



Customer Care

Manual

Please ensure you read this complete guide to your Swag Camper Trailer or Caravan. If there is anything you do not understand, or you have any questions/concerns please inform a Swag Team member.

'SEASONING' or 'WEATHERING' YOUR CAMPER TENT:

*This is an extract taken from **Australian 4WD Action Camping with your 4WD NO 5** and written by **Dan Chojnacki**,*

A leaky tent quickly takes the fun out of camping. We show you how to prepare your canvas for any weather

Buying a new tent to make your camping trips more enjoyable is great fun. Once you get your new tent home, unpack it and go about seasoning it. Now why on earth would you need to "season" or "weather" a new tent?

It's new and it will get seasoned as you camp in it, right? True, but if you leave it to the weather to do your seasoning for you, your likely to get a tad wet.

Your new tent has been pricked, punctured and penetrated with a needle more times than a pin cushion. Sewing these materials together can't be avoided. When two materials are sewn together the machine's needle punctures the canvas as it pulls the thread through with it to catch another thread and marry the two pieces of material together, or bond them if you like. So your new tent has millions of holes in it! As the material is pierced by the needle it is only partially filled by the thread, meaning the ability of the material to retain the water proofing quality it once had is now jeopardized.

THE GOOD NEWS - Water has an interesting effect on canvas and the thread used to sew it together. Both the thread and the canvas expand and contract in different situations. Generally, when wet, the cotton thread will swell slightly, and the canvas will shrink to a small degree. Ultimately, if you can make this process occur in a controlled manner, you will effectively remove the gaps around the thread. The spin-off is that you have **successfully 'seasoned' your new tent**. The process to season a tent is the same for any canvas product, be it a swag, an awning, a bag or a tent.

WATER WORKS

It is important to set up your tent in an area that it won't be disturbed for a few days. So the back yard or maybe even the front yard would be a good spot. You'll need a hose, and you'll need to check your local water restrictions to be sure that you will be allowed do this.

A bonus to this exercise is you'll get the opportunity to set up your tent in a nice controlled environment, and get some set-up practice at home, rather than in a unfamiliar camping area at midnight, with a fading torch, and persistent insects using your forehead as a runway!

You should set you tent up as if it was in a showroom, picture perfect, **almost textbook if you like**, and use all the pegs, all the poles and all of the guy ropes that the tent is supplied with. How you set up the tent now, is how the tent's memory will be formed.

If you set it up with a slouch to one side, then chances are; the material will shrink to favour the other side and it will remain this way. So take the time to set it up square. Ever noticed how some campers set up a tent crooked with one peg in, one peg out, up at one end and down at the other? Overall it looks like a dog's breakfast and when the weather turns nasty, it performs like it looks. **Ordinary**.

After you've spent some extra time to make sure the tent is presented in it's most glorious state, it is a very simple process of wetting the tent down. Make sure all the windows and zippers are closed properly. With a hose, **first wet the tent down lightly**. Then, focus on all the areas **that have been stitched and waterlog the materials** the best you can. It should take 3-5 minutes to really drench a camping tent.

Leave the tent to **completely dry**. It's best to do this process over a few days. Wetting the tent down and letting it completely dry out, and then wetting it down again. Ideally repeating this process **at least 3 times**, finally when it is **completely dry**, pack it away ready for use.

The reason we repeat the process is to give the material and thread the best chance it can possibly have of sealing of it's own accord. After three times the effect of the process is somewhat lessened to where the canvas and thread have shrunk and expanded as much as they can.

Don't be alarmed if the tent leaks for the first or second time you season the canvas, this is normal as the thread and canvas expand and contract together. If, after seasoning your tent three times, and the seams still leak you will use to need a seam sealer.

By using a commercially available 'seam sealer', you can effectively force wax into the seams, which in turn helps seal the tiny pinholes. It's best to follow the instructions provided by the seam sealers as there application differs slightly depending on the brand.

PVC used in some sections of the tent like the sewn in floor for example, is not affected by water like canvas is. If you find seams are leaking where PVC is sewn together, it is best to go straight for a seam sealer.

