



# LDV RV WARRANTY TERMS AND CONDITIONS

These warranties are provided by Ateco Automotive Pty Limited ABN 34 000 486 706 (**Ateco**) of 2A Hill Road, Lidcombe, NSW, 2141, PO Box 7517, Silverwater, NSW, 1811, Telephone: 1800 709 832, email: [info@ldvautomotive.com.au](mailto:info@ldvautomotive.com.au) as the authorised importer/distributor of LDV products in Australia.

The benefits conferred by these warranties are in addition to other rights and remedies of a consumer under a law in relation to the product. All other conditions and warranties express or implied are hereby excluded. No other person or persons are authorised by Ateco to offer or give on its behalf any other or greater warranties than that given by Ateco under these warranties. 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 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.

Your new LDV RV comes with three (3) different warranty conditions, as follows.

## **New Vehicle Manufacturer Warranty (3 years or 160,000 km)**

Your LDV RV has the backing of three (3) years or 160,000km (whichever occurs first) New Vehicle Warranty.

The New Vehicle Manufacturer Warranty relates to the engine, transmission, driveline and core vehicle components.

The New Vehicle Manufacturer Warranty is transferable to second and subsequent owners of the LDV RV for its remaining balance.

Note: For the terms, conditions and exclusions of the New Vehicle Manufacturer Warranty, please refer to your Deliver 9 Service & Warranty Booklet.

The New Vehicle Manufacturer Warranty does not provide coverage for the LDV Campervan component. Please see the LDV RV Campervan Build Warranty - Interior and Exterior (2 Years) below for warranty conditions relating to the LDV Campervan.

## **Important information on LDV RVs:**

It is noted that LDV RVs are not designed for hard impact or heavy landings, for rutted roads and tracks or for use on four-wheel-drive-only tracks or on other similarly unsuitable surfaces and should not be operated on such roads and tracks. Always take care to prepare for driving on unsealed roads by understanding the road conditions and the associated driving requirements including tyre pressures. Driving at a safe speed and with extra care and attention according to road, weather and travel conditions is required on uneven and rough surfaces.

In the course of using an LDV RV for limited off-road use, the following are not covered under warranty:

- (a) impact and/or stone damage to body, chassis and running gear;
- (b) any damage caused or contributed to by water crossings;
- (c) Soiled fabrics and fitments (internal & external) from dust or other airborne substances;
- (d) any damage caused by dislodgement of appliances and fittings resulting from use on corrugated or uneven surfaces;



- (e) any loss or damage costs caused or contributed to by use on roads and tracks described above as unsuitable;
- (f) damage to personal items;
- (g) any general damage arising from misuse, neglect, or accident;
- (h) any damage or failure that is caused or contributed to by overloading the LDV RV; and
- (i) wheel alignment and normal service and maintenance items, for which the owner is responsible.

LDV RVs have been designed for recreational use only and not for permanent residence or living. Wear and tear is accelerated when used for permanent residential living. Any damage that is caused or contributed to by such accelerated wear and tear will not be covered under warranty. The above is not an exhaustive list of warranty exclusions; further details and exclusions are provided below and in the New Vehicle Manufacturer Warranty set out in your Deliver 9 Service & Warranty Booklet.

### **LDV RV Campervan Build Warranty - Interior and Exterior (2 Years)**

Components relating to the LDV RV Campervan build, including both interior and exterior items are covered by a two (2) year RV Campervan Build Warranty – Interior and Exterior. This commences from the date of first sale of the LDV RV, which is the earliest of any one of the following:

1. the date the LDV RV is put into commercial use (demonstrators included); or
2. the date the LDV RV is first registered for road use; or
3. the date of the contract of sale or otherwise when title in the LDV RV has passed to a third party not being an authorised dealer in LDV's dealer network.

This RV Campervan Build Warranty – Interior and Exterior covers the following items of the Campervan component itself:

- Awning
- Fresh water tank and water filler
- Grey water tank
- Water tanks drain valves
- External voltage connection
- Toilet housing carrier
- Diesel heater system
- Electric sidestep
- Cabinetry
- Furniture
- Interior walls and linings

For the avoidance of any doubt, the above items are covered by this two (2) year RV Campervan Build Warranty – Interior and Exterior and not by the New Vehicle Manufacturer Warranty referred to above. If within this two (2) year warranty period, a defect occurs to any part(s) listed above (and the exclusions set out in this document do not apply) and any such part(s) shall



be found to be defective in material or workmanship, then such part(s) shall be repaired or replaced in Ateco's sole discretion by an Authorised LDV RV dealer on behalf of Ateco, free of charge. You can find a list of Authorised LDV RV Dealers at [www.ldvautomotive.com.au](http://www.ldvautomotive.com.au).

