subject always to the following Terms, Conditions and Exclusions.

Guarantee Period:

12months from the date of the signing of the RVSC Sale & Purchase agreement.

1. Definitions. What certain words mean.

Words that are in bold are defined below.

- **Fail/Failure** means any sudden and unforeseen mechanical or electrical breakage, breakdown or failure.
- **Vehicle/ the vehicle** means the vehicle described within the RVSC Sale & Purchase Agreement and any fixtures and fittings permanently affixed to or installed in the vehicle and which were affixed or installed at time of the signing of the RVSC Sale & Purchase Agreement.
- **We/us/our** means THL through their appointed administration agent, Star Underwriting Agents Ltd
- **You/your** means the person or persons named on the RVSC Sale & Purchase agreement.

1a. Conditions - what you must do:

You must:

- Contact **us** immediately if **your vehicle** displays any warning lights, warning symbols or warning messages, and follow **our** instructions.
- make a contribution to the cost of repairs or replacement following **failure** of certain items as set out in the Contribution Clause

3. Exclusions - What is not covered.

- Trim, paint, upholstery, heated seats, any remote controls, or any cosmetic items.
- Batteries, tyres, exhaust system, chassis, panels, catalytic converters, DPF filters, fuel tanks, water tanks, bulbs, keys, air bag suspension, seats and seating mechanisms, brake pads, brake shoes, brake linings or brake rotors.
- Repairs to or replacement of **the vehicle's** shock absorbers or mountings, air bags and air bag components.
- Clutch assembly and all associated components (manual gearbox only); flywheel.
- Drive belts; glow plugs; spark plugs.
- Consumables required (for example oils, filters, and fluids) as a result of the repair of any component covered by this guarantee.
- Cam belt or cam chain replacement and any damage resulting from defective cam belts or cam chains, where the cam belt or cam chain was not previously replaced in accordance with either **our** or **the vehicle's** manufacturer's recommendation.

- (viii) Any fault or defect identified in a recall by the manufacturer of **the vehicle**; any design fault or any fault or defect existing at the time **the vehicle** was purchased, and any damage resulting from these faults or defects.
- (ix) Repairs to or replacement of components carried out without **our** prior authorisation.
- (x) Repairs to or replacement of components required as a result of wilful damage, neglect or abuse of **the vehicle**.
- (xi) Repairs to or replacement of components required as a result of failure to take reasonable care of the vehicle including following a **failure of the vehicle**.
- (xii) Repairs to or replacement of components required as a result of **the vehicle** being involved in an accident.
- (xiii) Repairs to or replacement of components required as a result of the use of incorrect fuel or fluids (including the following when not recommended by **us** or the manufacturer of **the vehicle**:- (i) use of fuel with a non-approved octane rating (ii) use of bio fuel.)
- (xiv) Repairs to or replacement of components also covered by any insurance policy or warranty.
- (xv) Repairs to or replacement of components required as a result of external forces including, without limitation, contamination, water damage, fire, natural disaster, atmospheric conditions, rodent damage, stone strike, corrosion, rust or the perishing of any part of the **vehicle**.
- (xvi) Any **vehicle failure** whilst **the vehicle** is being used as a taxi, courier **vehicle**, shuttle, delivery **vehicle**, or any **vehicle** used for hire or reward except for any **vehicle failure** occurring whilst on Mighway hire or use.
- (xvii) Diagnostic costs to determine the cause of the **failure** including dismantling and re-assembly costs, if the repairs to or replacement of components are not covered under this guarantee.
- (xviii) Any electrical or mechanical items that were installed after the date of the RVSC Sale and Purchase agreement by any party unless those items were installed by RVSC or one of their appointed agents and any **failure** arising from these items.
- (xix) Any consequential loss or damage.

4. Contribution Clause

Certain items have a shorter life expectancy than others and frequency require more attention during their life. Because **our** guarantee is so comprehensive, it is likely that, repairs or replacement will extend the life of these items and **you** will accrue betterment. As a result if any of those items listed below **fail** whilst in use during the period of the Guarantee, we will require **you** to contribute to the cost of repairs or replacement. The items that are subject to this Contribution Clause are as follows:

- Refrigerators
- Refrigerators/freezers
- Freezers
- Gas cookers
- Gas Ovens
- Water heaters
- Communication & Entertainment systems

Your contribution to repairs or replacement of these items will be as follows:

- Aged 0-3 years SNIL
- Over 3 years and less than 5 years \$350
- Over 5 years \$400

5. GST.

All dollar amounts are expressed in this contract are inclusive of GST (where applicable).

6. Limits

The cost of repairs **we** make to **your vehicle** will be limited to the retail value of repairs as set out in the Guarantee Limits schedule. The aggregate of the amounts **we** will pay during the **guarantee period** will not exceed the current market value of **your vehicle** at the time of the most recent failure.

ATTACH YOUR SERVICE PLAN DETAILS HERE





RV Super Centre

Auckland

169 Bush Road, Albany, Auckland

Opening Hours:

Monday – Friday: **8:00am – 5:00pm**

Saturday: **9:00am – 4:00pm**

Sunday: **Closed**

Public Holidays: **Closed**

Phone: **0800 52 00 55**

Email: **rvcare@rvsupercentre.co.nz**

Christchurch

159 Orchard Road, Christchurch Airport, Christchurch

Opening Hours:

Monday – Friday: **8:00am – 5:00pm**

Saturday: **9:00am – 4:30pm**

Sunday: **9:00am – 4:30pm**
(Retail Shop)

Public Holidays: **9:00am – 4:30pm**
(Retail Shop)

*Closed Christmas Day

Phone: **0800 52 00 55**

Email: **rvcare@rvsupercentre.co.nz**

Roadside Assistance

For emergency 24 Hour mechanical breakdown roadside assistance call:

0800 888 247

RVSUPERCENTRE.CO.NZ