



*Proudly 100% Australian Family Owned Since 2008*

# Owners

# Manual

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## Welcome to the Swag Family...

Congratulations on the purchase of your new Swag Camper. As a 100% Australian family owned & operated business, we are so happy you selected to be part of our family.

No doubt you are looking forward too many happy years ahead travelling this great country in a SWAG Camper and we cannot wait for you to share photos and blogs about your experiences. That said, like any vehicle, you will need to maintain your Swag so that you can enjoy those hassle-free holidays.

Unlike a car, your camper may spend prolonged periods of no use. It is not until you go to use it again, that you realise you may not have checked the bearings after the last trip driving through salt water, or you have left the batteries to go flat. This handbook will help to answer most of the common questions we get asked daily in relation to product care and preventative maintenance. Our website is also a handy area for video tools and information.

Please have a good read and if you have any questions, feel free to give us a call

Again, welcome to the Swag Family.

**Adam Mathieson**

**General Manager**

**FOR ANY ASSISTANCE WE ARE HERE.**

**PHONE:** 1800 792 422

**EMAIL:** [sales@swagcampertrailers.com.au](mailto:sales@swagcampertrailers.com.au)

**SOCIAL:** Facebook – search OFFICIAL Swag Owners Group

**WEB:** [www.swagcampertrailers.com.au](http://www.swagcampertrailers.com.au)

## Your Camper in detail

**Jockey Wheel** - Your Camper is fitted with an Ark XO750 off road hitch. This is a fully adjustable jockey wheel with removeable handle. For product information and maintenance please visit <https://www.arkcorp.com.au/product/xo750-jockey-wheel-xl/>

**Coupling** – depending on the model, your camper is fitted with a McHitch coupling as standard (as at Feb 2021). For product information and maintenance, please visit <https://www.mchitch.com.au/>

**Break Away Switch** – Campers over 2t ATM must be fitted with a break away controller. This is designed to engage the trailers electric brakes should your camper become separated from the tow vehicle. The breakaway switch operates from the vans main batteries so **DO NOT LEAVE THE SWITCH DISCONNECTED**. This will cause your batteries to flatten within a matter of hours. For information – <http://www.coastrv.com.au/products/car-accessories/brake-controllers/item/tekonsha-breakaway-switch-2010>

**Shackles** – We have supplied 2 rated D- shackles which must be attached to your vehicle when towing in a crossed over formation.

**Anderson Plug** – There is a 40amp Anderson plug on the front of the camper which is connect to the main caravan batteries. The Anderson plug is great for charging your caravan whilst driving via your tow vehicle. This is a 40amp Anderson plug.

**Handbrake** – The handbrake system is attached to the brakes via a cable system. **NEVER** trust a handbrake on an incline. Always chock your wheels. Over time this cable will stretch and will need adjustment. This must be done regularly during service periods.

**Gas/LPG Storage** – Your camper has storage for 2x LPG gas bottles (4.5kg or 9kg depending on model). If stored inside a box, the box will be vented in accordance with Australian Gas regulation and is plumbed by a licenced plumber. Whilst driving, during storage or when the gas system is not being used, gas bottles **MUST** be turned off. Never store items with open flames or ignition sources in the storage box.

The main gas line is plumbed to your internal hob (option) and main hot water system. It is also connected to a bayonet fitting near the kitchen which will need to be plugged in for the external gas cooker to work. This gas line is located on the underbody of the kitchen at the rear of the cooktop.

**Access hatches, locks, latches, and rubber seals** – All locks and latches on the camper are adjustable so over time as your rubbers naturally soften you can adjust the door latch to keep your doors etc water & dust tight. It is also recommended to use a silicone spray on the rubbers & fitting to protect them. **DO NOT LET DOORS DROP DOWN** or **SWING OPEN** without assistance as this can damage the door and/or break the hinge system. Doors should be locked when in transit.

**Water Tanks & Fill Points** – The correct filling of water points is vital for safe travelling. Be mindful of your water capacity and **NEVER** overfill the rear tank if you are not carrying sufficient equipment in the front storage sections of the camper. **TO MUCH WEIGHT IN THE REAR OF A VAN WILL RESULT IN TRAILER SWAY**. Fill the tanks slowly from a regular garden hose. If you apply to much pressure, your tanks will not fill correctly due to air blow back. You should keep your fill points lubricated to stop the mechanism and seals from seizing.

