

FORTE SR SERIES

ON-ROAD CARAVANS



OWNER'S MANUAL

2024 Version 1



*Pre-Production Models Shown



Phone: 1300 494494

www.marketdirect.com.au

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DISCLAIMER: This manual is provided in good faith and Market Direct Group Pty Ltd. may amend or update this owner manual from time to time.

Use of Product

The intent and purpose of this manual is to assist owners in the correct use and operation of the product and outline the servicing schedule to be followed, ensuring the correct maintenance of the product.

Servicing

Servicing information contained in this owner manual is provided for those who have appropriate technical skills and relevant to the subject matter the publication deals with in regard to maintenance and repairs. The servicing content of this manual assumes a satisfactory technical knowledge and mechanical skills and experience. It is not suitable for people who are not trained or qualified in the subject matter it deals with. If you do not have the appropriate skills and experience, or if you do not have access to appropriate tools and equipment, you may injure yourself or others around you and/or you may cause damage to the Caravan you are working on, including making it unsafe. Users of this owner manual must:

- Read all content thoroughly. It is especially important to have a good understanding of all the contents shown in the INTRODUCTION and SAFETY Sections of this publication.
- Use only the correct tools and equipment for all repairs and servicing.
- If part replacement is necessary, replace the part with the same part number or equivalent part. DO NOT replace it with a part of inferior quality.
- Observe all 'Cautions' and 'Notices' to reduce the risk of personal injury during service or repair, or improper service or repair that may damage the Caravan or render it unsafe.
- Understand that the 'Cautions' and 'Notices' in this publication are not exhaustive because it is impossible to warn of all possible hazardous consequences that might result from failure to follow the instructions in this publication. You must carry out your own risk assessments as you work.

Market Direct Group Pty Ltd. does not accept any and all liability which may arise because a user of this publication fails to follow directions in the publication or safe work methods associated with use and maintenance of the product.

Those without the required skills, knowledge, tools, and experience to work on and maintain this product should seek the services of a suitably qualified person or business. This publication is based on the latest product information at the time of release. However, specifications and procedures are subject to change without notice.

Safety Symbols & Meanings



DANGER - Hazards or unsafe practices which **WILL** result in severe personal injury or death if the warning is ignored



WARNING - Hazards or unsafe practices which **COULD** result in severe personal injury or death if the warning is ignored



CAUTION - Hazards or unsafe practices which could result in minor or moderate injury if the warning is ignored



NOTICE - Practices that could result in damage to the trailer or other property



INFORMATION - Helpful information and important points.



WARNING

Button Battery Warning!

Some MDC models are fitted with remote wireless switches for lighting. These switches contain “Button Batteries” that are harmful or fatal when swallowed. **DO NOT** allow children to play with these switches or leave unattended in the vicinity of these switches. These switches will be marked with the warning label below.



NOTICE

Caravan Use

This caravan is for on road use.

ON-ROAD CARAVANS

MDC On-Road Caravans and Campers are intended to provide a lighter alternative for users who don't require off-road functionality, without the cost of including features only required for off-road functionality. They are only intended for use:

- For towing on sealed roads and for limited periods on well-maintained gravelled roads; and
- For camping at caravan parks, designated camp sites, or clearings which are immediately adjacent to a sealed road.

Our On-Road Caravans and Campers are **NOT** intended for use in the following circumstances, and damage caused to the Caravan or Camper in these conditions will not be considered by us to be the result of a defect:

- Use on unformed roads, poorly maintained formed roads, or on well-maintained gravel roads for extended periods;
- Travel over surfaces which are not roads, whether or not those surfaces are loose, slippery, broken, rough, or wet; and
- Travel over flooded roads or through stream crossings except at structures (including bridges) allowing for passage without partial submersion.

If you are unsure whether your Caravan or Camper is intended for a particular use please contact us using the details provided at our website at <https://www.marketdirect.com.au/contact-us/> before attempting such a use. Please remember that these models are able to be as light and cost-effective as they are because they do not have features intended to protect them from harsh environments, and you will generally need to plan uses that avoid such environments."

My Forte SR Caravan

NAME:

ADDRESS 1:

ADDRESS 2:

MODEL:

VIN:

HANDOVER DATE:

TARE WEIGHT:

ATM:

ORDER REF:

DEALER:

Contact Details

QUEENSLAND	
Brisbane 3/711 Beaudesert Rd Rocklea QLD 4107	Caboolture 4 Boeing Place Caboolture QLD 4510
NEW SOUTH WALES	
Sydney 111 Newbridge Rd Chipping Norton NSW 2170	Newcastle Unit 1, 2364 Pacific Hwy Heatherbrae NSW 2324
VICTORIA	
Melbourne 3/124 Canterbury Rd Kilsyth South VIC 3137	Campbellfield 1551 Sydney RD Campbellfield VIC 3061
WESTERN AUSTRALIA	
Perth 238 Great Eastern Hwy Ascot WA 6104	
SOUTH AUSTRALIA	
Adelaide Units 2,3 & 4/32-50 Weaver St Edwardstown SA 5042	
NATIONAL TOLL FREE	
1300 494 494	

Safety Information



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 the product. 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.

Manual content does not imply, express or otherwise any warranty, the owner should read the limited warranty terms included in this booklet.

MDC does not cover damage due to unauthorised modifications, misuse, abuse, incorrect assembly, improper and irregular maintenance or accident or collision.

Before using this product, you should be certain 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 caravan is fitted with electric brakes and a “Breakaway System”. Requirements for breakaway systems can vary from state to state. It is mandatory to supply a maintenance charge to the breakaway battery source while driving. You **MUST** ensure this capability is fitted to your vehicle. The maintenance charge is supplied to the caravan via the Anderson plug on the drawbar.

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 serious injury or death and/or property damage.

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 industry optimum ball weight on a caravan is between 9 and 11% of the total Caravan weight. MDC Caravans fit into this category and 10% should be used as the starting point.

Modifications to The Product

Gas Systems

The installed gas system on this product is an approved and certified installation. Any changes, modifications or adjustment may render the system non-compliant and dangerous. Market Direct Group Pty Ltd does not condone, recommend, or otherwise consent to any modifications, adjustment, addition or tampering in any way with the installed gas system on any and all products.

Chassis

All MDC chassis are fully engineered and verified using Finite Element Analysis (FEA) software. This ensures that the chassis for each model passes the relevant regulations and design rules as originally provided to the customer. Any modification to the chassis or drawbar whatsoever (no matter how minor) will inevitably change this – whether it impacts the towing dynamics, expected loads and stress points, safety chain attachment points, overall trailer length etc.

Market Direct Group Pty Ltd does not condone, recommend, or otherwise consent to any modifications, adjustment, addition or tampering in any way with the drawbar, safety chains or safety chain attachment points.

Fire



CAUTION

Ventilation

Do not obstruct any permanent ventilation in this camper/caravan including annex attachments.

Precautions

Do not leave children or pets alone in the camper/caravan.

Combustible Materials

Keep all combustible materials away from:

- Ovens and cooktops
- Hot water heater
- Diesel heater and outlet

Fire Extinguisher

Ensure fire extinguisher is free of obstruction and in operable condition.

Ensure you are familiar with its location and operation.

In Case of Fire

- Evacuate everyone from the trailer and clear the immediate area
- Turn off gas valve at the gas cylinder if safe to do so
- Disconnect mains power supply
- Call fire brigade on 000
- Only try and extinguish the fire if safe to do so

Electrical Safety



WARNING

Failure To Follow These Instructions May Result in Death or Serious Injury!

- ⚠ When working with electrical equipment or lithium batteries, have someone nearby in case of an emergency.
- ⚠ Study and follow all the manufacturer's specific precautions when using and servicing the battery and connected appliances.
- ⚠ Wear eye protection and gloves.
- ⚠ Keep unit away from moist or damp areas.
- ⚠ Avoid dropping any metal tool or object on the battery. Doing so could create a spark or short circuit which goes through the battery or another electrical tool that may create an explosion.



WARNING

Shock Hazard! Keep Away from Children

- ⚠ Avoid moisture. Never expose unit to snow, water, etc.
- ⚠ Inverter Unit provides 230 VAC, treat the AC output socket the same as regular wall AC sockets at home.
- ⚠ Read and understand the information in the appliance manuals before operating this equipment

The 240v electrical system in your caravan has been certified by a trade qualified person. Under no circumstances should an unqualified person interfere with, modify, or repair this system. An RCD safety device is fitted to this caravan

for your safety.

- Always use a 15amp lead to connect to mains power.
- Do not modify the earth pin to accommodate a lesser lead.
- When connecting to 10amp mains, always use an approved adapter.
- Never coil power leads when in use. Lay the lead out in lengths in a safe manner that prevents creating a trip hazard.

CAUTION

Gas & Appliance Safety

Gas Certification

Your Caravan has been supplied gas tested and certified. Any additions or alterations to the gas system must be performed by an authorized person and will require re-certification and testing. Also note any alterations may affect your warranty on both the system and appliances.

General Safety

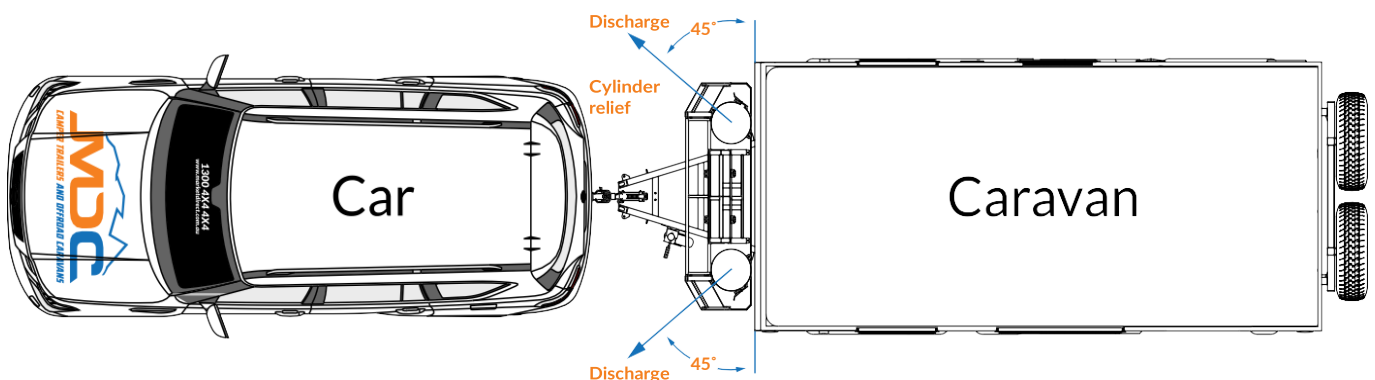
- Your Caravan may have a number of gas safety labels affixed throughout containing important information. All instructions are to be followed and the labels shall not be removed for any reason.
- Make sure to close appliance valves before opening the cylinder valves.
- Where readily accessible, check connections at the appliances, regulator, hoses and cylinders periodically for leaks with soapy water (or an equivalent) – this should be done every time a cylinder is changed or at least annually.

CAUTION – the ammonia present in some soaps and detergents can react with brass fittings and cause such fittings to crack after a short period of time. Therefore, caution should be exercised when using soap solutions on brass fittings and all connections should be rinsed thoroughly with fresh water as soon as possible after the application of the soap solution.

- Never use a match or flame when checking leaks.
- Never use cooking appliances for comfort heating.
- In the event of a fire, immediately close cylinder valve if safe to do so.
- Appliances must not be altered without the authorisation of the manufacturer.
- In the event of an accidental gas leak, close cylinder valve and ventilate the area using a safe method until the air is clear.
- Flexible hoses are used between the LP Gas Cylinder and regulator as well as between your slide-out kitchen cooker (if fitted) and the gas bayonet. These flexible hoses are easily accessible and shall be inspected regularly by a competent person.

Gas Cylinder Safety

- LP Gas cylinders have a 10-year lifespan between inspection and re-certification. Always use gas cylinders that are within their compliance date.
- For drawbar mounted cylinders (if applicable), orient the cylinder relief valves of both cylinders discharge away from both the trailer and towing vehicle as shown.
- Close cylinder valves when appliances are not in use or while refueling is in progress.
- Ensure cylinder valves are closed to prevent the unintended release of gas from a cylinder.



Gas Appliance Safety

- Gas appliances are certified and have a flame safeguard feature to stop gas flow in the event of the flame going out. Never interfere with this function or replace appliances with a non-certified type.
- Slide-out kitchens with cookers should only be operated with an annex fully erected. Failing to do so may affect the safety and operation of the gas appliance.
- Slide-out kitchens with cookers must only be used with a flexible connecting hose that is disconnected from the gas bayonet fitting when in its stored position. Under no circumstances permanently connect this appliance.
- Only approved and suitable gas appliances with flame safeguard systems shall be connected to the gas bayonet (if fitted).

Removing the Flue Cover

Caution! To use your inbuilt Truma hot water system, the external flue cover must be removed prior to starting the unit.



Remove plastic cover



Ready for use



CAUTION

To use your inbuilt Truma hot water system, the external flue covers must be removed prior to starting the unit.

Ventilation and Flues

- Check all permanent ventilators, flues (if applicable) and vents to ensure they are clear, open and unrestricted.
- Any supplied or 3rd party vent cover(s) (e.g., low level door vent) should only be used for covering the vents during storage between use with all LP gas system valves closed. All vents (e.g., low level door vent) shall be uncovered at all times the Caravan is in use.

Isolating Appliances

Internal gas appliances have an isolation valve fitted in the gas line. During travel these should be turned to the off position where practical and always turn the valve on the active gas bottle off when towing or refueling.

Electrical Safety

WARNING

Failure To Follow These Instructions May Result in Death or Serious Injury!

- ⚠ When working with electrical equipment or lithium batteries, have someone nearby in case of an emergency.
- ⚠ Study and follow all the manufacturer's specific precautions when using and servicing the battery and connected appliances.
- ⚠ Wear eye protection and gloves.
- ⚠ Keep the unit away from moist or damp areas.
- ⚠ Avoid dropping any metal tool or object on the battery. Doing so could create a spark or short circuit which goes through the battery or another electrical tool that may create an explosion.

WARNING

Shock Hazard! Keep Away from Children

- ⚠ Avoid moisture. Never expose the unit to snow, water, etc.
- ⚠ The inverter Unit provides 230Vac, treating the AC output socket the same as regular wall AC sockets at home.
- ⚠ Read and understand the information in the appliance manuals before operating this equipment

The 240V electrical system in your caravan has been certified by a trade qualified person. Under no circumstances should an unqualified person interfere with, modify, or repair this system. An RCD safety device is fitted to this caravan for your safety.

- Always use a 15A lead to connect to mains power.
- Do not modify the earth pin to accommodate a lesser lead.
- When connecting to 10A mains, always use an approved adapter.
- Never coil power leads when in use. Lay the lead out in lengths in a safe manner that prevents creating a trip hazard.

Using Wheel Chocks and Ramps

WARNING

Always use wheel chocks to prevent the trailer from moving when unhitched.

The stabiliser legs on your caravan are not designed for supporting the full weight of the trailer, they are there to stabilise it once it is level. Using your stabilisers as a lifting mechanism will void your warranty as will extending them with a “rattle gun” or “impact wrench”. Levelling front to back can be done by raising and lowering the jockey wheel prior to adjusting the stabiliser legs. Getting the trailer level from left to right should be done with drive on stepped ramps as illustrated below. Once levelled the legs can be lowered to keep the trailer stable. On soft ground you may want to use timber sole boards under the stabiliser feet.



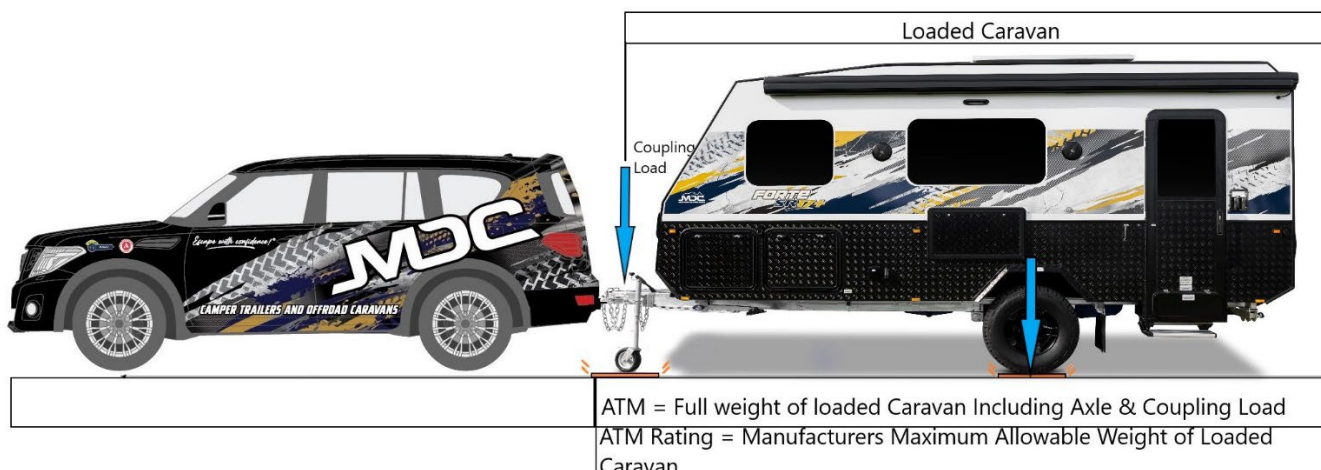
Terminology & Abbreviations

Ball Weight/Coupling Mass: The downward load exerted on the tow point of the vehicle by the trailer.

Tare Weight: The total weight of the trailer (load on tyres plus coupling load) with all options and fittings as supplied by the manufacturer, with empty water tanks, excluding fluids not essential for operation on public roads, and without luggage or personal effects.

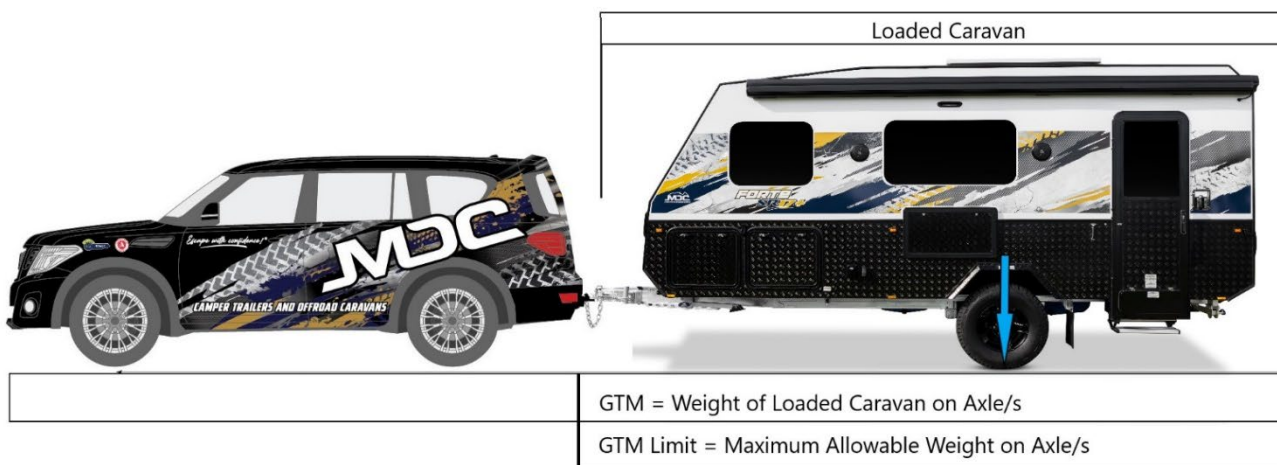


ATM (Aggregate Trailer Mass) Rating: The total permissible mass of the Trailer. This includes the coupling mass and whatever you add as payload (e.g., water, gas, luggage) up to the specified rating. The ATM Rating must not be exceeded.



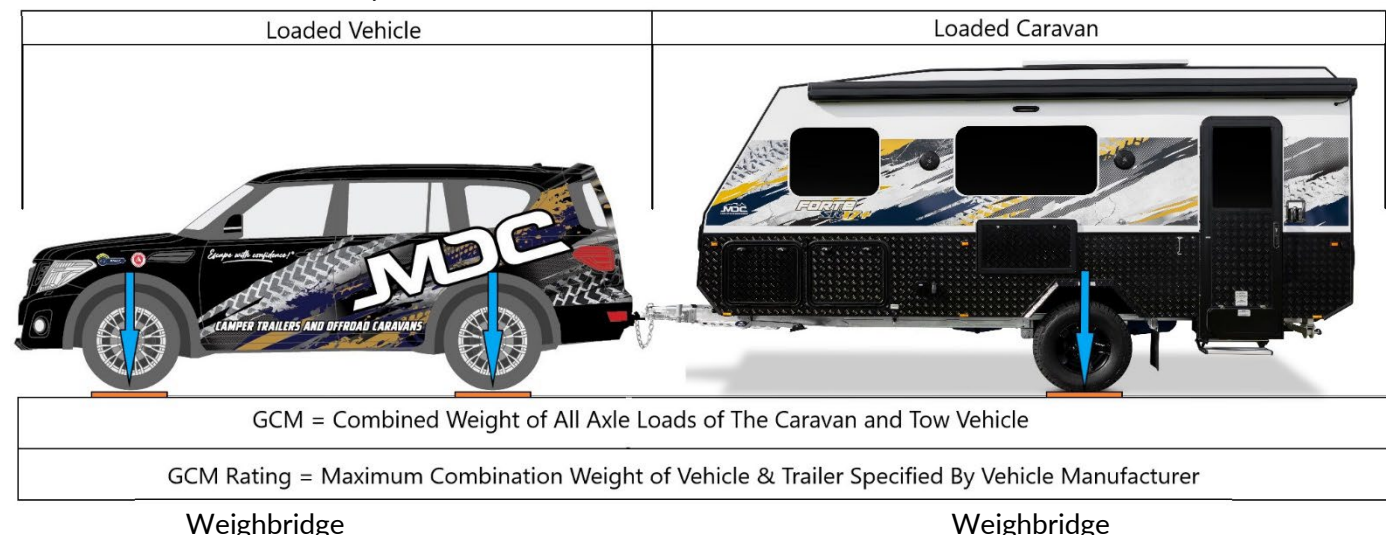
Weighbridge

GTM (Gross Trailer Mass) Rating: The total permissible mass that can be supported by the wheels/ tyres of the Trailer. This includes whatever you add as payload (e.g., water, gas, equipment, and luggage), but does not include the mass supported by the tow vehicle. The GTM Rating must not be exceeded.



Weighbridge

GCM: (Gross Combination Mass): This is the total allowable combined mass of a tow vehicle and trailer combination as determined by the tow vehicle manufacturer.



Camber: Camber angle is the measure in degrees of the difference between the wheel's vertical alignment perpendicular to the surface. If a wheel is perfectly perpendicular to the surface, its camber would be 0 degrees. Camber is described as negative when the top of the tyre begins to tilt inward towards the chassis rail.

Toe In/out: Negative toe, or toe out, is the front of the wheel pointing away from the centerline of the vehicle. Positive toe, or toe in, is the front of the wheel pointing towards the centerline of the vehicle. Toe can be measured in linear units, at the front or rear of the tyre, or as an angular deflection. In the case of MDC products, the "toe in" is measured in millimeters at the front of the tyre from the chassis rail.

Tow vehicle and Trailer Compatibility

Your tow vehicle manufacturers have applied a maximum towing capacity to the vehicle which is the Aggregate Trailer Mass (ATM) and a maximum Gross Combination Mass (GCM). These specifications **MUST NOT** be exceeded. It is your responsibility to know, understand and follow these specifications. Vehicle manufacturers may also specify or recommend "Weight Distribution Bars" when towing under certain conditions. You **MUST** ensure this is compatible with the vehicle and trailer combination.

