



**AUSTRACK
CAMPERS®**

& OFFROAD HYBRID CARAVANS

BUILT TOUGH. BUILT TO LAST

TANAMI X13

USER MANUAL



Please read owner's manual before using the equipment. Third party component manuals should be read in conjunction with this manual. Maintenance guidelines must be met or exceeded, failing to meet these guidelines may result in serious injury or death and property damage. Specification may change without notice.

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Store Locator

Head Office

07 5498 3888

sales@austrackcampers.com.au

Caboolture Showroom

73 Lear Jet Drive Caboolture, QLD 4510

07 5408 7111

caboolture@austrackcampers.com.au

Rocklea Showroom

7 Collinsvale Street Rocklea, QLD 4106

07 3112 7868

rocklea@austrackcampers.com.au

Newcastle Showroom

4/2364 Pacific Highway Heatherbrae, NSW 2324

02 4006 6833

newcastle@austrackcampers.com.au

Melbourne Showroom

1644 Hume Highway Campbellfield, VIC 3061

03 9357 5081

Melb@austrackcampers.com.au

Perth Showroom

634 Casella Place Kewdale, WA 6105

08 6252 7007

perth@austrackcampers.com.au

Adelaide Showroom

113-119 Morphett Road Camden Park, SA 5038

08 7009 1018

adelaide@austrackcampers.com.au

Scan for Map



Re-sellers and suppliers

Rising Sun Townsville – Re-seller

35 Bowen Road Rosslea, QLD 4812
07 4779 0211

Precision Motors Armidale – Re-seller

101/107 Barney Street Armidale, NSW
02 36772 5866

Redarc

www.redarc.com.au

Technical support 1300 733 272

Projecta

www.projecta.com.au

Technical support 1800 422 422

Truma hot water systems

<https://www.leisure-tec.com.au/services/>

Technical support 1300 072 018

Country Comfort hot water systems

<https://countrycomfortwaterheater.com.au/>

Technical support 0438 242 873 or 0412 111 656

Dometic Air Conditioners

<https://www.dometic.com/en-au/support/service-locator>

Technical support 1800 21 21 21

Cruisemaster

<https://cruisemaster.com.au/>

Customer Service & Support 1300 35 45 65

Ark

<https://www.arkcorp.com.au/>

Customer Service & Support 02 9678 9036

General Safety Introduction



WARNING– Before using this product you should read this manual and those manuals supplied by component manufacturers applicable to this product.

This manual is supplied as a reference to required maintenance of your new Austrack Campers Hybrid offroad camper.

Failure to use and maintain the product in accordance with what is outlined in this manual may affect your warranty.

Incorrect and/or insufficient maintenance may cause product failure resulting in property loss, damage or injury or death.

Maintenance intervals are critical for normal use; extreme use may require shorter or additional maintenance intervals. See [Maintenance Schedule](#) for more details.

This manual content does not imply, express or other any warranty, the owner should read the [Warranty T&C's](#) included in this manual.

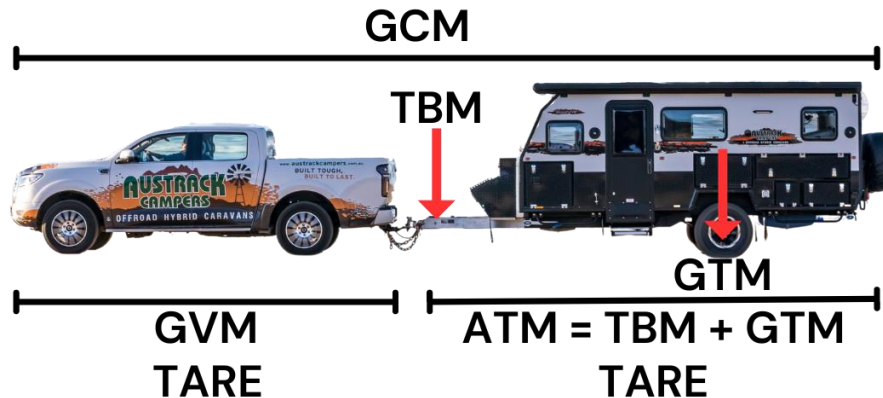
Before using this product, you need to be certain that your tow vehicle is suitably rated and equipped to tow the product safely and legally.

The trailer and vehicle pairing must be within the safe “Maximum Towing Capacity”, “Ball Weight Capacity” and “Gross Combination Mass” as stated by the vehicle manufacturer.

This Hybrid camper is fitted with electric brakes and a “Breakaway System”. Requirements for breakaway systems can vary from state to state. The breakaway battery draws its charge from the house battery system of the Tanami. See [Braking Systems](#) section for more details.

Austrack Campers reserves the right to modify an advertised component (e.g., air conditioning unit, stove, inverter) with an item of similar value and quality, due to supply and availability. In order to fulfill orders, all Austrack Campers are subject to change at Austrack's discretion.

Weight Explanations



GCM Gross Combination Mass. The weight of your fully loaded vehicle and fully loaded trailer when hitched together.

GVM Gross Vehicle Mass. This is the weight of your fully loaded vehicle.

TARE The weight of the vehicle or trailer without water, fuel or any cargo.

ATM Aggregate Trailer Mass. The maximum your trailer can weigh fully loaded.

GTM Gross Trailer Mass. The maximum weight on the axle when fully loaded.

TBM Tow Ball Mass. The weight exerted on the vehicle when hitched. This weight transfers to your vehicle when hitched and becomes a part of the vehicles GVM.

$$\text{GCM} = \text{ATM} + \text{GVM}$$

$$\text{ATM} = \text{TBM} + \text{GTM}$$

$$\text{Payload} = \text{ATM} - \text{TARE}$$

Your Vehicle's towing capacity is the maximum weight your vehicle can legally and safely pull when towing, however it is also crucial to know the Gross Combination Mass allowed by the towing vehicle. State laws regulate all towing requirements, including speed limits. It's crucial to understand and adhere to towing capacity limits for several reasons.

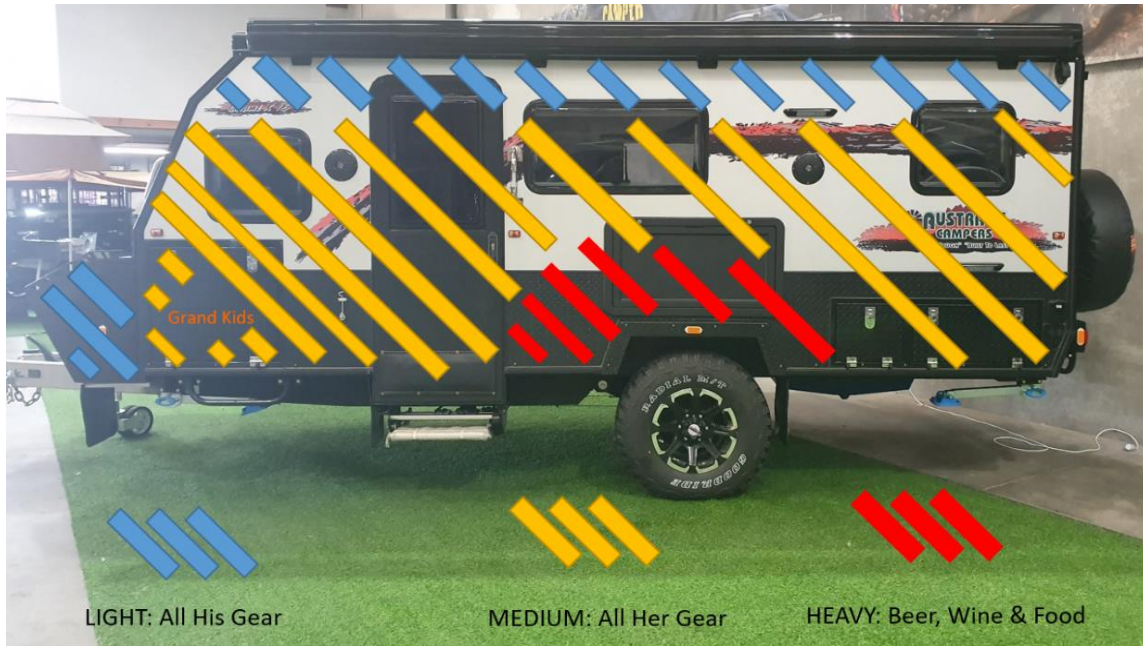
Exceeding these limits is both dangerous and against the law. It also places undue stress on your vehicle's brakes and components, leading to damage and wear. Furthermore, an overweight vehicle usually isn't covered by insurance.

When it comes to towing your camper, one of the most critical factors to consider is the tow ball weight. This often-overlooked aspect of towing can significantly impact your safety and the handling of your camper on the road.

A general rule of thumb is that the tow ball weight should be around 9-11% of the loaded camper's total weight. For example, if your loaded camper weighs 3,000 kg, your ideal tow ball weight should be between 270 kg (9%) and 330 kg (11%).

Load Distribution

When heading away on your next big adventure it is important to load your caravan correctly to distribute weight evenly and achieve a suitable ball weight load and prevent loading in a manner that can cause a caravan to sway and/or roll excessively left and right. The optimum ball weight on a caravan is between 9% and 11% of the total caravan weight.



