

Roadtrek Inc. 2-year limited Warranty

Roadtrek Inc. warrants to the Purchaser that the Motorhome is free from defects in material and workmanship on the portion manufactured by Roadtrek Inc., under normal use and service, for two (2) years, from date of purchase by the first Purchaser or the date the Motorhome was first put into service (for example, as a demo or rental), whichever is earlier.

This non-transferable warranty shall be fulfilled at a Roadtrek Inc. Dealer or authorized Roadtrek Inc. repair facility. For in transit emergency repairs, you may choose to deal with a non-authorized RV service facility. However, all warranty repairs at non-authorized RV service facilities must be preauthorized by Roadtrek Inc. Roadtrek Inc. will, at its option, replace or repair free of charge (including related labor) any defective part, about which the Purchaser shall notify their Roadtrek Dealer within the warranty period. The obligation of Roadtrek Inc. under this warranty is expressly limited to such replacement or repair.

The provisions of this limited warranty shall not apply to the following:

1. Accident.
2. Unauthorized repairs or alterations.
3. Routine maintenance including, without limitation, caulking, re-caulking and waxing of the body of the motorhome, tightening screws, latches, locks, combustion systems, changing fuses, or light bulbs, and maintaining the air conditioning and heating systems.
4. Wheel alignment are not covered by warranty as the vehicle is built to chassis specs. Loading of the vehicle may have an impact on alignment.
5. Changes made to other units manufactured after this Motorhome was manufactured. (This is not an engineer upgrade warranty.)
6. Incidental damages connected with the failure of the Motorhome such as lost time, inconvenience, loss of use of the Motorhome, cost of rental cars, gasoline, telephone, travel or lodging.
7. Damages caused by environmental factors including, but not limited to, hailstorms, tornadoes, sandstorms, stone chips, lightning, floods, earthquakes, airborne fallout, chemicals, tree sap, ocean spray, road hazards.
8. Damage or loss caused in whole or in part by the misuse, abuse, neglect, theft, vandalism, product modification, improper customer or dealer installation, improper stowing of equipment, overloading or improper balancing of the load, low or high voltage, unauthorized repair or failure to follow instructions supplied with the recreational vehicle.
9. Motorhome that has been declared a total loss by an insurance company (demolished) or a Motorhome whose title indicates that it is designated as "salvage", "junk", or "rebuilt" or words of similar impact.
10. There will be no allowance for emergency road repair, towing, labor, meals accommodations, etc. Such will not be accepted if claimed under warranty.
11. Aluminum wheels are not warranted against corrosion or damage that is a result of road salt, sea salt, cleaning chemicals or harsh driving conditions and excessive pressure from power washers.
12. Rust or corrosion due to the environment, or any broken glass damage.
13. Materials damaged by the use of harsh chemicals or abrasive cleaners.

The provisions of this limited warranty shall not apply to deterioration due to wear and exposure beyond the following limitations:

1. For ninety (90) days after the "Quality Care" Pre-Delivery Report is completed by the dealer for appliance adjustments, door latch adjustments, light bulbs, fuses, battery in the smoke detector, window and door screens. After 90 days these items are considered part of normal maintenance.

Roadtrek Inc. Limited Motorhome Warranty is void unless the following conditions are adhered to:

1. Warranty registration on the Motorhome must be completed by the Dealer and submitted to Roadtrek Inc. within 48 hours of date of retail delivery. When warranty applications are made and Warranty Card is not on file at Roadtrek Inc., reimbursement of claim will be delayed until proof of original purchase is submitted to Roadtrek Inc. Chassis warranty is activated by this process and may be impacted by any delays.
2. Warranty claims and authorization requests must be submitted to Roadtrek Inc. Including the last 8 digits of the Vehicle Identification Number (V.I.N.) and odometer reading. All claims must be submitted within 30 days of the date of repair.
3. Warranty work that will exceed \$200 must first be authorized by Roadtrek Inc. before proceeding with such work. The authorization number issued by Roadtrek Inc. must be noted on the warranty claim. See item #2 above.
4. Roadtrek Inc. reserves the right to inspect or request photographic evidence of defective parts that have been replaced under warranty. Dealer is expected to hold selected parts for a period of not to exceed 60 days. (See below).
5. Only parts and accessories and other material, available through Roadtrek Inc. and Authorized suppliers are to be used in the performance of warranty service. Express shipping costs are not covered by this warranty policy.
6. Warranty repairs performed a second time by a Dealer (due to incorrect or inadequate diagnosis, improper assembly or repair, or lack of proper testing when the original warranty repair was performed) are considered as shop comebacks and are not reimbursable. Costs of such repairs must be adsorbed by the dealer.
7. Purchasers are responsible for presenting their motorhome to a Roadtrek Dealer as soon as problem exists. The warranty repairs should be completed in a reasonable amount of time from date of authorization. Damage caused by failure to address warranty issues in a timely fashion will not be covered by this warranty, additional expenses will be the responsibility of the owner.

This limited warranty is expressly in lieu of any other expressed or implied warranty, including any implied warranty of merchantability or fitness for a particular purpose and of any other obligations or liabilities on Roadtrek Inc. which neither assumes nor authorizes any other person to assume for it any other liability in connection with motorhome manufactured by it.

Appliance Warranty

The following are not warranted by Roadtrek Inc., but are covered by individual warranties offered by their respective manufacturers to which terms both Purchaser and Dealer must comply:

- Antenna
- Awning
- Aluminum Rims
- Air conditioner
- Electrical inverter/charger/Separator
- Electronic equipment (TV, DVD player, Blue ray etc.)
- Engine Generator and Voltage regulator
- Furnace or other heating system
- Insta-hot
Microwave oven
- Power Sofa
- Power steps
- Power roof vents
- Propane regulators

- Refrigerator
- Stove
- Toilet
- Volt start
- Valves (Black and Gray Tanks)
- Water pump
- Macerator
- Water heater
- Smoke alarm/Carbon monoxide detector
- Eco-trek modules

AGM Battery Warranty

Batteries are warranted by the battery manufacturer for one year from the "In Service Date" of the Roadtrek. Warranty is voided if AGM batteries are tampered with, topped off with distilled water or allowed to sulfate or freeze due to lack of charge.

Diesel Particle Filter Warranty

For diesel vehicles equipped with the under-hood generator (GU Option) Roadtrek Inc. will warranty the performance of the Diesel Particle Filter for 2 years. Contact Roadtrek directly for servicing instructions.

Warranty Intent

The intent of this extended warranty is to ensure the new owner of a Roadtrek that it is worry free from manufacturer caused defects (excluding the chassis) for the first Two (2) years of use.

DEFECTS Vs. DAMAGE

Please note the distinction between "Defect" and "Damage". "Defect" means the failure of the workmanship performed and/or materials used to conform with the design and manufacturing specifications and tolerances of Roadtrek Inc. Defects are covered because Roadtrek Inc. is responsible; on the other hand, Roadtrek Inc. has no control over "damage" caused by such things as collision, misuse, or lack of maintenance that occurs after the RV is delivered to the owner. Therefore, "Damage" for any reason which occurs after the motorhome is delivered is not covered under this warranty. Maintenance services are also excluded from the warranty because it is the owner's responsibility to maintain the Motorhome.

Electronic copies of this warranty are available on the website and in the Owner's Manual. Our Warranty is dependent on the Date of purchase, this is why it is so important to get approvals prior to starting the work.