DANGER

DANGER – Exceeding manufacturer weight and combination limits can result in loss of control leading to death or serious injury. Your tow vehicle and hitch must be rated for the Gross Vehicle Weight of the trailer.

Quick Start Checklist

Important items to do before using your caravan.

To have your trailer ready for use in the quickest time, the following guide must be followed to ensure safe and correct use and to avoid damages and misuse.

Flushing Your Water Tank

Propriety Cleaners

With any new camper or caravan, it is important to flush the water tank before use as a minimum. It is even better to treat the water tank with a propriety cleaner before use.

There are several products available such as CAMEC Tank Clean, RV Tank Cleaner, and other sanitising treatments. Be sure to follow the directions carefully.

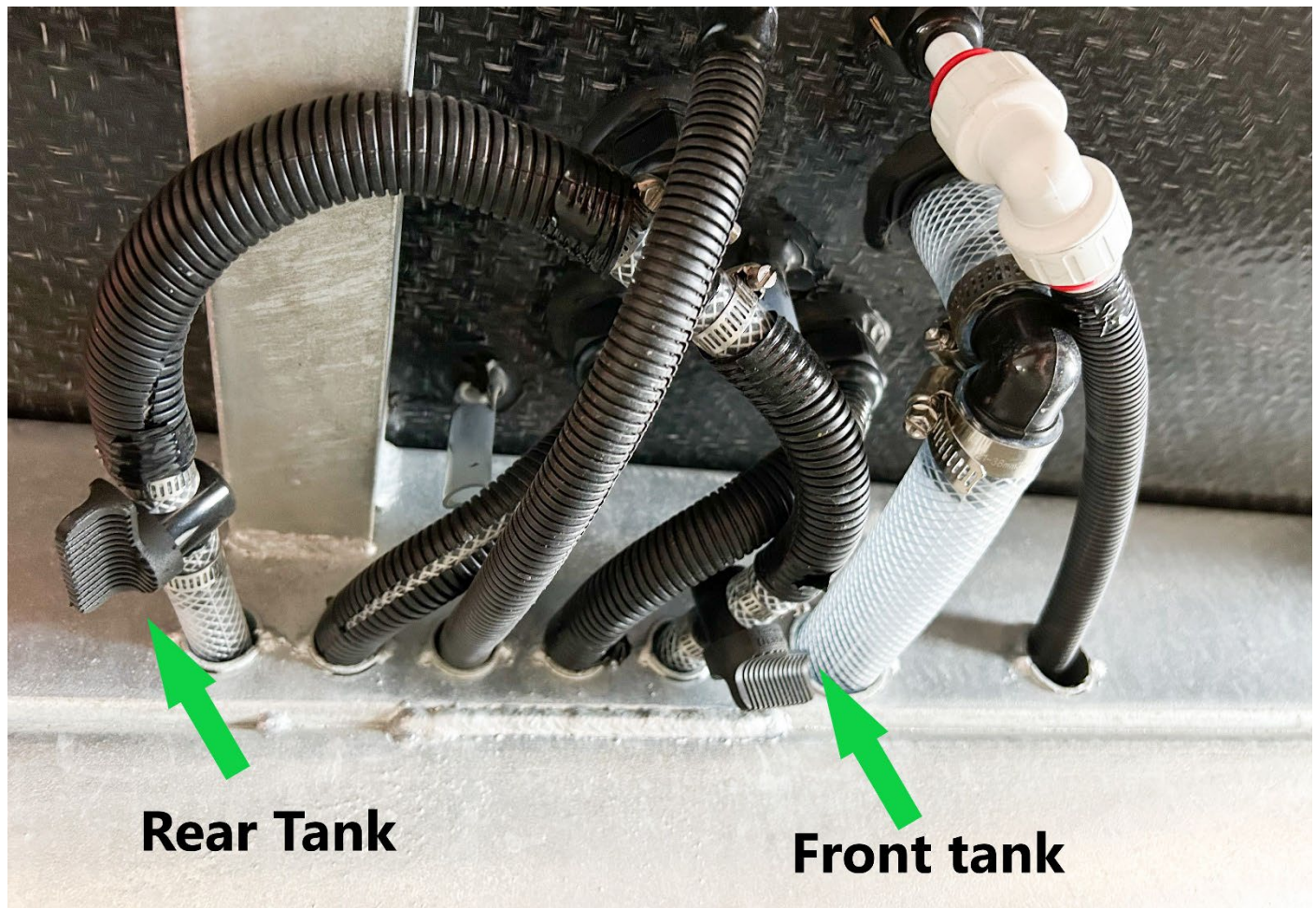
Other Cleaners

Other products used to clean water tanks are items such as white vinegar and bicarbonate of soda.

Selecting Freshwater Tanks

If your caravan is fitted with more than 1 water tank, there are tank selector valves located under the caravan on the driver's side below the water pump location. Use these valves to select the forward or rear water tank.

IMPORTANT NOTE: Use 1 tank at a time, when the water level gets low the pump will draw air into the line. Switch to the other tank and run the tap until the air is removed,

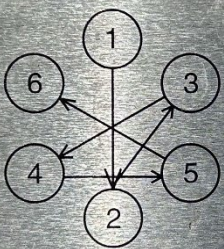


Wheel Nuts

It is important to check wheel nuts immediately after picking up your new MDC camper or caravan. Upon pickup, the wheel nuts should be checked at 50, 100, 250 and 500km. They should also be checked before each trip and daily when touring. Always check using a torque wrench set at the correct torque setting. The torque setting is noted on the information plate on top of the drawbar referencing wheel nut tightening or in the owner manual.

IMPORTANT INFORMATION

M14 wheel nuts **MUST BE** re-torqued to 140n/m for alloy wheels and 200n/m for steel wheels after first 50Km (or after wheels have been re-mounted), and then at periodic intervals. Wheel nuts should be checked **DAILY** when on rough or unsealed roads. Re-torque as per the sequence in the diagram

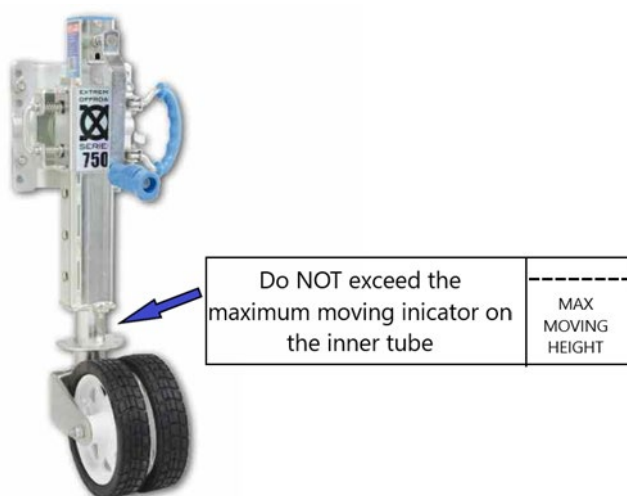
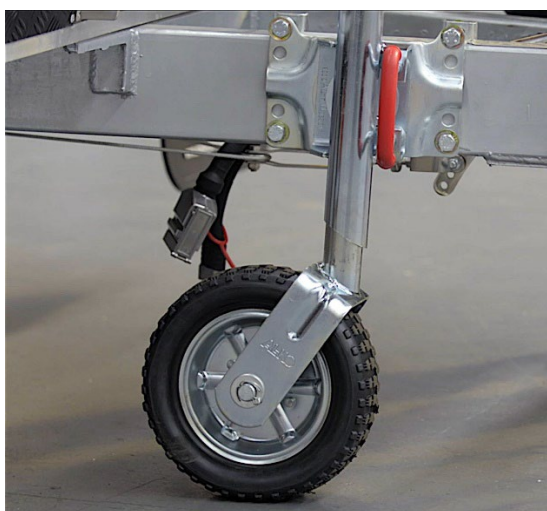


WARNING

The primary purpose of your jockey wheel is to enable the trailer to be raised in order to release the car towing mechanism. DO NOT attempt to move the trailer using the jockey wheel on soft, sandy or loose ground – only on hard surfaces such as concrete or pavement. Warranty is void if breakage or damage occurs to the jockey wheel due to incorrect use on unsuitable surfaces. If moving your trailer on hard surfaces please ensure the jockey wheel is wound down to the lowest level before moving.

Jockey Wheel

Always lower the jockey wheel as low as possible but still allowing it to pivot before moving the trailer. Only use the jockey to move the trailer when on hard surfaces, DO NOT use on grass, gravel, or sandy surfaces to move the trailer.



Tyre Pressure

It is important to ensure the right tyre pressure for the loaded weight of your camper or caravan. To determine this, ideally you will take your loaded trailer to a weighbridge and have the trailer weight measured. The table below will give you the tyre pressure based on the ATM weight (axle and tow ball weight)

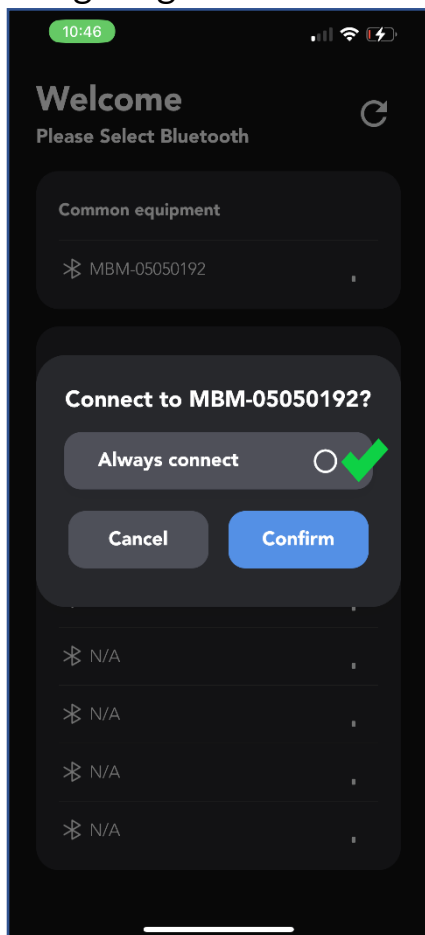
Goodride 265/75 R16 A/T Light Truck Tyre				
ATM Weight	Single Axle		Dual Axle	
	PSI	Kpa	PSI	Kpa
1600Kg	41	283		
1700Kg	43	296		
1800Kg	46	317		
2000Kg	52	359		
2200Kg	57	393		
2400Kg	62	427	34	234
2500Kg	65	448		
2600Kg	67	462	37	255
2800Kg	72	496	40	276
3000Kg	77	531	43	296

Video Library

You can view the video library on the MDC YouTube Channel

<https://www.youtube.com/@MARKETDIRECTCAMPERS>

Configuring the BM500-BT For LiFePRO+ Lithium Batteries



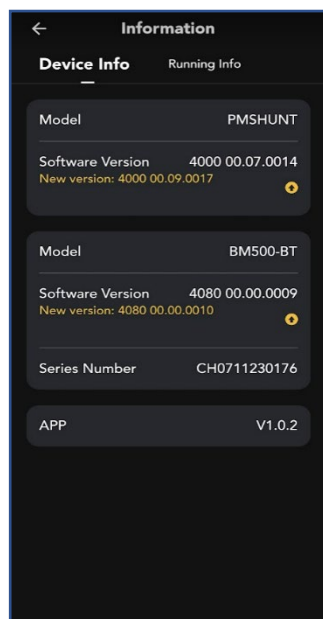
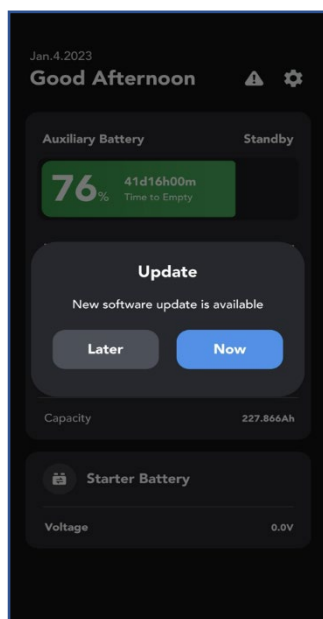
Pairing The device

1. Go to your app store and download the Projecta BM500-BT App
2. Open the app and search for your Projecta Bluetooth device
3. Select "Always connect" and press confirm
4. You will be asked for a 3-digit pin number; this will be displayed on the BM500-BT display.
5. Enter the pin number and you will be connected to the Bluetooth device.

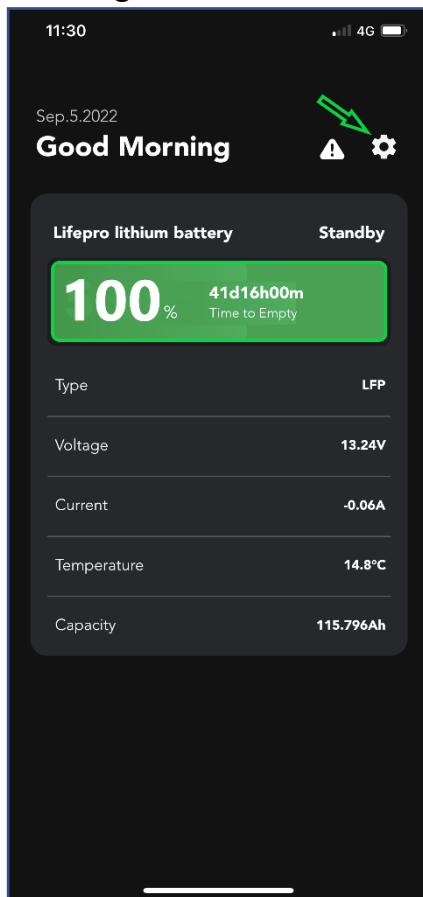


Check For Software Updates

1. Disconnect from Wi-Fi and use mobile data
2. Check Device Info for Software Version
3. Update if a new software version is available

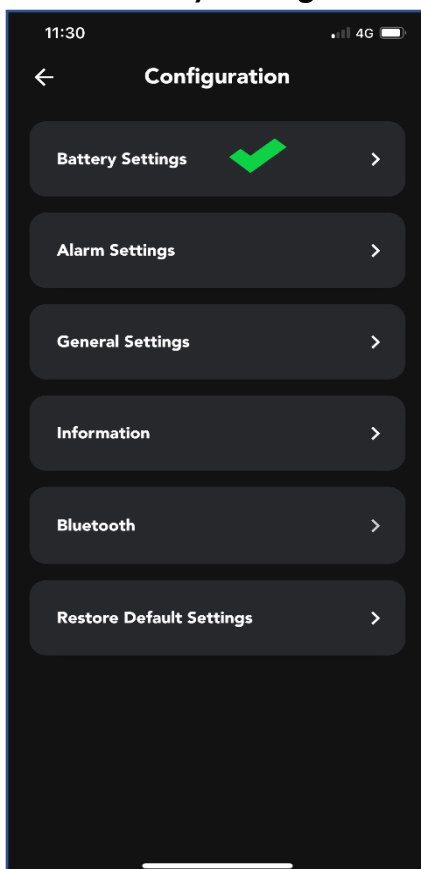


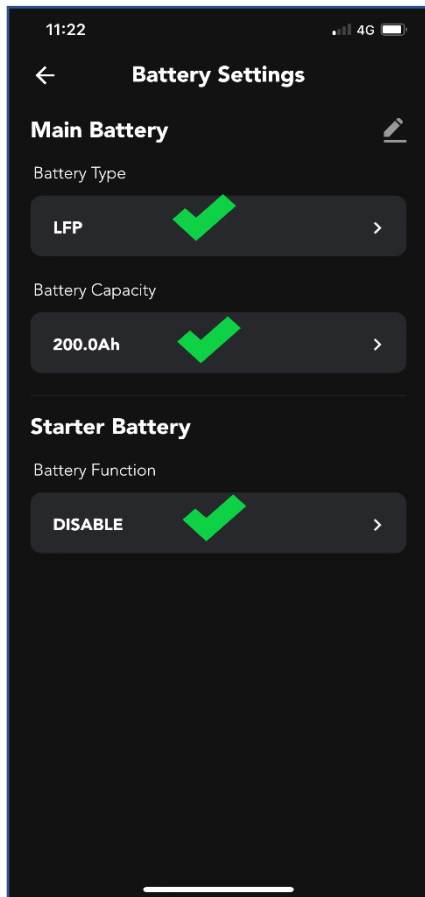
Setting The Parameters



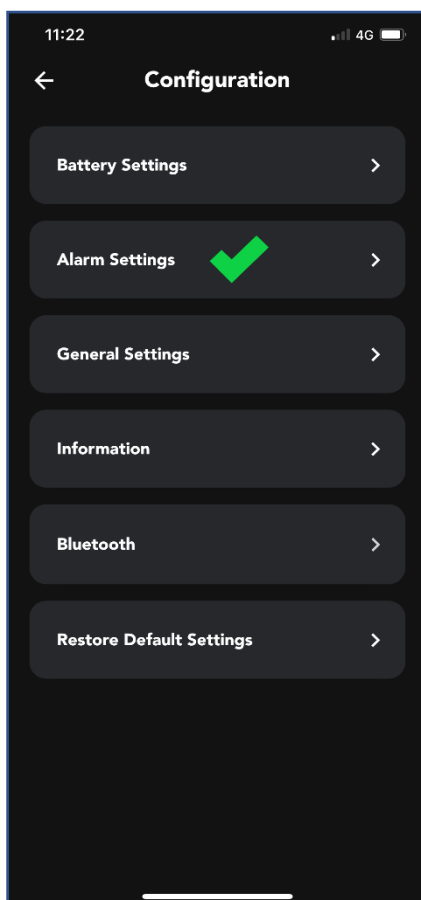
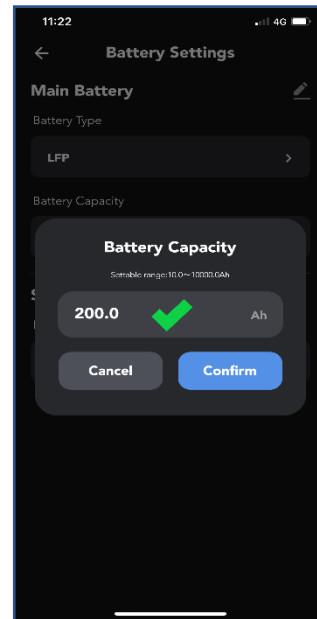
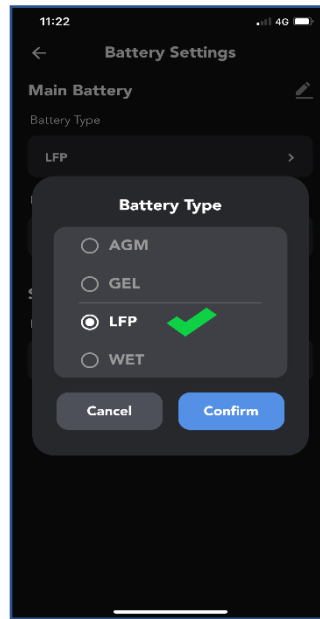
1. Select settings on the main screen

Select Battery settings

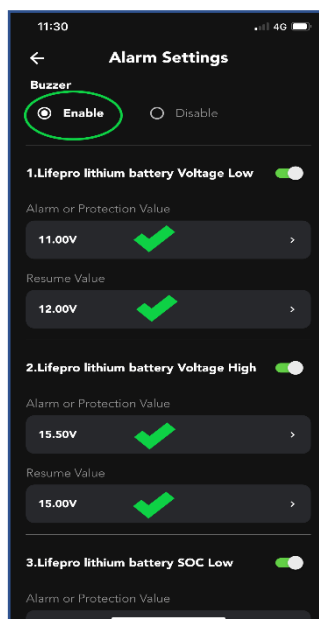


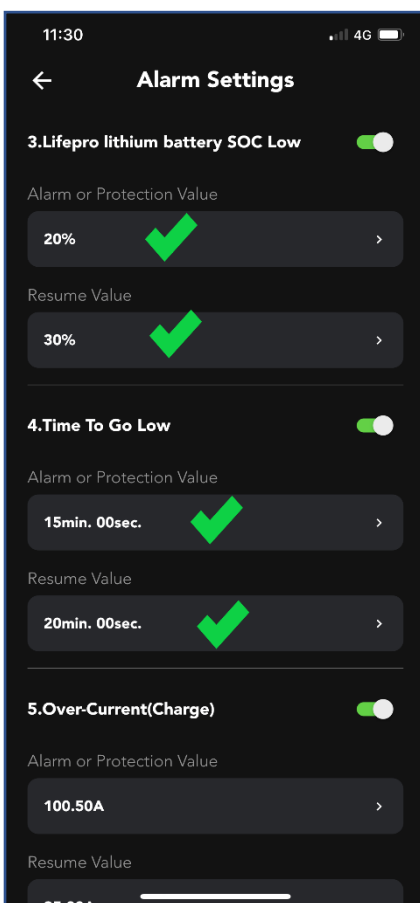


2. Change Battery Type to LFP (Lithium) by selecting battery type and LFP in the pull-down menu. Press confirm.
3. Select Battery Capacity and change to 200.0Ah in the menu. Press confirm.
4. Set Starter Battery to DISABLE

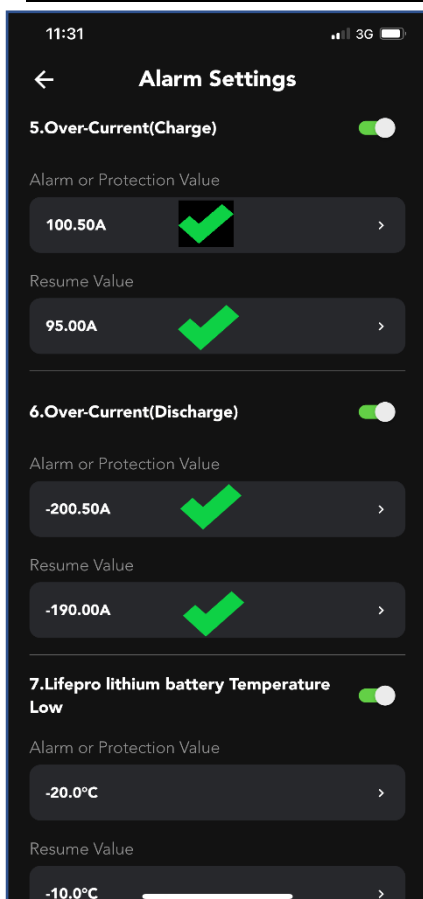


5. Select Alarm Settings
6. Enable Buzzer
7. Set Battery Voltage Low Alarm or Protection Value to 11.00V
8. Set Resume value to 12.00V
9. Set Battery Voltage High alarm or protection value to 15.50V
10. Set Resume value to 15.00V

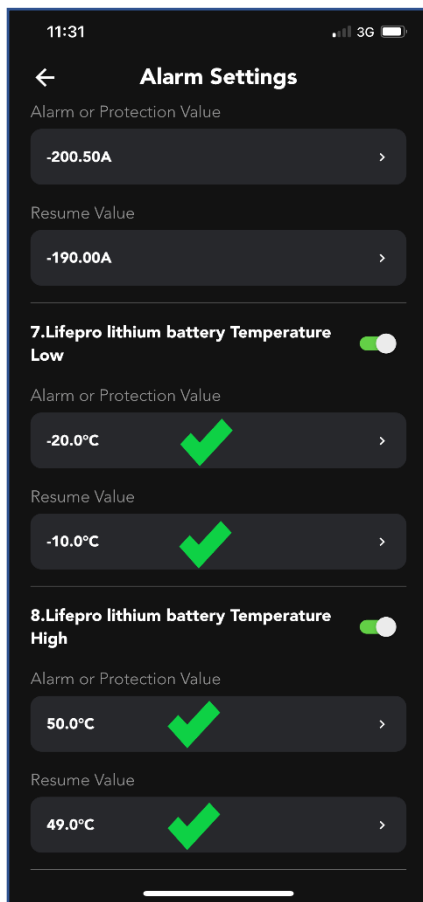




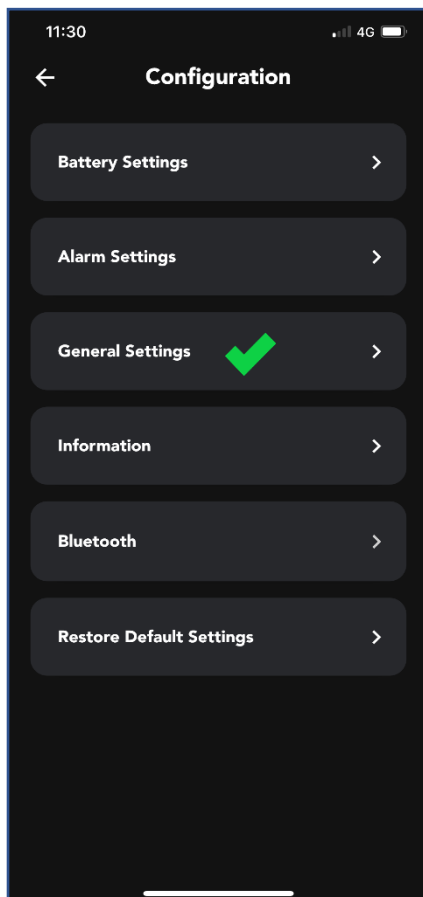
11. Select SOC Low and set Alarm or Protection Value to 20%
12. Select SOC Low and set Resume Value to 30%
13. Select Time to Go Low Alarm or Protection value and set at 15min. 00sec
14. Select Time to Go Low Resume Value and set at 20min. 00sec



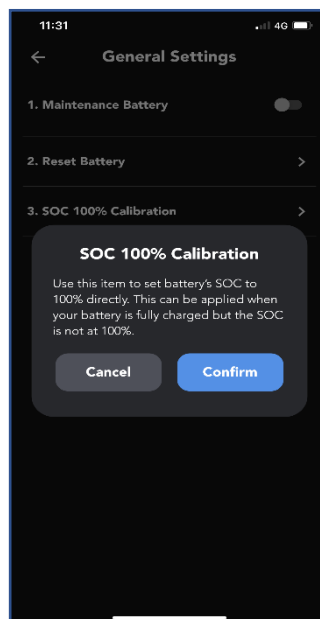
15. Select Over-Current (Charge) Alarm or Protection Value and set to 100.50A
16. Select Over-Current (Charge) Resume Value and set to 95.00A
17. Select Over-Current (Discharge) Alarm or Protection Value and set to -200.50A
18. Select Over-Current (Discharge) Resume value and set to -190.00A



19. Select Battery Temperature Low Alarm or Protection Value and set to -20.0°C
20. Select Battery Temperature Low Resume Value and set to -10.0°C
21. Select Battery Temperature High Alarm or Protection Value and set to 50.0°C
22. Select Battery Temperature High Resume Value and set to 49.0°C



23. Ensure battery is fully charged indicated by the green Fully Charged LED and all loads are removed from the battery
 24. Select general settings from the configuration menu
 25. Select SOC 100% Calibration
 26. Select confirm.
- Your system is now configured.