**Thetford Toilet Cassette** – Your Hybrid is fitted with a Thetford Toilet Cassette system. For product information, hygiene, maintenance, and instructions on how to use it, please see - <https://www.thetford.com.au/product-category/cassette-toilets/>

**Hot Water System** – your hybrid is fitted with a Truma Ultra Rapid Gas hot water system. These units have several safety features and as a result can be temperamental if not used regularly. For ignition sequence instructions, maintenance, and information, please see - <https://www.truma.com/au/en/products/truma-hot-water-system/ultrarapid>

**Main Door** – Your main door is fitted with a travel lock and cabin lock. The Travel lock **MUST ALWAYS** be **LOCKED** when the camper is in transit. This will prevent the door opening when the body of the camper flexes. Always use the cabin lock to keep your door opened.

**Batteries** – Your batteries are 100 AH RV deep cycle batteries. They are fitted to operate a 12v system (not 24v). They are stored under the sofa on the driver's side of the camper. Your batteries must always be charged above 12 volts to avoid losing your warranty. Never rely totally on solar panels to charge your batteries for extended periods.

**Solar Charging your batteries** – Your camper is fitted with solar panels to trickle charge your batteries. The energy generated from the solar goes through a regulator to control the flow to your batteries. This can be between 6-25amps per hour. Solar is a great off grid option however you should never rely on solar charging for extended periods of use. A vehicle charge or 240v charge will be required.

**Battery Charger** – depending on the model, your camper is supplied with a 240v Battery charger. All of Swags battery chargers are smart chargers and can be set to do a low charge (slow charge when at home or in storage) or faster charge for when a boost is required. Please refer to the owner's manual for information.

**Inverter** – Inverters are a great source of power when off grid. Depending on the model fitted you should know your inverters limits and ensure you do not exceed this limit. Exceeding the limit will destroy your main batteries. Please refer to the owner's manual for each inverter.

**Opening/Closing the pop-top of your Hybrid** – step by step

1. Ensure there are no overhead obstructions where your camper is parked.
2. Remove lynch pins and release all over centre latches.
3. Open the main van door to allow for the **cabin pressure to fluctuate**.
4. The simplest way is to lay on the forward bed facing the roof and push the lever arms upwards. Once the roof is 2/3<sup>rd</sup> of the way up, you can then turn around and push it up to the locked in stage. Be mindful the roof can be firm to raise should you have been driving for period. Push the scissors the whole way up until they lock into position.
5. ALWAYS RAISE THE FRONT FIRST AND BACK LAST.
6. At the rear of the camper push the handle upwards until the roof. Once the roof is in the open position, fit the safety poles in position to avoid the roof closing in adverse conditions.
7. To close the roof, remove the safety poles.
8. Pull the rear handle down first until the rear of the roof is in the completely closed position.
9. Pull the front lever to unlock it then take the weight and slowly lower the roof.
10. Avoid letting the roof slam down.

**Air-conditioner, Lights, sockets etc** – all the lighting and sockets in the camper are 12volt so there is no shop-to-shore power switch. The Power points and Air conditioner will only operate when a 15-amp approved RV power lead is connected. If the 240v power does not come on, check the RCD safety switch has not tripped.

**Water ingress** – Your camper is sealed using Quality RV sealants in Australia however when stored in the open elements and/or during travel the body will flex and seals can shrink or come away. Water can travel into the smallest of holes and cause damage. It is for this reason that you should check for any water ingress after significant rain events and whilst stored at home.

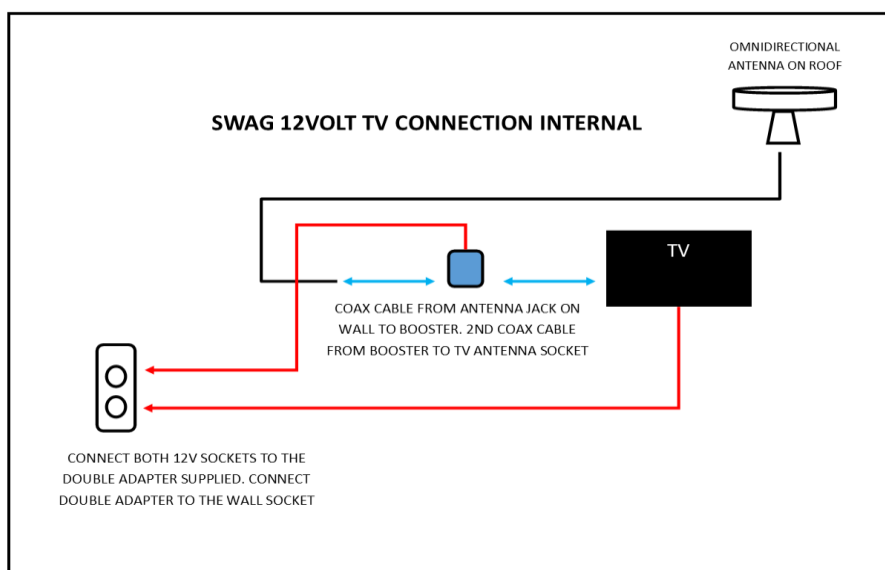
**Vermin** - Food should not be stored in a camper trailer when the camper is not being used. Vermin can build nests inside the smallest of cavities and create problems with electrical wiring and plumbing.