TIMELESS WATERPROOFING

As canvas ages it's waterproofing ability deteriorate. Canvas is treated with a wax coating when it is manufactured though it eventually wears off. You'll first notice this as the tent begins to leak for no reason. There are methods to overcome this, though the material will never be as waterproof as it was when it was new.

Good Quality waterproofing compounds can be applied to canvas to reseal it. Once applied they need to be re-applied every two years, depending on how much you use your tent of course. The more you spend on a seam sealer and a canvas waterproofing compound, the better the result. The more time you take to prepare the canvas and apply the compound, the more favourable the result will be.

HOT TIPS

Never apply any detergents, while they will clean the tent, while they will clean the tent they will also remove the waterproofing compound in the canvas and the tent will fade and leak from then on.

To clean canvas effectively, brush the debris or soiled area off with a bristled brush and use water to remove the rest, or a combination of the brush and water. **Don't scrub too hard** or you will wear the material prematurely.

STORING CANVAS

1. Never put canvas away wet or store the tent in a dark damp spot (Like on concrete in the back of the shed)
2. Store the tent out of direct sunlight and keep it off the ground.
3. **DO NOT LEAVE YOUR CAMPER TENT PACKED AWAY IN A DAMP OR WET STATE AS MOISTURE WILL DESTROY ANY CANVAS, THE TENT MUST BE DRY, CLEAN AND FREE FROM DIRT.**

During any instance that you are required to pack away your Camper Tent in the above state, place a plastic sheet over your bedding (Queen size mattress up to 15cm in depth, along with your blankets, pillows, sheets & possibly, a couple of kid's mattresses).

AS SOON AS POSSIBLE, OPEN YOUR CAMPER TENT & ALLOW IT TO DRY. On any of your future departure dates, there is rain, forecast, we suggest you place a tarp over your Camper Tent. During a break in the rain, pack your Camper Tent away to help you minimize the drying time required. Using a tarp, will also help keep bird droppings off your Camper Tent & help keep it clean.

Please note we recommend seasoning your canvas every 6 months.

WARRANTY PROCESS

Our Industry leading structural warranty covers the draw bar and chassis only from fatigue and has a guarantee for a period of Five (5) years from original date of purchase.

Swag Camper Trailers offers a warranty on all workmanship and materials on our Camper Trailers.

1. Warranty is valid only to the original purchaser and may not be transferred or deferred in any way. Once sold or otherwise disposed of by the original purchaser to any third party, Swag Camper Trailers accepts no liability, claim logged by anyone other than the original owner.
2. Warranties are not valid on items purchased for the purpose of rental, loan or commercial use.
3. No warranty is offered on products sold at auction or as demonstrator, factory seconds or used products.
4. Warranty does not cover the product in the event of abuse, misuse, accidental damage or collision, modification of design, fair wear and tear (wheel bearings, wheels, tires, paint, travel cover, zips and mesh.) neglect, incorrect or inadequate maintenance.
5. Suspension, wheels nuts and bearings must be checked before every trip. Wheel bearings must be serviced by an authorised motor mechanic in 6-month intervals. Note for extreme use the camper will require more frequent wheel bearing service (River crossing, beach use, touring etc.)
6. Trailer bodies and their workmanship are guaranteed for a period of one (1) year from original date of purchase.
7. Tents and workmanship are guaranteed for a period of one (1) year from original date of purchase.
8. General wear and tear is exempt.
9. All warranty work is to be carried out by Swag Camper Trailers or by a Swag Camper Trailer authorised representative unless with the express written permission of Swag.
10. Swag Camper trailers will repair or replace the item at their discretion
11. Any transport, accommodation, towing or recovery costs arising from a warranty claim are the responsibility of the purchaser unless otherwise stated in writing by Swag Camper trailers.
12. Your Swag Camper Trailer comes with guarantees that cannot be excluded under the Australian Consumer Law. The benefits within our Warranty are in addition to other rights and remedies under the Australian Consumer Law in relation to our Swag Campers.
13. Warranty is valid to Swag Camper Trailers that have been maintained in accordance with this Camper trailer care guide.
14. Note if warranty claim is lodged, service documentation may be required to support your claim.