Jacking Your Caravan or Camper

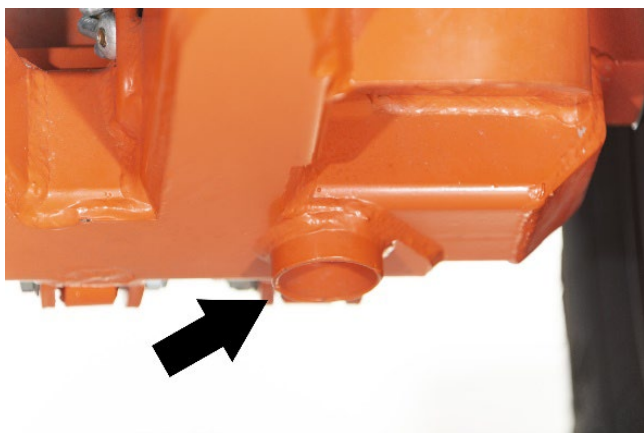
Your trailer is fitted with purpose built jacking points and from January 2021 supplied with a suitable jack. An appropriately rated bottle jack is an acceptable alternative, however when using the jacking point beneath the trailing arm ensure the jack is of a retracted height that will fit under the jacking point when the tyre is deflated. A suitably rated "High Lift" jack may be used on the jacking points on the side of the body behind the wheels provided it has the correct positive engagement fitting to match the trailer. To ensure safe usage the following must be followed:

- The jack is to be used on level firm ground wherever possible.
- The wheels of the trailer should be chocked, and no person should remain inside the trailer whilst it is being jacked.
- No person should place any portion of their body under a trailer that is supported by a jack.
- The trailer should be attached to the towing vehicle whilst being jacked.
- When performing maintenance ensure suitably rated jack stands are used – do not rely on the trailer being supported by the jack.

Under the chassis

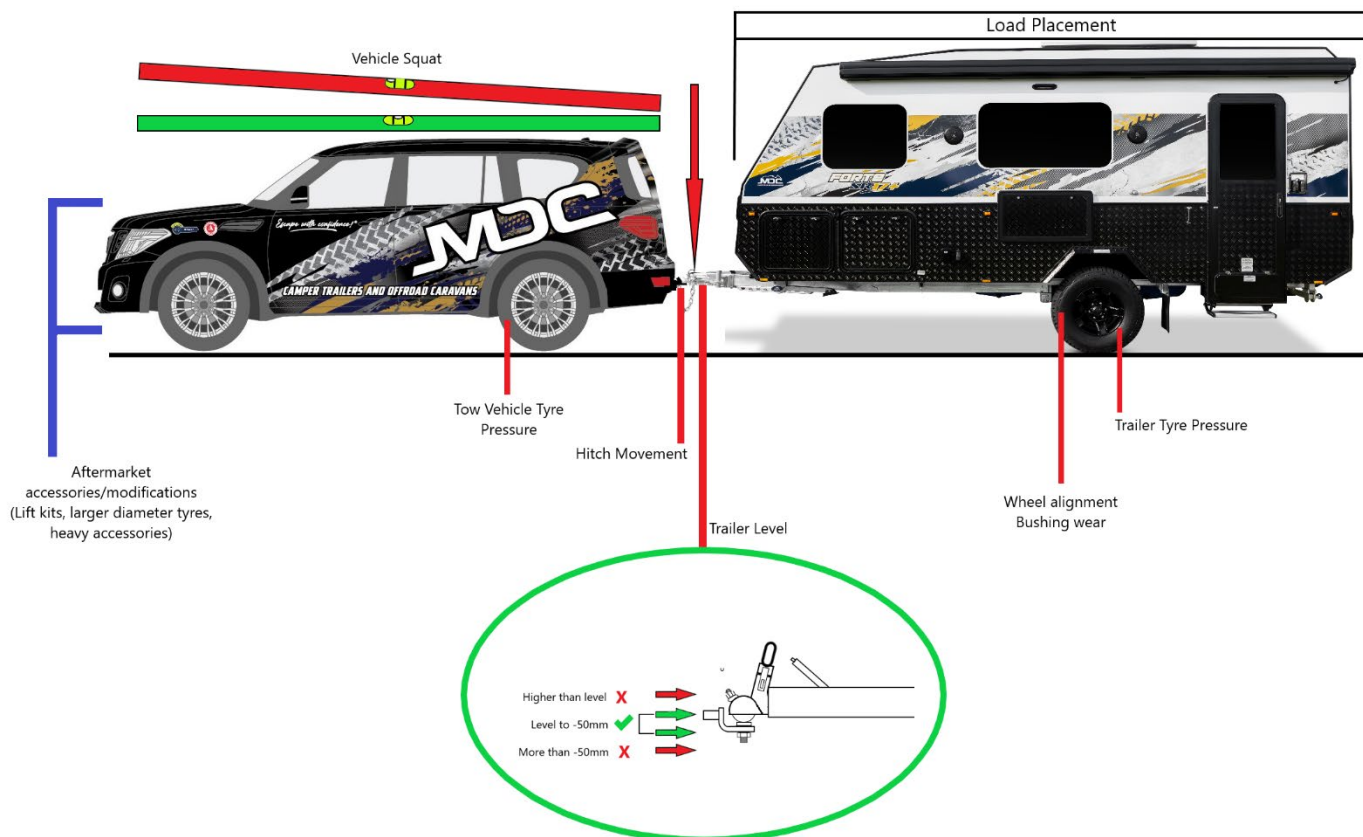


Under the trailing arm



Achieving a Safe Towing Combination

Ensuring a camper or caravan is safe and easy to tow is generally an easy thing to achieve, this doesn't mean it's always the case and sometimes, a vehicle and trailer combination may need some tweaking to make it ideal. There are a number of aspects that need to be correct in order to maximise towing safety and handling. It is important to use this information in conjunction with the maximum weight limits applied by your tow vehicle's manufacturer as well as ensuring you stay within the maximum specified ratings of your caravan or camper. These can be found in the vehicle's owner manual. This summary will address the main aspects, these aspects include, but may not be limited to the items listed in the following diagram:



Trailer Tyre Pressures

Tyre pressures have a large effect on the handling and performance of any vehicle, be it a towed vehicle or motorized. The tyre pressure on your camper or caravan will indeed be a major contribution to how well it tows and resists instability. Due to how much a camper or caravan may vary in weight depending on the cargo (as much as 1600kg to 3000kg in the MDC range) it is important to have your tyres at the pressure recommended by the trailer manufacturer, for the actual weight of the trailer when loaded. You should follow the tyre pressure guide in this manual for on road/highway tyre pressures.

Tow Vehicle Tyre Pressures

Equally as important as trailer tyre pressure is the tyre pressures in your tow vehicle. The added weight of the trailer ball weight should be factored into calculating the tyre pressures in the rear of the car. What should also be factored in is the effect the distance of the hitch from the axles plays in leverage. A load on the tow bar of 250kg may well have the effect of 300kg or more on the vehicles rear tyres meaning additional pressure must be applied. This will limit sidewall flex and sideways movement of the rear of the vehicle, limiting unwanted movement that can cause instability in the trailer.

Ball (Coupling) Weight

The ratio of overall weight of the trailer to the weight exhibited on the tow ball or coupling is an extremely important aspect of making a trailer handle correctly when towed.

Generally, the ball or tongue weight allowed by most vehicle manufacturers is 10% of the maximum towing capacity. Given this ratio, the caravan industry builds campers and caravans with this in mind. When loading your MDC caravan, you should have a target ball or coupling weight of 10% or slightly higher to ensure the weight balance is at an ideal starting point. This figure should not be a guess, you should weigh your caravan with its normal load when travelling and use a ball weight scale to achieve the desired ball weight. These are an inexpensive item that will help you get the weight balance right when you load up for your trip.

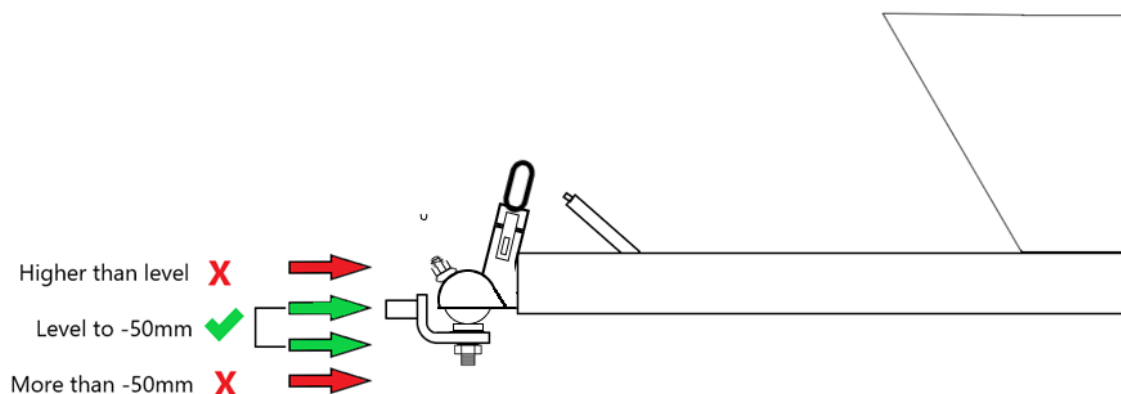


Load Placement

Where you place the items in your trailer will affect how it behaves. Loading too much weight in the extremities of the trailer can have a very bad effect. MDC owner manuals have a loading guide to assist in this area. By following the guide and ball weight recommendations you'll achieve the best possible result. Use the load placement guide in this manual as a reference for packing your caravan.

Trailer Level

The height of your hitch in respect to the level of the trailer will change the handling while being towed. The best practice with your MDC trailer is when loaded and hitched to the vehicle, the drawbar is NO higher than level. Ideally you should look to have the drawbar slightly lower than level between 0 and 50mm. Higher than level or too low will have an adverse effect on how the trailer tows.



Hitch Movement

Most modern tow bars have an adjustable screw fitted to the hitch receiver that can be used to stop the hitch insert from rattling. Unfortunately, this is not a sure-fire way to limit sideways movement that can affect how well your trailer tows. Hitch movement from side to side can cause sway and when combined with a tow vehicle that has a greater distance between the rear axle centre and the hitch point, this affect can cause serious sway issues. Combine this with poor tyre pressures on the tow vehicle and you have a recipe for disaster.

If there is excess play in the hitch and hitch receiver, you may need to place shims either side of the insert to limit the movement. Shims are commercially available such as the pack below.



Vehicle Squat

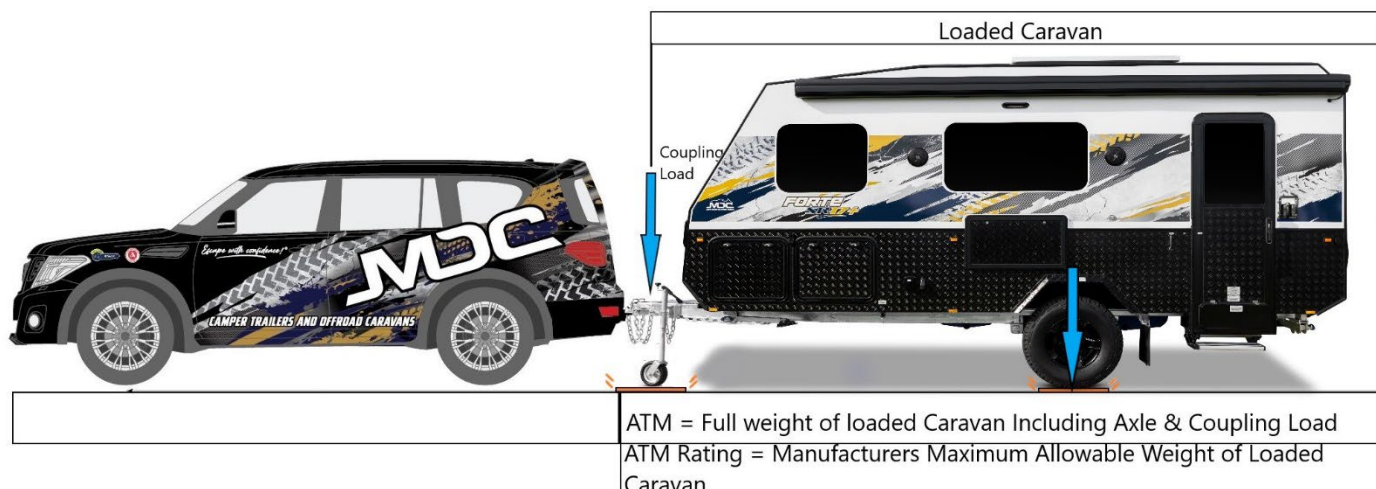
When the back of a vehicle squats due to cargo and/or ball weight of the trailer, the handling of the tow vehicle can be changed to its detriment. Vagueness in steering, poor toe, camber, and caster settings due to reduced front suspension load, reduced brake and tyre grip are often the result. All this in turn can result in a poorly handling towing combination. The best way to rectify this is upgrading the tow vehicle suspension to be suitable for the weights being experienced. Some vehicle manufacturers recommend Weight Distribution Hitches (WDH), this will be outlined in the vehicle owner manual and should be considered. You should also consult with the trailer manufacturer if this is an appropriate fitment to the trailer. The WDH should NOT be used in off road operation as it will NOT meet the required articulation that will be experienced. To better setup your tow vehicle suspension, it's best to consult a suspension expert experienced with towing requirements.

Maximum Weight Limits

The following is an outline of the ratings that will be specified by the manufacturer of your vehicle and the camper/caravan manufacturer. These **MUST** be followed in conjunction with previously mentioned criteria for safe handling. None of the maximum ratings may be exceeded.

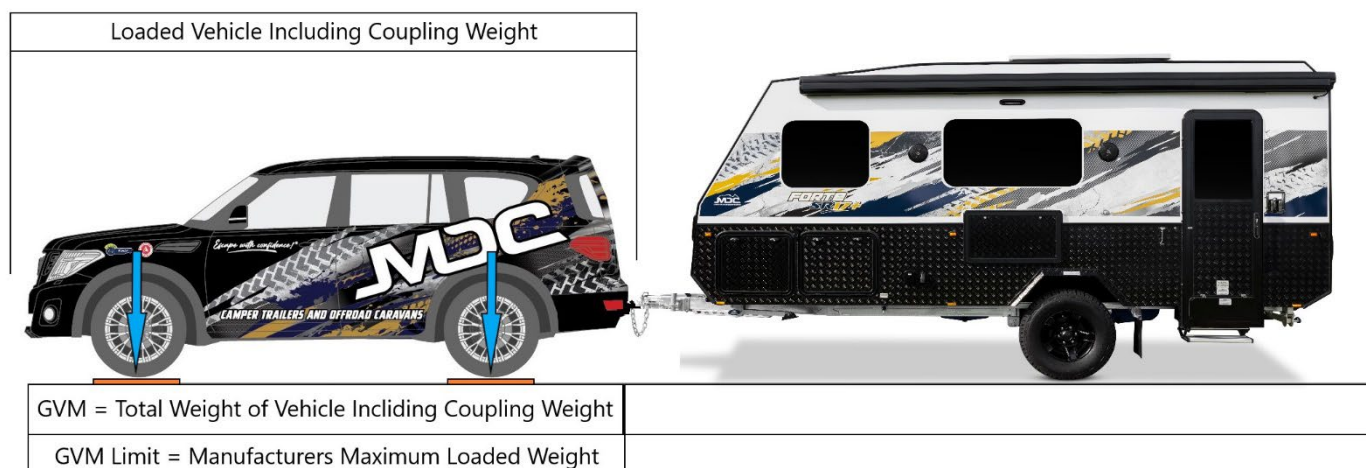
ATM (Aggregate Trailer Mass)

This limit is specified by the trailer manufacturer and must **NOT** be exceeded under any circumstances. The ATM is the full weight of the loaded trailer including ball (coupling) mass.



Vehicle GVM (Gross Vehicle Mass)

This is the loaded weight including fuel, passengers, cargo and ball (coupling) mass of the attached trailer on the tow vehicle.



Axle Load

This is the maximum load on an axle specified by the tow vehicle manufacturer. It is possible to have your vehicle and trailer within ATM, GVM and GCM load limits but above the axle load limit specified. Be sure that this is not exceeded.



Axle Load = Weight on a Single Axle	
Axle Load Limit = Manufacturers Maximum Load 1 Axle	

GCM (Gross Combination Mass)

GCM is the maximum combined load of the tow vehicle and trailer, as specified by the tow vehicle manufacturer. Never exceed this maximum weight limit.

Loaded Vehicle	Loaded Caravan
GCM = Combined Weight of All Axle Loads of The Caravan and Tow Vehicle	
GCM Rating = Maximum Combination Weight of Vehicle & Trailer Specified By Vehicle Manufacturer	

Summary

The above will assist in tuning or trouble shooting handling problems with your towing combination but are not the sole influences. Other items for consideration are:

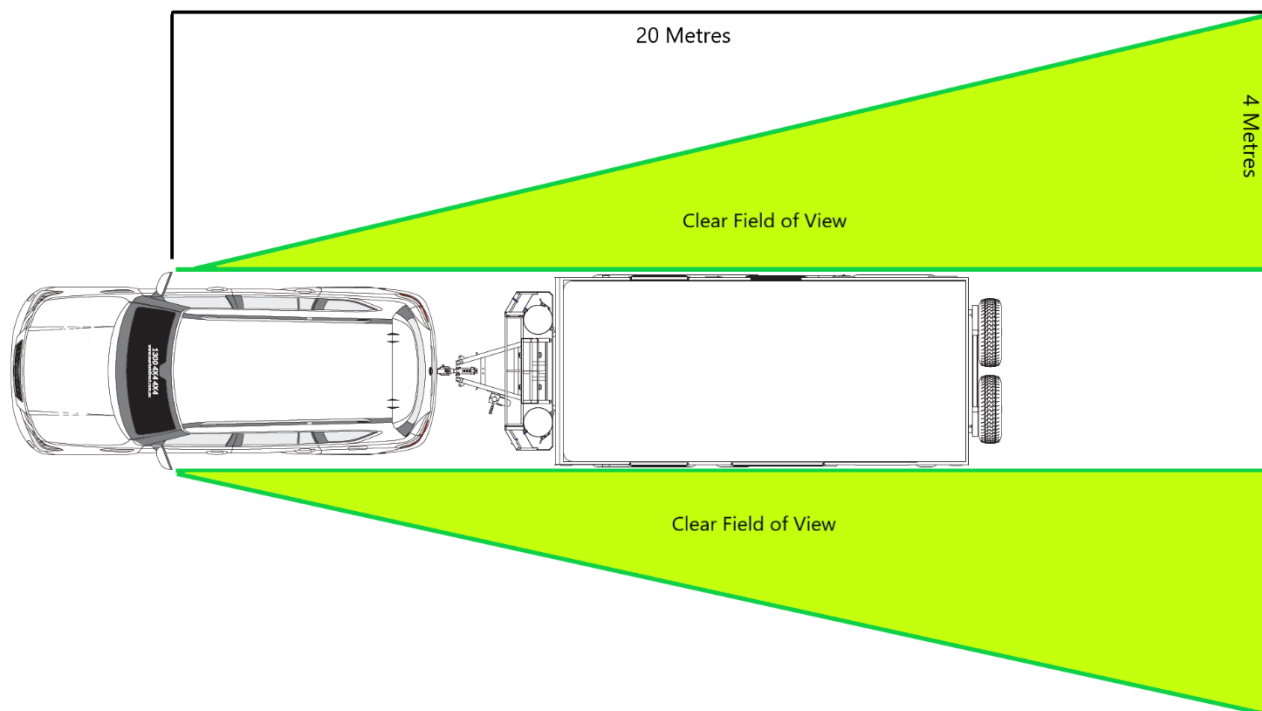
- Wheel alignment on both vehicle and trailer.
- Wear and tear on:
 - Suspension bushes
 - Shock absorbers
 - Springs
 - Tyres
- Tow vehicle tyre size (Oversize tyres)
- Extended hitches
- Distance between axle centre and hitch point
- Tow vehicle accessories (Weight distribution)
- Real life tow vehicle capability (Not all vehicles are created equal)

The purpose of this information is to help you to do a self-assessment and achieve a sound towing combination. If you are not confident you can achieve this, you should consult an expert to assist.

If you require assistance from MDC, call 1300 494494 option 3 and speak to our customer service department.

Towing Mirrors

Depending on the width of your car mirrors versus the overall width of your camper or caravan, you may be required to fit extended mirrors to your vehicle when towing. The illustration below shows the minimum required field of vision through your vehicle's mirrors.



Note: Mirror extension attachments must be removed when not towing, fitted mirrors that extend must also be retracted when not towing.

Vehicle Electrical Requirements

Brake Controller

All MDC caravans require an electric brake controller to be fitted to the tow vehicle by law. There is a wide range of controllers available that are suitable.