**Plumbing Hoses and fittings** – Your camper has fittings and hoses supplied by global leader John Guest Fittings. These are a hard-wearing push/pull sealed fitting designed for the RV and Marine industries. Because of body flex or fluctuating water pressure, some fittings can come loose and leak. This is more common when the

camper is new as the fittings are bedding in. If you notice a slight leak it is best to isolate the pipe and switch off the water pump/supply. By pushing the collar of the fitting back, the hose can be removed. Check the hose is cut neatly and cut clean (not on an angle). Most times the hose can be pushed back into position without issue. If you find the leak continues or the cut is not clean, try re-cutting the pipe or contact swag on 1800 SWAG CAMPERS

**Slides Rails** – Your camper has numerous slide rails of various sizes. If you find the rail not sliding smoothly or jamming it could be a bearing is jammed or there is an obstruction. **DON'T FORCE IT.** Most times you can apply a silicone-based lubricant on the slide, and it will loosen the slide rail. If the problem persists, contact Swag on 1800 SWAG CAMPERS

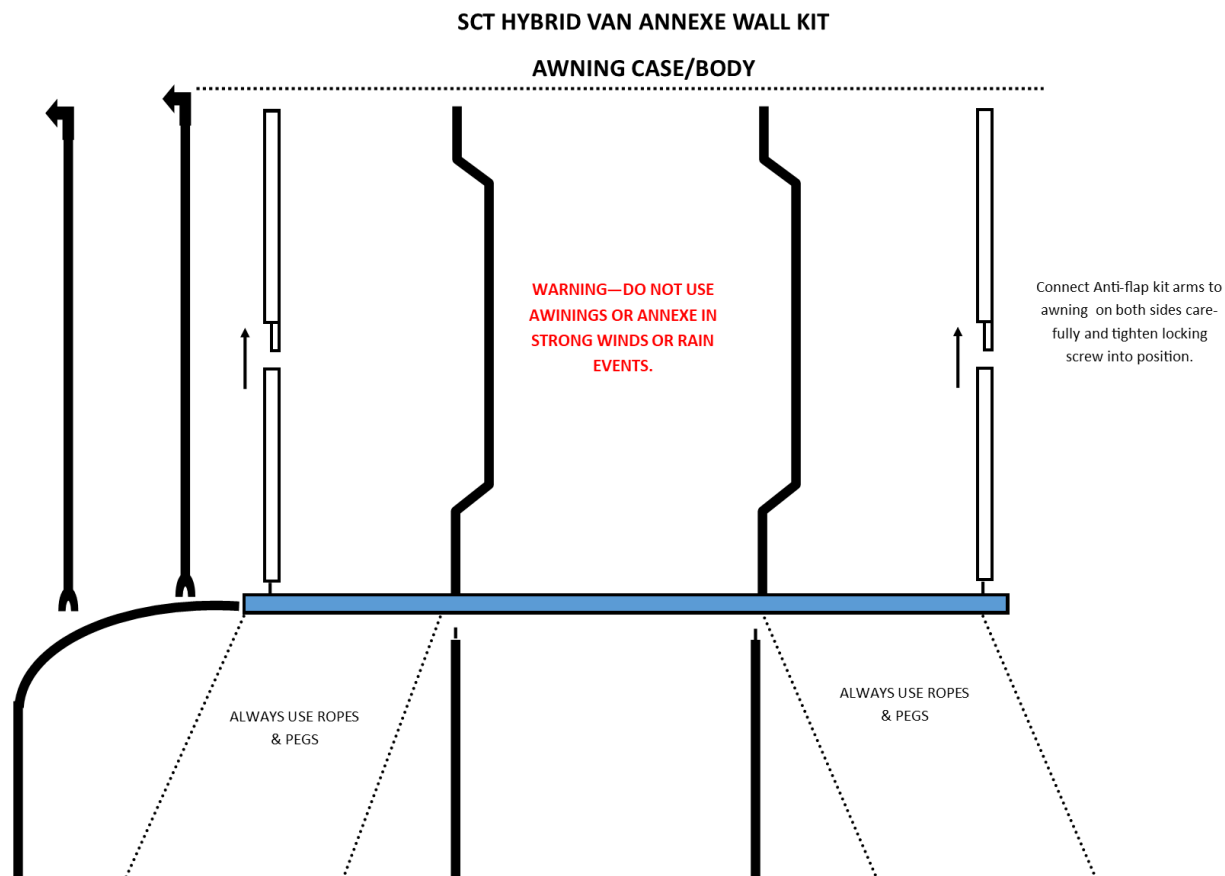
**Connecting your TV** – Please see the diagram below for instructions. Ensure you lock your TV bracket and TV in when travelling. **SCT MODELS ONLY**



