



Warranty

Let us protect you against increasingly costly repairs!

Frequently Asked Questions

Do I need an extended warranty?

If you are like most people, you intend to keep your caravan for between 3 to 5 years. As your caravan ages and in particular, after your factory manufacturer warranty has expired, the risk of failure or breakdown increases.

AWN warranties are specially designed to help reduce the financial impact of unexpected and potentially expensive mechanical repairs when you can least afford it.

Do I have multiple coverage options for my Caravan?

We know that everyone's circumstances differ, so at AWN, we offer a variety of extended warranty products to suit your coverage requirements and your budget. This allows you to choose the level of coverage that best protects you against unforeseen repair bills.

Where can I service my Caravan?

AWN strives to exceed every customer's expectations by providing you the flexibility to have your caravan serviced at a licenced workshop of your choice.

Where can I have my Caravan repaired?

If a problem occurs, whether at home or interstate, we have you covered with over 1200 (twelve hundred) approved repairers Australia-wide.

Can I transfer my extended warranty?

The benefits of your AWN warranty are transferable with your caravan, adding value to your caravan when it's time to trade-in or when selling your caravan privately.

Do I have to pay an excess when making a claim?

AWN aims to provide you with a quick, seamless and stress free claims experience. When making a claim, there are no hidden fees, or excess to pay. You also don't have to worry about paying for an approved repair and then wait for reimbursement, as we will pay the approved claim amount direct to the AWN approved repairer.



Want to know
more about
AWN?
SCAN ME



Components Covered & Claim Limits - Caravan

Components Covered & Claim Limits

C1



Caravans less than 10 years of age at time of sale

C2



Caravans less than 5 years of age at time of sale

Maximum Amount Claimable for the term of the Warranty

Up to the Market Value of the Caravan

Up to the Market Value of the Caravan

Under each of these plans, you are covered against failure of components (**the total of all claims up to the market value of your Caravan** at the time any claim was made) that were covered by the original Caravan manufacturer's warranty (excluding Appliances), which was provided by the manufacturer of Your Caravan.

This Warranty runs from the Cover Commencement date for the period nominated by You on the Warranty Application page of the Warranty Contract. (Subject to Us receiving the Signed Warranty Application Page and all Fees in accordance with the Terms and Conditions of this Warranty).

For all limits of liability and exclusions, please refer to the Limits of Liability, Exclusions and Miscellaneous sections under Terms and Conditions of the Warranty Contract.

The maximum claim limit for any one claim is up to \$2,500 (Two Thousand Five Hundred Dollars) per claim.

The maximum claim limit for any one claim is up to \$10,000 (Ten Thousand Dollars) per claim.

Appliance Coverage (Optional)

For Appliances fitted by the caravan manufacturer and specified in the original manufacturers warranty.

Fridge	\$1,000	\$1,000
Stove	\$1,000	\$1,000
Rangehood	\$1,000	\$1,000
Microwave	\$1,000	\$1,000
Air-Conditioner	\$1,000	\$1,000
Hot Water Unit	\$1,000	\$1,000
Pressure Pump	\$1,000	\$1,000
TV	\$1,000	\$1,000

Customer Care Package



TOWING ASSISTANCE

Reimbursement up to \$100 (per claim).



ACCOMMODATION ASSISTANCE

Reimbursement up to \$100 (per claim).

Where a claim in relation to failure of a covered component is approved by us under the warranty, we will provide the above additional benefits where expenses are incurred, by reason of that claim. Customer Care Package runs for the term of the warranty selected. Refer to the warranty contract for full terms and conditions.

This document is for information purposes only. The Appliance Coverage is only available to be selected in conjunction with a caravan warranty at the time of purchase. For full Product Disclosure Statements and coverage details, please refer to the Terms, Conditions, Limitations and Exclusions of the Warranty by contacting your local AWN Authorised Agent.



AWN 24 Hour **Roadside Assistance** (Optional Extra)

Everyone likes a safety net. With AWN Roadside Assistance, you can have the peace of mind that comes with a comprehensive 24 hour / 7 days a week Roadside Assistance program.

GENERAL COVER

Our Roadside Assistance program provides access to the following services. Some services are provided on a fee for service arrangement (as noted below).