Ateco is not obligated generally or under this RV Campervan Build Warranty – Interior and Exterior, to install or fit the same components or parts as originally supplied, and where appropriate, will instead install or supply current or refurbished components or parts of similar quality, grade, and composition.

#### ***Procedure for Warranty Claim***

To claim on this RV Campervan Build Warranty - Interior and Exterior, the LDV RV and this booklet must be delivered by the owner at their expense to an Authorised LDV RV Dealer, and delivery of the LDV RV after completion of the repair shall be taken by the owner at their expense at the workshop in question.

#### ***Special Conditions***

Special conditions relating to your RV Campervan Build Warranty - Interior and Exterior are listed below:

- LDV RVs used for rental, hire or in a commercial application do not receive the benefit of this two (2) year RV Campervan Build Warranty – Interior and Exterior. Rather, they receive a one (1) year RV Campervan Build Warranty – Interior and Exterior on the terms set out herein.
- Repairs undertaken by the owner or a repairer who is not an Authorised LDV RV Dealer will not be covered by this warranty. Payment for repairs or work by the owner or a repairer who is not an Authorised LDV RV Dealer will also not be recoverable under this warranty.
- All warranty considerations and approvals are subject to inspection of the LDV RV by an Authorised LDV RV Dealer.

#### ***Exclusions***

Further to any other exclusions set out herein, the following are not covered under this RV Campervan Build Warranty - Interior and Exterior:

1. LDV RVs have been designed for recreational use only and not for permanent residence or living. When used for permanent residential living, wear and tear is accelerated. Damage arising or repair required from accelerated wear and tear will not be covered under this warranty.
2. When used for permanent or prolonged living and in circumstances when the LDV RV needs repairs or servicing, Ateco will not be liable for any alternative accommodation, transportation needs or arrangements.
3. Scratches, stone chips, surface rust or surface imperfections (internal & external) caused by normal wear and tear are not covered under this warranty.
4. This warranty does not apply to any LDV RV that has been subject to misuse, neglect, abnormal use, or use in a way that is not recommended by the manufacturer. Nor does it apply where the customer has caused or contributed to any damage or failed to take steps to prevent damage.
5. This warranty does not apply to normal servicing and to care and maintenance which are the owner's responsibility, including but not limited to:
  - a. General greasing or tightening of components;
  - b. Routine cleaning of air vents and appliance filters;
  - c. Cleaning of water tanks and pump;



- d. Checking tyre pressures;
  - e. Regular cleaning and maintenance of the exterior from road grime, salt or any other external influences; and
  - f. Damage or failure to external (or internal) surfaces arising from gloss finish protectants or cleaning products are not covered by this warranty. This includes damage or failure to other sections of the LDV RV where splash or spray drift has accidentally tainted surrounding surfaces and materials.
6. Condensation forming within the interior of the LDV RV is not a manufacturing defect, is not subject to this warranty and suggested solutions to lessen condensation are not subject to warranty repairs and considerations.
7. Unless defective in material or workmanship, fabric items, including but not limited to, canvas, canopies, window screenings, vinyl windows, cushions, furniture covers and mattress covers are not warranted against tears, punctures, shrinkage, softening, stretching, fading or soiling incurred during normal use.
8. Damages, defect or failure resulting directly or indirectly from the following are also not covered:
- a. Aftermarket or non-authorised manufacture alterations and modifications to the LDV RV;
  - b. Work carried out by unauthorised repairers or using unauthorised parts;
  - c. Accidents, deliberate damage, vandalism, theft or fire;
  - d. User negligence, misuse or abuse (e.g. tampering, overloading);
  - e. Failure to follow servicing/maintenance schedules or recommendations as set out in the Deliver 9 Service & Warranty booklet;
  - f. Water ingress from floods or deep-water fording;
  - g. Stone or debris impact, hail, windstorm, lightning, external fire or damage arising from environmental conditions and events;
  - h. Overloading the LDV RV and exceeding maximum towing capacities;
  - i. Incursions by vermin and other pests;
  - j. use on roads and tracks described above as unsuitable.
9. Damage arising or repairs required as a result of normal wear and tear.
10. Where there is no failure to comply with a consumer guarantee, this warranty does not cover incidentals including but not limited to phone calls, car rental, accommodation costs, loss of use of vehicle, inconvenience, loss of income and other consequential damages.