### **SAFETY FOR YOU AND YOUR FAMILY**

Whether you are starting off, getting to your next destination, or heading home, there are things you can do to keep your family safe:

- **CHECK YOUR JOCKEY WHEEL & HITCH ARE SAFE, SECURE AND GREASED.** Do a quick visual check for cracks in the plastic or welds.
- **CHECK YOUR DRIVING LIGHTS** all work when plugged into the tow vehicle i.e. brake lights, indicators etc
- **GREASE YOUR SWING ARM POINTS** – There are 2 to 4 grease nipples on the swing arms that can easily be greased
- **CHECK SWING ARM BOLTS** – Check the 4 swing arm bolts where the trailer connects to the swing arms are tight and there are no visual defects.
- **CHECK WHEEL HUBS** - see service bulletin.
- **CHECK WHEEL NUTS** – see service bulletin.
- **ARE ALWAYS YOUR BATTERIES CHARGED?** You should always keep your battery charge level above 11.6volts.
- **GRAB A SHIFTER** – there is nothing better than grabbing a shifter/socket set or spanner set and doing a quick tension check on all the visual nuts and bolts. Especially if you do a lot of off road/corrugated road driving.
- **CHECK YOUR ELECTRONIC BRAKE CONTROLLER WORKS** - each manufacturer is different - refer to the electronic brake controller manual.
- **ENSURE EVERYTHING IS SECURE** – the last thing you want is to get to your destination and the camp chairs on somewhere on the Bruce highway...!!!



### Annual Maintenance

As per our Standard Warranty Terms & Conditions (contained herein), Camper Trailer & Hybrid maintenance is the responsibility of the camper trailer owner. Swag Camper Trailers is not liable to any warranty claims for poor maintenance, negligence, or wear & tear. Just like buying a new car, Customers are required to have their camper trailer or hybrid van serviced annually or every 5000km (whichever is less) by a reputable service centre.

Items included at each service interval MUST include inspection & testing of:

- Wheel Bearings & Seals
- Wheel Nuts
- Wheel Alignment
- Brake Drum inspection & test
- Handbrake Cable tension & test
- Driving Lights test
- Electronic Brake Test
- Hub Bolt inspection & Tension check
- Swing Arm bolt inspection and tension test
- Swing Arm Grease
- Jockey Wheel inspection & Test
- Coupling Inspection & Test

Customers should keep a record of services as evidence may be required for any warranty claims.

## SHAKE DOWN TEST

Unless otherwise specified you are purchasing a product that is new and unused. Swag undertakes a rigorous QC process prior to your collection of the camper however we have not used your camper under full load therefore we encourage customers to use the camper as much as you can in the first 2-3 months. We call this a shake down test!

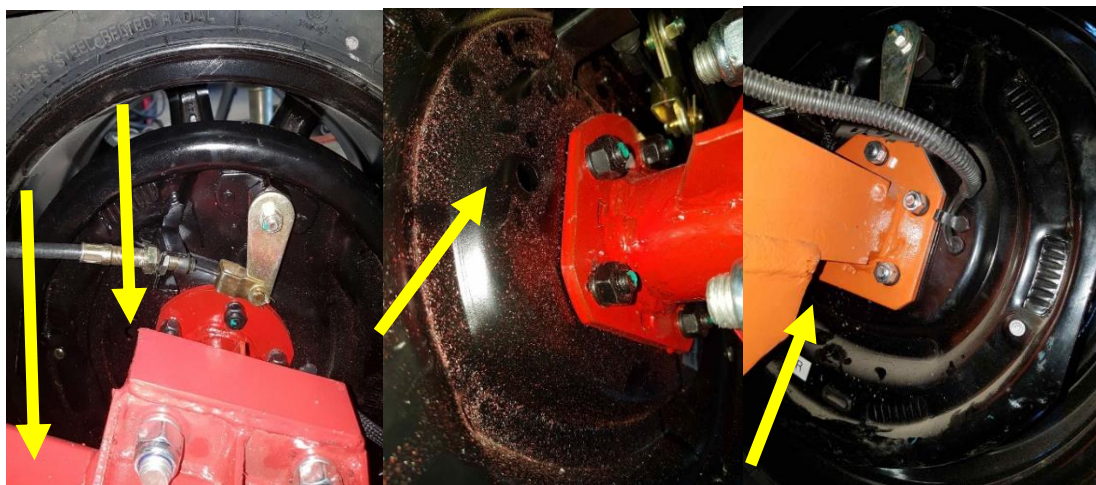
This shake down test puts the camper under load. It is normal for the camper body to flex, water pipes and fittings to stretch and brakes to bed down etc. Should you have any issues during this period, please contact Swag Service on 1800 792 422 to speak with a member of staff.