All deposits up to \$500 are non-refundable due to costs incurred by your order

How to make a claim?

Please note; all warranty claims must be lodged through our website using our online Support Form with as much information as possible. Failure to provide enough information or incorrect information may result to delays or a rejection to your claim.

To submit a warranty claim, please follow the instructions listed below.

1. Complete the online warranty claim form at <https://www.swagcampertrailers.com.au/contact/warranty-terms-conditions>
2. We will validate ownership details
3. A member of our team will contact you within 24-48 hours of the claim being received and advise you of the status
4. Please note Any claims for repairs carried out without prior authorization will be denied.

SWAG CAMPER TRAILERS- OWNERS RESPONSIBILITIES BEFORE AND AFTER TRAILER USE

Depending on the number of kilometres travelled and the type of road surface encountered during a trip, maintenance of your trailer/caravan or tent is a must on your return to ensure your long-term item. When planning a trip, you will no doubt spend time making sure your tow vehicle will be prepared for the road ahead, so the same should occur for you camper trailer or caravan.

REGULAR MAINTENANCE ON YOUR TRAILER:

- Repack wheel bearing and adjust if necessary
- Greasing coupling
- Greasing suspension components
- Tension all nuts and bolts before and after every use
- Adjusting locks and seals
- Wheel alignment
- Seasoning tent regularly
- Check all lights are working
- Check electrical cables for potential damage
- Check tyre pressure as per recommendations
- Check condition on all tyres including spares
- Check wheel nuts are tensioned including spares
- Check the hand brake and electric brakes are adjusted and in good condition
- Adjust brake shoes if brakes are loose
- Apply rust prevention products
- Touch up any chips quickly to prevent rust stains
- Regular cleaning of product
- Clean water tank internally and externally - After returning from your trip, remove all water from your water tank
- Drying out tent thoroughly after each use

HOW TO CARE FOR YOUR CANVAS, PVC OR FABRIC MATERIAL:

- Canvas should be clean, dry and free from dirt. If it's wet when packed away, please erect as soon as possible to dry out & prevent mould stains.
- Always ensure spreader bars are used when applicable to prevent any pooling occurring.
- Zippers and press studs are delicate items and care must always be taken when using them.
- When not in use we recommend the use of a travel cover or vehicle cover to protect from the elements
- Our campers are constructed to rigid specifications however, they should not be left unattended for long periods of time during inclement weather. Long periods of rain may soak the ground so that pegs become loose and/or the frame uprights may sink into the ground. One or both of the above weaken the rigidity of the overall structure since its strength depends upon the structure being taut at all times.
- Water pockets may form in the roof if the unit is not erected taut, further adding to the load on the frame and possibly causing a broken frame as well as roof leakage.

FIRE EXTINGUISHER:

Where applicable we provide users with an Australian Standard AS1851-2012 extinguisher. Australian standards require all extinguishers to be checked and tagged every six months. Depending on the type of extinguisher, they also need replacement every one to five years.

SWAG CAMPER TRAILER CARE GUIDE:

Wheel Bearings: Please ensure regular maintenance & greasing. This will depend on distance & terrain travelled. Please note; we recommend you have your bearing serviced between 500km and 1000km from time of pick up, and to tighten all wheel nuts within 100km from time of pick up.

Camper Trailer Brakes And Hand Brake: All campers with a GVM of above 750KG are sold with a braking system. Please ensure to have the brakes and handbrake adjusted after the first 500km of use. This is to allow of the brakes to “bed” in from factory.

Electric Brake Controllers: Electric brake controllers are required to be fitted to the towing vehicle if you’re Camper Trailer/ Caravan has been equipped with electric brakes. (If unsure please contact your Swag Camper Trailer staff) Please note when adjusting your brake controller, DO NOT adjust too high as this may result in major issues i.e. (excessive heat, wearing of drum and brakes, wheel bearing failure etc.). The trailer brakes are only there to help slow the vehicle down. You should never be able to feel the trailer braking before the vehicle

BATTERIES: For information relating to batteries, we recommend contacting LION Batteries (the supplier) on 1300 782 786. All campers sold with LION batteries have been fitted with 50amp Breaker switch and cut out switches. This is to help prevent causing any issues within your camper trailer wiring.