WARNING: BALL LOADING (DOWNWARD LOAD ON TOW HITCH) MUST NOT EXCEED 350KG OR THE MAXIMUM ALLOWABLE LOAD BY THE VEHICLE MANUFACTURER OR TOW BAR RATING, WHICH EVER IS THE LOWEST.

Exceeding these limits may result in an accident, causing property damage and/or serious injury or death.

- Always load both sides of the caravan evenly
- Load heavy items low and directly over the axle.
- Secure all items to prevent damage to the caravan during travel.
- Consider water tank levels and how they may affect the balance front and back and the percentage of ball weight.
- Overhead cupboards should only be used for lightweight items such as clothes, personal items, bedding etc.
- Never store heavy items in overhead cupboards.
- Heavy cooking equipment should be stored in lower cupboards.
- Tinned and bottled food for cooking etc. should be stored in the pantry drawer.
- Never load in a manner that causes the ball weight to exceed the limit of the tow vehicle.

Specifications

Construction • Fully welded aluminium frame construction with Royal silver aluminium composite panel & gloss black aluminium checker plate. Drawbar & Chassis hot dipped galvanised Inside & Outside 150 x 50 x 4mm. Full RHS box chassis 100 x 50 x 3mm. Q345 Steel Tube.

Roof Construction • Reinforced aluminium composite with aluminium frame.

Hitch • McHitch 3.5T Full Off-road Coupling. ADR approved & rated safety chains. Dual rear recovery points. Ark XO 750 Series extra heavy duty fully adjustable dual wheel jockey wheel.

Brakes • 6 stud 4x4 hubs, heavy duty bearings & 12 inch heavy duty electric brakes with mechanical handbrake. Trailer breakaway system.

Suspension • Adjustable independent coil spring suspension with twin reinforced shock absorbers.

Gas & Fuel • 2 x 9kg or 4.5kg Gas cylinder holders. 2 x 20L Jerry Can tiedown points.

Wheels & Tyres • 4 x Brand New Reinforced Black alloy mag wheels. 4 x Brand New M/T (Mud Terrain) tyres. Tyre Size : 265/75-R16. 4 x Heavy Duty Lockable & Adjustable Drop-Down stabiliser legs. Spare tyre holder. Embossed Mudflaps.

Electrical Connection • 1 x 7 pin flat or round plug. 1 x 50Amp Anderson plug. External 240V inlet, 240V outlet.

Electrical System • 4 x 100AH Renogy Lithium batteries. 6 x 100 W roof mounted solar panels. REDARC 2kW Pure Sinewave inverter with 240V auto changeover REDARC Manager30 with built in 30 amp AC charger, 30 amp DC/DC charger. Including full battery management system. Internal & external 240V outlets. Multiple USB & accessory outlets. LED Tail lights/LED tent lights/Indicators/Number plate lights. Wireless charging.

Lighting • External LED body lights, Multiple internal LED lights & 2 LED reading lights. LED Stair light handle. LED strip lighting.

Gas Lines • Completely plumbed from gas cylinders rear bayonet fitting with changeover valve & gas certification certificate. Second bayonet connection at rear of camper for BBQ gas supply.

Water Storage • 2 x 120L Foodgrade poly water tanks & 1 x 80L grey water tank system. 12.5L per min 12V Electric Pump. Water tank guards, water gauge.

Storage • Multiple Storage Boxes with Drawers & plenty of open space. High Quality pinch-weld automotive seals & adjustable compression locks.

Windows & Doors • Double glazed 3-stage opening tinted windows & shade curtain with mosquito & midgee proof meshing & blackout screens.

Internal setup • Push button electric pop up roof for easy quick set up. Internal zip windows with screens in pop top.

Internal Features • Timber look Vinyl flooring. Dining table. Upright wardrobe & drawer storage. Multiple internal side pockets for extra storage.

Dining • Adjustable table with Internal Seating.

Mattress • King size plush 150mm foldable inner pocket spring mattress.

Shower • Truma Water ultra rapid Gas/electric water heater. Full internal bathroom with electric flushing toilet (external removable cassette), vanity sink with mirror & fully adjustable shower rose. External hot/cold RV Side Mounted Shower Tent.

Kitchen • Slide out stainless steel kitchen with cutlery drawer, utility drawers, hot/cold tap, large sink & AGA approved multi burner cooktop with wind break. Drainage rack, rear prep bench & Large slide out kitchen preparation bench. Multiple storage compartments.

Bonus inclusions*:

- Electric Roof
- Roof Mounted Airconditioner
- Wireless Reversing Camera | Wireless Mobile Phone Chargers
- Multiple gas outlets to allow for kitchen plumbing & also a spare for a BBQ
- Electric PVC waterproof awning: 4M x 2.4M | Fully enclosed canvas annex incl. roof, walls, floor, draft skirt. 450gsm
- MP5 Stereo & External Speakers | Smart TV with internal & external positioning mounts

Optional upgrades • Fridge/freezer.

Closed Measurements • 6047 x 2310W x 2761H (including aircon)

Payload • Approx. 785kg

Tare weight • Approx. 2215kg

Registered • 3000kg

Ball Weight • Approx. 165kg

VIN plate • All ready for registration

Electrical System

Battery Management System

The Tanami is equipped with the Redarc Manager30 Battery Management System (BMS). The Manager30 operates like 6 separate products, it charges an auxiliary battery from the vehicle while on the move, it's a 240 V charger, a MPPT solar regulator, a battery isolator, a load disconnect controller, all with a remote battery monitor. This is wired into the Tanami so that you do not need to change the charging source, the BMS will always prioritise the solar charging, and top up from the other inputs if available and required.



Batteries

The Tanami is fitted with 4 x 100 Ah Lithium Iron Phosphate Batteries. These batteries have an integrated BMS to prevent accidental damage to the batteries. Included is an activation cable, should the battery become discharged at or below 10 V, connect the hybrid to a power source and press the button on the activation cable to awaken the batteries. It is only required to activate one battery, and this will awaken both.



When the hybrid is placed into storage, it is important to ensure that there is a power source connected, either from mains 240 V or solar. The Redarc Manager30 BMS can be put into storage mode to ensure that the batteries are maintained. It is still important to check the battery condition on a regular basis, especially if relying on solar to maintain the charge. If the hybrid is under shelter or has a fitted cover, an external power source will be required to maintain the power to the batteries. Even with the control panel turned off, there will be power draw on the batteries.

Solar

There is 600W of solar standard on the Tanami. This is mounted on the roof of the hybrid and is connected to the MPPT solar regulator connection of the Redarc Manager30 BMS. This will automatically begin charging when the panel is exposed to solar radiation. Whilst 600 W of solar is generally more than sufficient to supply enough power to the batteries for normal usage, there will be times that an external panel will need to be connected to maintain the battery voltage. Shade from trees or cloud cover can greatly affect the performance of the solar panels. Excessive use of the inverter or running extra fridge/freezers will also draw more current than the solar can replace each day.

Inverter

The Tanami is also equipped with a Redarc 2000 W pure sine wave inverter and automatic change-over relay. This means that no matter where you are, you are able to run your 240 V appliances off the hybrid! If you are free camping, you will need to turn on the inverter, and you are limited to 2000 W appliances. To turn on the inverter, you will need to push the on/off button in the control panel near the door. If there is a red light illuminated, then the inverter is on.



If you are plugged into 240 V mains power, then the system will automatically switch over and allow you to run your appliances using the mains power without needing to turn the inverter on.

When using the inverter, especially with high wattage appliances there will be a temporary drop in the voltage of your batteries, this is due to the high current being drawn by the system. This will increase back to normal once the appliance has been switched off.

When not in use, the inverter should be switched off using the button on the control panel. The inverter will draw current off the batteries, even if not supplying power to a 240 V appliance, and this can cause your batteries to become flat if there is not sufficient charge being supplied to the hybrid.

Mains Power

The Tanami comes standard with a 15 A input on the side of the hybrid to allow mains power to be connected directly to the electrical system. This 15 A input has a larger earth connection than a standard home plug and requires the use of a specialised 15 A extension lead which will have the larger earth pin on both ends. If connecting the van to mains power point where a 15 A power point is not available, you must use a 10 A -15 A adaptor with safety switch. These are available from most camping or hardware stores.

The RCD safety switch for the 240 V circuits is located on the outside end of the main bed.

240 V mains power is lethal, failing to use an adaptor can result in serious injury or death.



Extra Solar Input

Also included on the Tanami is a solar input on the rear driver's side of the hybrid. This is for connection to an external solar panel to supplement the 600 W of solar on the roof. This input requires a regulated panel to be connected, use of an un-regulated panel may cause damage to the batteries in the hybrid.



Control Panel

The main control panel of the Tanami is pictured below.

1. Front water tank gauge
2. Rear water tank gauge
3. Grey water tank gauge
4. Electric Roof Switch
5. Push Button Controls
6. 3-way Electric awning switch (Open/Off/Close)
7. Stereo
8. 2-way Step switch (Open/Close)
9. Truma hot water system gas switch
10. Switch for hot water system on 240 v
11. Redarc Manager 30 main screen
12. Inverter power switch



Fuse box

The fuse box is located under the seat inside the Tanami. Each of the fuses are listed on the inside of the fuse box lid and will have a red light next to them if they need replacing. It is highly recommended to keep a mix pack of spare fuses in the hybrid in case of tripping.