## CHECK WHEEL HUBS

Wheel Hub bolts must be checked prior to every trip. In addition, we recommend a check every 100-200km on off-road/corrugated road environments and every 500-800km in normal drive conditions.

It is important to check your wheel hub bolts & nuts are tight to prevent uneven wearing on wheels, incorrect camber or in the worst case, a hub coming loose.

To check your hub bolts and nuts are tight, simply check the nuts on the back of the hub are tight with a hand spanner. To check the size spanner required refer to the nut size. Do not over tighten or use a rattle gun.



## CHECK WHEEL NUTS

Wheel nuts must be checked prior to every trip. In addition, we recommend a check every 100-200km on off-road/corrugated road environments and every 500-800km in normal drive conditions.

It is important to check your wheel nuts are tight to prevent uneven wearing on wheels, incorrect camber or in the worst case, a wheel coming loose.

To check your nuts are tight, simply check the nuts with a 19mm wheel nut lever or torque wrench (setting 125nm). **Do not over tighten or use a rattle gun.** A quick way to monitor wheel nut movement is to purchase wheel nut indicators.

**The first time you drive away: You MUST Check your wheel nuts @ 100km, 200km, 500km.**



No wheel nut indicators

Shown with wheel nut indicators

## SEASONING YOUR CAMPER

### A leaky tent quickly takes the fun out of camping. We show you how to prepare your canvas and protect it.

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 is 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 cannot 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 will not be disturbed for a few days. So, the back yard or maybe even the front yard would be a good spot. You will need a hose, and you will 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 have spent some extra time to make sure the tent is presented in its most glorious state, it is a remarkably 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 is 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 its 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.

**Do not 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 is best to follow the instructions provided by the seam sealers as their 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 its waterproofing ability deteriorates. Canvas is treated with a wax coating when it is manufactured though it eventually wears off. You will 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 USE DETERGENT, CHEMICAL, BLEACH OR CHLORINE TO CLEAN YOUR CANVAS OR VINYL.** 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. **Do not scrub too hard** or you will wear the material prematurely.

### **STORING CANVAS & VINYL**

1. Never pack canvas or Vinyl 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 PACKED AWAY IN A DAMP OR WET STATE AS MOISTURE WILL DESTROY ANY CANVAS & VINYL. THE TENT MUST BE DRY, CLEAN AND FREE FROM DIRT.**

During any instance that you are required to pack away your Camper 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 & ALLOW IT TO DRY.** On any of your future departure dates, there is rain, forecast, we suggest you place a cover 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.**

### **STORING YOUR CAMPER OR HYBRID**

To protect your camper or hybrid from harsh environmental factors, you should store the product undercover in a dry setting. If this is not able to be done, you should use an approved caravan or camper trailer cover.

We recommend that for trouble free operation and longevity of your camper that you:

- Open your camper after rain to inspect for water ingress or intrusion due to a seal that has not been seated or closed correctly.
- Clean all surfaces of the Trailer with mild soapy solution and warm water, and rinse with fresh clean water and make sure all canvas is dry before storage. Never pack up a wet tent and leave for a period greater than 1 day before drying out, this will help prevent mould and mildew.
- Lubricate hardware with silicone spray (or similar) do not use grease or similar product as this attracts dust and dirt and accelerates wear.
- We encourage customers to use Lennox spray on their camper. Simply spray on and wipe over the entire camper regularly.
- Clean the outside of the trailer and apply a good quality automotive polish. In addition to making it look great, the polish will help protect the paint and prevent it fading.
- Be aware of the use of pressure washers - these are often powerful and can direct spray under trim and damage bodyworks, stickers, and seals.