#### **LDV RV Appliances Warranty (1 Year)**

Interior appliances within the Campervan are covered by a one (1) year Appliance Warranty. This commences from the date of first sale of the LDV RV, which is the earliest of any one of the following:

- 1. the date the LDV RV is put into commercial use (demonstrators included); or
- 2. the date the LDV RV is first registered for road use; or
- 3. the date of the contract of sale or otherwise when title in the LDV RV has passed to a third party not being an authorised dealer in LDV's dealer network.



This covers the following appliances:

- Microwave
- Induction Cook Top
- Refrigerator
- Toilet system
- Air conditioner
- RV Radio
- Solar panel
- Vent extractor system
- Smoke alarm
- Invertor AC DC
- Lithium battery
- Info screen unit RV controller
- Bathroom exhaust fan and light.

If within this 1 year warranty period, a defect occurs to any appliance(s) listed above (and the exclusions set out herein do not apply) and any such appliance(s) shall be found to be defective in material or workmanship, then such appliance(s) shall be repaired or replaced in Ateco's sole discretion by an Authorised LDV RV dealer on behalf of Ateco, free of charge. You can find a list of Authorised LDV RV Dealers at [www.ldvautomotive.com.au](http://www.ldvautomotive.com.au).

Ateco is not obligated generally or under this Appliance Warranty, to install or fit the same components or parts as originally supplied, and where appropriate, will instead install or supply current or refurbished components or parts of similar quality, grade, and composition.

#### ***Procedure for Warranty Claim***

To claim on this Appliance Warranty, the LDV RV and this booklet must be delivered by the owner at their expense to an Authorised LDV RV Dealer, and delivery of the LDV RV after completion of the repair shall be taken by the owner at their expense at the workshop in question.

#### ***Special Conditions***

Special conditions relating to your Appliance Warranty are listed below:

- Repairs to an LDV RV undertaken by the owner or a repairer who is not an Authorised LDV RV Dealer will not be covered by this warranty. Payment for repairs or work by the owner or a repairer who is not an Authorised LDV RV Dealer will also not be recoverable under this warranty.
- All warranty considerations and approvals are subject to inspection of the LDV RV by an Authorised LDV RV Dealer.

#### ***Exclusions***

The following are not covered under this Appliance Warranty:



1. This Appliance Warranty does not apply to any LDV RV that has been subject to misuse, neglect, abnormal use, or use in a way that is not recommended by the manufacturer. Nor does it apply where the customer has caused or contributed to any damage or failed to take steps to prevent damage.
2. This Appliance Warranty does not apply for any damage caused or contributed to by a failure by the customer to properly maintain items.
3. This Appliance Warranty does not apply to damage caused by dislodgement of appliances and fittings resulting from use on corrugated or uneven surfaces.
4. This Appliance Warranty does not apply to damage arising or repairs required as a result of normal wear and tear.
5. Where there is no failure to comply with a consumer guarantee, this warranty does not cover incidentals including but not limited to phone calls, car rental, accommodation costs, loss of use of vehicle, inconvenience, loss of income and other consequential damages.



# WARRANTY

LDV vehicles offer all customers a warranty for the period of time or distance travelled (whichever occurs first), as defined in the individual model's page on [www.ldvautomotive.com.au](http://www.ldvautomotive.com.au), from the Date of First Sale (as defined in the Warranty Terms and Conditions), for manufacturing defects with the exception of items including but not limited to tyres, locally supplied batteries and radio/sound equipment which are covered by warranties from their individual supplier.

Please read the Warranty terms and conditions so that you are aware of your obligations to maintain the validity of this Warranty and the exclusions to this policy.

This Warranty is provided by Ateco Automotive Pty. Ltd ABN 34 000 486 706 hereinafter called "Ateco" of 2A Hill Road, Lidcombe, NSW, 2141, PO Box 7517, Silverwater, NSW, 1811, Telephone: 1800 709 832, email: [info@ldvautomotive.com.au](mailto:info@ldvautomotive.com.au) as the authorised importer/distributor of LDV products in Australia

Please read these terms carefully and observe their conditions as they affect the commitments of the Manufacturer, Ateco Automotive Pty. Ltd. and its Dealer Network.

