



CHASSIS

ABN 62 641 043 316

WARRANTY BOOKLETS

This handbook contains important information regarding your chassis and should be referred to for care of your chassis and when requiring repairs or maintenance.

Introduction

Well done on the purchase of your chassis, which has been manufactured by S & M Chassis, and your accompanying suspension. You may find any one of the below suspension items on your chassis:

- Cruisemaster ATX or XT Air Bag
- Cruisemaster ATX or XT Coil
- Cruisemaster CRS Coil
- Alko Enduro Outback
- Alko Enduro X
- Tuffride Coil or Air Bag

Please note that while our chassis' have been designed to ensure an easy and straightforward encounter, we strongly recommend that you read this booklet thoroughly to ensure the best care of your chassis. This includes regularly inspecting and servicing the chassis frame, suspension, brakes and tyres.

If at any time you have any queries regarding your chassis, you are welcome to contact us at the address and number below:

S&M Chassis
64a Merola Way
Campbellfield,
VIC 3061
(03) 8528 7944



How to adequately care for your chassis

In order to adequately care for your chassis, it is recommended that you follow the steps below:

- Regrease suspension after first 1000km
- Check grease on suspension regularly
- Check tyre pressure regularly
- Grease coupling every 10,000km if applicable
- Wheel nuts must be checked in the first 100-300km and regularly thereafter



S & M Chassis Warranty Guidelines

S & M chassis will repair and/or replace any part of the chassis which is deemed to be faulty in factory materials or workmanship. This is provided that the chassis has been operated as per normal, has been cared for as indicated in the previous section and within Australia.

There are also a range of exclusions which must be adhered to by the customer. If these exclusions are found to have occurred, the warranty of your chassis will become void.

Exclusions include:

1. The chassis has not become faulty as a result of inappropriate use or operation.
2. The chassis and suspension have been serviced regularly.
3. The chassis has not been modified in any way, including by the caravan manufacturer.
Further to the above, there are a range of elements that are not covered by the S & M Chassis warranty guarantee.

They include:

1. Damage caused by overloading or incorrectly distributing the load on your chassis.
2. Replacement of tyres due to normal wear and tear, punctures, alignment, speeding or overloading.
3. General maintenance requirements such as, brake adjustments, wheel balances and alignments, dents, scratches, chips, use of lubricants and repair of galvanising.
4. Use of the chassis in conditions which it was not made for i.e. off road or rugged terrain.

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5. Any items that were supplied by a third-party supplier. They include but are not limited to; wheel studs, wheel nuts, wheel hubs, brakes, shock absorbers, wheels, couplings and jockey wheels.
6. Any damaged that is caused by modifications made by caravan manufacturer.
7. Any damage caused by corrosion more than one year after the warranty begins. This also includes corrosion of existing scratches, marks, dents or chips
8. Damage which is caused by the use of a tow vehicle which has an inadequate or unsuitable tow bar.
9. Damaged caused to shock absorbers by not allowing the chassis to cool down.
10. Damaged caused by a third-party supplier that attempts to repair the chassis
11. Damage caused by using a vehicle that cannot adequately tow a caravan

Please note- warranty on the chassis is valid for the first owner only. Should the caravan be sold to another individual, the warranty is void.



Warranty Claims

If a defect occurs, the following guidelines should be followed immediately:

- 1. Contact the dealer that your caravan was purchased from & advise them of the issue
- 2. Contact S & M chassis on (03) 8528 7944 to find out where servicing workshops are located (please note that all defects must be repaired at S & M Chassis workshop locations only)
- 3. Take the caravan to the closest workshop along with your proof of purchase, details of the defect and your log book
- 4. Costs involved:
 - a. S & M Chassis will be responsible for all costs associated with the defect
 - b. The customer will be responsible for all costs associated with transporting the chassis to and from the service workshop
- 5. For further information regarding the warranty duration for parts, please refer to the table below:

CHASSIS PART	CHASSIS PART
Chassis structural	5 years unlimited kilometres
Chassis corrosion- pre-coated steel, then painted on completion	12 months unlimited kilometres
Chassis corrosion- hot dip galvanised	12 months unlimited kilometres
Suspensions not manufactured by S & M Chassis	Not covered by S & M Chassis warranty- refer to manufacturer's warranty for details
Parts & accessories (e.g. spare wheel holders, jerrycan holders)	
	12 months unlimited kilometres

Once again, congratulations on the purchase of your new chassis. If you have any concerns, please contact S & M Chassis on (03) 8528 7944.

S & M CHASSIS
64A Merola Way, Campbellfield VICTORIA 3061