Please note: we recommend having the batteries charged before and after every use on your camper along with charging your batteries when your camper is not in use. This method will help maximize the battery life.

ANDERSON PLUG: Most of our models are fitted with a Anderson plug. This is to allow for your batteries to be charged from your solar panels, 240v charger or the 50amp Anderson on your vehicle if fitted. In the event your batteries are not charging, this may be because your 50amp circuit breaker has tripped, your batteries/wiring may have been overloaded – Quick Tip - try to reset the breaker by removing all electronics plugged into the camper and flicking the 50amp switch. If this continues to trip please contact your local sales staff.

SOLAR PANELS: If you have purchased our solar panels, these are fitted with 50amp Anderson plugs. This will allow you to plug your solar panels into the campers 50amp Anderson plug. Please note; our solar panels have been fitted with a regulator. If you wish to use your own solar panels, please ensure a regulator system has been installed.

INDEPENDENT SUSPENSION: All independent suspension models are adjustable. This will allow you to have your wheels aligned to prevent your tires from wearing. Please note; alignments should be done after the first use of your camper. This is to allow for your suspension is bedding in process, your suspension may require maintenance in the event of but not limited to (traveling long distances, driving off road, driving over big pot holes, driving on corrugation etc.)

HARD FLOOR MODEL: These models are fitted with winches and gas struts to assist in setting up your camper. To help assist with setting up and packing down, please ensure to use both winches (if fitted) for setup and pack up. Please note we recommend lifting the camper lid slightly to, assist in engaging the winch effectively.

CAMPER TRAILER LIFE SPAN: To prolong the life span of your Camper Trailer, a rust prevention treatment should be carried out & maintained. Products such as ‘Fish Oil’ etc are readily available at all good Auto/Hardware Stores. It is recommended to have all stone chips and scratches treated and touched up to help prevent further damage, please note we recommend having the camper trailer covered when stored at home, to protect against the elements

JOCKEY WHEEL: Always ensure your jockey wheel is secured with the handle & wheel at least level with or higher than your draw bar. This will reduce the possibility of damage being sustained. You must remember to loosen the

handle & allow the wheel to swivel, before moving your Camper Trailer. FAILING, TO DO SO, COULD RESULT IN DAMAGE TO THE AXLE OF THE JOCKEY WHEEL.

COUPLINGS: Please note the greasing points & maintain as required. Depending on the Coupling fitted to your Camper Trailer, check to see if there is securing clip directly to the rear of the Coupling. This clip allows movement within the Coupling shaft. During normal road driving, this clip can be swung away from the shaft allowing movement. During off road driving & reversing, it is advisable to place the clip over the shaft to reduce knocking. Variations to this coupling may vary, depending on stock availability.

ADJUSTING DOOR LOCKS: Most of our models are fitted with locks around the camper. Please ensure to have these adjusted within the 1st month of owning your camper. This is to allow for your locks/seals to bed in .

STABILIZER LEGS: A spindle has been supplied to allow you to lower & raise them. Please ensure they are raised & secured on each occasion before your departure. This should prevent them lowering during travel & sustaining any damage, PLEASE NOTE; STABILIZER LEGS SHOULD NEVER BE FULLY EXTENDED TO SUPPORT THE CAMPER, IN THE EVENT OF NEEDING FURTHER ADJUSTMENT, WE RECOMMEND USING CHOCKS UNDERNEATH THE LEGS.

CLEANING WATER TANK: All campers fitted with water tanks, must be cleaned before and after use (this will help prevent any contamination). This type of product can be purchased from most major camping stores

SWAG CAMPERS TENT/TRAILER SET UP CARE GUIDE:

WARNING: Swag Campers recommends for safety reasons that all trailers both Soft floor and hard floor trailers be set up by two Adults at all times. Do not place any limbs or body parts in-between moving parts, doors, draws and access compartments

SETTING UP YOUR HARD FLOOR CAMPER:

1. Find a flat area for your camper trailer and ensure you have enough space to fold your tent out. When selecting your camping spot ensure to remove all sticks, twigs, rocks and anything else that may damage your tent.
2. Before disconnecting from your vehicle please ensure to tension your handbrake to prevent your camper from moving, it's also good practice that you choc the wheels
3. Adjust the jockey wheel and stabilizer legs to support your camper trailer and achieve level support. As demonstrated at time of purchase. (This ensures your trailer is stable and level)
4. If your camper is fitted with Boat racks, please remove these prior to set up
5. Walk around the trailer unlatching all latches to release the top lid
6. Unwind the front mounted winch to the distance required to hook on to the latch at the rear of the trailer.
7. With one person either side lift the lid, so the initial seal is released, and the winch can now lift freely as demonstrated at time of purchase
8. For the Voyager 3 you can now lower the spare wheels which is assisted by the gas struts to the required location, once this has been done you can unlock and slide out the slide section of the trailer this should be done with one person inside pushing the slide out section and the second on the outside pulling out the slide section. Once it is all the way out the inside person must lock it in place by turning the supplied lever as Demonstrated at time of purchase.
9. For all three models now is the best time to put on the tropical cover and zip on your awning if being used.
10. Open pole bag and you will find the tent pole diagram, you will also find the tent poles are all numbered follow guide and place all the poles in the correct positions.

-
11. Once all poles are in position (including awning pole if setting up) you can go inside and push all the fixed internal poles to the maximum height this will adjust the tent out to its capacity (Do not try to force it too far as this may cause the canvas to rip)
 12. Now you can slide out your kitchen and prepare for use as demonstrated at time of purchase. (remember to always place the supplied support leg in position)

RAIN AND HEAVY WIND CONDITONS: When raining Please ensure to lower the awning to allow for better water flow, this will help stop pooling occurring on your awning.

SPREADER BARS: Spreader bars are to help minimize the chance of pooling, these are recommended to be used for every camping trip. Please note; additional spreader bars can be purchased from us.

CARING FOR TENT POLES:

Make sure the poles and zips are always clean and dry before storage. When the poles and zips have been used in damp, dusty conditions. Sandy or salty conditions, they must be cleaned and coated with a thin film of oil or silicon based liquid spray before storage. Many of the frame poles are connected with pole joiners, which are designed to keep them organized and allow quick assembly of the pole frame. Over stretching or dropping the poles will easily damage the pole joiners and this may not be covered under warranty. Please ensure to handle the poles carefully; especially when unpacking and packing away.

CONDENSATION: Condensation is a natural occurrence in cold weather. In confined areas like swags and tents the body releases more moisture than the canvas can dispose of. To minimize the chance of condensation, we recommend slightly opening the window of the swag or tent to enable airflow on cold nights.

MOULD: Most moulds need 24-48 hours of moisture to begin to grow. Therefore, if a suitable material in your camper/tent is wet for more than 24 hours then you run the risk of mould starting to grow. Many species of mould can begin to grow from humidity alone if the humidity stays high for long enough. In fact, the humidity only needs to be higher than 55% before some moulds can begin to grow. Please see below for the most popular causes of mould

A relative Humidity of roughly 50% or higher Moisture Damp or Dusty Conditions Lack of Ventilation

Please note all issues must be reported at the time of incident this can be done by simply completing our online support form <https://www.swagcampertrailers.com.au/contact/warranty-terms-conditions/>

Should you need any clarification, or you have misplaced your instructions please, do not hesitate to contact us.

BATTERY GUIDE:

VOLTAGE	≈ CHARGE STATE	
>12.6	100	Note that these voltages are approximate and are influenced by temperature etc. Batteries just taken off charge will have a significantly higher voltage until the 'surface charge decays over 30mins or so.
12.5	90	
12.4	80	
12.3	70	
12.2	60	
12.1	50	
11.9	40	Repeated discharge to these levels will shorten battery life
11.8	30	
11.6	20	
11.3	10	Permanent Damage will occur
10.5	0	

We recommend to fully charge your camper trailer batteries with a suitable 240v battery charger before and after every use and If you're not using your batteries for long periods of time we recommend to trickle charge your batteries.

PLEASE NOTE: THIS IS A GUIDE ONLY