Water System

The Tanami is equipped with 2 x 120 L fresh water poly tanks with stainless steel guard and 1 x 80 L grey water poly tank with stainless steel guard. All 3 tanks have taps and bungs on the bottom of the tank for easy draining and rinsing.

The fresh water tanks are not interconnected, and these can be changed using the handle under the seat inside the hybrid. It is recommended to drain one tank before switching to the other tank, and not to draw from both tanks at the same time.

The blue handle has been designed to point in the direction of the tank that is being drawn from, so if the handle is pointing forwards, you are drawing from the front tank & vice versa.

Each of the water tanks require filling independently, the rear water tank filler is inside the cover with the mains water connection and the front filler is in front of the wheel arch. The filler is equipped with a breather hole which will allow the air to escape the tank while the water is going in. If this hole is blocked, water will not be able to enter the tank. The tank is full when water comes out the breather hole.

The grey water tank is connected to the internal ensuite basin and ensuite shower drain. It can be emptied by connecting a hose to the outlet of the tank and opening the red valve. Always empty the grey water into an appropriate waste collection point, or as directed by Caravan Park management/National Parks officers.

Water Pump

The water pump will need to be switched on using the push button switch on the control panel. It may make noise when initially turned on with all taps closed to pressurise the system and top up the hot water system, but this should shut off quickly. If the pump continues to run with all taps closed, this could indicate a leak and requires investigation and rectification.

The water pump will automatically turn on when a tap is opened and will shut off shortly after the tap is closed. It may turn on and off quickly a few times to fully pressurise the system and this is totally normal.

If the water pump is cycling on and off and the system has been thoroughly inspected for leaks with nothing found, please contact the service department for more instructions.

Mains water connection

The mains water connection is designed to pressurise the system and bypass the water pump. When connected to mains water through the connection on the rear of the trailer, you may experience a reduction in pressure depending on the water source.

When connected, do not turn on the water pump at the control panel. With the pump switch on, water will be drawn from the tanks as well as using the mains pressure. If there is not water in the tanks, this will cause permanent damage to the water pump.

Truma Ultra-Rapid Hot Water System

The Tanami has a Truma ultra-rapid gas/electric hot water system installed. This system is designed to run off either the plumbed gas in the hybrid or from 240 V mains power. For detailed instructions, please see the instruction manual supplied in the hybrid.

How to light hot water system on gas

- Ensure gas cylinder is turned on and that valve is pointing to the correct gas cylinder
- Turn on water pump or connect town water
- Remove the cover off the external vent
- Ignite gas burner on outside kitchen
- Open the hot water tap on the external kitchen until water is running through smoothly
- Ignite hot water system using switch inside the control panel to either 60° or 70°
- Turn off outside burner

How to light hot water system on 240 V

- Ensure hybrid is plugged into 240 V mains. Hot water system will not run off the inverter.
- Turn on water pump or connect town water
- Open the hot water tap on the external kitchen until water is running through smoothly
- Turn on the white switch in the control panel
- Will automatically heat up to 70°

General Usage Instructions

Always leave the yellow drain valve in the closed position in line with the water hose. When storing the hybrid, empty the hot water system by putting this valve into the upright position while the water pump is turned off and open hot taps in the van to clear the water in the lines. To refill the hot water system, ensure the water pump is on or connected to mains water, open a hot tap and allow tap to stay open until water runs through smoothly. Always ensure that the hot water system is filled before igniting to avoid damage to the system.

Water must be drained from the system if there is a risk of frost. Frozen water will damage the system, and this is not covered by warranty.



Do not operate the water heater when the vehicle is in motion.

Hot Water System Maintenance

The Truma hot water system must be descaled on a regular basis, at least twice a year. Regular commercial cleaning products are suitable for the cleaning, disinfection, and care of the hot water system.

To prevent micro-organism colonisations, it is recommended to heat the system to 70° at regular intervals.

Operate the P&T safety valve and drain valve need to be operated regularly to remove lime deposits.

Braking Systems

Electric Brakes

The Tanami comes fitted with electric brakes which require a brake controller installed into the towing vehicle that can be controlled from the driver's seat. There are many systems available which can either be permanently installed into the tow vehicle or Bluetooth units that are mounted to the trailer and have a remote to control from the driver's position. You must have a brake controller installed in the vehicle or a Bluetooth unit on the day of handover otherwise the hybrid will not be released to you.

Electric trailer brakes are designed to assist your vehicle brakes to stop in a safe and effective manner. It is important that both your vehicle and the trailer are serviced regularly. The trailer brakes will have a run-in period that will vary trailer to trailer, but it is important to have the trailer brakes inspected and adjusted by a qualified professional in line with the maintenance schedule.

During your regular services, a qualified professional will complete a visual inspection of the brake shoes to determine if they require replacement. Replacement will be necessary when the lining is worn down to approx 1.5mm, or abnormally scored or gouged.

Scouring and gouging of the brake shoe lining is generally due to overheating of the brake system or dirt caught in between the shoe and the hub. It is important to ensure that the brakes are adjusted correctly and cleaned thoroughly after each trip, especially if there were water crossings involved.

Trailer Plug Wiring

The Tanami comes fitted standard with a 7-pin flat trailer plug.

Pin No.	Circuit	Colour	Cable Entry View	
1	Left-Hand Turn	Yellow		
2	Reversing Signal	Black		
3	Earth Return	White		
4	Right-Hand Turn	Green		
5	Service Brakes	Blue		
6	Stop Lamps	Red		
7	Rear Lamps, Clearance & Side Marker Lamps	Brown		

If a different plug configuration has been requested, please reach out to your local showroom or the service department to obtain a copy of the wiring diagram.

Anderson plug

The Tanami has an Anderson plug connection at the drawbar. This is wired to the DC-DC connection of the Redarc Manager30 and has a circuit breaker installed under the bed. The ignition trigger wire has not been connected; this can be connected by an auto electrician to suit your vehicle. This connection is exclusively for a vehicle alternator/battery voltage, it will not work with a solar panel whether regulated or not. The Redarc Manager30 has a voltage cut out for the DC-DC charger, meaning that it will preserve the started vehicle battery when the alternator is not providing charge.

Trailer Breakaway

The Tanami comes fitted with a Breakaway switch. The steel cable attached to the drawbar switch is designed to attach to a solid part of your vehicle. In the event of a trailer disconnection, this will pull out the pin from the switch and activate the trailer brakes. The brakes will stay locked on as long as the pin is removed from the drawbar switch and there is power in the battery system of the hybrid. It is important that the breakaway cable is not attached to the tow bar, but instead to the vehicle itself, in the event the tow bar comes loose.

The breakaway system has a battery fitted under the seat of the Tanami; this is designed to supply the breakaway system with power to lock the brakes on for at least 15 minutes when the pin is removed from the drawbar switch. The breakaway battery charges from the house batteries fitted to the hybrid, and as such will always show a charging light on the control box. When the test button is pushed, it should display a green light. If any other light is displayed, please contact the service department for more advice.



Do not use the breakaway system as an alternative to the handbrake or remove the pin from the breakaway switch as an anti-theft measure, this will cause a rapid discharge of your house batteries. This will leave your hybrid without power and can cause damage to the batteries.

Handbrake

The handbrake is operated mechanically by means of a cable. The cable attaches to the backing plate and when the handbrake is applied the cable creates a force on the primary and secondary brake shoe. This causes them to spread until they make contact with the brake drum surface.

The cable adjuster needs to provide enough tension that the handbrake is 1/3 raised when the hybrid is unloaded. Once the hybrid is loaded, test and adjust if necessary. Insufficiently adjusted handbrake will still allow the hybrid to move when the handbrake is fully raised.



It is very important to always use wheel chocks and levelling ramps, **do not** rely solely on the handbrake even if on a level surface.

To adjust the handbrake, there is an adjuster attached to the cable at the drawbar. To tighten the handbrake, loosen off the nut and turn the adjuster wheel in a clockwise direction. Ensure that the nut is re-tightened after the adjustment. Overtightened handbrakes can cause the brake shoes to drag on the inside of the drum, causing permanent damage.

Regular checks

Wheel Nuts

Wheel nuts should be checked on a regular basis using a torque wrench and tightened to **140 Nm**.

It is not recommended to use a rattle gun, as there is no way to know how tight the nuts are. Overtightening will damage the studs and will cause them to fail prematurely. Under tight wheel nuts will cause vibration of the wheel and will eventually cause the studs or nuts to fail.

Initially, you will need to check the wheel nuts at **50kms, 100kms, 250 kms** and **500kms**, and then regularly after that. During travel on especially bumpy or corrugated roads, the wheel nuts will need to be checked more often.

Hitch

The bolts securing the hitch to the trailer are a high tensile bolt and should be tightened to **180 Nm**. These bolts should be checked with a torque wrench every **2500 – 5000kms**, depending on the road conditions.

Suspension bolts

The suspension bolts should be visually inspected daily to make sure they have not moved. They should otherwise be serviced as per the [maintenance schedule](#). These bolts should be tightened to **180 Nm**.

