



## 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 motorhome for between 3 to 5 years. As your motorhome 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 Motorhome?

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 Motorhome?

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

### Where can I have my Motorhome 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 motorhome, adding value to your motorhome when it's time to trade-in or when selling your motorhome 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.




## Components Covered & Claim Limits - Motorhome

Components Covered & Claim Limits	M1	M2
	 <p>Motorhomes less than 15 years and 250,000km at time of sale</p>	 <p>Motorhomes less than 10 years and 160,000km at time of sale</p>
Maximum Amount Claimable for the term of the Warranty	Up to the Market Value of the Motorhome	Up to the Market Value of the Motorhome
Engine	\$1,000	\$3,000
Transmission	\$1,000	\$3,000
Differential	\$1,000	\$3,000
Cooling System	\$1,000	\$3,000
Electrical System	\$1,000	\$3,000
Braking System	\$1,000	\$3,000
Steering System	\$1,000	\$3,000
Air-Conditioning	\$1,000	\$3,000
Fuel Pump & Fuel Injection Systems	\$1,000	\$3,000
Drive Shafts, CV Joints, Universals	\$1,000	\$3,000
Turbo	\$1,000	\$3,000
Electronic Ignition System	\$1,000	\$3,000
Radiator	\$1,000	\$3,000
Appliance Coverage (Optional)	For Appliances fitted by the motorhome 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).

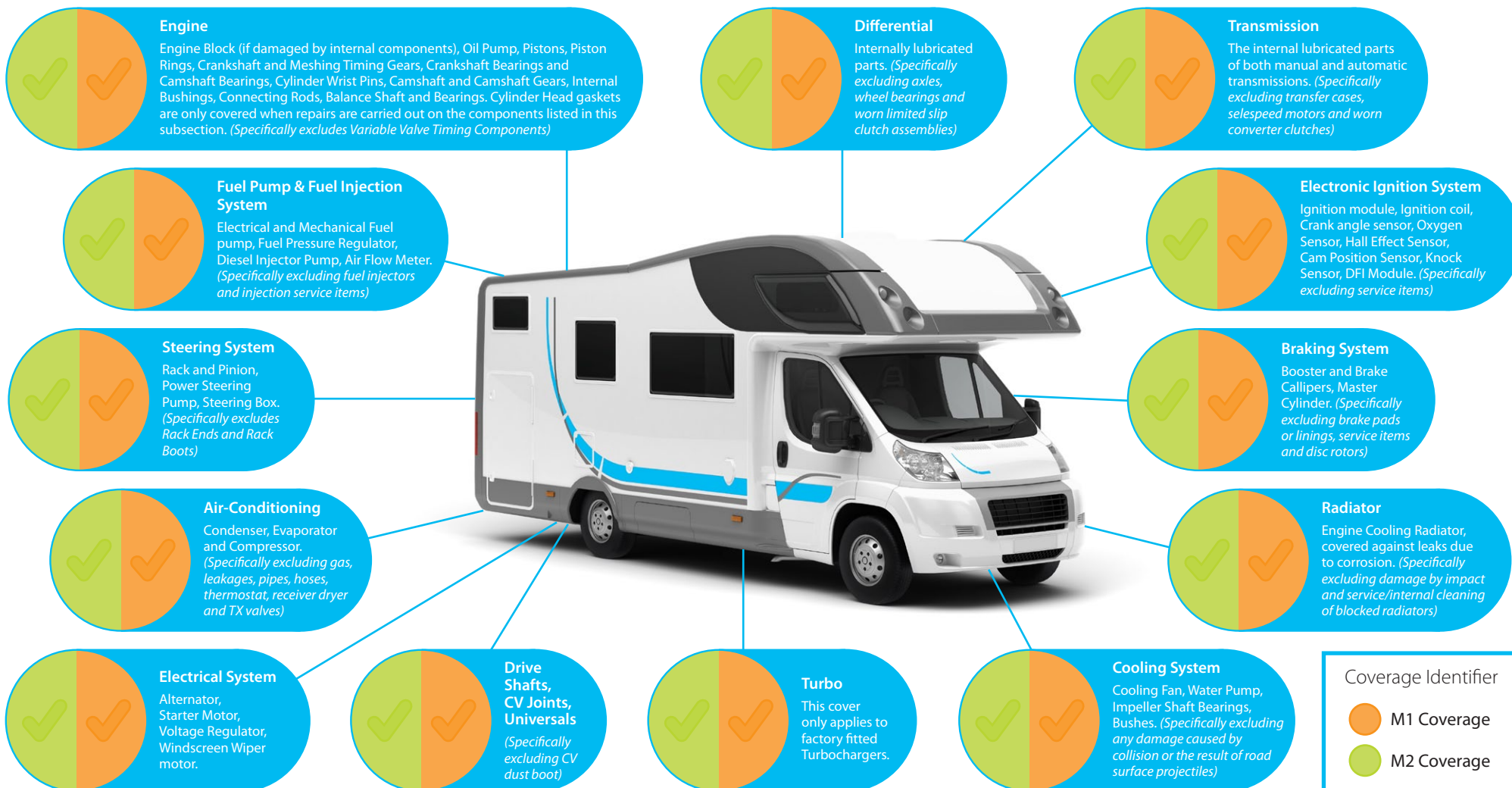


**CAR HIRE ASSISTANCE**  
Reimbursement up to \$100 (per claim).

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. 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.

# Motorhome Covered Items



## Customer Care Package



### TOWING ASSISTANCE

Reimbursement up to \$100 (per claim) for towing charges in the event of a covered mechanical breakdown where your motor vehicle is unable to be quickly mechanically repaired or safely driven to an AWN Approved Repairer.



### ACCOMMODATION ASSISTANCE

Reimbursement up to \$100 (per claim) for emergency accommodation, arrangements and costs in the event of a covered major motor vehicle breakdown where you are more than 400km from your registered residence and taking more than 48 hours to repair.



### CAR HIRE ASSISTANCE

Reimbursement up to \$100 (per claim) for car hire costs in the event of a covered major motor vehicle breakdown where you are more than 400km from your registered residence and taking more than 48 hours to repair. *(Specifically excluding car hire over weekends and public holidays)*

## Appliance Coverage (Optional)

**COVERAGE:** For Appliances under 10 years of age, fitted by the original Motorhome manufacturer and specified in the manufacturers warranty (not available on Motorhome/Camper conversions).

Covered Components:

- Fridge
- Rangehood
- Air-Conditioner
- Pressure Pump
- Stove
- Microwave
- Hot Water Unit
- TV

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**SCAN ME**



Want to know more about AWN?





## Reasons Why You Need An **AWN Warranty**

Most people dream of owning their own motorhome and driving it around Australia. The freedom to stop on the side of the road at a little country town or seaside village, and settling down for the night in your luxurious home away from home.

Australian Warranty Network's motorhome extended warranty gives you the peace of mind to sleep well with the knowledge you are protected against expensive mechanical repairs Australia wide.

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

- Established in 1992
- Unlimited Kilometres
- 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 Motorhome 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 Motorhomes



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



Motor Vehicle  
**Warranty**



Motorbike  
**Warranty**



Marine  
**Warranty**



Personal Water Craft  
**Warranty**



Caravan  
**Warranty**



24 Hour Roadside  
**Assistance**

### Australian Warranty Network

**Address:** 3801-3803 Pacific Highway, Tanah Merah, QLD 4128

**Phone:** (07) 3802 5577

**Fax:** (07) 3801 1539

**Web:** [www.AustralianWarranty.com.au](http://www.AustralianWarranty.com.au)

**AWN**   
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