Correct Vehicle Wiring for MDC Caravans

To comply with national laws on breakaway systems, you must supply a maintenance charge to the battery/batteries that power the system should it be activated. In all MDC products, the breakaway is powered by the house batteries in the caravan. For this purpose, an Anderson plug connection is fitted to all MDC caravans on the drawbar. Your vehicle will need to be fitted with a power supply to a 50-amp Anderson plug near the towbar so the trailer can be connected. The vehicle only needs to supply power while it is running so a voltage sensitive relay or switching device may be used to protect the start battery when the car engine is stopped.



Trailer Lights

Plug Type – 12 Pin Flat (Not Negotiable)

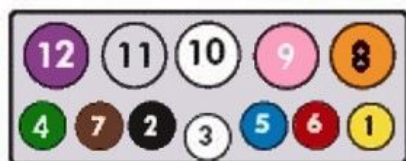
Charging Camper/Caravan While Driving

Plug Type – 50A Anderson Plug.

Vehicle with or without smart alternator:

The Anderson plug can be connected to the start battery on the vehicle and should include the following to protect the start battery.

1. 50-amp relay to stop power supply when vehicle is not running.
2. 50-amp fuse or circuit breaker at the battery



12 Pin Flat Socket

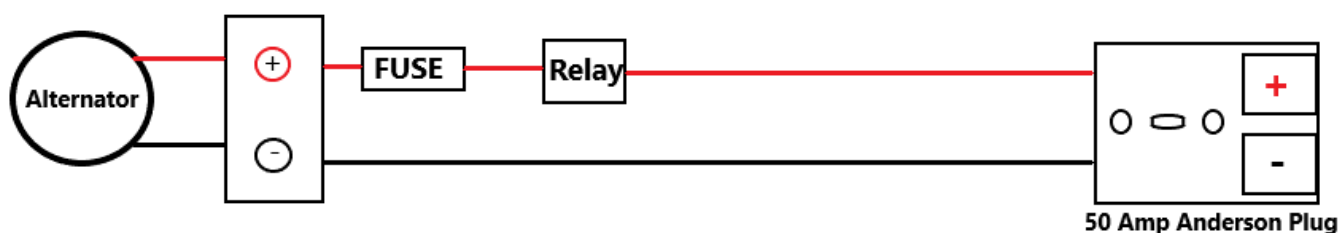
1. Left Indicator
2. Reverse lights
3. Earth
4. Right Indicator
5. Electric Brakes
6. Stop Lights
7. Taillights, clearance lights, side lights
8. N/A
9. N/A
10. N/A
11. N/A
12. Accessory power for DC to DC trigger wire

Ensure Pins Have
Even Gaps



INFORMATION

The Projecta IDC25L DC to DC controller fitted in your MDC trailer is programmed to favour the solar panel input exclusively until it drops below a threshold voltage input. By providing accessory power to the number 12 pin, the trigger for the IDC25L will be set off to take power from both the Anderson plug and the solar panels. It will also trigger the IDC25L to activate the vehicle's ECU to make the alternator provide power to fully charge the battery in your Caravan.



Using the Caravan

Weights and Payload Capacities

The information plate attached to the drawbar of your caravan displays the relevant weights and weight capacities of the van.

How to Load Your Caravan

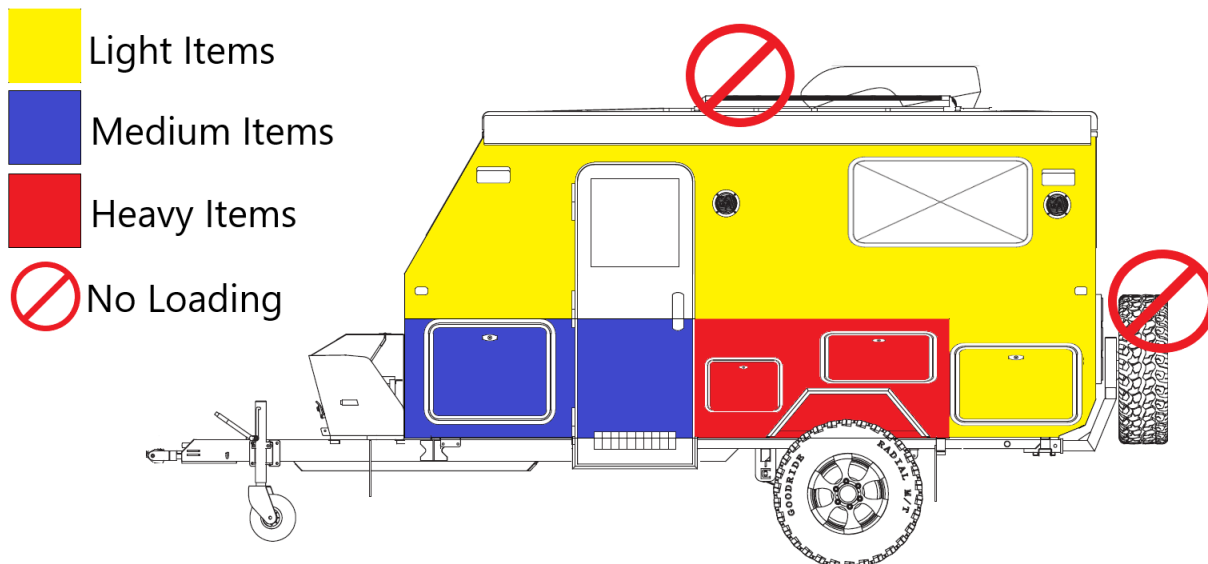
It is important to load your caravan correctly to distribute weight evenly and achieve a suitable ball weight load and prevent loading in a manner that can cause a Caravan to sway and/or roll excessively left and right. The industry optimum ball weight on a caravan is between 9 and 11% of the total Caravan weight. MDC Caravans fit into this category and 10% should be used as the starting point.

! 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 serious injury or death and/or property damage.

- Always load evenly to both sides of the caravan
- Load heavy weight over or as close to over the axle as possible and as low as possible
- Overhead cupboards should only be used for lightweight items such as clothes, personal items, bedding etc.
- Heavy cooking equipment should be stored in lower cupboards.
- Tinned food bottled goods for cooking etc should be stored in the pantry cupboard.
- Never load in a manner that causes the ball weight to exceed the limit of the tow vehicle.
- Ensure no items can move during travel. Secure all items to prevent damage to the caravan.
- Consider water tank levels and how they may affect the balance front and back and the percentage of ball weight.
- Never store heavy items in overhead cupboards.

Load Distribution Guide

The diagram below illustrates best placements of items based on weight.



Ball Weight

When loading your camper, the generally accepted tow ball weight once loaded is around 10% of the total weight of the caravan. Use a ball weight scale to identify the ball weight and load the camper in a manner that achieves the desired weight. Ideally, once loaded the first time, take the caravan to a weigh bridge, and measure the total weight loaded including the weight on the jockey wheel. When the total weight is known, adjust the load locations to meet the desired balance considering 10% is the generally accepted benchmark.

Effects of Weight Distribution

The distribution of weight in a camper can influence the handling and performance. Overloading the front or rear may cause adverse handling and sway. Additionally, overloading the front or back can induce a pendulum effect that can cause dangerous sway and cause an accident.

Tyre Pressures

Tyre pressures have a large effect on the handling of your caravan. Tyres that are under the recommended pressure for the caravans' actual weight can cause a dangerous sway. It is important to follow the correct pressure guide. The guide below indicates pressure for the ATM which includes ball weight of 10%. Pressures are cold inflation applicable to the standard Goodride 265/75R16 tyres fitted.

Actual Weight	Pressure PSI Single Axle	Pressure Kpa Single Axle
1250kg	32psi	221kpa
1300kg	33psi	228kpa
1400kg	36psi	248kpa
1500kg	39psi	267Kpa
1600kg	41psi	285Kpa
1800kg	46psi	320Kpa
2000kg	52psi	356Kpa
2200kg	57psi	391Kpa
2400kg	62psi	427Kpa
2600kg	67psi	463Kpa
2800kg	72psi	498Kpa
3000kg	77psi	534Kpa

Pre-Trip Inspection

Tyres

Before any trip check the following

- Correct tyre pressures
- Tyres in good condition free from damage and uneven wear.
- Tread is of legal and acceptable depth.

Wheel Nuts

- Ensure wheel nuts are tensioned to the correct torque using a torque wrench.
- All wheel nuts are in place.

Hitch and Chains

- Ensure hitch and chains are free of damage.
- The hitch locking mechanism functions correctly.
- The hitch is properly lubricated.
- Hitch articulates correctly.

Fire Extinguisher

- The extinguisher is properly mounted and within date.
- The extinguisher charge gauge is in green.

Brakes & Breakaway System

- Brakes operate correctly when both operated by manual control and via pedal.
- The electronic stability control system is awake and in normal operation.

Lights

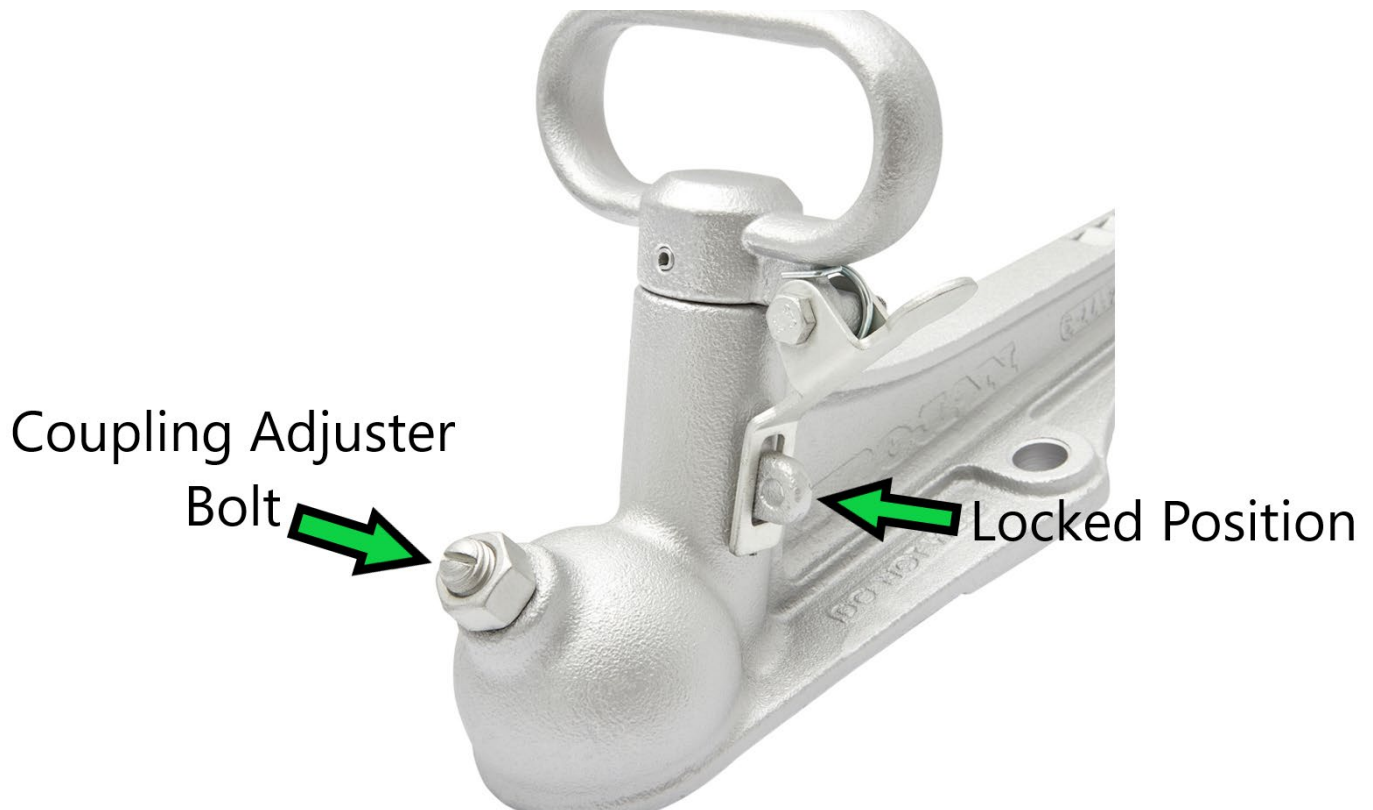
- Ensure all trailer lights are functioning.

Towing The Caravan

Hitching the Caravan

Hitch

Your Forte SR Series caravan is fitted with a Trojan 3500kg 50mm Ball type hitch. The hitch has a locking mechanism and adjuster bolt. The adjuster bolt is used to ensure a secure connection and reduce rattling.



Connecting the trailer

Step 1. Press the lever to release the locking tab and pull handle up. Release the lever when handle is fully extended, and the tab will sit on top of the locking eyelet.

Step 2. Guide the tow ball under the coupling and when in line, lower the jockey wheel until the tow ball is taking the full weight and the coupling has covered the ball.

Step 3. Pull up the handle and press the lever for the locking tab and lower the handle with the lever depressed. When the locking tab is over the locking eyelet release the lever.

Step 4. Ensure locking mechanism is engaged and insert an "R" clip or lynch pin into the eyelet to prevent accidental release of the locking tab.

Adjusting the Adjuster Bolt.

Step 1. Release the locknut.

Step 2. To tighten the locking bolt, screw clockwise with a flat head screwdriver all the way in.

Step 3. Try raising the coupling off the ball, if coupling doesn't release, incrementally wind the locking bolt anticlockwise until the coupling releases.

Step 4. Tighten the locking nut while ensuring the bolt doesn't move with a screwdriver.

Safety Chains

Chains should be crossed over and connected with suitable rated shackles. Ensure they are connected in a way to prevent them dragging on the road but not too tight as to restrict the articulation of the vehicle and trailer combination. Wherever possible, the chains should be short enough to prevent the drawbar from contacting the ground if the trailer disconnects while travelling.

Electrics

When connecting ensure the electric cables to your tow vehicle cannot drag on the road or foul the coupling. If necessary, use zip ties or like to keep them neat and safe from damage.

Breakaway

The breakaway lanyard is connected to a simple switch on the drawbar. When connecting the lanyard to the tow vehicle it should be connected to a solid part of the vehicle. Do not incorporate its connection with the safety chains.



Breakaway Switch



Lanyard Connection

- DO NOT CONNECT THE BREAKAWAY LANYARD TO THE SAME POINT AS THE SAFETY CHAIN SHACKLES.
- DO NOT USE THE BREAKAWAY AS AN ALTERNATIVE TO THE HANDBRAKE AND DO NOT REMOVE THE PIN AS AN ALTERNATIVE SECURITY MEASURE. REMOVING THE PIN WILL RAPIDLY DISCHARGE THE BATTERIES.
- IT IS A MANDATORY REQUIREMENT THAT THE BREAKAWAY BATTERY SOURCE BE CHARGED DURING TOWING.

Setting Up the Caravan

Choosing a Position

Your caravan will need a suitably sized site to accommodate the caravan and awning.

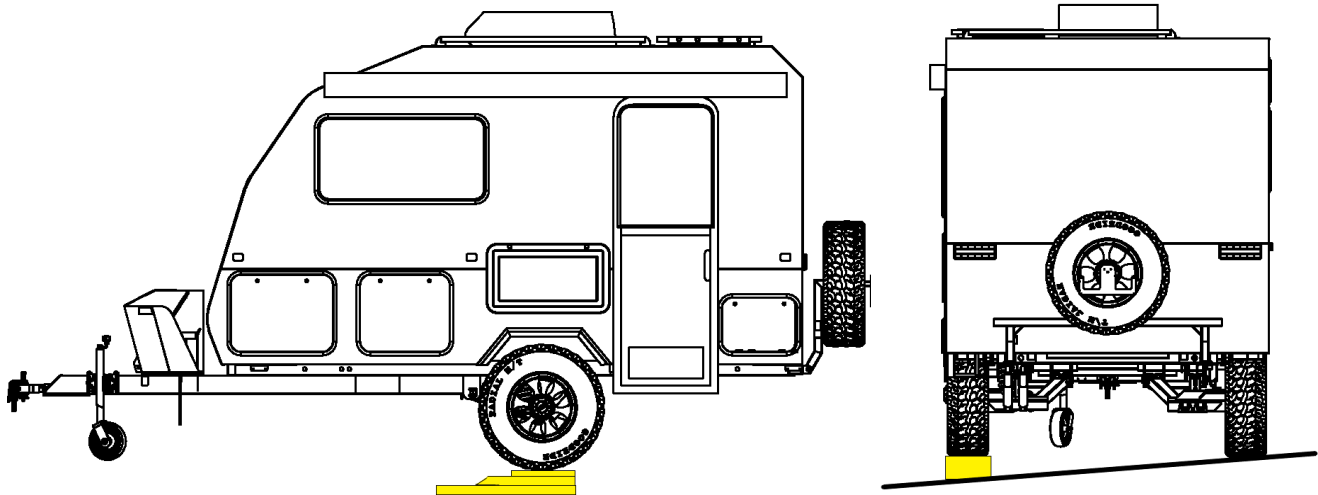
If using a free camp or uneven ground, choose a spot as level as possible that is firm. Avoid low sections that may flood during rain.

Leveling the Caravan

Before unhitching the caravan, ensure that the trailer is level from left to right by using the following.

Ramps

When levelling left to right, use a wheel ramp to raise the lower side and bring the caravan level.



Unhitching

1. Apply the handbrake as firmly as possible
2. Place wheel chocks to prevent the caravan from rolling
3. Disconnect the electrical connections
4. Disengage the coupling lock
5. Lower the jockey wheel and raise the coupling from the ball
6. Remove safety chains and breakaway lanyard from the vehicle

Jockey Wheel

Use the jockey wheel to level the caravan from front to back.

Stabiliser Legs

Once the van is level, lower the stabilizer legs and wind until firm. Do not overload the stabilizer legs, they are not meant to raise the full weight of the caravan, they are simply to stabilize and minimize movement when using the caravan.

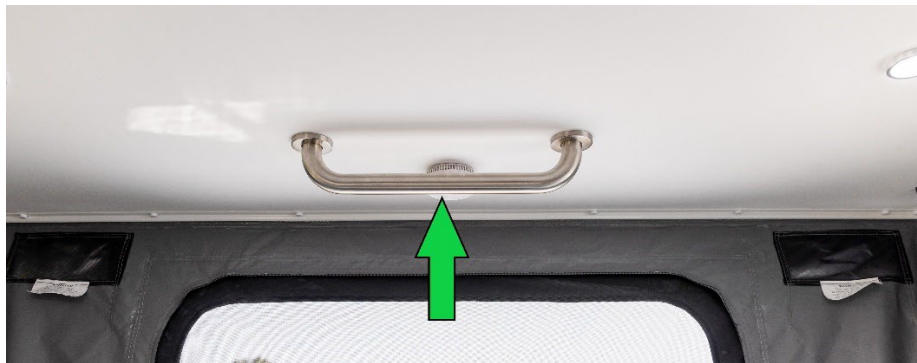
Raising & Lowering the Pop Top Roof

Forte SR9

Step 1. Release the over center latches on rear of roof



Step 2. Raise roof using the internal grab bar



Step 3. Ensure permanent vents either side of roof bar are free of obstruction

Closing the Forte SR9 Roof

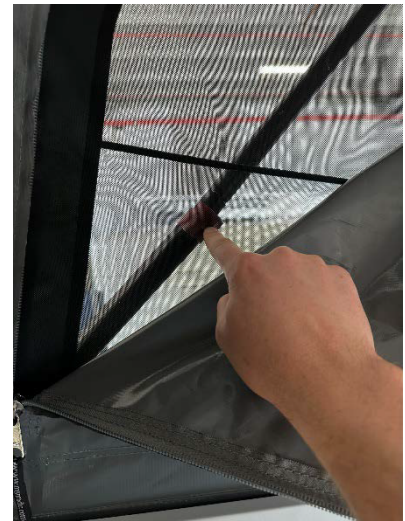
- 1) Ensure there are no obstructions or materials such as leaf litter along the flat area on top of the Travel Trailer body where the roof seal will make contact.
- 2) From inside the van, unlock the struts by pressing against the red button. When the roof skirt openings are zipped close, this is identified by the sticker on the vinyl skirt on the passenger side.



Strut Lock



Location Sticker



Lock Location

- 3) With the strut lock unlocked, use the grab handle to pull the roof down into the closed position.
- 4) Latch down over centre latches at the rear of the roof. Do not overtighten latches, the latches should create a small compression on the seal when latches. Insert Lynch Pins

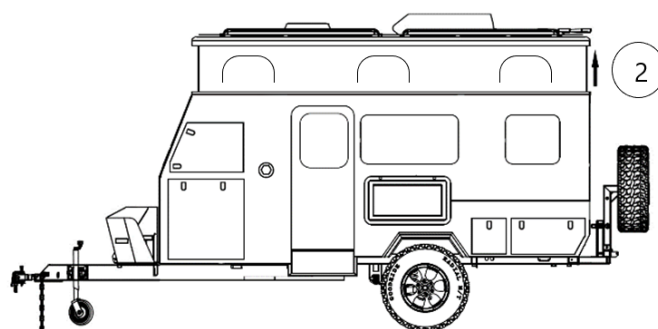
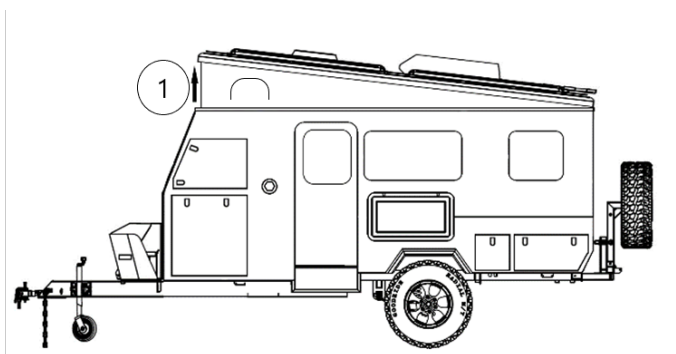


Forte SR11

Step 1. Release the over center latches in each corner.



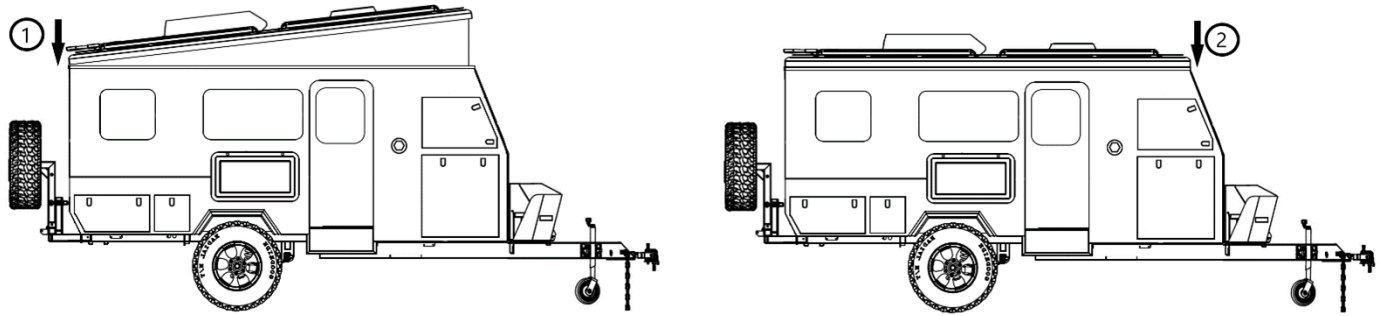
Step 2. Raise the roof, front first using the handle mechanism inside the caravan. Lock each handle in place with the chrome tabs.



Closing the Forte SR11 Roof

Step 1. Ensure caravan body ledge is free of debris and leaf litter prior to closing and seals are in good condition.

Step 2. Pull the rear of the roof down using the handle mechanism.