Setting up campsite

When setting up your campsite it is important to have the camper set up close to level but keeping a small run off to the rear of the van to ensure water does not pool on the roof.

Picking a spot that is relatively level, gets sun during the day and is not under any large tree's, especially Gum trees, is important. If you are free camping, do not set up too close to a river or in an area that is prone to flash flooding.

Electric Roof

The roof of the hybrid is designed to open and close electrically using actuators. The system has an over-ride so that it will stop if it encounters any resistance. If this happens, please follow the re-set steps below.

Make sure the roof latches have been opened before the system is activated. Once the latches have been opened, press the switch to the open position and the roof will automatically extend to the fully open position.

To close, press the switch to the close position, and the roof will automatically retract to the fully closed position. Once ready for travel, ensure that the roof latches are locked.

Electric roof re-set steps

If the electric roof encounters an obstacle, it will automatically stop and enter a self-protection mode. To move the roof, you will need to press the up button 7 times in a row, and then press and hold up or down.

You want to move the roof in the opposite direction of the obstacle, so up if you were trying to put the roof down and vice versa.

Clear the obstacle, then hold the up and down button at the same time for 7 seconds, the roof will drop to its closed position, continue holding the buttons for another 10 seconds to complete the reset. Once this is completed, you will be able to operate the roof as per normal.

Loss of power

Should your batteries run flat, you are still able to operate the roof using the following steps.

- The lithium batteries will enter protection mode at 10.5 V.
- Wait 5 minutes, and the batteries will re-energise. Do not turn the main power switch on, otherwise you will need to wait another 5 minutes.
- You can use the switch in the control panel at this time to operate the roof. The remote will not work in the emergency function.
- The roof is able to operate with as low a voltage as 8 V, so you can do a full open and close cycle while in this condition.
- Put the hybrid on charge as soon as possible to recharge your battery bank. You will need to press the blue button on the batteries to remove them from protection mode fully.

Stabiliser Legs

Levelling ramps will need to be used if excessive side to side levelling is required. Front to back levelling is done using the jockey wheel. Once the hybrid is level, drop down the stabiliser legs. These are only designed to be used for reducing the movement in the hybrid when set up, these are not to be used for levelling. Using a drill or any power tool to adjust the height of the stabiliser leg will damage the internal components of the leg and will void the warranty.

Jockey wheel

The hybrid is supplied with the Ark XO750 jockey wheel. This jockey wheel not only winds up and down, but it also has adjustments available in the outer shaft, so no matter what vehicle or ground level you are setting up on, you can safely adjust the jockey wheel.

The handle is removable, keep this somewhere inside your hybrid or vehicle when travelling.

Check out the video from Ark to properly use your jockey wheel -

<https://www.youtube.com/watch?v=lbe7zrAs0nc>



It is important however, to never move the hybrid when the jockey wheel is extended past the safe moving line on the extension shaft. The safe working load limit reduces past this line, and it may cause the jockey wheel to bend or break under the load.

Outside Shade

Electric awning

The Tanami range is fitted with an electric awning as standard. This is controlled by the 3-way awning rocker switch in the [control panel](#).



It is important to use the legs to support the awning when opening, closing and when the awning is fully extended. Failure to support the awning will cause bending and breaking of the awning components and mounting brackets and is not covered under warranty.



Canvas Annex

The Tanami range also includes a full canvas annex as standard. There is a set up video that can be found here, <https://www.youtube.com/watch?v=xEDSZ7Z6mSI>



It is important when setting up the annex, to ensure that the canvas is attached to the roof of the Tanami using the correct rope track. Picture below shows what this looks like when set up correctly.



Wet weather camping

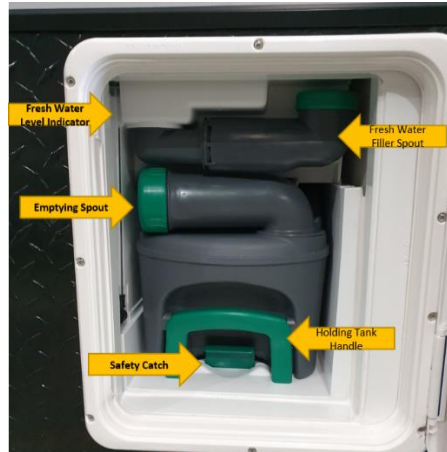
The electric awning is not designed to be used in high winds or heavy/extended periods of rain. In light rain, ensure one side of the awning is lower to give the water somewhere to run off. In heavy rain or extended periods of rain, the chance of water pooling greatly increases. Pooling water is extremely heavy and can cause damage to the awning in a very quick amount of time, and this damage is not covered under the warranty.

The canvas annex can be left up during inclement weather, however it is important to drop the front poles and the corners of the awning to prevent the water from pooling on top of the canvas.



Toilet

The Tanami is fitted with the Thetford C402-2 toilet. This has an inbuild 15L flush tank and 19L waste tank for longer trips. A tester set of chemicals is provided in the hybrid, and it is recommended to use only the Thetford chemicals and toilet paper.



Filling the flush tank

- Rotate the waste tank emptying spout 90 degrees and remove the water filling extension (you will find it positioned beneath the handle closest to the emptying spout).
- Rotate the water fill funnel outwards, remove the cap and place the extension on the water fill funnel. Add the stated amount of Thetford fresh water additive to the water tank. This ensures a better and cleaner flush and keeps the water in the flush tank fresh.
- Fill the water tank with clean water. Warning: keep water level below the top of the water filling funnel.
- Remove the extension and return to its original position on the waste tank.

Preparing the waste tank

- Remove the waste tank by pulling the safety catch upwards.
- Pull the waste tank outward to the stop. Tip it slightly and take the tank fully out.
- Place the tank upright and turn the emptying spout upwards.
- Remove the cap, with the measuring cup inside, from the emptying spout and pour the stated quantity of toilet fluid into the waste tank. This avoids unpleasant smells in the waste tank and keeps the inside of the waste tank clean.
- Add approximately 2 litres of water - enough to ensure that the bottom of the waste tank is covered. Screw the cap back onto the emptying spout. Turn the emptying spout back to its original position.
 - Warning! Never add toilet fluid via the valve blade or via the toilet bowl.
- Slide the waste tank back into its original position via the access door.
 - Note! Never use force if you cannot get the tank back into place easily. This may cause serious damage.
- Make sure that the waste tank is secured with the safety catch. Shut the access door and lock it.

Use of the toilet

- Run water into the bowl by pressing the flush knob briefly or open the valve blade by turning the handle anti-clockwise. Your Thetford toilet is now ready for use.
- After use, open the valve blade (if still closed) by turning the handle anti-clockwise.
- Flush the toilet by pressing the flush knob for several seconds.
 - TIP! The flush of your toilet will be more effective if you pulsate the flush by pressing the flush button several times in a row.
- Close the valve blade after use.
 - Note! Do not leave water in the bowl if the toilet is not being used. This does not help to reduce unpleasant smells and only leads to flooding.
 - Note! To prevent clogging, we recommend using Aqua Soft, Thetford's quickly dissolving toilet paper.

Emptying the flush tank

The waste tank has a capacity of 19 litres and must be emptied at the latest when the red light in the level display lights up. The indicator lamp will light up when the waste tank can still take about 2 litres, which is about 3 uses. It is advisable to empty the waste tank earlier. Note! Do not allow the waste tank to become too full.

- Make sure that the valve blade is closed. Open the access door located outside the vehicle. Pull the safety catch upwards and remove the waste tank.
- Remove the water filling extension first to avoid it getting lost during emptying of the waste tank.
- Stand the waste tank upright (Pull-out handle at the top, wheels at the bottom). Press the handle down and move it away from the waste tank until it snaps out of its locked position.
- Pull the handle up and wheel the waste tank to an authorised waste dump.
- Push the handle back. Turn the emptying spout upwards and remove the cap from the spout. Hold the waste tank by the upper handle with one hand, while placing your other hand by the rear handle so that during emptying you can operate the vent plunger with your thumb. To empty the tank without splashing, depress the vent plunger while emptying the tank.
 - Note! The vent plunger should only be pressed once the emptying spout is pointing downwards!
- After emptying, flush the tank thoroughly with water. Also clean the valve blade with water.
- If required, make the toilet ready for use once again. Return the water filling extension to its original position on the waste tank. Slide the waste tank into the toilet and close the access door.

Preparing the toilet for storage

It is important that you follow the instructions below if you do not expect to use the Thetford toilet for a long period.

- Completely empty the water tank through the drain tube, which also serves as a level indicator. Take the drain tube out of the clamp and carefully pull it downwards from the upper plug. Direct the drain tube out through the access door opening to allow water to flow out. Afterwards, be sure the drain tube is placed back into the clamp first and then pushed back into the upper plug.
- Open the valve blade by turning the handle on the toilet anti-clockwise. Press the blue knob until water stops flowing into the bowl. Close the valve blade.
- Open the access door on the outside of your caravan or camper and turn the water filling funnel outwards. Remove the cap and empty the water filling funnel by turning it a quarter turn anticlockwise.
- Remove the waste tank and empty this at an authorised waste dump. Follow the instructions for cleaning and maintenance.
- Replace the waste tank and open the valve blade by moving the handle on the toilet to the left.