## Warranty Terms & Conditions

Ateco, as the authorised importer/distributor of LDV products in Australia, warrants new LDV vehicles marketed in Australia and every major component thereof, subject and according to the following terms:

### 1. Extent Of Warranty

This Warranty extends to the original retail purchase and to any person or company who derives title to the goods through or under any such person or company (hereinafter called the "owner"), unless sold at auction or deemed to be a write-off, in which case all warranties are voided.

### 2. Warranty Period

This Warranty commences on the Date of First Sale and continues for the period of time or distance travelled (whichever occurs first) as defined in the individual model's page on [ldvautomotive.com.au](http://ldvautomotive.com.au).

- a) "Date of First Sale" is the earliest date of occurrence of any one of the following events:
- (i) the date the vehicle is put into commercial use (demonstrators included); or
  - (ii) the date the vehicle is first registered for road use; or
  - (iii) the date of the contract of sale or otherwise when title in the vehicle has passed to a third party not being an authorised dealer in LDV's dealer network.

### 3. Nature & Ambit Of Warranty

If within the Warranty period, a defect occurs in any part of the vehicle (other than parts for which warranty does not apply as set out in "6. Warranty Exclusions" hereof) and any such part(s) shall be found to be defective in material or workmanship, then such part(s) shall be repaired or replaced by an authorised LDV dealer on behalf of Ateco, free of charge.

### 4. Procedure For Warranty Claim

To claim on this Warranty, the vehicle and this Warranty Maintenance (Service) Book must be delivered by the owner at their expense to an Authorised LDV Dealer or Authorised Service Dealer, and delivery of the vehicle after completion of the repair shall be taken by the owner at their expense at the workshop in question. Please visit our web-site at [www.ldvautomotive.com.au](http://www.ldvautomotive.com.au) for the address details of your nearest authorised LDV dealer.



## 5. High Voltage Battery Warranty – Electric Vehicles

The High-Voltage battery fitted to your LDV Electric Vehicle is covered by a battery warranty against defects arising in materials or manufacture for the period of time or distance travelled (whichever occurs first), as defined in the individual model's page on [www.ldvautomotive.com.au](http://www.ldvautomotive.com.au), from the Date of First Sale (as defined above).

The performance and capacity of your high-voltage battery may decrease over time due to natural wear and tear. This warranty covers repairs needed to return the battery capacity to at least 70% of the original battery capacity. Where possible, the original high-voltage battery components will be repaired and will be returned to the vehicle. If unrepairable, the high-voltage battery will be replaced with either a new or remanufactured high-voltage battery free of charge.

Any repair or replacement made under this warranty may not return your High-Voltage battery to an "as new" condition with the original 100% battery capacity. However, it will provide the vehicle with an EV Battery capacity of at least 70% of the original battery capacity

An authorised LDV Electric Vehicle dealer can measure and determine the battery capacity including whether a decrease in capacity is excessive or in line with the age and mileage of the vehicle.

The high-voltage battery warranty shall only be applicable if the vehicle owner ensures that:

- The high-voltage battery is charged properly using the approved/recommended charging cable for the vehicle.
- The high-voltage battery is used only as intended and be treated with sufficient care and protected from damage.
- The vehicle is stored in accordance with the instructions for battery care in the vehicle Owner's Manual
- The high-voltage battery is used exclusive as energy storage for the electric drive vehicle and not for any other applications; and
- No modifications or improper repairs have been carried out to the high voltage onboard electric system and its components.

Please refer to the Owner's Manual for instructions and proper usage of the high-voltage battery when parking, driving and charging your vehicle.

## 6. Warranty Exclusions:

The following scenarios will not be considered warrantable under LDV warranty:

- Any repair or replacement not performed by an Authorised LDV Dealer
- Any repair or replacement on a vehicle that has not been maintained as per the appropriate service schedule or manufacturer recommendations
- Any repair or replacement on a vehicle where non - approved, incorrect or contaminated fuels, lubricants or fluids have been used
- Any repair or replacement to a part or accessory where failure has been caused by misuse – e.g. racing,





vehicle rallies, competitive events, overloading etc.