Step 3. Pull the front of the roof down using the handle mechanism.

Step 4. Re-apply the 4 corner latches into place ensuring seal shows some compression all around.



Opening the Bed Fold Out

Step 1. Unlatch and lower the spare wheel to the ground.

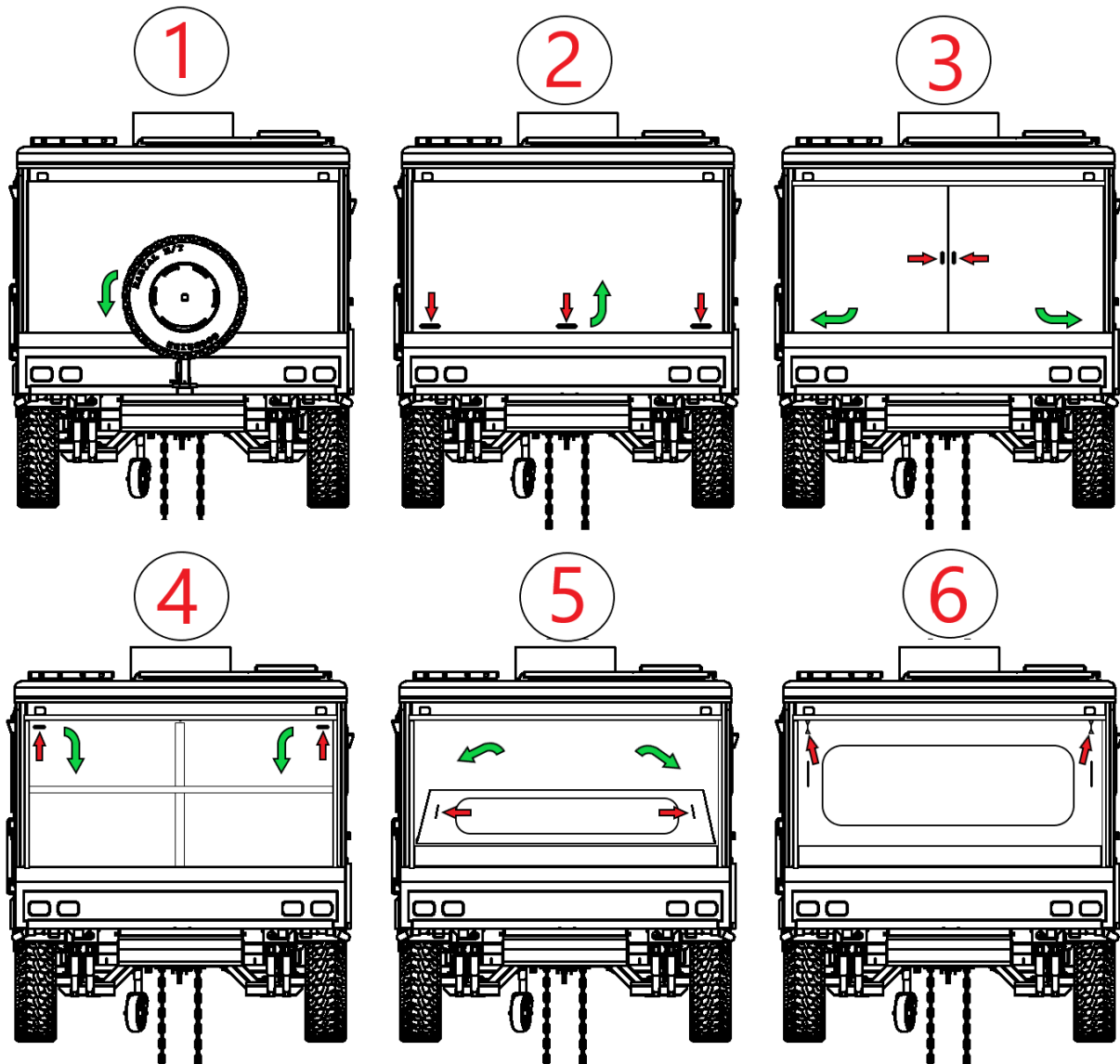
Step 2. Unlatch the 3 locks indicated by red arrows Fig 2 and raise the rear panel to form the fold out top.

Step 3. Unlatch the two locks indicated by red arrows fig 3 and swing the wing panels out to each side.

Step 4. Unlatch two locks at top indicated by red arrows fig 4 and lower bed base so it rests on bottom lip of wing panels.

Step 5. Using the handles provided, raise the back window panel up fully until it rests against the lip of the wing panels in a vertical position.

Step 6. Attach the over center latches to secure the window panel. Padlocks may be used to add further security in these latches.



Setting Up the Kitchen

The kitchen can be rolled into position by:

1. Release and raise the spring pad bolt *Fig.1* and lock in the up position
2. Press down on the slide lock on the right *Fig.2* and pull the kitchen out
3. When fully extended, place the support leg in the receiver hole beneath the kitchen and adjust until firmly supporting the kitchen body *Fig.4*
4. Plug bayonet male connector into female gas connection. *Fig.3*



Fig.1



Fig.2

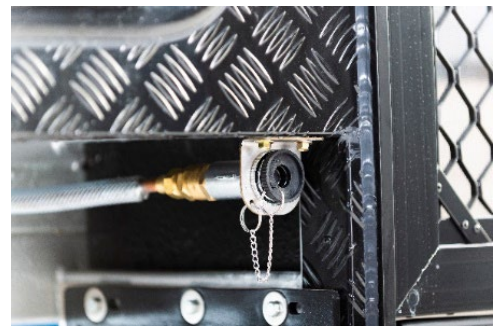
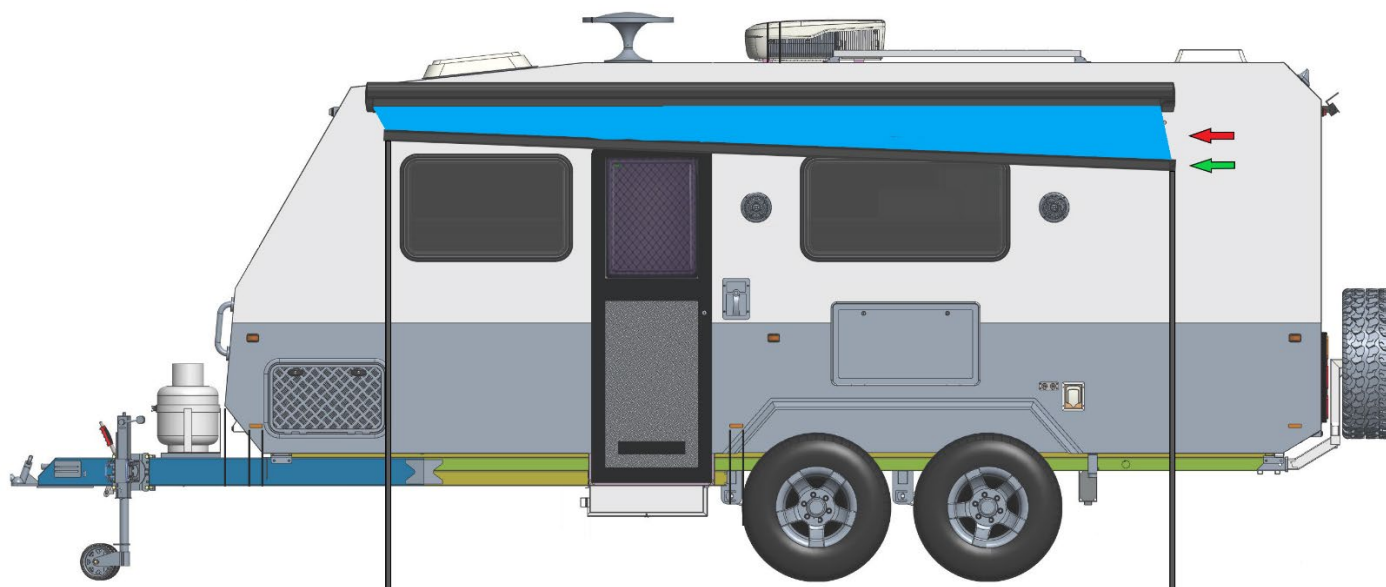


Fig.3



Fig.4

Electric Awning



During rain, one end of the awning should be lowered to a point where rainwater cannot gather or “pool” on top of the awning, preferably at the end of the awning further from the entry door.

During strong wind and storm conditions, the awning should be packed away for its protection.

Always secure the awning with provided pegs on ground or attach to awning brackets on the side of the caravan when in use.

Always be mindful of weather predictions and the possibility of strong winds. If unsure of overnight conditions the awning should be packed away as a cautionary step.

Connecting Shore (Mains) Power

MDC Caravans are built with an integrated 240V Alternating Current (240Vac) power supply system for charging the battery system and running fixed appliances, such as the Air Conditioner, and domestic appliances, such as laptop chargers, television sets, toasters etc. Primary supply for this system is by connecting to an external power supply, such as the national grid or a local site supply. Your caravan connects to these supplies via an external 15A socket inlet located on the offside wall of the caravan.

15A supply leads are physically different from standard 10A leads found in most homes. 15A plugs have a larger earth pin which prevents them from being used in incompatible sockets. See Fig.4.

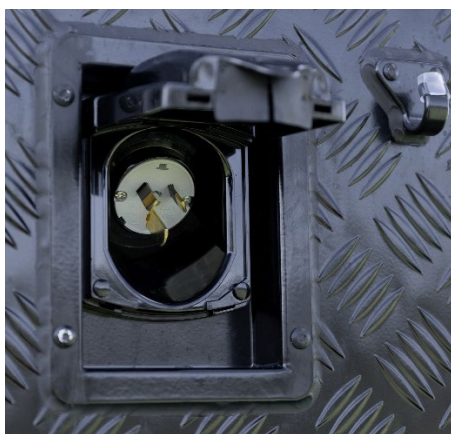


Fig.3

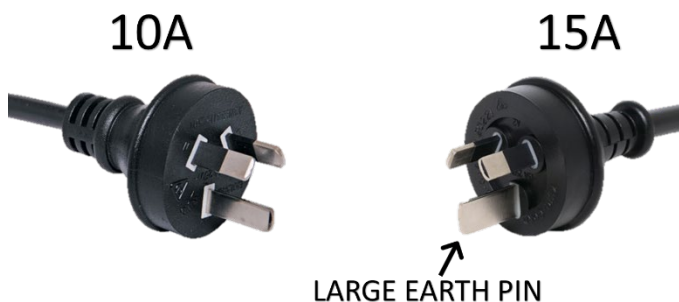


Fig. 4



When charging at home, most domestic dwellings are not built with 15A outlets. Where a 15A outlet is unavailable you will need a conversion box that will step up from 10A to 15A with a safety switch. See Fig 5. Never leave power leads coiled when in use, lay the lead out back and forward in a manner that will not be a trip hazard or risk damage to the lead.

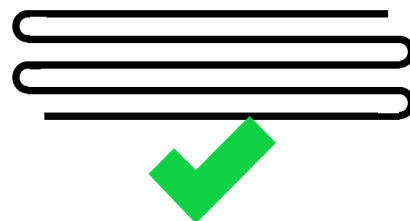
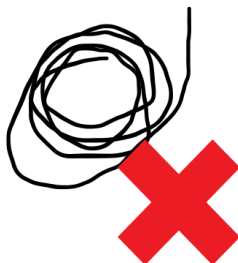


Fig 5

Wireless Rear-View Camera

A wireless rear-view camera has been factory fitted on the rear of your caravan. The unit is connected to your caravan's parking light circuit, allowing the camera to be used when reversing. Activate the camera by turning your vehicle lights on.



To use the system:

1. Plug in the screen to any available 12V accessory socket in your vehicle.
2. Turn on your parking lights whilst connected via your caravan's trailer plug and the system will start up immediately on power.
3. The screen and camera will synchronise automatically within 5-10 seconds.

The system can be used not only for additional assistance with reversing your caravan but can also assist in monitoring traffic behind your caravan and assistance in manoeuvring such as lane changes.

Troubleshooting the rear-view camera

Symptom	Corrective Action
No Signal	Check whether the car charger (12V accessory socket) is plugged in and has power Make sure only original car charger (12V accessory socket) that was supplied with the monitor is being used Check the camera and monitor are paired
No Picture	1. Check there is power going to the camera by making sure the caravan tail/parking lights are ON 2. Check the monitor is paired to the camera. a. Power on the monitor and camera. b. Press the Menu button to enter the menu interface. c. Press ▼/+ then  to select and enter PAIRING. d. Press ▲/- or ▼/+ buttons to select a channel (CH1, CH2, CH3, CH4) to pair the camera to. e. Press  to confirm the channel and the pairing function will run for 10-seconds. f. The picture will be displayed on screen once completed. Note: If no picture displays after pairing, please re-try the pairing process but removing power to the camera entering pairing mode and re-powering the camera within the 10-second pairing window.
No Sound	Check whether the sound is turned off in the monitor settings Sound will only work when the screen is in single Channel mode
Dark picture	Check brightness/contract settings are adjusted correctly
No Colour	Turn off the power to the camera and monitor and re-power the system (Restart system)

Unable to record	Check an SD card is inserted and in the correct orientation Make sure the SD card being used as been formatted before use SD card storage may be full
Screen has excessive glare	The monitor comes supplied an Anti-glare screen and a screen protector. Make sure the screen protector has been removed before use.
Connectivity issues such as image lag, dropping out, excessive pixelization	1. Make sure the caravan tail/parking lights are ON 2. Make sure the monitor is plugged into a live 12V socket 3. Check camera is paired with the monitor (see above) 4. Make sure supplied antenna is screwed firmly into the monitor screen 5. Uncoil the power cable of the monitor – this may cause electromagnetic interference 6. If still unsatisfactory contact AUSRV (warranty team to escalate to AUSRV compliance team internally)



FURTHER READING

For more information, refer to the camera system instruction manual provided.

Disclaimer: External impacts such as interference, power lines, speed of travel and weather may affect the range, responsiveness, and visibility of the device. As such never use the camera solely and always actively observe your surroundings. This product has been added as an ADDITIONAL safety product and should never be used as a substitution for active supervision. MDC shall not be liable for any loss or damage from not following this and the details within the products instruction manual.

Filling Water Tanks

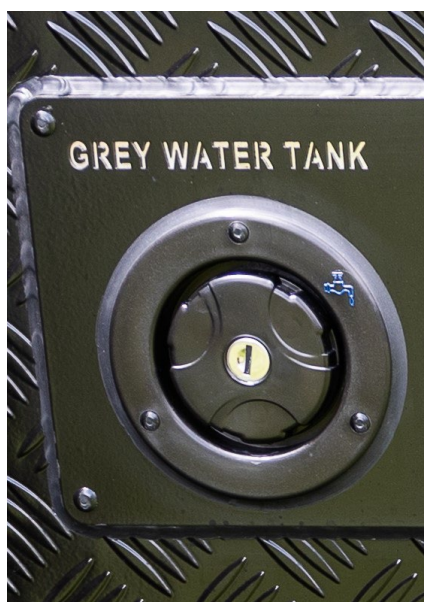
Water tanks are individually fillable on most MDC models. Fresh water tanks will be marked accordingly. Always use a food grade hose where possible when filling. The addition of a quality filter is also highly recommended.



Grey Water Tank

The grey water tank collects wastewater from the shower and basins/sinks inside the caravan. To use sullage facilities in a campsite, a hose may be connected to the grey water tank outlet valve on the driver's side of the caravan. When using the grey water tank as a waste storage tank, it is highly recommended to use a tank freshener such as Thetford Tank Fresh.

To flush the grey water tank when empty, use the filler point marked Grey Water Tank while the discharge valve is open.



Electrical Systems

Low Voltage (240Vac) Power System

240VAC Overload Protection

Residual Current Device (RCD) Safety Switches

The primary shore power safety switch or Residual current Circuit Breaker with Overcurrent protection (RCBO) is located inside the caravan near the entryway. See Fig 6. In the event of a shore power fault, this switch will quickly cut power to the caravans 240Vac system.

- To test the switch, press the blue *TEST* button and the switch will disengage and open the circuit.
- To reset the switch after it has tripped or been tested, push the lever up into the on (I) position.



Fig 6

Charging from your Vehicle

A 12-pin trailer plug is also required. In addition to the standard wiring to pins 1 to 7, power must be supplied to the number 12 pin for the trigger wire for the DC-DC charger while the engine is running.

- The IDC25L is programmed to favour the solar power supply until the supply falls below the minimum threshold for the controller. By supplying power to the trigger wire through the #12 pin, the unit will switch mode to favour the supply via the Anderson plug when the tow vehicle engine is running.

Vehicles that have a “smart alternator” require the IDC25L to be activated via the trigger wire for the ECU to detect the charge requirement of the RV battery.

Lithium Battery System

Your Forter SR Series RV is fitted with a 200Ah Lithium Iron Phosphate (LiFePO₄) battery system, replacing the traditional AGM type battery systems.



The factory-fitted charging systems are specifically designed to allow efficient charging, suited to the extreme power demands of the larger battery, and an internal Battery Management System (BMS), built right into the battery itself, constantly monitors the battery health including:

- Over & Under Voltage
- Over & Under Current
- Over & Under Temperature
- Resistance
- Short Circuit

Also fitted, is an external battery monitor display and smart shunt from Projecta, with Bluetooth connectivity, which allows you to manage and monitor your power usage.



For more detailed information and user instructions, please refer to the appliance manuals provided.

Battery Care & Maintenance

Storage type batteries require periodical maintenance to perform at their peak and extend their service life. The following is an outline of how to gain the best performance and lifecycle from the LiFePRO+ batteries fitted in your RV:

- Always use a quality charger that caters to the voltage requirements of a LiFePO4 battery.
- Never leave your battery stored at low voltage. Before storing your RV ensure that the battery is fully charged, or at least 50% charge, and all power is disconnected/switched off.
- Always ensure that, when in storage, the voltage does not drop below 50% charge.
- When possible, leave the battery connected to a smart charger that will cycle and maintain the battery during storage. Such as the factory fitted, 5-stage charger. If this is not possible check and charge at regular intervals to prevent excessive discharge.
- Never connect unregulated solar power directly to your batteries.

For further information regarding your lithium battery, refer to the LiFePRO+ website (www.lifeprolithium.com.au)



WARNING A CONNECTABLE ELECTRICAL INSTALLATION BATTERY SHALL ONLY BE REPLACED BY ONE OF THE SAME TYPE AND SPECIFICATION AS THAT ORIGINALLY FITTED. UPGRADES TO THE BATTERY OR SYSTEM SHALL ONLY BE PERFORMED BY A COMPETENT PERSON.

Lithium (LiFePO4) Battery Reset

LiFePRO+ batteries are equipped with an internal battery management system (BMS) to protect the battery from conditions such as overcharge, over-discharge, and short circuits.

In the event, the internal BMS is triggered (e.g., the battery goes flat), the 12V system will shut down for a brief period and connected display screens may show no voltage during this time. To reset the BMS and recharge the battery, follow these steps:

(A) MAINS POWER AVAILABLE:

1. Turn off all loads.
2. Connect your Caravan to 240Vac mains power and switch it on
3. Change the battery type to "POWER SUPPLY"; and
4. Charge battery for at least one hour before turning DC loads back on.

(C) NO MAINS POWER AVAILABLE

1. Connect the trailer plug and Anderson plug to the running tow vehicle.
2. Change the mode on both or either IDC25L DC to DC controller to Override Output mode by holding and pressing the Mode button on the charger for about 10 seconds. When all Battery Type LEDS light up simultaneously, let go of the Mode Button. This will cause IDC25L to commence charging.
3. Charge for at least 15min* before changing back to lithium mode.

**After 10 – 15 minutes with no DC loads applied, the BMS shutoff inside the battery may disengage, and a voltage reading will appear on the PROJECTA display. In this case, follow the steps outlined in the procedure (A) as soon as Mains power is available.*

Use of Appliances

Always check the input requirements for any appliance before use!



- All normal household appliances operable from a 10A socket may be used when connected to mains power. This includes portable induction cookers, jugs for boiling water, electric fry pans and coffee making appliances.
- Sensitive electronics such as chargers, laptops, C-Pap machines are permissible.

Projecta PW1600 - 12V 1600W pure sine wave inverter:

Mobile Phone Charger 5-30W	✓	Laptop 60-250W	✓
Digital Camera 4-19W	✓	Video Game Console	✓
Camcorder 10-30W	✓	TV	✓
Portable Stereo 4-50W	✓	Printer 100-160W	✓
Hand-Held Game Console 20W	✓	PC 200-400W	✓
Fan 30-60W	✓	Small Fridge 250-300W	✓
Small Power Tools 300-500W	✓	Halogen Light 500W	✓
RV Air Conditioner 2000W	✗	Electric Blanket 100-150W	✓
Induction Cooktop 1300-1600W	✓	Coffee Machine 2000W	✗
Microwave 900-2000W	✗	C-Pap Machine	✓
Fan Heater 2000W	✗	Washing Machine 500-1400W	✓

12V DC Outlets:

12v Kettle 150W	✓	12V cooker 10-15 Amps	✓
Small fridge 150W	✓	12V Portable Oven 130W	✓
12V sandwich/Jaffle Maker	✗	Portable Diesel Heater	✗
12V Washing Machine	✗		

USB Outlets:

- Phone and tablet charging only.

Maximising Battery Use

There are ways to maximise the life of your batteries when off-grid. It is important to have your vehicle wired correctly to charge whilst towing to your campsite.

Fridge Maximising

You can limit the power required by your refrigerator and freezer by following these steps:

- Pre-cool/freeze your food and water prior to departure. Freeze to the lowest possible temperature before packing into your travel fridge.
- Use frozen bottles of water to fill empty space in both the fridge and freezer sections. A full fridge is far more efficient so where possible, insert additional items or bottled water to replace items taken out.
- When driving and charging your caravan, lower the fridge temperature to take advantage of the power source.
- When camped, change your freezer temperature from minimum to around -6° to -8° Celsius and run the chiller section at 0° to 2° Celsius.
- Limit the number of times you open your fridge to prevent air exchange.
- Keep portable fridges in shade and ensure good air flow around the fridge.
- Use the Anderson plug connection in preference of the 12-volt plug. The Anderson plug connection makes better contact and reduces voltage loss.

Electrical Accessories

- If you are not using it, turn it off.
- Inverters are an inefficient source of 240 VAC power. If you can avoid using 240-volt appliances via the inverter you should.
- Appliances with heating elements such as kettles, coffee makers and heaters as well as items like microwave ovens will drain battery power very quickly when using the inverter. Avoid using them if you can and use the gas cooker for cooking and boiling water.

Lighting

- Turn off lights when not needed.

Solar Panels

- Keep solar panels clean and free of dust etc.
- Full sun will charge faster than shade. Parking in shade will reduce their capacity to recharge the battery.

Generators

Generators are an excellent way to maximise off-grid camping. A decent quality 2.2Kva generator will run the air conditioner and keep the caravan well charged.

Note: Not all camp sites allow generators, particularly National Parks. Always ensure that generators are permitted in the camping area before using.

12VDC Overload Protection

High Load Primary Circuit Breakers (50A and above)

The primary/main 12Vdc circuit breakers will be within 1M of the battery bank. They may be accessed either externally through the battery storage bay or internally through an adjacent electrical bay depending on your caravan model. There will be 2 of these breakers present:

200A Breaker - This is the overcurrent protection for the battery bank.

100A Breaker - This is the over current protection for the Charger

- These breakers are push-to-reset type. When opened/tripped a red lever will open at the bottom of the breaker. To reset push the lever back into the body of the breaker. See Figures 12 & 13.
- To manually open the breaker and isolate the circuit, push the red button.



Fig. 12

Breaker in normal state



Fig. 13

Tripped Breaker

Medium Load Secondary Circuit Breakers (10A-50A)

Providing overcurrent protection for directly connected DC appliances and the PV system, these breakers are typically located in the main electrical bay under the dinette seat or bed depending on your caravan model.