See instruction manual inside your hybrid for detailed cleaning and maintenance instructions.

Gas System

The Tanami is fitted with plumbed gas, with the gas cylinder holders mounted inside the front toolbox. The gas hoses have the LCC27 connection and requires the matching gas cylinder to be able to use the system. The regulator has a one-way valve on top to allow for easy switching of the gas cylinders. The valve must be pointing in the direction of the gas cylinder being used for the gas to flow through the system. You cannot draw from both gas cylinders at the same time.

The one-way valve is not a complete seal, so it is important to have 2 gas cylinders connected to the system at all times when turning the gas on, to reduce the chance of a gas leak.



The front toolbox that houses the gas cylinders **MUST** not be used to store anything but the gas cylinders. In the event of a gas leak, a spark as small as static electricity can cause the gas to ignite, causing an explosion.

Once the gas cylinders are connected, you can connect the external 3 burner stove top to the rear mounted bayonet fitting using the attached hose. Once the stove top is connected, turn on the gas cylinder. The control knob for the stove top needs to be turned to the high position and held in whilst pressing the ignition switch. It can take up to 2 mins for the gas to flow to the burner from the gas cylinders. Once the burner has lit, continue holding the control knob down for a further 5 secs to ensure it stays lit.

It is recommended to light the external burner before attempting to light the hot water system to pull the gas through the lines more quickly.

The hot water system gas line has an isolation valve mounted underneath the hybrid; this valve needs to be in line with the gas hose for the hot water system to receive the gas.

When travelling the gas supply **MUST** be turned off, and it is recommended to purge the lines of gas before travel.

- Light the external kitchen gas burner
- Turn off the gas cylinder in the front storage box
- Allow the burner to go out
- Wait until the burner is touch cool before closing the kitchen

When using the gas system, it is critical to ensure there is adequate ventilation and all covers have been removed, especially the vinyl cover on the main door bottom vent.



Any changes to the gas system, including the addition of vent covers, is considered to be gas work and must be completed by holder of a gas work licence.

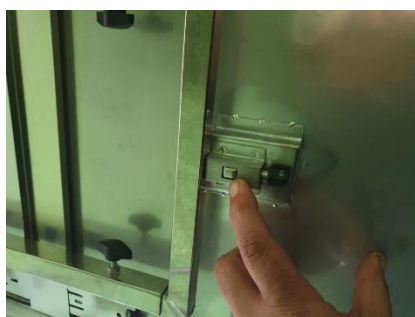
External Kitchen

Your Tanami is equipped with a quality stainless steel kitchen complete with a Dometic 3 burner cook top, sink and drying rack.

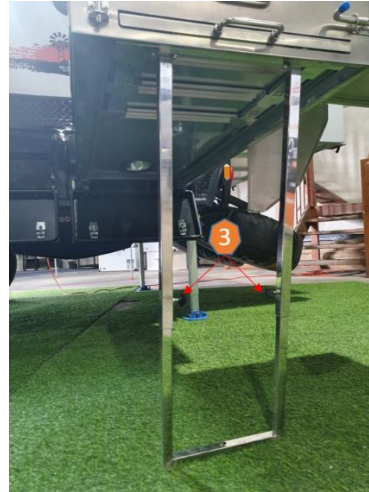
The kitchen is located at the rear passenger side of the camper and can be accessed by opening the access hatch, once the hatch is open you will see 2 spring & pad bolts (1), release the bolts and using the top handle (2) gently slide the kitchen out. Once the kitchen has slide out to the full extension, gently lift the kitchen and it will come out slightly further and lock into place.



Once the kitchen is fully extended it is now time to lower the support legs, on the underneath of the kitchen there is a latch mechanism, press the small silver button to release the latch. This will allow the support legs to be lowered ready to support the kitchen slide.



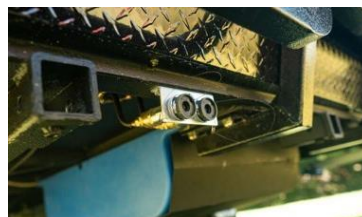
Now just loosen the nuts to lower the legs to the ground, keep the legs angled at around 45 degrees then tighten the nuts. Once again take hold of the top handle (2) and gently lift the kitchen slide, allowing the legs to move forward, this may take a couple of goes until you get your kitchen nice and level.



The kitchen can free stand however it is not recommended to do this whilst cooking as the extra weight of pots and food can put strain onto the slide runners over time. By ensuring that your kitchen is level will aid with the draining of the sink and will help your food cook evenly.

Do not pour boiling water down the sink, the drain hose underneath is made of plastic, and it will melt with boiling water.

Now it's time to connect your gas to the burner, at the rear of the kitchen you will see a section that has been cut away, inside that recess is the gas line which is fitted with a gas bayonet. Extend the gas line to rear of your Hybrid camper and locate one of the two gas points. Remove the black cap from the gas fitting and plug the gas bayonet in and if you haven't already, turn on your gas cylinder.



To close the kitchen, follow these steps in reverse.



Always ensure that the gas cylinder is turned off prior to travel and that the burners are touch cool before closing the glass lid.

Air Conditioner

The Tanami range of hybrids comes fitted with the Dometic Harrier Lite air conditioner. This is installed to work off the 240 V system only, meaning that it will not work unless the hybrid is connected to shore power; it will not work off the installed inverter.

The air conditioner will work from a generator connected through the 15 A input on the side of the hybrid. A 2.2 kVa Inverter generator is sufficient to run only the AC, however a 2.4 kVa is recommended to be able to also charge the batteries at the same time.

For all operating instructions, see provided manual inside the hybrid or here,
<https://www.dometic.com/en-au/outdoor/rv-and-van/rv-air-conditioners/dometic-harrier-lite-188906>

For all warranty and service please contact Dometic directly on 1800 21 21 21 or find your nearest service agent here, <https://www.dometic.com/en-au/support/service-locator>

Occasionally, we may substitute a different air conditioner due to stock levels. If you do not have the Dometic Harrier Lite fitted to your hybrid, please contact the service department for more details on the specific model.

Smart TV

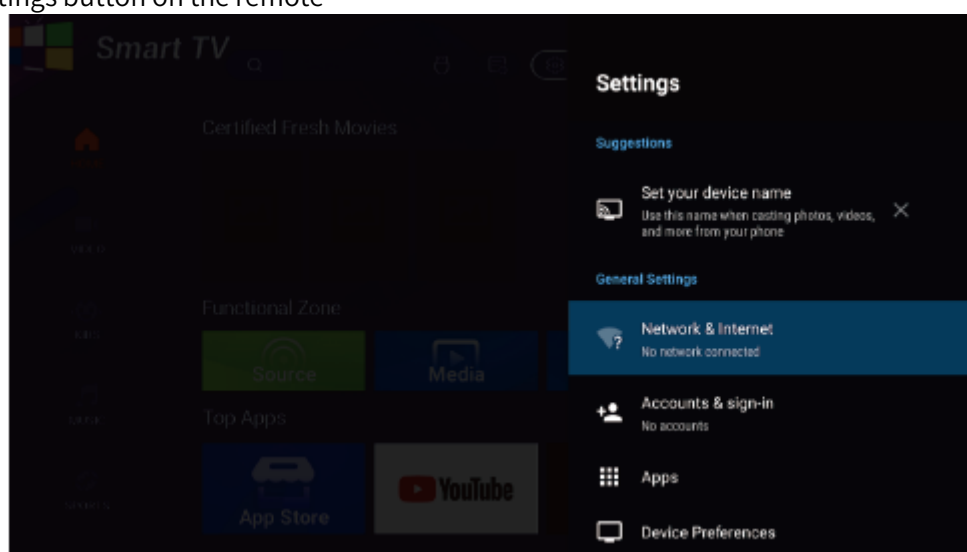
The hybrid is fitted with a Smart TV. This will require a Wi-Fi connection to use all the features. Internet connection may not be available in all areas of the country, so there is a USB and HDMI connection on the rear to connect your external sources.

You will not have access to free to air channels unless an external antenna is connected.

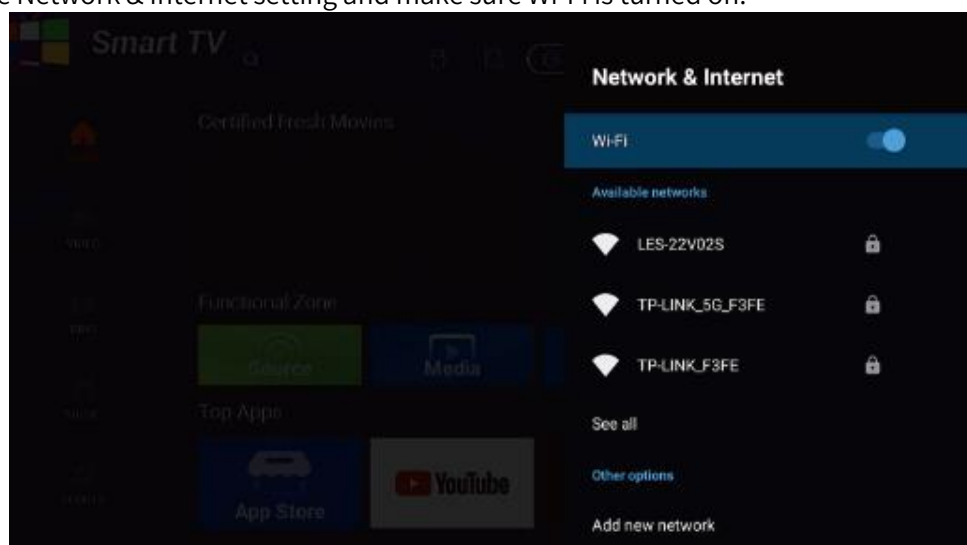
For full instructions, please see user manual in your hybrid.