- Any repair or replacement for failure caused by knowingly driving the vehicle with a loss of coolant or oil
- Any repair or replacement for damage or failure caused by environmental factors such as airborne fallout, bird or bat droppings, insect damage, tree sap, salt, ocean spray, acid rain, hail or wind storms, flood, chemicals or chemical application, Acts of God or other road hazards
- Any repair or replacement due to conditions resulting from any impacts to the vehicle, including but not limited to; cracks and chips in glass, scratches and chips in painted surfaces or damage from collision.
- Any repair or replacement for damage or failure caused by any of the following; fire or accident, abuse or negligence, tampering with emissions systems, or with a part that could affect the emissions system of the vehicle.
- Any repair or replacement for slight irregularities which are not recognized as affecting quality or function of the vehicle or parts, such as slight noise or vibration considered to be a characteristic of the vehicle
- Any repair or replacement for failure or damage caused by modification of the vehicle from original specification
- Any repair or replacement on a vehicle that is declared to be a total loss by an insurance company (written off vehicle), vehicles rebuilt after being declared a total loss by an insurance company or vehicles that have been titled as salvage, scrap or similar
- All incidental or consequential damages, including without limitation, loss of time, inconvenience, loss of use of the vehicle, commercial loss, claims for hotel accommodation, meals, phone calls, travel costs, loss of use or loss of earnings due to down time are not claimable via LDV warranty. These items may however be covered under a consumer guarantee.

## **7. High Voltage Battery Warranty Exclusions:**

In addition, the following scenarios will not be considered warrantable under LDV High Voltage Battery Warranty:

- Any defects resulting from failing to operate within the performance guidelines (voltage, current, temperature) or state of charge of the high-voltage battery as described in the Owner's Manual.
- Any defects resulting in incorrect battery charging.
- Any unapproved modification to parts and or vehicle software from original specification, improper use, handling or maintenance of the battery, including a traffic accident or impact, or if the battery has come into contact with open flames or liquids such as high-pressure water or steam cleaning.
- Any defects as a result of subjecting the vehicle to excessive demands (e.g. motorsport competitions, overloading, performance tuning).
- Any damage caused by acts of God, war or other similar unforeseen events beyond LDV's control.

## **8. This Warranty Shall Not Entitle The Owner To Receive:**

- a) Any compensation for costs incurred due to a vehicle failure, or any extension of his or her rights under this warranty, unless such entitlement or rights are conferred upon him or her as mentioned in paragraphs 1, 2 and 3 of this Warranty.



- b) Any compensation for consequential damages or loss to persons or property, or any cost arising and relative to hotel expenditure, meals, telephone calls, unauthorised towing charges and hire charges, or any repairs after the expiration of the stipulated warranty period.

## **9. Other Warranties & Conditions:**

- a) The benefits conferred by this warranty are in addition to other rights and remedies of the consumer under a law in relation to the product. All other conditions and warranties express or implied are hereby excluded.
- b) No other person or persons are authorised by Ateco to offer or give on its behalf any other or greater Warranty than that given by Ateco under this Warranty.
- c) 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 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.

## **Use Of Original Spare Parts**

In order to maintain your vehicle in ideal condition, as designed and manufactured by LDV, it is necessary to fit original parts that are supplied exclusively in trade-marked boxes, through the official LDV network of Ateco. Ateco accepts no liability for faults/defects deriving from the installation of non-original spare parts or accessories not belonging to the LDV Accessory line or for parts not purchased from an Authorised LDV Dealer of the Official Australian Dealer network.

## **Programmed Maintenance**

Before being handed over to you, your vehicle has been carefully tested and checked by the Manufacturer and Dealer to make sure that it reflects LDV's quality.

All vehicles require regular servicing. LDV has therefore prepared a service plan for each model. Please see your Driver's Handbook for details.

In addition to the programmed maintenance provided by your dealer, it is wise to remember that the vehicle still needs routine care such as topping up the level of fluids, checking the tyre condition for wear, damage & pressure, etc.

In any case, you are reminded that correct maintenance of the vehicle is certainly the best way to maintain its performance levels, safety features, environmental-friendliness and low running costs over the course of time.

## **Important**

The scheduled maintenance services as specified by the manufacturer are obligatory. Failure to have the services performed may lead to forfeiture of rights under Warranty.

See your vehicle's Driver's Handbook and Service books for more information.