- These breakers are push-to-reset type. When opened/tripped, a small black pin on the end of the breaker will be extended out, See Fig 14, and will have small amount of resistance to being pressed in. When resetting listen for an audible *click* to confirm the breaker has been successfully reset.



Fig. 14

Mini Circuit Breakers

- Located on the Distribution Switchboard Control Panel
- Each breaker corresponds to a circuit per the legend on the panel.
- Breakers are push-to-reset type, when opened/tripped the button will be extended out, see fig 15, and will have small amount of resistance to being pressed in. When resetting listen for an audible *click* to confirm the breaker has been successfully reset.



Fig.15

Single-use Blade Fuses (1A-30A)

- Located on the primary battery bank circuit breaker these fuses are housed with in-line holders and are used for constant power circuits (Stereo memory, Emergency Breakaway system) *See Figures. 16 & 17.*



Fig. 16



Fig. 17

PV (Solar) Single-use Ceramic Fuses (10-15A)

- Located underneath the solar panels these fuses are housed in MC4 connectors specifically used for PV systems. Each solar panel has its own fuse for overcurrent protection of the panel.
- To change the fuse push in the tabs on either side of the connector and pull apart the connector, this will allow the fuse cover to be unscrewed to reveal the fuse. Fuses do not have polarity and can be installed in either direction. *See Figures. 18 & 19.*



Fig. 18

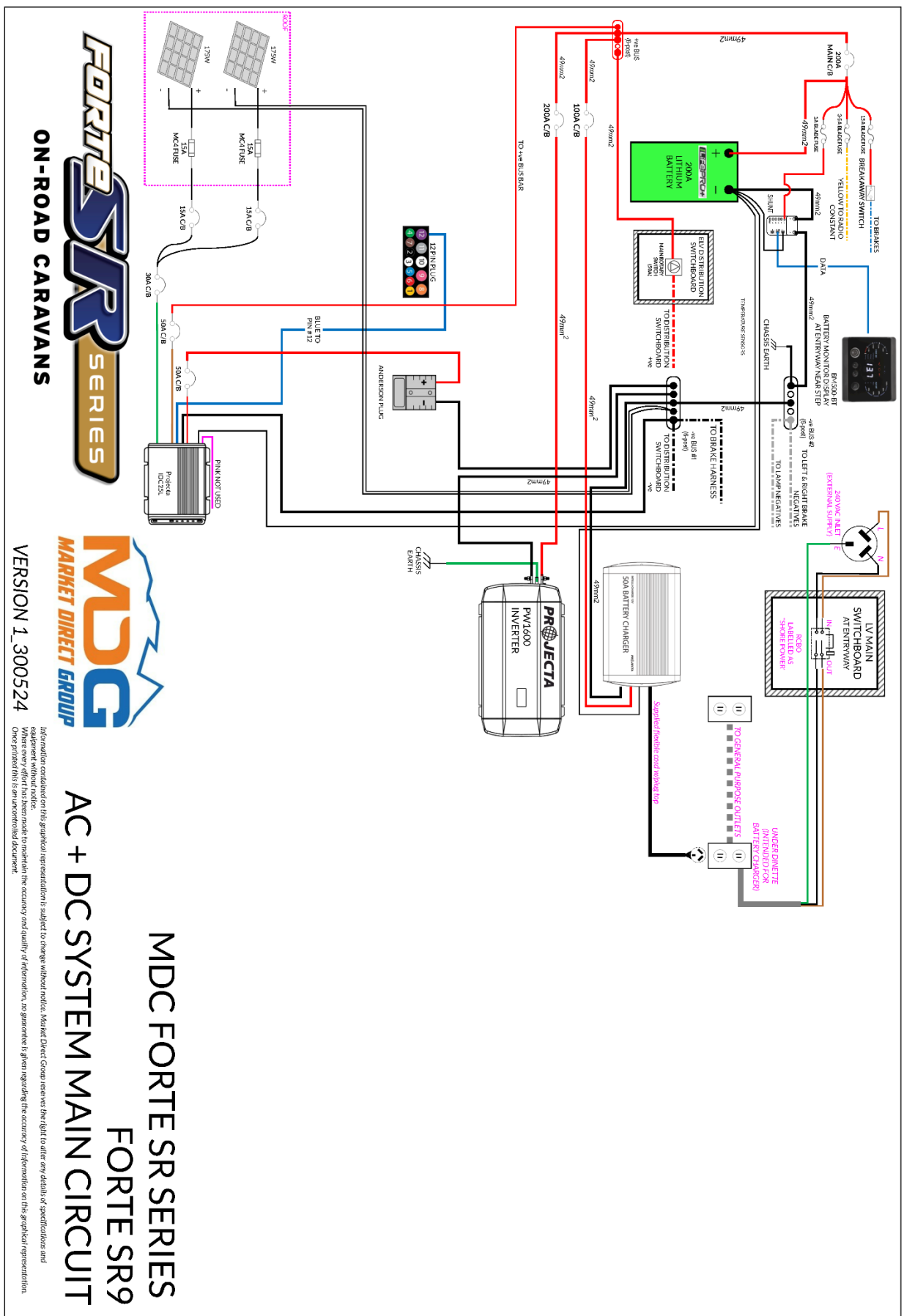


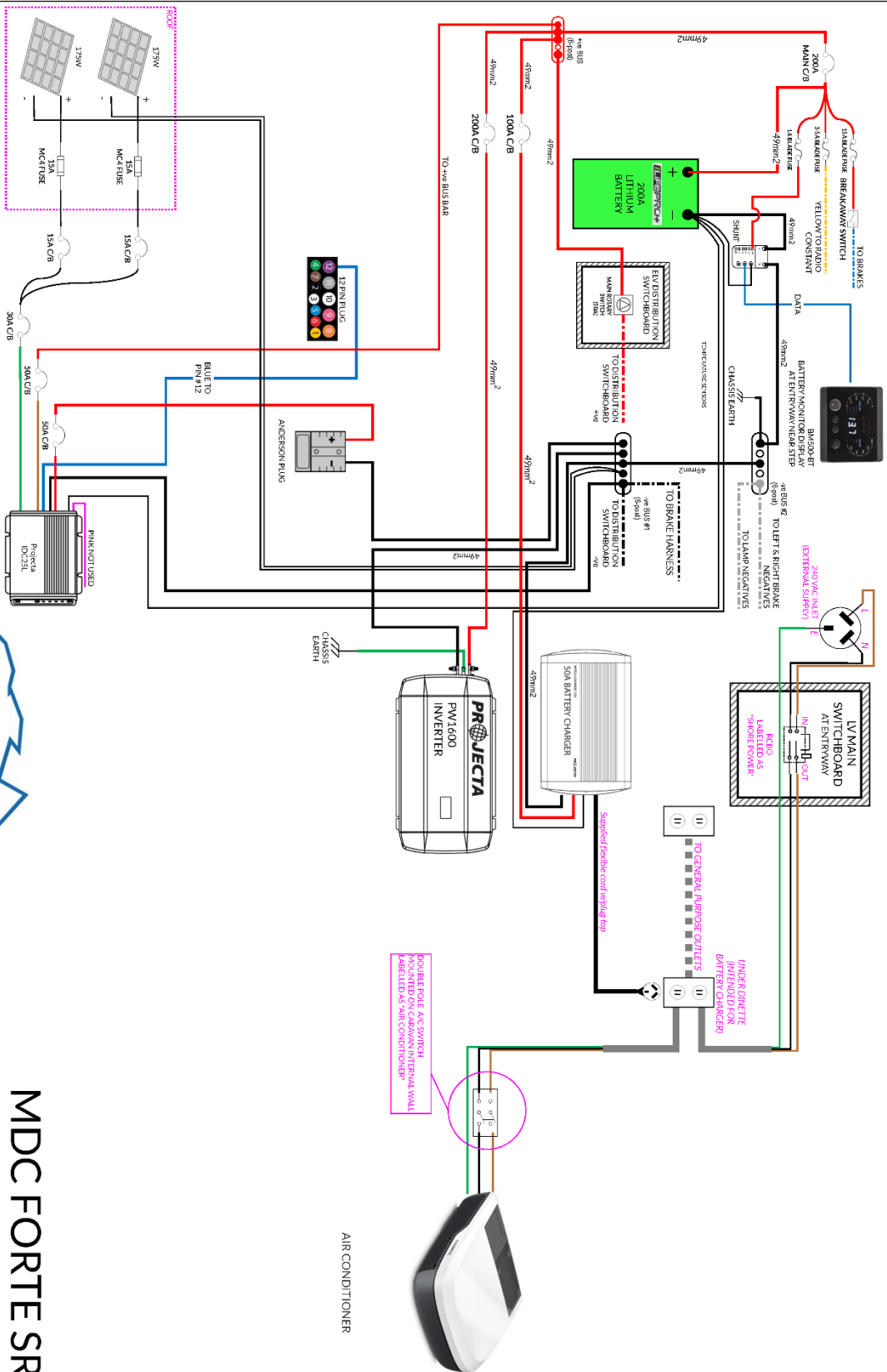
Fig. 19

Note: Automotive Blade and Ceramic style fuses use a metal strip limiter rated to melt at a specific ampere rating, as the strip melts it creates a very high resistance that opens and protects the circuit. This is known as 'blowing' the fuse. This makes them a single-use item and will need to be replaced after the fuse is 'blown'. These fuses can be purchased from most automotive or electrical and online retailers.

CAUTION

Recently blown fuses can be hot enough to cause burns when touched. Allow time for the fuse and housing to cool before handling and discarding the fuse.





AIR CONDITIONER

The logo for the Fortnite SR Series. It features the word "FORTNITE" in a white, blocky font with a black outline, positioned above the letters "SR" which are large, blue, and stylized with a white outline. Below "SR" is the word "SERIES" in a white, sans-serif font, all contained within a yellow rectangular box with a black border.

ON-ROAD CARAVANS

The logo for Market Direct Group (MDC) is located in the bottom right corner. It features the letters "MDC" in a large, bold, sans-serif font. The "M" and "D" are orange, and the "C" is blue. To the right of the letters is a stylized blue outline of a mountain range. Below the "MDC" text, the words "MARKET DIRECT GROUP" are written in a smaller, blue, sans-serif font, stacked vertically.

MDC FORTE SR SERIES
 FORTE SR11 | FORTE SR14 | FORTE SR16 EAST WEST |
 FORTE SR16 ISLAND | FORTE SR17+ | FORTE SR19
AC + DC SYSTEM MAIN CIRCUIT

VERSION 1_300524

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Troubleshooting

240 Volt Electrical

PROBLEM	POSSIBLE CAUSE	REMEDY
No power	Not connected to mains	Connect to mains power
	RCD unit has tripped	Reset the RCD unit switch to up position. AC/CB1 Check main RCD at entryway.
	Site power supply tripped	Check RCD on site power
	10-amp converter tripped	Check your 10-amp converter
	Generator RCD tripped	Check and reset RCD on generator
CHARGING FROM MAINS POWER		
SYMPTOM	POSSIBLE CAUSE	REMEDY
No power to charger	Mains power not connected	Connect mains power
	Charger not plugged in	Plug in mains charger
	Charger not turned on	Turn on charger
	RCD tripped	Reset RCDs AC/CB1 near entry door
No charge with charger on	Tripped circuit breaker	Reset circuit breaker DC/CB1 100 Amp
	Incorrect charger setting	Set charger to correct battery type and power setting (Lithium LFP for standard batteries)
	Battery voltage too low (less than 6 volts)	Change charger setting to "Supply" until battery wakes up then choose setting "LFP" and charge for at least 1 hour.
If error code appears on the charger display refer to the Projecta user manual.		

Table 5

12 Volt Electrical

PROBLEM	POSSIBLE CAUSE	REMEDY
No power	Main switch turned off	Turn on main rotary switch
	Tripped main circuit breaker	Reset circuit breaker DC/CB1 located with batteries
	Flat Battery	Battery needs reset: See <i>Lithium (LiFePO4) Battery Reset</i> section of this manual. Battery needs reset: If no mains power available connect vehicle both 12 pin and Anderson plug. Press and hold Mode button on IDC25L chargers until flashes. Select Power Supply.
Not charging from mains power.	RCD has tripped	Reset RCD AC/CB1 protection near door.
	Charger not turned on	Ensure charger is turned
	240Vac Isolator Switch is turned OFF	Turn ON isolator switch
Not charging from solar	See <i>Solar Charging</i> troubleshooting (Table 8).	
Not charging from vehicle	See <i>Charging from tow vehicle</i> troubleshooting (Table 8)	
Circuit not working	Tripped circuit breaker	Check and reset the individual circuit breaker on the control panel

Table 6

CONTROL PANEL & ACCESSORIES		
SYMPTOM	POSSIBLE CAUSE	REMEDY
Control panel will not switch on	Flat batteries	Charge batteries
	Tripped circuit breaker	Reset circuit breaker DC/CB1
Accessory circuit not working	Tripped circuit breaker	Reset circuit breaker above circuit switch by pushing in. Listen for click.
Inverter not switching on	Tripped circuit breaker or RCD	Reset circuit breaker CB2 & RCDs

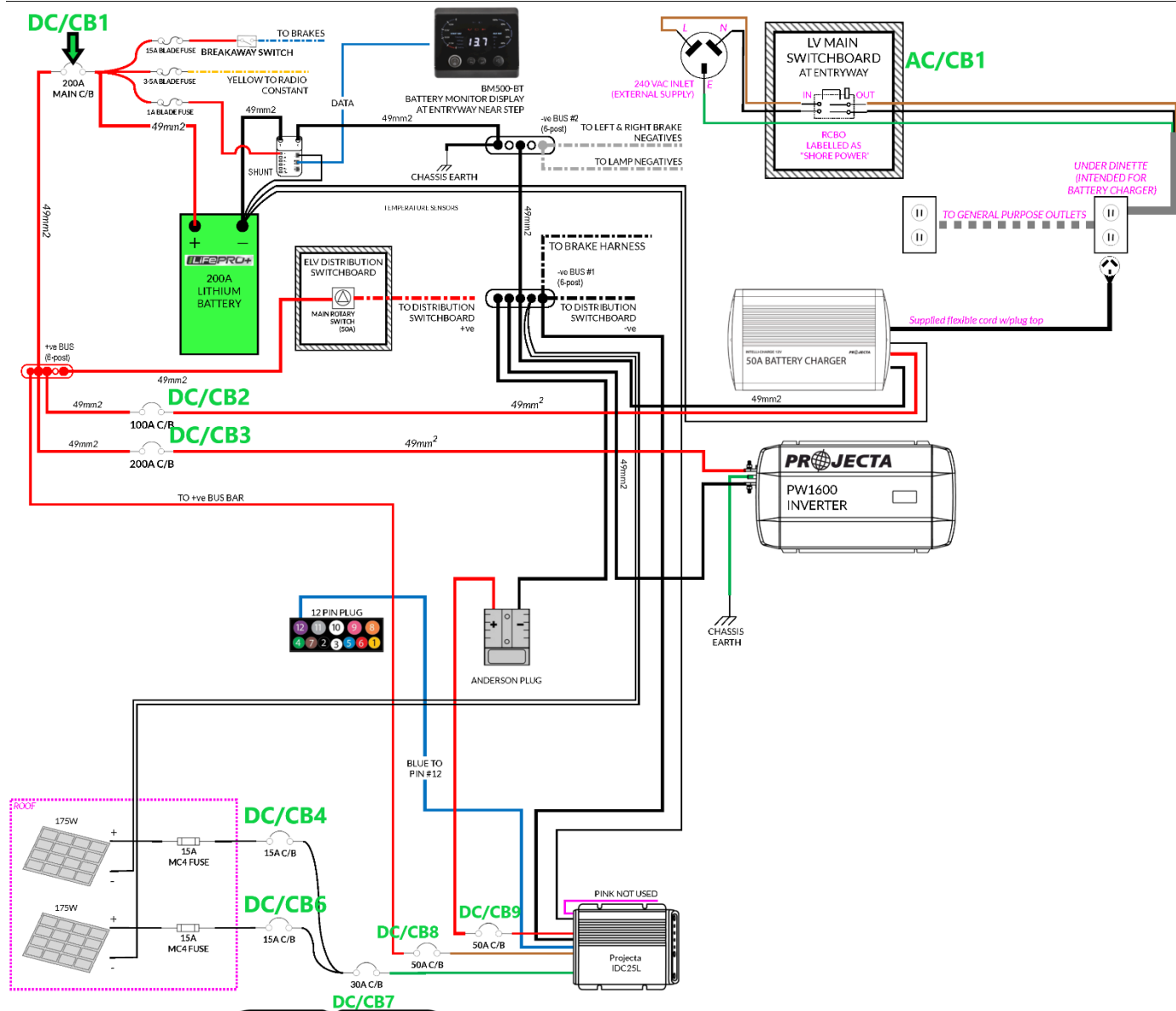
Table 7

CHARGING FROM TOW VEHICLE		
SYMPTOM	POSSIBLE CAUSE	REMEDY
No charge Alternator light not showing on DC to DC	Tripped breaker	Check & Reset circuit breakers DC/CB
	Tripped breaker in car circuit	Check car circuit breaker/fuse
No charge, alternator, and solar light both on	Trigger wire for DC-to-DC unit not activated	Connect trigger wire for DC to DC to accessory power from car via trailer plug.
No charge DC to DC alternator lit	Tripped breaker DC/CB9	Check & Reset circuit breakers
	Trigger wire for DC-to-DC unit not activated for smart alternator	Connect trigger wire for DC to DC to accessory power from car via trailer plug.

Table 8

SOLAR CHARGING		
SYMPTOM	POSSIBLE CAUSE	REMEDY
No solar power DC to DC solar light not showing	Tripped circuit breaker	Check and Reset circuit breakers DC/CB4, 6 & 7
	DC to DC overloaded	Reset DC to DC by disconnecting from battery and solar input. See Projector user guide.
No solar power DC to DC solar light showing	Tripped circuit breaker	Check & Reset circuit breaker DC/CB8
Weak solar charging (low voltage output)	Weak solar input due to shade	Move to sunnier area
	Weak solar due to dirty panels	Clean panels
	Incorrect setting	Ensure DC to DC is set to correct battery type
Solar charging not meeting demands	Power demands exceeding designed solar output	Add additional solar panels
		Reduce load

Trouble Shooting



Water

PROBLEM	POSSIBLE CAUSE	REMEDY
Pump not working (no noise)	No power from control panel	Check circuit breaker
	Flat Battery	Charge battery
	Faulty pressure switch	Replace pump, Contact dealer for replacement
	Bad electrical connection	Check connections with multimeter or test light
Pump working but no water flow	Airlock in water lines	Turn on tap and hold finger over nozzle for 5 seconds and release. Repeat several times. If this fails, fill water tank, and use mains pressure to pressurize tank
	Water tank is empty	Fill water tank
	Kinked hose	Check hoses ensuring none are fouled
	Damaged / worn pump diaphragm	Repair or replace pump

Gas

PROBLEM	POSSIBLE CAUSE	REMEDY
Cooker not igniting	Gas bottle empty	Fill gas bottle
	Gas bottle not turned on	Turn on valve on gas bottle
	Gas hose on cooker not connected	Check bayonet is securely connected into receiver
	Regulator blocked	Check regulator is not obstructed.
	Kinked hose	Check hose is not twisted and kinked
Remember that first use after connecting gas will take a little while for the gas to purge the line to the cooktop. Hold the control knob down for up to 4 minutes		

Brakes

PROBLEM	POSSIBLE CAUSE	REMEDY
No Brakes	Open Circuits	Find and correct
	Severe under adjustments	Adjust brakes
	Faulty controller	Test and correct/replace
	Short circuits	Find and correct
Weak Brakes	Great or oil on linings or magnets	Clean or replace
	Corroded connection	Clean or replace connectors
	Worn lining or magnets	Replace
	Scored or grooved brake drums	Machine or replace
	Poor Synchronisation	Correct Controller setting
	Poor Brake adjustment	Adjust Brakes
	Glazed brake Linings	Re-burnish or replace linings
	Overloaded trailer	Correct loading. Check at weighbridge
Brakes Locking	Poor Synchronising with controller	Adjust controller
	Poor Adjustment	Adjust brakes as per instructions
	Faulty controller	Test and rectify or replace
	Loose, bent, or broken components	Inspect and replace components
	Out-of-round brake drums	Machine or replace
	Insufficient wheel load (dual Axle)	Correct trailer level to even load
Intermittent brakes	Faulty controller	Test and Correct
	Broken Wires	Repair or replace
	Loose connections	Find and repair
	Faulty ground	Find and repair

Toilet Care and Maintenance

Chemicals:

Always use water treatment and conditioning products recommended by the manufacturer.

Thetford

Waste Holding Tank: The recommended product for the waste holding tank on Thetford toilet systems is Aqua Kem Blue or Aqua Kem Green for better environmental performance.

Cleaning Cassette Tank: "Cassette Tank Cleaner" is the recommended product for this application.

Grey Water Tank: Tank Freshener

Flush Water Tank: Only suitable for MDC models that have a toilet flush tank. Thetford recommend "Aqua Rinse".



NOTICE

Do not use Thetford tank cleaner chemicals in your caravans' main water tanks. These are NOT food safe chemicals ingestion of these chemicals may lead to illness or injury.



CAUTION

IN THE CASE OF INGESTION OR SUSPECTED INGESTION. CONTACT THE AUSTRALIAN POISONS INFORMATION CENTRE IMMEDIATELY AND SEEK MEDICAL ATTENTION.

AUSTRALIAN POISONS INFORMATION CENTRE 13 11 26



Storage and Care

Storage

Long Term Storage

To maximise the life of your caravan you should consider additional protection from the elements. UV light and moisture can have an adverse effect on materials when left unprotected outside. This section outlines some of the things you can do as an owner to protect your investment.

Interior

Moisture in the smallest amounts can cause mould. High humidity and cooling temperatures can create condensation, additionally condensation can form under mattresses due to temperature differences between warm bodies on top and the bed base being cold from outside temperatures. As a precaution you can do the following:

- Check under mattress for moisture before packing up. If moisture is found allow it to thoroughly dry before closing your camper.
- Store 1 or 2 moisture absorbing packs/dehumidifier packs in the caravan to draw away any residual water vapour.
- If packing up in damp or humid conditions, open and dry out the caravan at the first opportunity when returning home.

Exterior

Ensure all seals on the caravan have proper compression at 30-50%, are free of dirt and have nothing protruding past the seals. UV light and the elements can over time cause seals and fittings to perish and become brittle. The use of a caravan cover will extend the life of components and keep your investment looking better for longer.

Batteries

When storing your RV, all DC loads should be turned off and isolated to ensure the battery system is not drained. It is recommended that it remains at 50% charge and recharged every 3 months when stored.

For further information regarding your lithium batteries, refer to the LiFePRO+® website (www.lifeprolithium.com.au)

Protection of Finishes

Paint: The paint coatings on your caravan are no different to that of your car in that they need regular care and maintenance. Rubber seals and applied sealants on caravans can shed polymers and pigments that can stain paint finishes if your caravan is not washed regularly.

Washing: Only use mild detergents free of ammonia when washing your caravan. Always check the label to ensure the washing solution is nonabrasive, contains no ammonia or caustics.

Polishing: New caravans should only be polished with wax-based polishes that are nonabrasive. When removing scratches from paintwork use a fine finishing compound. Cutting pastes are too abrasive and will expose the base material.

Protection: Carnauba wax is an excellent protection against oxidation. The paint on your caravan should be waxed annually regardless of being kept under cover to protect the surfaces from oxidation.

Acrylic Windows: Windows should be cleaned with a clean, soft, nonabrasive cloth to avoid scratches and soapy water.

****Do not use any cleaners that contain ammonia or solvents. ****

Internal Finishes: Laminates and internal wall surfaces should be cleaned with a damp soft cloth. For stubborn marks use a mild detergent based cleaner.