To connect to Wi-Fi

Press settings button on the remote



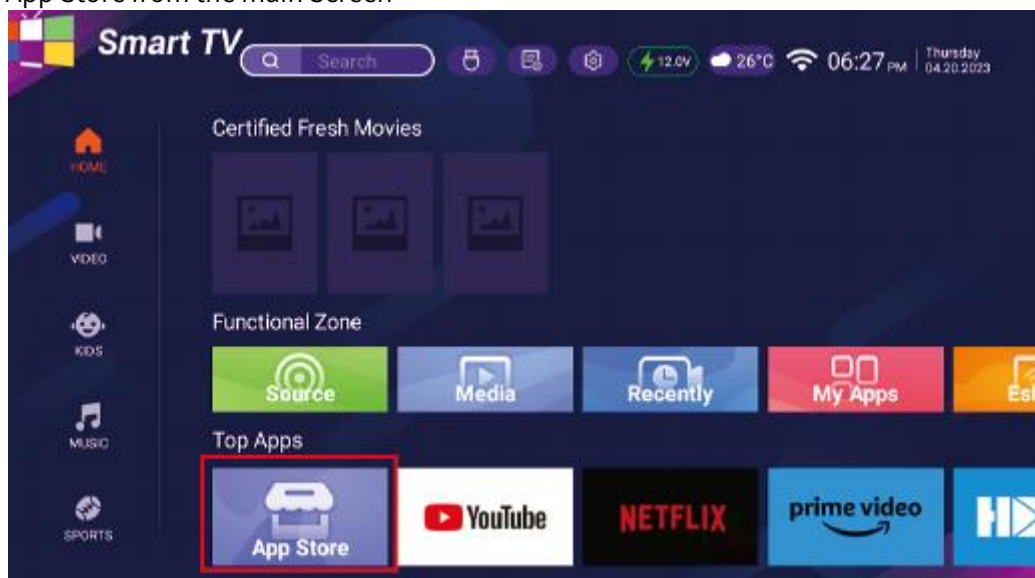
Select the Network & Internet setting and make sure Wi-Fi is turned on.



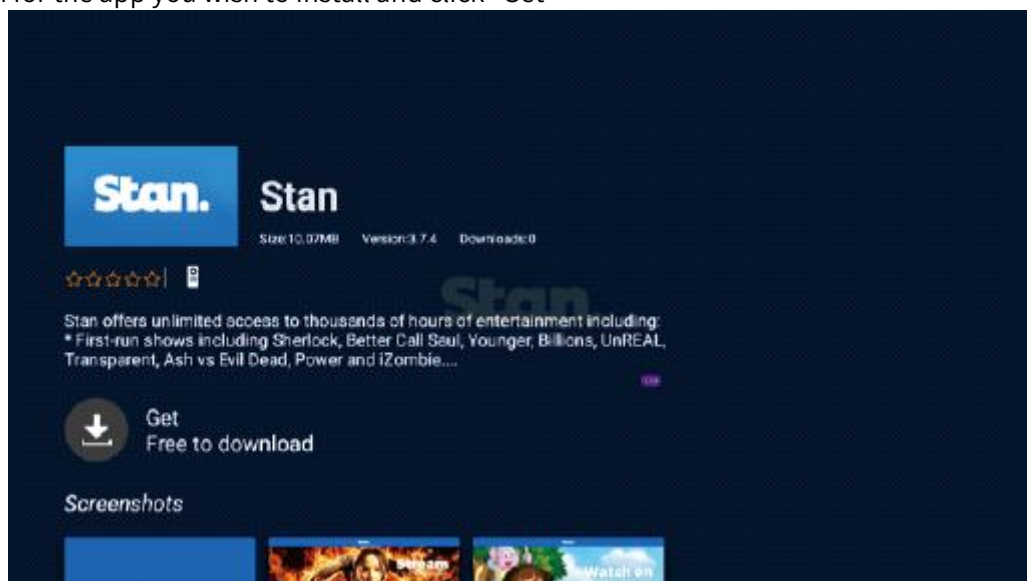
Select the Wi-Fi source you wish to connect to and enter the password when prompted.

Download New Apps

Select App Store from the main Screen



Search for the app you wish to install and click “Get”



Care Advice

External Paint

The external surface requires regular maintenance in the same way as your vehicle. Only use mild, ammonia free detergents paired with a non-abrasive wash pad or sponge to wash the hybrid.

Only use wax-based polishes, do not use cutting compounds or abrasive pastes. These will leave scratches and may expose the base material.

Corrosion Protection

Australia has some of the most beautiful areas to explore, but unfortunately these areas are also the most harsh on your vehicle and trailer. Water crossings and beach driving are some of the harshest areas that your trailer will be used and without proper maintenance, your trailer will suffer. It is important that after any water crossing or beach driving that the trailer is thoroughly cleaned, top to bottom, including a flush to the chassis.

After all uses of the trailer, it is important to complete a full clean, inside, and out to keep everything at tip top condition.

Products like Lanotec, WD40 and Inox do a great job of protecting the metal surfaces of the trailer, it is important to use these regularly on the fittings of the trailer.

Internal surfaces

Benches, walls, and other solid internal surfaces should be cleaned with a damp, soft cloth. If needed, a mild detergent can be used. Do not use any ammonia based or caustic cleaners.

Condensation/Mould

Condensation is a normal part of living in Australia, and this is highlighted when camping. The temperature difference inside and outside a hybrid camper can be quite significant, and with the moisture in the Australian air and the smaller living area of a hybrid camper, condensation can build up overnight. While this can be quite disconcerting, it is totally normal. Ensure that there is sufficient air flow in the hybrid to allow the moisture to escape overnight.

If you do encounter a build up of condensation in the camper, make sure to wipe this up in the morning to avoid the moisture building up in the soft furnishings, especially mattresses.

It is recommended to place moisture absorbing tubs in the camper especially when it is in storage and change these out on a regular basis to avoid mould growing.

Mirrors

A soft, clean cloth is generally all you will need to clean the mirror, add some warm water if required. Do not use any chemicals or solvents, as these can break down the backing of the mirror leading to the discolouration of the edges, otherwise known as “creep”. Once this starts, it cannot be reversed or stopped.

Windows

Windows should only be cleaned with a clean, soft, non-abrasive cloth and soapy water to avoid scratching or crazing of the acrylic.

Always have the blinds and screens in the open position when travelling. Travelling with the blind and screen in the closed position puts extra stress on the internal springs and can cause them to fail.

When putting the blind into the open position, always use 2 hands and move slowly. This ensures that the blind moves evenly and does not crumple.



Closed



Open

Troubleshooting

Category	Issue	Troubleshooting Steps
Electrical - AC	AC not turning on	<ul style="list-style-type: none"> • Check mains power is connected • Check RCD not tripped on incoming power supply • Check RCD not tripped in hybrid • Replace remote batteries • Contact Dometic service centre for more advice
	AC not cooling/Heating	<ul style="list-style-type: none"> • Make sure correct temp setting is selected • Snowflake for cooling, Sun for heating • Contact Dometic service centre for more advice
Electrical - 12 v	Not Charging from 240 V	<ul style="list-style-type: none"> • Check mains power is connected • Check RCD not tripped on incoming power supply • Check RCD not tripped in hybrid • Check charger is plugged into power point next to batteries and turned on • Make sure batteries are above 10 v • Contact Service department or Redarc for more advice
Electrical - 12 v	No power	<ul style="list-style-type: none"> • Check main 12V switch is turned on • Make sure batteries are charged • Check fuse box for any blown fuses
Electrical - 12 v	Power dropping too quickly	<ul style="list-style-type: none"> • Ensure inverter is not left on all the time • Ensure that breakaway pin is not removed from switch on the drawbar • If running off grid, make sure that appliances and lights are not left on all the time. • Make sure fridge is set to a temp so that the compressor is not running all the time and that the lids are not being opened all the time/left open
Electrical - Inverter	Inverter no power at remote	<ul style="list-style-type: none"> • Make sure switch on inverter is set to the = position, which is down on the rocker switch on the inverter
Electrical - Inverter	Inverter no power at inverter	<ul style="list-style-type: none"> • Ensure sufficient battery voltage, at least 12.2 v • Check RCD switch has not tripped