GENERAL ASSISTANCE - We will relay urgent messages to family, friends and business associates, likely to be concerned by disruption or delay. We will also arrange for alternative transport in the case of a major breakdown i.e. taxi. (Cost at customer's expense).

EXCLUSIONS - Free service will only be provided on private property or on public roads that are accessible by normal two wheel drive vehicles. Call Outs will not be provided where the caravan is "off-road" (including but not limited to where the caravan is located on forestry or logging tracks, creek beds, beaches or mountains).

Service can be refused in the following situations:

- Commercial use of caravan.
- Unregistered caravans.
- Caravans deemed not to be roadworthy or non-compliant with the relevant Australian design rules.
- Caravans permanently located on public or private holiday parks or camp sites.
- Caravans already at repairers.
- Where the use of specialized equipment may be required for extraction/recovery.
- Caravans involved and damaged in accidents.

DELUXE CARAVAN COVER

- **FLAT TYRE** - The Caravan's roadworthy spare tyre will be fitted. The cost of the service is covered up to \$160.00 including GST (excludes any repair costs, replacement tyres, valves, tubes etc.).
- **LOCK OUTS / LOST KEYS** - Gain emergency access to the Caravan. Arrange for the client to obtain the spare key (if applicable). The cost of the service is covered up to \$160.00 including GST (excludes any repair costs and key cutting).
- **EMERGENCY TOWING - MECHANICAL BREAKDOWN** - The Caravan will be transported to the nearest suitable repairer. The cost of the service is covered up to \$600.00 including GST per breakdown (excludes any repair costs, additional towing. Refer to general exclusions).

Extras Cover

- **EMERGENCY ACCOMMODATION** - Assistance with emergency accommodation, while the Caravan is being repaired. Initially paid in full by the client. The client may then claim for reimbursement of up to \$300.00 including GST for accommodation costs. (Excluding meals, beverages etc.)

PREMIUM CARAVAN COVER

- **FLAT TYRE** - The Caravan's roadworthy spare tyre will be fitted. The cost of the service is covered up to \$165.00 including GST (excludes any repair costs, replacement tyres, valves, tubes etc.).
- **LOCK OUTS / LOST KEYS** - Gain emergency access to the Caravan. Arrange for the client to obtain the spare key (if applicable). The cost of the service is covered up to \$165.00 including GST (excludes any repair costs and key cutting).
- **EMERGENCY TOWING - MECHANICAL BREAKDOWN** - The Caravan will be transported to the nearest suitable repairer. The cost of the service is covered up to \$1,000.00 including GST per breakdown (excludes any repair costs, additional towing. Refer to general exclusions).

Extras Cover

- **EMERGENCY ACCOMMODATION** - Assistance with emergency accommodation, while the Caravan is being repaired. Initially paid in full by the client. The client may then claim for reimbursement of up to \$400.00 including GST for accommodation costs. (Excluding meals, beverages etc.)

Available 24 Hours / 7 Days a Week



Reasons Why You Need An **AWN Warranty**

We understand owning a Caravan gives you the freedom to go where you want when you want, to explore our vast country in comfort your way without time restrictions and schedules.

Australian Warranty Network's extended Caravan warranty gives you the peace of mind that you are protected against expensive repairs Australia wide.

Our warranties are designed to help reduce the financial impact of unexpected and potentially expensive mechanical repairs to your Caravan. At AWN we are focused on providing our customers with a quick, seamless and stress free claims experience.

- Established in 1992
- No excess on claims
- Warranty coverage commences Day 1
- Comprehensive coverage on Parts & Labour
- No Claim Forms - a phone call is all it takes
- We pay the repairer direct - no out of pocket expenses for items covered by our warranties
- Transferrable with Caravan to new owner
- Australia-Wide Repairer Network
- Even if you have a non-claim related problem, we will assist you
- Flexible coverage for New and Used Caravans





Take a look at our other **AWN products**



Motor Vehicle
Warranty



Motorbike
Warranty



Marine
Warranty



Personal Water Craft
Warranty



Motorhome
Warranty



24 Hour Roadside
Assistance

Australian Warranty Network

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