****Do not use cleaners that contain ammonia or caustics****

Granite Sink Finish: Do not use harsh or caustic chemicals such as glue, paint, concentrated hydrochloric acid etc. Clean with alcohol-based products and wipe with a damp, soft cloth after cleaning.

Ensuite Finishes: Never use harsh detergents or bleach-based products on the toilet or sealants in the ensuite. Use of such products will damage the seals and sealants.

Mirrors: Do not use solvents or chemicals when cleaning mirrors. Warm water and a soft, clean cloth are the best method. Cleaners and solvents may affect the reflective backing causing what is known as “creep” where the edges of the mirror discolour.

Galvanised Finishes: The zinc coating although being tough is still susceptible to damage from stones chips to the coating should be maintained using a zinc rich coating.

High Tensile Bolt and Fittings: Zinc plated bolts and fittings should be coated with a protectant such as a lanolin-based spray. The proprietary item “Lanotec” is recommended.

Stainless Steel: Do not use abrasive cleaners on stainless steel. Purpose made stainless steel cleaners are recommended as are solutions such as 10% white vinegar in water.

Fabrics: Fabrics may not be colourfast and should be washed gently by hand on their own or dry cleaned.

Shade and screen care:

- Do not close blinds while the window is open. Air pressure can dislodge the blind material from its guide damaging it.
- Always open and close blinds and screens carefully and evenly with two hands ensuring screens and blind material feeds evenly through the guides.

Corrosion Protection: Reasonable steps should be made by the customer to protect the product from corrosion. Seaside areas, areas with high salt contents in soil and roads that are salted during snow conditions can accelerate corrosion. When used in these areas the product should be thoroughly washed after use and unpainted metal surfaces should be coated in a suitable protectant. Lanotec lanolin spray, Inox or similar are recommended.

Roof Maintenance

Sealants: Roof sealants should be inspected every 6 months for condition. If the sealant has perished or adhesion has failed it should be repaired immediately.

Solar Panels: Accumulated dirt and soiling can affect the performance of the solar panels. Panels should be cleaned as necessary to prevent this. Sealants around solar panel mounts should be checked annually to ensure they are in good condition.

Travel Record

Your caravan service record booklet and logbook will help you keep track of kilometres travels and service records.

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Mechanical Maintenance

Maintenance is essential to keep your caravan in a safe and usable condition. Caravans are no different to any other motor vehicle and require servicing at regular intervals which may vary according to use and the environment in which it is used. The service schedule outlines the service intervals for safe travelling and your owner obligations under our warranty policy. Servicing should always be carried out by a competent person with relevant experience.

WARNING

- Never work beneath the caravan while suspended on a jack. Always use “Jack Stands” with an adequate SWL.
- Always use dedicated jacking points
- 240V appliances and wiring must only be serviced and repaired by a qualified tradesperson.
- Gas plumbing must only be serviced and repaired by a qualified gas fitter

Hitch

Trojan 50mm Ball Coupling

To ensure a long service life we recommend the following periodic maintenance procedures.

1. Always keep Tow Pin and Universal mating surfaces clean and lightly lubricated.
2. Regularly lubricate with multi-purpose grease.
3. Periodic adjustment of Slotted Nut & Pin may be required if coupling head loosens excessively and should be a competent person.
4. Flush with clean water if locking mechanism does not open fully due to dirt ingress.

Ball Bearing Slides

To lubricate and protect from corrosion the ball bearing slides should be lubricated with a small amount of general-purpose grease every 6 months.

Wheels and Tyres

Tyres should be checked for damage prior to each trip. Inspect for adequate tread depth and any damage particularly to sidewalls. Wheel nuts must be checked with a torque wrench. When picking up your new caravan check the wheel nut torque at 50, 100, 200 and 500km. Check before each trip and daily when travelling for longer periods. Do not over tighten, always use a torque wrench to ensure accuracy.

Highway

Your caravan is fitted with 16" wheels and 265/75 R16 A/T Goodride Tyres. The tyres are a “Light Truck” tyre with an All Terrain tread and a maximum load rating on single axle of 1550kg at 80psi. *See the tyre pressure recommendation chart.*

Brakes

The electric brakes on your caravan are a drum type. Drum brakes require regular adjustment to ensure even pad wear and proper performance. This is an important safety item. The recommended interval for checking adjustment is 10,000km.

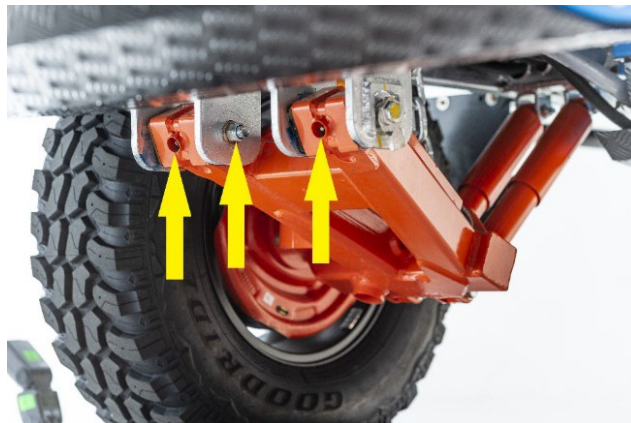
Bearings and Seals

The Timken bearings in your caravan are protected with a rubber seal on the rear of the drum and a friction fit bearing cap on the front. Normal use without encountering water crossings these should be serviced every 5000km.

Suspension

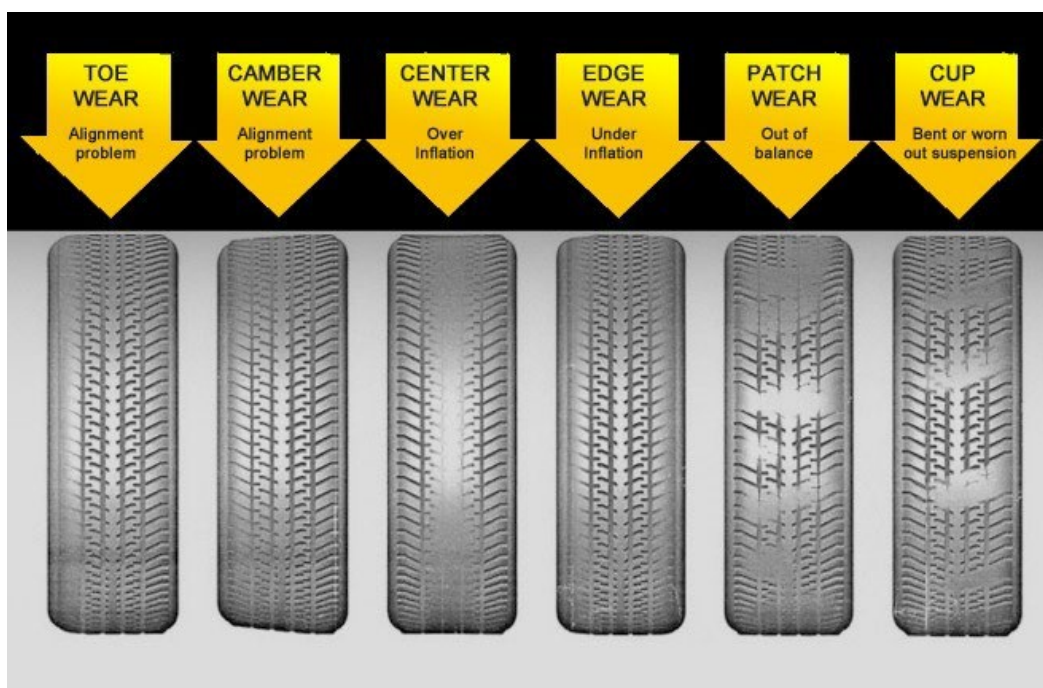
Your camper is fitted with quality independent trailing arm suspension with dual shock absorbers. This design is ideal for the full range of use on road however, there are strict limitations in use on corrugated and rough road. Suspension maintenance should be done as per the schedule contained in this booklet. Regular lubrication and inspection are critical, and the grease points are indicated below. Regular checks of the torque on the trailing arm bolts indicated will prolong correct wheel alignment.

Trailing arm suspension should not be reversed up gutters and obstructions in a heavy manner. Always use a ramp or similar if you are backing over high gutters and obstacles.

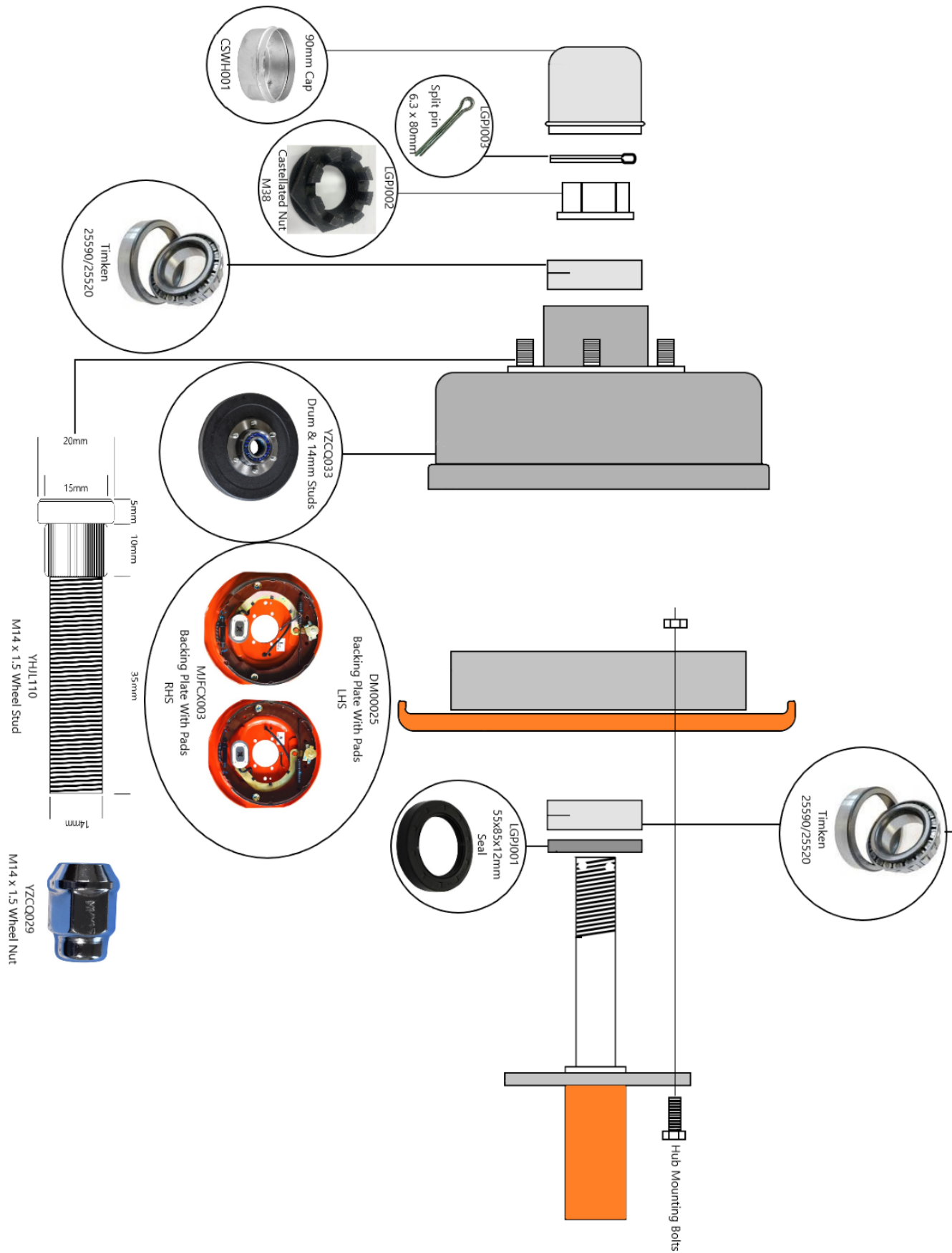


Wheel Alignment

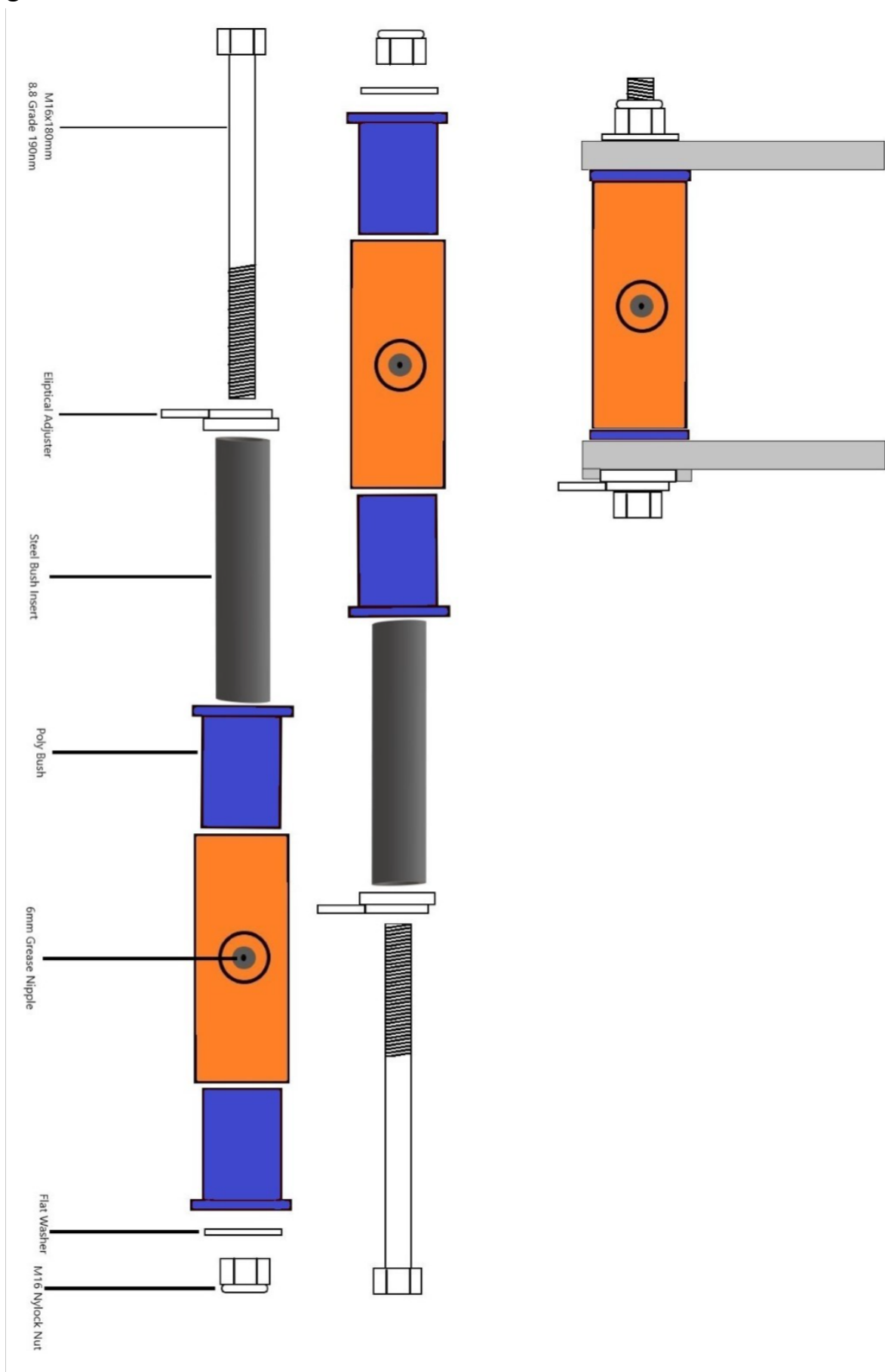
The wheels on your caravan are aligned at the factory. Refrain from backing up gutters and obstruction heavily. Always create a ramp when reversing obstacles to prevent premature misalignment of the wheels. Wheel alignment should be checked regularly every 10,000km or when tyre wear indicates.



Hub Assembly



Trailing Arm Bushes



Service Schedule

500KM FIRST SERVICE		CHECKED
Hitch	- Check hitch bolts to 90Nm. - Lubricate with high temperature bearing grease.	
Handbrake	Inspect and adjust handbrake.	
Brakes & Bearings	Inspect and adjust brakes. The check bearings are well greased, and the crown nut is correctly tightened.	
Wheel nuts	Inspect condition and torque to 125Nm (12mm studs). (140Nm 14mm studs alloy rims) (200Nm 14mm studs steel rims).	
Tyres	Inspect for abnormal wear, damage, and pressure.	
General fixings	Ensure no loose fittings.	
Seals & Latches	Check all seals on doors and hatches compress 30-50%. All seals are in serviceable condition and free of damage.	
Suspension	- Grease bushes and check for play. - Check torque on suspension hanger bolts (190Nm). - Check retaining chain shackles tight.	
Service Centre:	Notes: ----- ----- ----- ----- ----- -----	

12 MONTHS / 10,000KM SERVICE		CHECKED
Chassis and Suspension		
Hitch	Inspect for damage and lubricate. Check bolt Torque to 90Nm.	
Jockey Wheel	Inspect for condition and operation.	
Breakaway	- Check for correct operation. - Inspect the lanyard and clip.	
Drawbar	Inspect wiring grommets and general condition.	
Suspension	- Torque bolts to 190Nm. - Grease bushes and check for play. - Check torque on suspension hanger bolts (190Nm). - Check retaining chain shackles tight. - Inspect shock absorber for condition. - Inspect shock absorber bushes.	
Brakes	Inspect and adjust. Check lining thickness and drum wear.	
Wheel bearings	Clean/Replace bearings, seals and lubricate. Check stub axle condition and wear. Replace split pin.	
Wheel Nuts	Inspect condition and torque to 125Nm (12mm studs). (140Nm 14mm studs alloy rims) (200Nm 14mm studs steel rims).	
Tyres	- Inspect for abnormal wear, damage, and pressure. - Check manufacturing date less than 5 years. - Check sidewalls for perishing and damage.	
12V Electrical		
Lights	- Check all trailer lights are functioning. - Check plug pins have gap. - Check for corrosion.	
Battery	- Check terminals and voltage at full charge. - Check batteries are secure in cradles.	
Charging	- Check battery charger settings are correct. - Check DC to DC charger settings are correct.	
Solar Panels	- Check panels are free of damage. - Inspect sealants on cable penetrations and junction boxes.	
Cables	- Inspect cables under body for damage to conduits. - Inspect cable glands and sealants on penetrations through floor.	
240V Electrical		
RCD Unit	Check the operation of RCD via the test button.	
Mains Input	Inspect mains input plug and cover are free of damage.	
Earthing	Carry out resistance check.	
Caravan Body		
Hatches & Doors	Check and lubricate locks.	
Seals	Check condition and correct latch/lock adjustment for correct 30-50% compression.	
Body	- Inspect joint sealants inside and out. - Ensuite joints checked for damage and adhesion. - Inspect for soft spots on floor.	
General fixings	Check all structural fixing are secure.	
Ventilation	Inspect for obstruction and vents operating correctly.	
Fire Extinguisher	Inspect extinguisher is charged and within service date.	

Smoke Alarm	• Test and inspect. • Replace battery.	
Window Blinds	• Inspect and adjust tension where necessary.	
Damp Check	• Inspect caravan for any dampness.	
Plumbing		
Hot Water System	• De-scale hot water service.	
Water Tanks	• Treat tanks and entire system with bacteria killing tank cleaner and flush.	
Grey Water Tank	• Treat with tank cleaner and flush.	
Drain Fittings	• Check all metal drain fittings for corrosion.	
Water System	• Inspect for leaks. Turn on pump and ensure it does not start due to loss of pressure.	
Service Centre:	Notes:	

24 MONTHS / 20,000KM SERVICE		CHECKED
Chassis and Suspension		
Hitch	Inspect for damage and lubricate. Check bolt Torque to 90Nm.	
Jockey Wheel	Inspect for condition and operation.	
Breakaway	- Check for correct operation. - Inspect the lanyard and clip.	
Drawbar	Inspect wiring grommets and general condition.	
Suspension	- Torque bolts to 190Nm. - Grease bushes and check for play. - Check torque on suspension hanger bolts (190Nm). - Check retaining chain shackles tight. - Inspect shock absorber for condition. - Inspect shock absorber bushes.	
Brakes	Inspect and adjust. Check lining thickness and drum wear.	
Wheel bearings	Clean/Replace bearings, seals and lubricate. Check stub axle condition and wear. Replace split pin.	
Wheel Nuts	Inspect condition and torque to 125Nm (12mm studs). (140Nm 14mm studs alloy rims) (200Nm 14mm studs steel rims).	
Tyres	- Inspect for abnormal wear, damage, and pressure. - Check manufacturing date less than 5 years. - Check sidewalls for perishing and damage	
12V Electrical		
Lights	- Check all trailer lights are functioning. - Check plug pins have gap. - Check for corrosion	
Battery	- Check terminals and voltage at full charge. - Check batteries are secure in cradles	
Charging	- Check battery charger settings are correct. - Check DC to DC charger settings are correct	
Solar Panels	- Check panels are free of damage. - Inspect sealants on cable penetrations and junction boxes	
Cables	- Inspect cables under body for damage to conduits. - Inspect cable glands and sealants on penetrations through floor.	
240V Electrical		
RCD Unit	Check operation of RCD via test button	
Mains Input	Inspect mains input plug and cover are free of damage	
Earthing	Carry out resistance check	
Caravan Body		
Hatches & Doors	Check and lubricate locks.	
Seals	Check condition and correct latch/lock adjustment for correct 30-50% compression.	
Body	- Inspect joint sealants inside and out. - Ensuite joints checked for damage and adhesion. - Inspect for soft spots on floor.	
General fixings	Check all structural fixing are secure.	
Ventilation	Inspect for obstruction and vents operating correctly.	
Fire Extinguisher	Inspect extinguisher is charged and within service date.	

Smoke Alarm	• Test and inspect. • Replace battery.	
Window Blinds	• Inspect and adjust tension where necessary.	
Damp Check	• Inspect caravan for any dampness.	
Plumbing		
Hot Water System	• De-scale hot water service	
Water Tanks	• Treat tanks and entire system with bacteria killing tank cleaner and flush.	
Grey Water Tank	• Treat with tank cleaner and flush.	
Drain Fittings	• Check all metal drain fittings for corrosion.	
Water System	• Inspect for leaks. Turn on pump and ensure it does not start due to loss of pressure.	
Service Centre:	Notes:	

36 MONTHS / 30,000KM SERVICE		CHECKED
Chassis and Suspension		
Hitch	Inspect for damage and lubricate. Check bolt Torque to 90Nm.	
Jockey Wheel	Inspect for condition and operation.	
Breakaway	- Check for correct operation. - Inspect the lanyard and clip.	
Drawbar	Inspect wiring grommets and general condition.	
Suspension	- Torque bolts to 190Nm. - Grease bushes and check for play. - Check torque on suspension hanger bolts (190Nm). - Check retaining chain shackles tight. - Inspect shock absorber for condition. - Inspect shock absorber bushes.	
Brakes	Inspect and adjust. Check lining thickness and drum wear.	
Wheel bearings	Clean/Replace bearings, seals and lubricate. Check stub axle condition and wear. Replace split pin.	
Wheel Nuts	Inspect condition and torque to 125Nm (12mm studs). (140Nm 14mm studs alloy rims) (200Nm 14mm studs steel rims).	
Tyres	- Inspect for abnormal wear, damage, and pressure. - Check manufacturing date less than 5 years. - Check sidewalls for perishing and damage.	
12V Electrical		
Lights	- Check all trailer lights are functioning. - Check plug pins have gap. - Check for corrosion.	
Battery	- Check terminals and voltage at full charge. - Check batteries are secure in cradles.	
Charging	- Check battery charger settings are correct. - Check DC to DC charger settings are correct	
Solar Panels	- Check panels are free of damage. - Inspect sealants on cable penetrations and junction boxes.	
Cables	- Inspect cables under body for damage to conduits. - Inspect cable glands and sealants on penetrations through floor.	
240V Electrical		
RCD Unit	Check the operation of RCD via the test button.	
Mains Input	Inspect mains input plug and cover are free of damage.	
Earthing	Carry out resistance check.	
Caravan Body		
Hatches & Doors	Check and lubricate locks.	
Seals	Check condition and correct latch/lock adjustment for correct 30-50% compression.	
Body	- Inspect joint sealants inside and out. - Ensuite joints checked for damage and adhesion. - Inspect for soft spots on floor.	
General fixings	Check all structural fixing are secure.	
Ventilation	Inspect for obstruction and vents operating correctly.	
Fire Extinguisher	Inspect extinguisher is charged and within service date.	