Electrical Inverter	– Inverter switches off when in use	<ul style="list-style-type: none">Too much power being drawn from inverter, ensure total appliance wattage is under 2000 w																
Electrical Inverter	– Any other error	<div>2.1.2.3 Inverter Status & fault conditions</div> <table><tr><th>Status</th><th>LED Status</th></tr><tr><td>Normal</td><td><div>Green</div></td></tr><tr><td>Over Current Protection / Over Load Protection (AC output short and overload)</td><td><div>Red</div></td></tr><tr><td>Under Voltage Protection (Input DC voltage under spec) <small>Recovery Points: 12.5V (12V Models) / 25.0V (24V Models)</small></td><td><div><div>Red</div><div>Red</div><div>Red</div></div></td></tr><tr><td>Over Voltage Protection (Input DC voltage over spec) <small>Recovery Points: 14.5V (12V Models) / 29.0V (24V Models)</small></td><td><div><div>Red</div><div>Red</div><div>Red</div><div>Red</div><div>Red</div><div>Red</div></div></td></tr><tr><td>Device Startup process abnormal</td><td><div>Orange</div></td></tr><tr><td>Under Temperature (Heatsink temperature under -20°C) <small>Recovery point: > 0°C</small></td><td><div><div>Orange</div><div>Orange</div><div>Orange</div><div>Orange</div><div>Orange</div><div>Orange</div></div></td></tr><tr><td>Over Temperature (Heatsink temperature over 80°C) <small>Recovery point: < 60°C</small></td><td><div><div>Orange</div><div>Orange</div><div>Orange</div></div></td></tr></table>	Status	LED Status	Normal	<div>Green</div>	Over Current Protection / Over Load Protection (AC output short and overload)	<div>Red</div>	Under Voltage Protection (Input DC voltage under spec) <small>Recovery Points: 12.5V (12V Models) / 25.0V (24V Models)</small>	<div><div>Red</div><div>Red</div><div>Red</div></div>	Over Voltage Protection (Input DC voltage over spec) <small>Recovery Points: 14.5V (12V Models) / 29.0V (24V Models)</small>	<div><div>Red</div><div>Red</div><div>Red</div><div>Red</div><div>Red</div><div>Red</div></div>	Device Startup process abnormal	<div>Orange</div>	Under Temperature (Heatsink temperature under -20°C) <small>Recovery point: > 0°C</small>	<div><div>Orange</div><div>Orange</div><div>Orange</div><div>Orange</div><div>Orange</div><div>Orange</div></div>	Over Temperature (Heatsink temperature over 80°C) <small>Recovery point: < 60°C</small>	<div><div>Orange</div><div>Orange</div><div>Orange</div></div>
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Water	No water to taps	<ul style="list-style-type: none">Make sure water pump is onMake sure there is water in the tank selectedSwap water tank usedLet tap run for approx. 20 secs to clear the air from the lines																
Water	Water pump not turning on	<ul style="list-style-type: none">Check “pump” switch is turned onCheck fuse is not blown																
Water	Water pump is running nonstop	<ul style="list-style-type: none">Ensure water in the tank selectedCheck for air locks in the system by opening all taps and purging the hot water systemCheck for any leaks in the system – especially in cabinets and under the seatContact service department for more advice																
Hot Water	No hot water to taps	<ul style="list-style-type: none">Ensure hot water system is lit – See hot water system sectionEnsure taps in outside shower are turned off tightAdjust tempering valve under seat to increase max temperature to system																
Gas	External cooker not lighting	<ul style="list-style-type: none">Make sure bayonet hose is connected to the fitting on the rear of the hybridCheck gas hose is not kinkedMake sure there is gas in the cylinderMake sure the correct gas cylinder is selected on the regulatorHold down button on cooktop to pull the gas through the lines																

Gas	No spark from cooktop ignition	<ul style="list-style-type: none"> • Make sure power cable is plugged in for the ignition • Make sure 12 v power is turned on in the control panel
Gas	Cooktop not staying lit	<ul style="list-style-type: none"> • Make sure there is enough gas in the cylinder • Reduce wind by setting up windbreak • Hold down the ignition button for 2 secs after the flame starts
Fridge	Not switching on	<ul style="list-style-type: none"> • Make sure "fridge" switch is on • Check fuse in fusebox • Try a different lead • Check fuse in cigarette socket end
Fridge	E1 error code	<ul style="list-style-type: none"> • Make sure fridge is set to V_L • Make sure battery voltage is above 12.0 v • Use Anderson lead for fridge

For any further issues or troubleshooting, please call the Service & Warranty department.

Warranty T&C's

The following relates to warranties offered by Auscamper Pty Ltd (**Austrack Campers**). Please read this information carefully, and should you have any questions, please contact Austrack Campers Head Office by telephone: (07) 5498 3888 or email: service@austrackcampers.com.au.

By purchasing an item from Austrack Campers, you agree to all terms and conditions of warranty below. Austrack Campers registered business address is 73 Lear Jet Drive, Caboolture, QLD, 4510.

Trailer Limited Warranty

Austrack Campers warrants to the original retail purchaser that this Austrack Campers product is free from defects in material and workmanship under normal use and maintenance from the date of retail purchase for the applicable Warranty Period. This Warranty may not be transferred to any subsequent purchaser of this Austrack Campers product. Certain components (e.g., wheel bearings) are excluded from coverage, and other limitations apply, as described in this document. Austrack Campers will repair or replace at its discretion, any defective product or part covered by the Limited Warranty, free of charge at any authorised Austrack Campers outlet using original OEM Austrack Campers replacement parts, subject to the limitations and exclusions described below. Austrack Campers does not offer an over the counter exchange program.

Disclaimers, limitations and exclusions:

1. **WARRANTY DISCLAIMER.** THIS LIMITED WARRANTY IS THE SOLE EXPRESS WARRANTY PROVIDED BY AUSTRACK CAMPERS AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, EXCEPT AS MAY BE PROVIDED BY AUSTRALIAN CONSUMER LAW. THIS WARRANTY IS GIVEN ONLY BY AUSTRACK CAMPERS, AND MAY BE MODIFIED ONLY BY AUSTRACK CAMPERS. THIS LIMITED WARRANTY IS THE FINAL EXPRESSION OF OUR AGREEMENT, AND IS A COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THAT AGREEMENT. THIS LIMITED WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS UNDER AUSTRALIAN CONSUMER LAW.

For hybrid campers and camper trailers the warranty period is **12 months** except for Austrack Campers' hybrid campers and camper trailer's draw bar and chassis which are covered by a **lifetime** structural warranty for **fatigue only**.

2. **LIMITED DURATION.** ANY WARRANTY THAT MAY BE IMPLIED BY LAW (INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR USE AND IMPLIED WARRANTY OF MERCHANTABILITY) IS LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD UNDER THIS LIMITED WARRANTY.
3. **CERTAIN OTHER COMPONENTS ARE NOT COVERED.** THIS LIMITED WARRANTY DOES NOT COVER ANY OF THE FOLLOWING:

Expendable Parts. This limited warranty does not cover general maintenance parts and items ("Expendable Parts"), including without limitation wheel bearings, bulbs, filters, tires, drainage hoses.

4. **OWNERS (YOUR) RESPONSIBILITIES.** To preserve your rights under this Limited Warranty, you must exercise reasonable care and use of the product, including following the preventative maintenance schedule and storage.

In addition, you must cease using the product immediately upon any failure or damage. The product should be taken to an authorised Austrack Campers outlet prior to any further use.

5. **Damages resulting from normal aging, wear and tear or neglect are not covered.** The limited Warranty does not cover damage other than that resulting from defects in material or workmanship. The following are NOT considered defects in material or workmanship, and therefore are NOT covered:
- a) tyres damaged by external punctures;
 - b) damage to undercarriage by way of contact with rocks, or other structures; and
 - c) natural discoloration of materials due to ultraviolet light.
6. This Limited Warranty does not cover damages, malfunctions or failures resulting from abuse or neglect of the product related to or including any of the following:
- a) failure to provide or perform required maintenance services as prescribed;
 - b) abuse, neglect, misuse, modifications, alterations, normal wear, improper servicing, use of unauthorised attachments, lack of lubrication;
 - c) damage to stabiliser legs or jockey wheels as a result of incorrect operation or failure to raise prior to movement;
 - d) tampering with manufacturer fitted safety devices;
 - e) any removed/damaged air vents, excessive dirt, abrasives, salt water, moisture, corrosion, rust, varnish or any other adverse reaction due to incorrect storage procedures;
 - f) failures due to improper set up, repair by anyone other than an authorised Austrack Campers outlet during the warranty period; and
 - g) continued use of the product after initial operational problem or failure occurs.

Canvas Limited Warranty

Austrack Campers warrants to the original retail purchaser that this Austrack Campers product is free from defects in material and workmanship under normal use and maintenance from the date of retail purchase for the applicable Warranty Period. This Warranty may not be transferred to any subsequent purchaser of this Austrack Campers product. Certain components (e.g., Zippers) are excluded from coverage, and other limitations apply, as described in this document. Austrack Campers will repair or replace at its discretion, any defective product or part covered by the Limited Warranty, free of charge at any authorised Austrack Campers outlet using original OEM Austrack Campers replacement parts, subject to the limitations and exclusions described below. Austrack Campers does not offer an over the counter exchange program.

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The warranty period for all Canvas products is **12 months** from the **date of purchase**.

2. **LIMITED DURATION.** ANY WARRANTY THAT MAY BE IMPLIED BY LAW (INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR USE AND IMPLIED WARRANTY OF MERCHANTABILITY) IS LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD UNDER THIS LIMITED WARRANTY.
3. **CERTAIN OTHER COMPONENTS ARE NOT COVERED.** THIS LIMITED WARRANTY DOES NOT COVER ANY OF THE FOLLOWING:

Expendable Parts. This limited warranty does not cover general maintenance parts and items ("Expendable Parts"), including without limitation zippers, mesh, aluminium poles, screens.

4. **OWNERS (YOUR) RESPONSIBILITIES.** To preserve your rights under this Limited Warranty, you must exercise reasonable care and use of the product, including following the preventative maintenance schedule and storage.

In addition, you must cease using the product immediately upon any failure or damage. The product should be taken to an authorised Austrack Campers outlet prior to any further use.

5. **Damages resulting from normal aging, wear and tear or neglect are not covered.** The limited Warranty does not cover damage other than that resulting from defects in material or workmanship. The following are NOT considered defects in material or workmanship, and therefore are NOT covered:
 - a) canvas damaged by storm or acts of nature;
 - b) failure to air canvas after becoming wet; and
 - c) natural discoloration of materials due to ultraviolet light.
6. This Limited Warranty does not cover damages, malfunctions or failures resulting from abuse or neglect of the product related to or including any of the following:
 - a) failure to provide or perform required maintenance services as prescribed in the Maintenance Schedule;

- b) abuse, neglect, misuse, modifications, alterations, normal wear, improper servicing, use of unauthorised attachments;
- c) failures due to improper set up, repair by anyone other than an authorised Austrack Campers outlet during the warranty period; and
- d) continued use of the product after initial operational problem or failure occurs.

Australian Consumer Law Prevails

Austrack Campers consumers have rights under the *Competition and Consumer Act 2010* (Cth), which includes the *Australian Consumer Law 2010* (Cth) and accompanying regulations. Austrack Campers notes that these warranty terms act as an express warranty and do not impact any consumer rights under the relevant legislation. If an inconsistency emerges between these express warranties and any right under law, then the relevant law will prevail.

Austrack Campers also notes that the benefits conferred by this Warranty Terms are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- 1. to cancel your service contract with us; and
- 2. to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

Exclusions

Items not covered under warranty include:

- 1. rust;
- 2. wheels and tyres;
- 3. paint;
- 4. travel covers and straps; and
- 5. general consumables (bearings, light bulbs etc).

Factory Seconds, Ex-Demonstration and Damages Goods

Occasionally, Austrack Campers may offer items for sale deemed to be “factory seconds”, “ex-demonstration”, or “damaged”. Such items are sold on an “as is” basis.

No warranties, refunds, credits, exchanges or similar associated apply to “factory seconds”, “ex-demonstration”, or “damaged” items. Upon selling these items, Austrack Campers will attempt to provide all relevant information with regards to the item; including faults, defects, or similar. Note, there may be instances where minor defects or imperfections have been overlooked. Understand this is unintentional and in no way alters the nature of the sale.

“Ex-demonstration”, “factory seconds” or “damaged”, due to their nature, it is reasonable to expect that some imperfections or flaws may exist including where not initially apparent. By purchasing a “factory seconds”, “ex-demonstration”, or “damaged”, you agree to this statement in full and accept that there are no warranties implied or expressed.

Claims Validity

1. Warranties are only available to the original purchaser of the item.
2. Warranties are valid from the original date of purchase only.
3. Warranties apply only to items sold as "new".
4. Warranties do not extend to items deemed to be “factory seconds”, “ex-demo” or “damaged”. Unless specifically stated otherwise by Austrack Campers in writing, warranties will only apply to items as expressed in Claims Validity 1, 2 and 3 above.
5. Warranties do not apply to items sold via auction.
6. Warranties are not transferable under any circumstances.
7. Should an item be sold by the original purchaser to a third party, all warranties immediately become null and void. The original purchaser will make no claims or be eligible for any claims on behalf of the new owner.
8. Warranties do not extend to any products purchased from Austrack Campers that are used in hire schemes or as rentals.
9. Austrack Campers will not cover damage caused as a result of unauthorised modifications, misuse, abuse, incorrect assembly, improper and irregular maintenance, or accident or collision.
10. Any warranty repairs performed via an authorised warranty claim approved by Austrack Campers must be performed by Austrack Campers, or by an authorised representative of Austrack Campers. In certain circumstances Austrack Campers may authorise repairs by other repairers on a case-by-case basis. Authorisation for these repairs will only be with the express written permission of Austrack Campers.
11. Any affiliates, representatives, associates, agents, suppliers, resellers or similar of Austrack Campers do not have the authority to authorise or deny warranty claims on behalf of Austrack Campers. Austrack Campers Head Office are the only ones who are able to authorise warranty claims.
12. Austrack Campers are not liable, (in part or whole) for any warranties, either express or implied, made by agents or resellers on behalf of Austrack Campers without the knowledge or express written permission of Austrack Campers. Any such unauthorised claims shall be the responsibility of the agent or reseller only.

Shipping Damages

Shipping damage must be filed with the carrier upon receipt of shipment. Where the shipping damage is hidden or unnoticed upon receipt of the good, Austrack Campers Head Office will require the following information as soon practicable:

1. Photos of the damaged goods; and
2. Any other relevant evidence of the shipping damage of the Austrack Campers good.

Warranty Procedures

1. All claims must be lodged by the customer, via our website using our online [Warranty Claim Form](#).
2. All claims must be made within the relevant warranty period for that good type as set out by the terms of these Warranty Terms.
3. The customer bears the responsibility of providing adequate evidence of the failure which amounts to a warranty claim. Austrack Campers may require additional evidence to be produced by the customer in the event Austrack Campers Head Office is not satisfied upon first inspection as to the validity of the claim.
4. Third-party warranty repairs:
 - a. If a customer is situated in a remote location or a location where Austrack Campers cannot fix or repair a good with a valid warranty claim under these Warranty Terms, it may authorise a third-party to carry out the repairs.
 - b. The customer must have written authorisation from Austrack Campers prior to the commencement of any repair work being undertaken on Austrack Campers behalf.
 - c. Any customer who authorises and third-party repair to an Austrack Campers product without prior written approval from Austrack Campers Head Office will bare all associated costs related to the repair and Austrack Campers will not be held liable for reimbursement to the customer or for any payment to a third-party repairer.
 - d. Customers who have had authorised third-party repairs will be required to submit to Austrack Campers Head Office any invoices or associated expenses to the repair prior to any reimbursement being made to the customer or 3rd party repairer.
 - e. Reimbursements will be paid by direct deposit to the customer or third-party repairer's nominated bank account only.

Make Contact

For questions relating to warranties, please contact us on (07) 5498 3888 or service@austrackcampers.com.au.

Business address: 73 Lear Jet Drive, Caboolture, QLD, 4510.

Warranty Claim Form QR code



Maintenance Schedule

ITEM	RECOMMENDED INTERVALS								
	3 months or 1,000km	2,500km	6 months or 5,000km	7,500km	12 months or 10,000km	12,500km	18 months or 15,000km	17,500km	24 months or 20,000km
BATTERY CONDITION	Test	Test	Test	Test	Test	Test	Test	Test	Test
LIGHTS	Test	Test	Test	Test	Test	Test	Test	Test	Test
SWITCHES	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect
BATTERY TERMINALS/LEADS	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
WATER PUMPS/HOSES	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Clean	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Clean
GAS HOSES/OUTLETS	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect
LOCKS	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Clean	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Clean
HINGES	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect/Lubricate
SEALS	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean
BRAKE CABLE	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust/Lubricate	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust/Lubricate
BRAKE LININGS	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust/Clean	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust/Clean
CHASSIS LUBE	Inspect	Inspect	Inspect	Inspect	Inspect/Lubricate	Inspect	Inspect	Inspect	Inspect/Lubricate
HITCH	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate
JOCKEY WHEEL	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect
STABILISER LEGS	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect
WINCHES	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Clean	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Clean
SUSPENSION BUSHES	Inspect	Inspect	Inspect	Inspect	Inspect/Lubricate	Inspect	Inspect	Inspect	Inspect/Lubricate
WHEEL ALIGNMENT	Inspect/Adjust	Inspect	Inspect	Inspect	Inspect/Adjust	Inspect	Inspect	Inspect	Inspect/Adjust
WHEEL BEARINGS	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust/Replace
WHEEL NUTS	Inspect/Adjust	Inspect	Inspect/Adjust	Inspect	Inspect/Adjust	Inspect	Inspect/Adjust	Inspect	Inspect/Adjust
TYRES	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
TYRE PRESSURE	Adjust	Adjust	Adjust	Adjust	Adjust	Adjust	Adjust	Adjust	Adjust
GAS STRUTS	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate
SHOCK ABSORBERS	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect
FRIDGE FAN FILTER (X2)	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean
WATER TANKS	Test/Inspect	Test/Inspect	Test/Inspect/Clean	Test/Inspect	Test/Inspect/Clean	Test/Inspect	Test/Inspect/Clean	Test/Inspect	Test/Inspect/Clean

Quick Links

Austrack Academy

Scan here for videos, tips and tricks, maintenance schedule and troubleshooting guide.



Spare parts request form



Austrack Campers Blog