- Because your trailer often stands in one place for long periods this can cause your tyre walls and inside the treads to crack. Keeping the wheels regularly turned, placing on tyre-saving devices, or lifting off the ground helps to cut down the cracking process.
- Check your fire extinguisher charge regularly (at least annually).
- When camping near the beach or ocean remember to wash your Trailer, tent, and wheel rims regularly with a mild detergent to prevent corrosion and rust.
- When travelling in dusty (Bull Dust) conditions ensure you travel at a speed to minimise dust intrusion.
- Ensure Aircon Vents are properly taped up and sealed before travel on Dusty roads (Bull Dust) or water crossings (must be untapped before using appliance) Also taping of all exterior keylocks and switches and water fillers is highly recommended. A cloth backed tape is recommended.
- Inspect all seals regularly and ensure there is no damage and that the adjustment is set correctly as the seals will need adjusting as required. This is the responsibility of the owner to ensure the seals are correctly adjusted for maximum seal performance.
- Travel at a speed to suit conditions. Limit speed over corrugations, lower tyre pressures and take frequent stops to allow shockers to cool.
- Ensure that your trailer is regularly serviced by a trained and competent person as per our Maintenance Schedule.
- Over the summer wet season or prolonged rain periods you MUST open and air your camper monthly to prevent moisture build up due to the humidity.
- Once a month run a charge cycle through your batteries as this will prolong battery life

### **LEVELLING YOUR VAN WHEN CAMPING**

All customers need to remember that the roof on a Hybrid camper is flat and because we like to add lots of things to our roofs such as Airconditioning systems, dust reductions systems, solar etc this can cause the roof to flex downwards. As a result, water from rain, dew and your air conditioning system will pool on the roof. Our roofs are sealed using 291 Sikaflex sealants however over time the Australian suns harshness, body flex and driving conditions, the seals may be jeopardised. Pooling water can be an issue as the smallest or most minute hole can create the biggest of problems. It also allows for mould/mildew to grow on the roof.

**When camping use your jockey wheel to either raise or lower your caravans' nose to allow the water to run off.**

**For campers and hybrids in storage you must lower the nose to allow for maximum water runoff.**

### **AWNINGS**

All awnings and annexes supplied by Swag Camper Trailers must be used in accordance with the manufacturer's guidelines.

This includes:

#### **CAMPER TRAILERS:**

- All Awnings must be double roped with appropriate pegs used.
- The spreader bars provided must always be used when the awning is set up.
- In rain periods, the pitch of the awning must be adjusted lower to allow for water run-off.
- The awnings are not designed for severe rain or weather events.

#### **HYBRIDS:**

- The wind out awnings are designed to be a sunshade awning.
- Pegs must always be used.
- We recommend the use of ropes to maintain tension on the awnings.
- In light to moderate rain events customers MUST monitor water build up on the roof surface and change the pitch of the awning to allow water run-off.
- Winds above 15-20knots – the awning must be retracted.
- The awnings are not designed for heavy rain or severe weather events.

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# **THINK SAFE - TOW SAFE – LOAD SAFE**

## **Loading and weights**

Correct loading is the responsibility of the caravan owner.

This caravan has a low-ball when empty. It has been designed this way due to the bulk of the storage being located at the front of the van.

We recommend limiting the amount of water in the rear tanks if you are towing the van without any goods being stored at the front. This will make for safer towing.

## **Breakaway switch**

The breakaway switch uses the main batteries on this van for power. The switch must be connected always. Do not use the breakaway switch as a park brake as this will flatten your batteries.

## **Awnings**

Shade awnings must be pegged to the ground and roped for safety. Awnings must be retracted in moderate to strong winds.

## YOUR WARRANTY

The following information relates to products sold by SWAG Camper Trailers PTY LTD. Please read all the information carefully. By purchasing from SWAG Camper Trailers PTY LTD you hereby agree to the Terms & Conditions of this warranty.