Smoke Alarm	• Test and inspect. • Replace battery.	
Window Blinds	• Inspect and adjust tension where necessary.	
Damp Check	• Inspect caravan for any dampness.	
Plumbing		
Hot Water System	• De-scale hot water service.	
Water Tanks	• Treat tanks and entire system with bacteria killing tank cleaner and flush.	
Grey Water Tank	• Treat with tank cleaner and flush.	
Drain Fittings	• Check all metal drain fittings for corrosion.	
Water System	• Inspect for leaks. Turn on pump and ensure it does not start due to loss of pressure.	
Service Centre:	Notes:	

48 MONTHS / 40,000KM SERVICE		CHECKED
Chassis and Suspension		
Hitch	Inspect for damage and lubricate. Check bolt Torque to 90Nm.	
Jockey Wheel	Inspect for condition and operation.	
Breakaway	- Check for correct operation. - Inspect the lanyard and clip.	
Drawbar	Inspect wiring grommets and general condition.	
Suspension	- Torque bolts to 190Nm. - Grease bushes and check for play. - Check torque on suspension hanger bolts (190Nm). - Check retaining chain shackles tight. - Inspect shock absorber for condition. - Inspect shock absorber bushes.	
Brakes	Inspect and adjust. Check lining thickness and drum wear.	
Wheel bearings	Clean/Replace bearings, seals and lubricate. Check stub axle condition and wear. Replace split pin.	
Wheel Nuts	Inspect condition and torque to 125Nm (12mm studs). (140Nm 14mm studs alloy rims) (200Nm 14mm studs steel rims).	
Tyres	- Inspect for abnormal wear, damage, and pressure. - Check manufacturing date less than 5 years. - Check sidewalls for perishing and damage.	
12V Electrical		
Lights	- Check all trailer lights are functioning. - Check plug pins have gap. - Check for corrosion.	
Battery	- Check terminals and voltage at full charge. - Check batteries are secure in cradles.	
Charging	- Check battery charger settings are correct. - Check DC to DC charger settings are correct.	
Solar Panels	- Check panels are free of damage. - Inspect sealants on cable penetrations and junction boxes.	
Cables	- Inspect cables under body for damage to conduits. - Inspect cable glands and sealants on penetrations through floor.	
240V Electrical		
RCD Unit	Check the operation of RCD via the test button.	
Mains Input	Inspect mains input plug and cover are free of damage.	
Earthing	Carry out resistance check.	
Caravan Body		
Hatches & Doors	Check and lubricate locks.	
Seals	Check condition and correct latch/lock adjustment for correct 30-50% compression.	
Body	- Inspect joint sealants inside and out. - Ensuite joints checked for damage and adhesion. - Inspect for soft spots on floor.	
General fixings	Check all structural fixing are secure.	
Ventilation	Inspect for obstruction and vents operating correctly.	
Fire Extinguisher	Inspect extinguisher is charged and within service date.	

Smoke Alarm	• Test and inspect. • Replace battery.	
Window Blinds	• Inspect and adjust tension where necessary.	
Damp Check	• Inspect caravan for any dampness.	
Plumbing		
Hot Water System	• De-scale hot water service.	
Water Tanks	• Treat tanks and entire system with bacteria killing tank cleaner and flush.	
Grey Water Tank	• Treat with tank cleaner and flush.	
Drain Fittings	• Check all metal drain fittings for corrosion.	
Water System	• Inspect for leaks. Turn on pump and ensure it does not start due to loss of pressure.	
Service Centre:	Notes:	

60 MONTHS / 50,000KM SERVICE		CHECKED
Chassis and Suspension		
Hitch	Inspect for damage and lubricate. Check bolt Torque to 90Nm.	
Jockey Wheel	Inspect for condition and operation.	
Breakaway	- Check for correct operation. - Inspect the lanyard and clip.	
Drawbar	Inspect wiring grommets and general condition.	
Suspension	- Torque bolts to 190Nm. - Grease bushes and check for play. - Check torque on suspension hanger bolts (190Nm). - Check retaining chain shackles tight. - Inspect shock absorber for condition. - Inspect shock absorber bushes.	
Brakes	Inspect and adjust. Check lining thickness and drum wear.	
Wheel bearings	Replace bearings, seals and lubricate. Check stub axle condition and wear. Replace split pin.	
Wheel Nuts	Inspect condition and torque to 125Nm (12mm studs). (140Nm 14mm studs alloy rims) (200Nm 14mm studs steel rims).	
Tyres	- Inspect for abnormal wear, damage, and pressure. - Check manufacturing date less than 5 years. - Check sidewalls for perishing and damage.	
12V Electrical		
Lights	- Check all trailer lights are functioning. - Check plug pins have gap. - Check for corrosion.	
Battery	- Check terminals and voltage at full charge. - Check batteries are secure in cradles.	
Charging	- Check battery charger settings are correct. - Check DC to DC charger settings are correct.	
Solar Panels	- Check panels are free of damage. - Inspect sealants on cable penetrations and junction boxes.	
Cables	- Inspect cables under body for damage to conduits. - Inspect cable glands and sealants on penetrations through floor.	
240V Electrical		
RCD Unit	Check the operation of RCD via the test button.	
Mains Input	Inspect mains input plug and cover are free of damage.	
Earthing	Carry out resistance check.	
Caravan Body		
Hatches & Doors	Check and lubricate locks.	
Seals	Check condition and correct latch/lock adjustment for correct 30-50% compression.	
Body	- Inspect joint sealants inside and out. - Ensuite joints checked for damage and adhesion. - Inspect for soft spots on floor.	
General fixings	Check all structural fixing are secure.	
Ventilation	Inspect for obstruction and vents operating correctly.	
Fire Extinguisher	Inspect extinguisher is charged and within service date.	

Smoke Alarm	• Test and inspect. • Replace battery.	
Window Blinds	• Inspect and adjust tension where necessary.	
Damp Check	• Inspect caravan for any dampness.	
Plumbing		
Hot Water System	• De-scale hot water service.	
Water Tanks	• Treat tanks and entire system with bacteria killing tank cleaner and flush.	
Grey Water Tank	• Treat with tank cleaner and flush.	
Drain Fittings	• Check all metal drain fittings for corrosion.	
Water System	• Inspect for leaks. Turn on pump and ensure it does not start due to loss of pressure.	
Service Centre:	Notes:	

72 MONTHS / 60,000KM SERVICE		CHECKED
Chassis and Suspension		
Hitch	Inspect for damage and lubricate. Check bolt Torque to 90Nm.	
Jockey Wheel	Inspect for condition and operation.	
Breakaway	- Check for correct operation. - Inspect the lanyard and clip.	
Drawbar	Inspect wiring grommets and general condition.	
Suspension	- Torque bolts to 190Nm. - Grease bushes and check for play. - Check torque on suspension hanger bolts (190Nm). - Check retaining chain shackles tight. - Inspect shock absorber for condition. - Inspect shock absorber bushes.	
Brakes	Inspect and adjust. Check lining thickness and drum wear.	
Wheel bearings	Clean/Replace bearings, seals and lubricate. Check stub axle condition and wear. Replace split pin.	
Wheel Nuts	Inspect condition and torque to 125Nm (12mm studs). (140Nm 14mm studs alloy rims) (200Nm 14mm studs steel rims).	
Tyres	- Inspect for abnormal wear, damage, and pressure. - Check manufacturing date less than 5 years. - Check sidewalls for perishing and damage.	
12V Electrical		
Lights	- Check all trailer lights are functioning. - Check plug pins have gap. - Check for corrosion.	
Battery	- Check terminals and voltage at full charge. - Check batteries are secure in cradles.	
Charging	- Check battery charger settings are correct. - Check DC to DC charger settings are correct.	
Solar Panels	- Check panels are free of damage. - Inspect sealants on cable penetrations and junction boxes.	
Cables	- Inspect cables under body for damage to conduits. - Inspect cable glands and sealants on penetrations through floor.	
240V Electrical		
RCD Unit	Check the operation of RCD via the test button.	
Mains Input	Inspect mains input plug and cover are free of damage.	
Earthing	Carry out resistance check.	
Caravan Body		
Hatches & Doors	Check and lubricate locks.	
Seals	Check condition and correct latch/lock adjustment for correct 30-50% compression.	
Body	- Inspect joint sealants inside and out. - Ensuite joints checked for damage and adhesion. - Inspect for soft spots on floor.	
General fixings	Check all structural fixing are secure.	
Ventilation	Inspect for obstruction and vents operating correctly.	
Fire Extinguisher	Inspect extinguisher is charged and within service date.	

Smoke Alarm	• Test and inspect. • Replace battery.	
Window Blinds	• Inspect and adjust tension where necessary.	
Damp Check	• Inspect caravan for any dampness.	
Plumbing		
Hot Water System	• De-scale hot water service.	
Water Tanks	• Treat tanks and entire system with bacteria killing tank cleaner and flush.	
Grey Water Tank	• Treat with tank cleaner and flush.	
Drain Fittings	• Check all metal drain fittings for corrosion.	
Water System	• Inspect for leaks. Turn on pump and ensure it does not start due to loss of pressure.	
Service Centre:	Notes:	

84 MONTHS / 70,000KM SERVICE		CHECKED
Chassis and Suspension		
Hitch	Inspect for damage and lubricate. Check bolt Torque to 90Nm	
Jockey Wheel	Inspect for condition and operation.	
Breakaway	- Check for correct operation. - Inspect the lanyard and clip.	
Drawbar	Inspect wiring grommets and general condition.	
Suspension	- Torque bolts to 190Nm. - Grease bushes and check for play. - Check torque on suspension hanger bolts (190nm). - Check retaining chain shackles tight. - Inspect shock absorber for condition. - Inspect shock absorber bushes.	
Brakes	Inspect and adjust. Check lining thickness and drum wear.	
Wheel bearings	Clean/Replace bearings, seals and lubricate. Check stub axle condition and wear. Replace split pin.	
Wheel Nuts	Inspect condition and torque to 125Nm (12mm studs) (140Nm 14mm studs alloy rims) (200Nm 14mm studs steel rims)	
Tyres	- Inspect for abnormal wear, damage, and pressure. - Check manufacturing date less than 5 years. - Check sidewalls for perishing and damage	
12V electrical		
Lights	- Check all trailer lights are functioning. - Check plug pins have gap. - Check for corrosion	
Battery	- Check terminals and voltage at full charge. - Check batteries are secure in cradles.	
Charging	- Check battery charger settings are correct. - Check DC to DC charger settings are correct.	
Solar Panels	- Check panels are free of damage. - Inspect sealants on cable penetrations and junction boxes	
Cables	- Inspect cables under body for damage to conduits. - Inspect cable glands and sealants on penetrations through floor.	
240V Electrical		
RCD Unit	Check the operation of RCD via the test button.	
Mains Input	Inspect mains input plug and cover are free of damage.	
Earthing	Carry out resistance check.	
Caravan Body		
Hatches & Doors	Check and lubricate locks.	
Seals	Check condition and correct latch/lock adjustment for correct 30-50% compression.	
Body	- Inspect joint sealants inside and out. - Ensuite joints checked for damage and adhesion. - Inspect for soft spots on floor.	
General fixings	Check all structural fixing are secure.	
Ventilation	Inspect for obstruction and vents operating correctly.	
Fire Extinguisher	Inspect extinguisher is charged and within service date.	
Smoke Alarm	Test and inspect.	

	• Replace battery.	
Window Blinds	• Inspect and adjust tension where necessary.	
Damp Check	• Inspect caravan for any dampness.	
Plumbing		
Hot Water System	• De-scale hot water service.	
Water Tanks	• Treat tanks and entire system with bacteria killing tank cleaner and flush.	
Grey Water Tank	• Treat with tank cleaner and flush.	
Drain Fittings	• Check all metal drain fittings for corrosion.	
Water System	• Inspect for leaks. Turn on pump and ensure it does not start due to loss of pressure.	
Service Centre:	Notes:	

Supplier Contact Details

Dometic https://www.dometic.com/en-au/au/contact-us		Thetford Australia Address: 41 Lara Way, Campbellfield VIC 3061 Phone: (03) 9358 0700 Email: infoaus@thetford.com.au
Cruisemaster Address: 352B Bilsen Road, Geebung QLD 4034 Phone: (07) 3624 3800 Email: sales@cruisemaster.com.au		Leisure-Tec Australia Pty Ltd (Truma Hot Water) 50 Metrolink Circuit Campbellfield VIC 3061 Phone: 1300 072018
Statewide Bearings		
Coopers Plains Address: 902 Beaudesert Rd Coopers Plains QLD 4108 Phone: (07) 3717 4444 Email: coopersplains@statewidebearings.com.au	Cairns Unit3, 49 Cook St Cairns QLD 4870 Phone: (07) 4035 1800 Email: cairns@statewidebearings.com.au	Wangara 70 Distinction Road, Wangara, WA 6065 Ph: (08) 9303 6900 Email: wangara@statewidebearings.com.au
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Rockhampton 67 Denham Street Rockhampton, QLD 4700 Ph: (07) 4927 2677 Email: rockhampton@statewidebearings.com.au	Townsville Unit 2, 502 Woolcock Street, Garbutt QLD 4814 Ph: (07) 4758 8855 Email: townsville@statewidebearings.com.au	Traralgon Unit 7, 4-14 Rocla Road, Traralgon VIC, 3844 Ph: (03) 5172 3000 Email: traralgon@statewidebearings.com.au
Beresfield 11 Yilen Close, Beresfield NSW 2322 Ph: (02) 4041 6444 Email: beresfield@statewidebearings.com.au	Smithfield Unit 4, 8 Cooper Street Smithfield, NSW 2164 Ph: 02 9616 0000 Email: smithfield@statewidebearings.com.au	Wingfield Grand Jct Rd & South Rd Wingfield SA 5013 Ph: (08) 8260 6299 Email: wingfield@statewidebearings.com.au
Wollongong Unit 4, 222 Berkeley Road, Unanderra NSW 2526 Ph: (02) 4272 2377 Email: wollongong@statewidebearings.com.au	Kewdale 67 Kewdale Road, Kewdale WA 6105 Ph: (08) 9352 2200 Email: kewdale@statewidebearings.com.au	Somerton 15-17 Somerton Road, Somerton VIC 3061 Ph: (03) 9308 0055 Email: somerton@statewidebearings.com.au
Albany 80 Chester Pass Road, Albany WA 6330 Ph: (08) 9842 2488 Email: albany@statewidebearings.com.au	Bibra Lake Unit 6, 30 Salpietro Street, Bibra Lake WA 6163 Ph: (08) 9434 9555 Email: bibralake@statewidebearings.com.au	Hobart 39 Sunderland Street, Derwent Park TAS 7009 Ph: (03) 6216 6999 Email: Hobart@statewidebearings.com.au
Belmont 5 Hargreaves Street, Belmont WA 6104 Ph: (08) 9478 2444 Email: belmont@statewidebearings.com.au	Bunbury 42 McCombe Road, Davenport, WA 6230 Ph: (08) 9724 9100 Email: bunbury@statewidebearings.com.au	Kalgoorlie 5 Darcy Lane, Kalgoorlie WA 6430 Ph: (08) 9091 4111 Email: kalgoorlie@statewidebearings.com.au
Collie 96 Forrest Street, Collie WA 6225 Ph: (08) 9734 1624 Email: collie@statewidebearings.com.au	Geraldton Unit 1, 75 Flores Road, Geraldton WA 6530 Ph: (08) 9964 4655 Email: geraldton@statewidebearings.com.au	Karratha 51 Orkney Road, Karratha WA 6714 Ph: (08) 9144 2333 Email: karratha@statewidebearings.com.au

Hiring Your Camper/Caravan

We want you to get the best experience you can have from your Camper Trailer or Caravan for many years. To help you achieve that, we encourage you to read the below information prior to considering hiring your camper trailer or caravan to third parties.

1. INCREASED WEAR AND MORE MAINTENANCE

The ordinary lifespan and maintenance schedules for camper trailers and caravans assume ordinary use, which will not be continuous or as extensive as for a product rented out for much of the year. If you rent out your product, then even if every person who rented it uses the product perfectly, and they will not, you would still need to take it for maintenance at your own expense more frequently, and your product will inevitably incur more wear. These are not defects in manufacture but are simply inevitable consequences of heavier use.

2. UNKNOWN DAMAGE

If you rent your product out, then there are countless ways for it to be returned to you in worse condition. Sometimes, the renter will not even notify you of an incident which caused damage, and the damage can get worse as it goes unrepaired. Even where you are notified, you may not personally know how the damage was caused, and will only have the renter's explanation, which may be biased or incomplete. This can make it much harder to identify and subsequently repair the damage, or to claim for the damage under warranties (if applicable) or insurance.

3. VOIDS MANUFACTURER'S WARRANTY

We have sold you this product for your own personal use, and the manufacturer's warranty which we provide with it will be immediately voided if you rent the product to third parties. This will prevent you from making claims under that warranty in the future including during times when your product is used by you personally.

4. COMPLICATES AUSTRALIAN CONSUMER LAW PROTECTIONS

Your manufacturer's warranty being voided (see above) does not affect your rights under the Australian Consumer Law but renting your product out can complicate the claims process and, in some cases, might cause claims to be rejected which otherwise would not have been. This is because we may reject a claim if it is unclear whether problems have been caused by misuse or incident while your product was in the possession of a third party.

SUMMARY: Renting your camper trailer or caravan to third parties puts your product at risk and may cost you access to warranties and insurance. For your own benefit, we strongly recommend that you understand the risks before allowing third parties to use your caravan or camper trailer.

Warranty Statement

ON-ROAD CARAVANS

Our On-Road Caravans are intended to provide a lighter alternative for users who don't require off-road functionality, without the cost of including features only required for off-road functionality. They are only intended for use:

- For towing on sealed roads and for limited periods on well maintained gravelled roads; and
- For camping at caravan parks, designated camp sites, or clearings which are immediately adjacent to a sealed road.

Our On-Road Caravans are not intended for use in the following circumstances, and damage caused to the Caravan in these conditions will not be considered by us to be the result of a defect:

- Use on unformed roads, poorly maintained formed roads, or on well-maintained gravel roads for extended periods;
- Travel over surfaces which are not roads, whether or not those surfaces are loose, slippery, broken, rough, or wet; and
- Travel over flooded roads or through stream crossings except at structures (including bridges) allowing for passage without partial submersion.

If you are unsure whether your Caravan is intended for a particular use, please contact us using the details provided at our website at <https://www.marketdirect.com.au/contact-us/> before attempting such a use. Please remember that these models are able to be as light and cost-effective as they are because they do not have features intended to protect them from harsh environments, and you will generally need to plan uses that avoid such environments.

ITEMS NOT COVERED UNDER THIS WARRANTY

This Warranty does not cover damage of the following kinds or to the following products or parts of products:

- Rust
- Wheels and Tyres
- Paint
- Travel Covers and Straps
- General consumables (e.g., bearings, light bulbs etc)
- Zips and mesh or screens.

While these items are not covered under this Warranty, they may be covered by other warranties you have in respect of the product.

This Warranty expressly applies to Tents for the general 12 Month term, including our canvas components, poles, and fittings. The Warranty for tents is subject to the same limitations as other parts of the caravan.

FACTORY SECONDS, EX-DEMONSTRATION AND DAMAGED GOODS

- From time to time, we may offer for sale items marked as “factory seconds”, “ex-demonstration”, or “damaged”. This Warranty does not apply to any goods sold under these markings.
- If other warranties apply to goods sold while marked as “factory seconds”, “ex-demonstration”, or “damaged”, then those warranties will apply the standard for a product with those markings, which will be a lower standard than that for a product sold as new. If you purchase a product with these markings, you acknowledge that the reduced price for the product reflects that some claims will not be available which would have been for a product marked as new.
- Any items sold as “factory seconds”, “ex-demonstration” or “damaged” items are sold on an “as is” basis. Due to the nature of such items, i.e being “ex-demonstration”, “factory seconds” or “damaged”, it is reasonable to expect that some imperfections or flaws may exist even where it is not initially apparent. While we will notify you of any defects or damage to such goods of which we are aware, you purchase the goods on notice that we may not be aware of all such defects and damage, and that the price you pay for the goods includes a discount to allow for the risk of you discovering further defects or damage.
- We do not make any representations as to the quality or fitness of any goods sold on these bases, and it is a term of the contract for the purchase of any such goods that the customer has made their own enquiries and inspections and relies exclusively upon those enquiries and inspections in deciding to make that purchase.

GOODS BOUGHT AT AUCTION

From time to time, we may, at our discretion, offer items for auction, either independently or via a third party. Whilst every effort will be made to provide all relevant information regarding the item on auction, as per Australian law, goods bought at auction are not covered by this Warranty and are not covered by the majority of consumer guarantees under the Australian Consumer Law. You may not have any right to make a warranty claim for products purchased at auction.

LODGING A CLAIM

If you purchased a caravan which you believe is covered by warranty, and you become aware of something you believe to be a defect or damage resulting from a defect, then you should follow the process set out below to obtain the fastest response and greatest chance of having your claim approved:

As soon as reasonably possible after becoming aware of what you believe to be a defect or damage caused by a defect, lodge a warranty claim through our website using our online [Warranty Claim Form](#), which is accessible by clicking the button below if you are viewing these terms through a web browser;

Once we receive a warranty claim form, we will respond in one of three ways. We will either accept the claim, reject the claim, or ask for further information to allow us to decide whether to accept or reject the claim. If a claim consists of multiple parts, we may give different responses to different parts.

- If we accept a claim, we will notify you of the acceptance, and discuss with you how to remedy the claim. While we endeavour to accommodate your preferences in this process, we will generally provide our choice between repair works with our chosen repairer to the standard we deem reasonably remedies the accepted claim, replacement goods, or a refund, unless we accept that the claim is for a major failure;

- If we reject a claim, we will notify you of the rejection and explain the reasons for the rejection. You may provide us with further information or explanations to appeal the rejection, but providing us with further material may not change the result; or
- If we have insufficient information to either accept or reject a claim, we will ask you to provide us with more information to allow us to make that decision. We may require any kind of information which we consider to be relevant to the decision, which may involve questions about the use of the products, photographs of the products, or about the maintenance history of the products. If you fail, neglect, or refuse to provide us with information which we reasonably require to process your claim, we may reject the claim on the basis of that lack of information.

If you act or fail to act in a way which either prevents us from determining the true cause and extent of the subject of a claim, or which substantially constrains or limits our capacity to provide a remedy, this will adversely affect the handling of your claim. As examples of such conduct:

- If you arrange for repair works before we can assess a product, we may not be able to determine whether the repair works were covered by a warranty, or may not be able to provide the appropriate remedy after those works;
- If you do not notify us of a claimable matter without delay, we will not be liable for damage caused by the delay, and we may not be able to determine the initial cause of the damage once time has aggravated it; and
- If you refuse to allow us to access the product for the purposes of assessing a claim, we may reject the claim on the basis that we have insufficient information.

CONTACT

If you have any further questions relating to warranties or are unsure about any aspect of this section, then please contact us. Phone: 1300 494 494 (Option 3).

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