1. All SWAG Camper Trailers are covered by standard Australian Consumer Law 12-month manufacturer's warranty from the original date of purchase. Please retain your sales invoice for the product as this is proof of purchase and must be presented when making a warranty claim.
2. **5 Year Structural warranty** – Our Industry leading structural warranty covers the draw bar and chassis (ONLY) from fatigue for a period of Five (5) years from original date of manufacture.
3. This Warranty applies only to the original buyer from the original date of purchase - collection date. The warranty is not transferable or deferable in any way. Once sold or otherwise disposed of by the original purchaser to any third party, all warranties become null & void, and the original purchaser shall make no claims or be eligible for any claims on behalf of the new owners.
4. Items not covered under this warranty include:
  - 4.1. Any parts that are considered consumables are not covered by warranty, such as Wheels, Wheel Bearings, Tyres, Rust, Lights, Tent Zippers, Tent Lights etc. SWAG supply spare parts if needed which can be purchased from us (postage will apply).
  - 4.2. Impact or stone damage to body, chassis or running gear
  - 4.3. Soiling of fabrics and internal fittings from dust and other airborne substances
  - 4.4. Movement or damage caused by dislodgment of appliances and fittings resulting from hard impact or heavy landings or severely rutted roads or tracks
  - 4.5. Water damage due to water crossings.
  - 4.6. General damage arising from misuse
  - 4.7. The Warranty does not extend to maintenance items which are the responsibility of the purchaser
  - 4.8. Wheel alignment
  - 4.9. Damage because of Off-road use where the road is not suitable for travel
5. Warranty covers factory faults only. The warranty does not extend to cover damages caused by improper use, poor maintenance, wear & tear or mistreatment. This includes the use of the vehicle on non-gazetted roads in the country of Australia.
6. Warranty does not cover damage due to **ANY** modification of design, accidental damage or collision, misuse, abuse, incorrect assembly, improper and irregular/inadequate maintenance.
7. The purchaser must follow the instructions, care and maintenance information provided by SWAG Camper Trailers PTY LTD (customer care guide) to ensure that the product performs to the purpose intended.
8. This Warranty covers **NEW** trailers only. Trailers sold as "*EX Display or DEMO*" or for commercial use, will have limited warranty.
9. The standard Warranty is void when used for commercial purposes i.e rentals, loan equipment or if the unit is being used as a permanent dwelling.
10. No warranty is offered on products sold at auction, ex-demonstration, factory seconds, damaged or used product unless specified
11. The warranty covers the original the Camper Trailer only. The Warranty **DOES NOT** cover the following items:
  - 11.1. Appliances, parts and equipment which are not manufactured or supplied by SWAG Camper Trailers (for example a refrigerator, batteries, solar panels or customer modifications) are covered by the warranty of such items for the term offered by the manufacturer of such items.
- 11.2. Any defect resulting from overloading, misuse, negligence, accident, poor maintenance, or other cause beyond the direct control of Swag Camper Trailers.
- 11.3. Any defect resulting from fitting or installation of any accessories or options such as an altered toolbox or other items after the camper trailer has left the premises of Swag Camper Trailers.
- 11.4. Any rectification or other work required due to alterations in Local, State or Federal legislation which occurs after manufacture of the recreation vehicle.
- 11.5. Any consequential damages or repair work necessitated due to continued usage or towing after a defect has, or should have, become apparent to the purchaser or user.
- 11.6. Any accommodation or re-location expenses including fuel/freight. Loss of earnings or rents or other costs incurred before or whilst repairs under this warranty are being affected.
12. Unless otherwise agreed in writing the unit must be returned to our factory for any assessment or warranty work. In this case the warranty does not extend to cover.
  - 12.1. Any Transportation, accommodation, towing, or recovery costs arising from a warranty claim are the responsibility of the purchaser unless stated in writing by SWAG Camper Trailers PTY LTD.
13. Any Warranty Work/s performed by a third party/repairer must first be approved in writing by an authorised representative of SWAG Camper Trailers. Please refer to item 12.
14. Works carried out will be solely at the manufacturer's digression as to extent of the repair or replacement of parts.
15. Any agents, suppliers, resellers or similar of SWAG Camper Trailers PTY LTD shall have no authority to authorise or deny warranty claims on behalf of SWAG Camper Trailers Pty Ltd.
16. Canvas is covered by a 12-month manufacturer's warranty. Misuse, negligence, wear & tear are not covered. Items not covered under the standard canvas warranty are outlined in item 18.
17. Extended 24-month (Total 3 years) is available on all GENESIS Campers produced post 2019. This warranty covers the structural integrity of the canvas and does not include the items listed in item 15.
18. The Canvas warranty does not cover any internal/external zips, flooring, mesh, stitching, seams, heat proofing, vinyl, Velcro.
  - 18.1. To make a Canvas claim the unit must be Returned to the place of manufacture. The claim does not extend to cover leaks if it is found that the tent has not been weathered correctly or has been overstretched during tent erection. Tents are not covered under warranty for usage of sprays on canvas.
19. All Trailers come with guarantees that cannot be excluded under the Australian Consumer Law. In addition to our warranty, the consumer may also be covered by other rights and remedies of Consumer Law in relation to the goods and/or services to which this warranty relates.
20. Warranty is subjected to our approval after a full inspection has been made from us to determine that the issues are genuine and not deliberate.
21. Swag Camper Trailers & Hybrids are not designed for tight, undulating, or extreme 4WD tracks that are unsuitable for trailers. Consequently, they should not be used on such tracks, and any damage that may occur from unreasonable use in these circumstances will not be covered under warranty. The best and safest policy is to leave your camper as a base camp and explore unsuitable areas with your tow vehicle alone
22. **Return Policy** - Please choose carefully to make sure the model of Trailer suits you and your needs. Wrong selection change of mind, minor variations in model, colour, specifications are not reason/s for a refund.

## **MAKING 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 on our website
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.

**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 year.

**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 Lennox, Fish Oil etc are readily available at all good Auto/Hardware Stores. You must 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. Do not move your camper or van whilst the jockey wheel is in the raised position. **FAILING, TO DO SO, COULD RESULT IN DAMAGE TO THE AXLE OR SHAFT OF THE JOCKEY WHEEL.** This is not a warrantable repair.

**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.

**RUBBERS, SILICONE AND SEALS:** Rubbers, seals and silicone will naturally deteriorate if not treated or maintained correctly. You should regularly lubricate, clean, and maintain all silicone, seals, and rubbers. These items should also be kept out of the direct sunlight when stored. To stop door rubbers sticking, you should open them regularly.

**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

**RAIN AND HEAVY WIND CONDITONS:** During Rain or gusty winds **YOU MUST** lower the awning to allow for better water flow, this will help stop pooling occurring on your awning.

**AWNINGS ROPES & PEGS:** All Campers are supplied with ropes & pegs for the main tent and awnings to brace in windy conditions. Failure to use ropes appropriately will result in damage to your camper.

**BIKE MOUNT:** The weight capacity on the rear bike rack mount is 30kg. Bikes must be held firm in position with slings or ropes so that they do not swing around.

**BOAT LOADER:** The capacity of the boat loader is 85kg.

**GAST STRUTS:** Never remove a gas strut. These use an extremely high gas pressure capacity and removing them can be lethal.

**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 relate to 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 campers and hybrids 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.

#### **BATTERIES AND BATTERY MANGEMENT**

The most common customer service request and most common question asked is *“how long can I get out of my batteries?”*

This is a can of worm’s question as there are so many variables such as:

- Supplied battery type and amp rating.
- Ambient temp / fridge temp.
- Battery charging system - dual vehicle battery or standalone charge at home.
- How often you open the fridge door.
- How much gear is in the fridge.

An example is - An Evakool 75ltr fridge running at 5 deg-C on a 32 deg-C day can draw approx. 2-4 amps an hour if you do not open the door and it is not in direct sunlight. A more common average would be working on the fridge using up to 4-6-amps an hour, as the unit will have a duty cycle most likely it would be slightly less if used as a fridge and more if used as a freezer. If you did not charge the battery and minimised open time you may get 24-48 hours out of your battery/s before the voltage drops below 12V.

**When is my battery flat?** If a battery drops below 11.2 volts technically it is flat. Most reputable brand fridges will cut out when the battery reaches this point. If your batteries reach this point it will need an immediate **CHARGE**.

**How long should I charge my battery for?** A deep cycle or AGM battery is not like a smart phone. If you are charging through a smart charger (Projecta PC1600 or similar) at 4 amps – this is 4 amps per hour, it can take up to 50 hours to charge (200ah/4amps per hour = 50 hours).

**But my lights still work:** LED lights give no indication that the batteries are going flat. LED lights will work as low as 2 volts but allowing your battery to get this low can cause permanent damage to the battery and may not be covered under warranty.

**Solar & Batteries:** The solar panels we can supply are rated to 160w. They normally have an input rate of 10amps (use calculation above). This is calculated in 100% sunlight i.e. middle of the day & no clouds. Solar panels are good for trickle charging your batteries and power feeding things like fridges during the day to reduce the draw on your battery power.

**Flat Batteries and warranty:** Please note, just like a car battery, if you run your batteries flat you can cause irreparable damage to the batteries and battery system. In most cases a damaged/flat battery is not covered under warranty. Please always maintain a charge in your batteries above 11.5volts. This can be done by using a good quality battery charger at home or when the van is not being used.

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

**Finally – Enjoy Your Camper & remember we are always here to assist...**

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Notes: