

FORTE SR SERIES

ON-ROAD CARAVANS



OWNER'S MANUAL

2025 Version 1



*2025 SR22 Model Shown



Phone: 1300 494494

www.marketdirect.com.au

Page Deliberately Left Blank



Contents

Safety Symbols & Meanings.....	6
Button Battery Warning!.....	6
Caravan Use.....	7
My Forte SR Caravan.....	8
Contact Details.....	9
Safety Information	10
Modifications to The Product.....	10
Gas Systems.....	10
Chassis	10
Fire	11
Electrical Safety.....	11
Gas & Appliance Safety	12
Gas Certification	12
General Safety	12
Gas Cylinder Safety	12
Gas Appliance Safety	13
Removing the Flue Cover.....	13
Isolating Appliances.....	13
Electrical Safety	14
Using Wheel Chocks and Ramps	15
Terminology & Abbreviations	16
Quick Start Checklist.....	18
Flushing Your Water Tank	18
Propriety Cleaners.....	18
Other Cleaners	18
Selecting Freshwater Tanks.....	18
Wheel Nuts	19
Jockey Wheel	19
Tyre Pressure.....	20
Video Library.....	20
Configuring the BM500-BT For LiFePRO+	21
Lithium Batteries.....	21
Pairing The device	21
Check For Software Updates	21
Setting The Parameters	22
Select Battery settings.....	22
Jacking Your Caravan or Camper	26
Achieving a Safe Towing Combination.....	27
Trailer Tyre Pressures.....	27
Tow Vehicle Tyre Pressures	27
Ball (Coupling) Weight.....	28
Load Placement.....	28
Trailer Level	28
Hitch Movement.....	29
Vehicle Squat.....	29
Maximum Weight Limits	30
Towing Mirrors	32
Vehicle Electrical Requirements.....	32
Brake Controller.....	32

Correct Vehicle Wiring for MDC Caravans	32
Trailer Lights	33
Charging Camper/Caravan While Driving	33
Vehicle with or without smart alternator.....	33
Using the Caravan	34
Weights and Payload Capacities.....	34
How to Load Your Caravan.....	34
Ball Weight.....	35
Effects of Weight Distribution	35
Tyre Pressures	35
Pre-Trip Inspection	36
Towing The Caravan	37
Hitching the Caravan.....	37
Hitch	37
Connecting the trailer	37
Adjusting the Adjuster Bolt.....	37
Safety Chains	38
Electrics.....	38
Breakaway	38
Setting Up the Caravan	39
Choosing a Position	39
Leveling the Caravan.....	39
Ramps.....	39
Unhitching	39
Jockey Wheel	39
Stabiliser Legs.....	39
Raising & Lowering the Pop Top Roof.....	40
Forte SR9	40
Forte SR11	42
Opening the Bed Fold Out.....	44
Setting Up the Kitchen.....	45
Electric Awning.....	46
Connecting Shore (Mains) Power	47
Wireless Rear-View Camera	48
Troubleshooting the rear-view camera	48
Filling Water Tanks.....	50
Grey Water Tank.....	50
Electrical Systems	51
Low Voltage (240Vac) Power System.....	51
240VAC Overload Protection	51
Charging from your Vehicle	52
Lithium Battery System.....	52
Battery Care & Maintenance.....	53
Lithium (LiFePO4) Battery Reset.....	53
Use of Appliances	54
Maximising Battery Use.....	55
Fridge Maximising.....	55
Electrical Accessories.....	55
Lighting	55
Solar Panels.....	55
Generators.....	55
12VDC Overload Protection	56

Wiring Diagrams	58	Exterior	103
Forte SR9	58	Batteries.....	103
All Other SR Models.....	59	Protection of Finishes.....	103
Troubleshooting.....	60	Roof Maintenance.....	104
240 Volt Electrical	60	Travel Record.....	105
12 Volt Electrical.....	60	Mechanical Maintenance.....	107
Water	63	Hitch	107
Gas	63	Ball Bearing Slides.....	107
Brakes.....	63	Wheels and Tyres	107
Toilets.....	64	Brakes.....	107
Forte SR11 & SR17+	64	Bearings and Seals	107
Thetford C400.....	64	Suspension	108
All Other Models.....	65	Hub Assembly.....	109
Toilet Care and Maintenance.....	71	Trailing Arm Bushes	110
Chemicals:	71	Service Schedule	111
Washing Machine.....	72	Supplier Contact Details	126
NCE MID25GP Model	72	Hiring Your Camper/Caravan	127
Error Codes	72	Warranty Statement	128
Trouble Shooting	72		
Operating the Washing Machine	77		
Pre-wash Checklist.....	77		
Refrigerators.....	77		
Thetford T2175C.....	77		
Thetford 2152C	78		
Cooktops & Ovens	83		
Portable Induction Cooktop	85		
Air Conditioner	86		
Dometic Freshjet 2200.....	90		
Truma Rapid Hot Water System	97		
Operating Instructions.....	97		
General Safety.....	97		
Filling the Truma UltraRapid with Water.....	98		
Pressure and Temperature Relief Valve (P&T safety valve).....	99		
Draining the Water Heater.....	100		
Switching On Gas Operation.....	100		
Removing The Cowl Cover	100		
Select Water Heater Mode.....	100		
Switching Off Gas Operation	101		
Red Indicator Lamp "Fault"	101		
Maintenance	101		
Decalcification.....	101		
Fuses	101		
Circuit Breaker	101		
Water Heater Trouble Shooting	102		
Gas Operation	102		
Water Supply.....	102		
Storage and Care	103		
Storage.....	103		
Long Term Storage	103		
Interior	103		

All files and information contained in this Owner's Manual are copyright by Market Direct Group Pty Ltd, and may not be duplicated, copied, modified, or adapted, in any way without our written permission. Our Owner's Manual may contain our service marks or trademarks as well as those of our affiliates or other companies, in the form of words, graphics, and logos.

Your use of our Owner's Manual does not constitute any right or license for you to use our service marks or trademarks, without the prior written permission of Market Direct Group Pty Ltd.

Our Content, as found within our Owner's Manual, is protected under Australian and foreign copyrights. The copying, redistribution, use or publication by you of any such Content, is strictly prohibited. Your use of our Owner's Manual does not grant you any ownership rights to our Content.

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 49 Learjet Drv 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 17 Cooper St 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 other 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

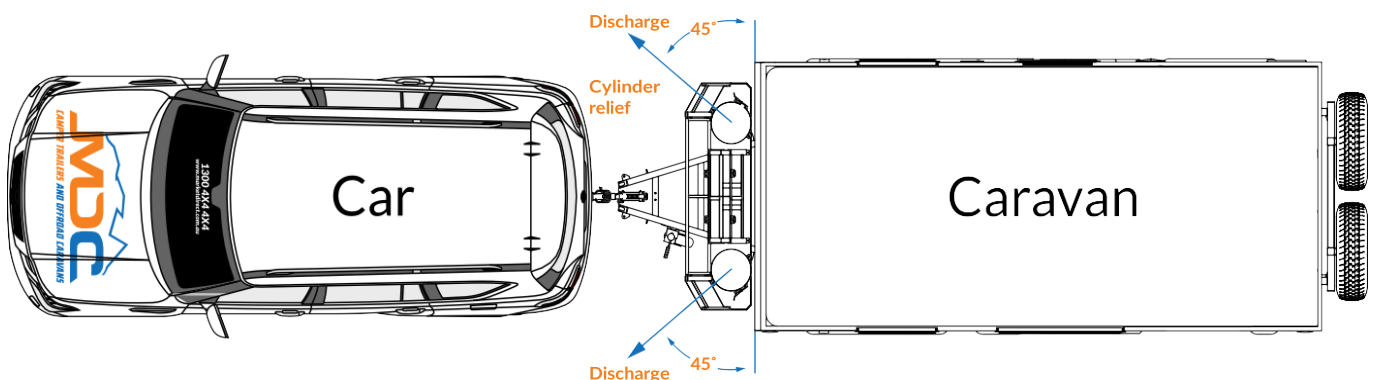
- Your Caravan may have a number of gas safety labels affixed throughout containing important information. All instructions are to be followed and the labels shall not be removed for any reason.
- Make sure to close appliance valves before opening the cylinder valves.
- Where readily accessible, check 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.

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.

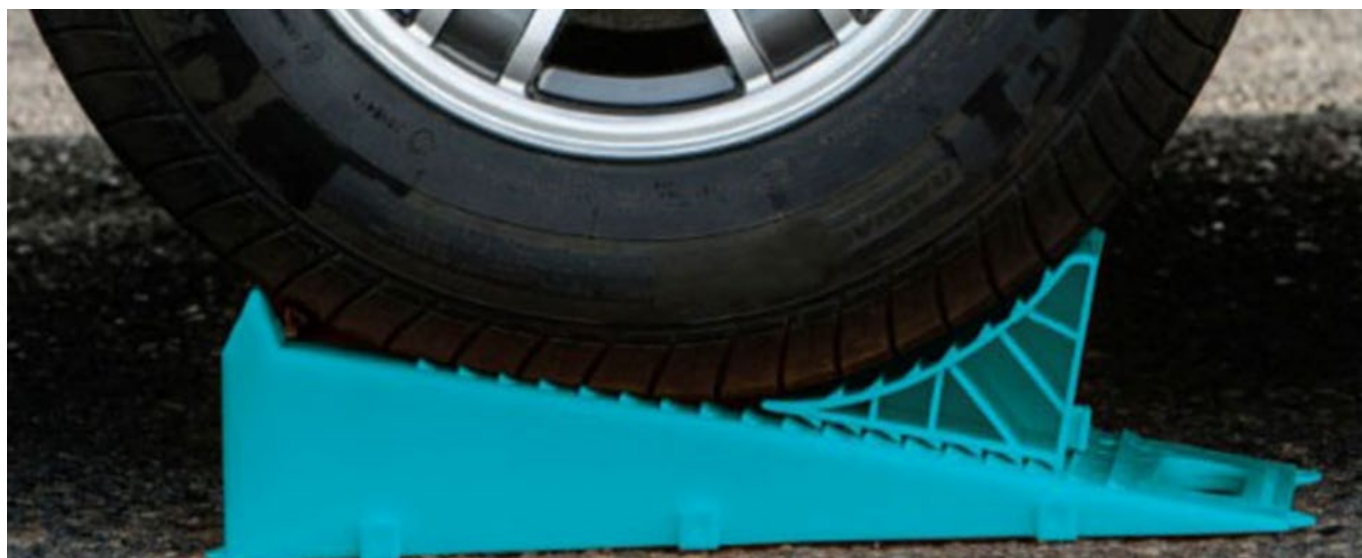
- Always use a 15A lead to connect to mains power.
- Do not modify the earth pin to accommodate a lesser lead.
- When connecting to 10A mains, always use an approved adapter.
- Never coil power leads when in use. Lay the lead out in lengths in a safe manner that prevents creating a trip hazard.

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.



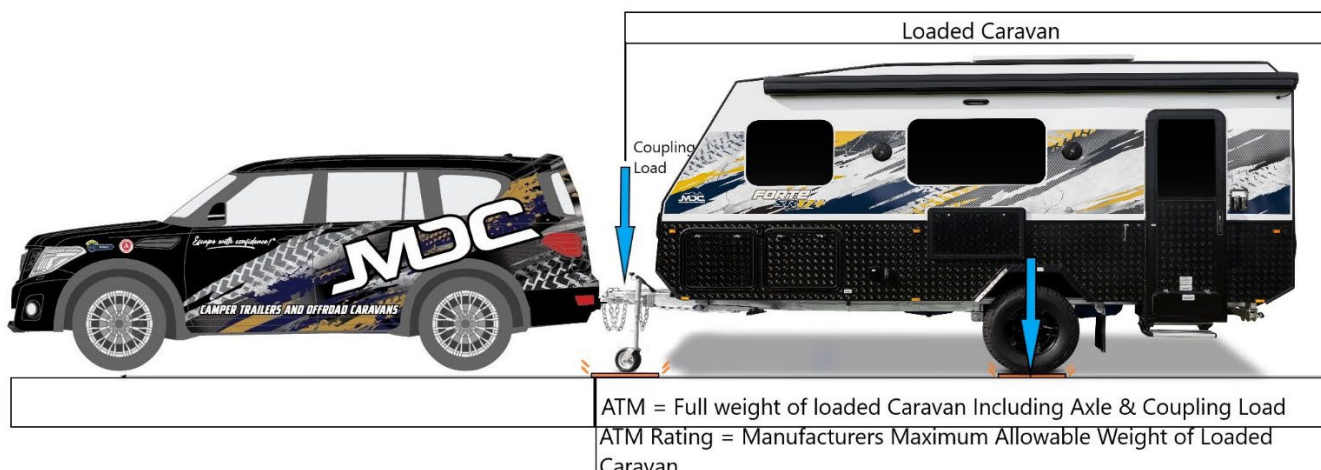
Terminology & Abbreviations

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.

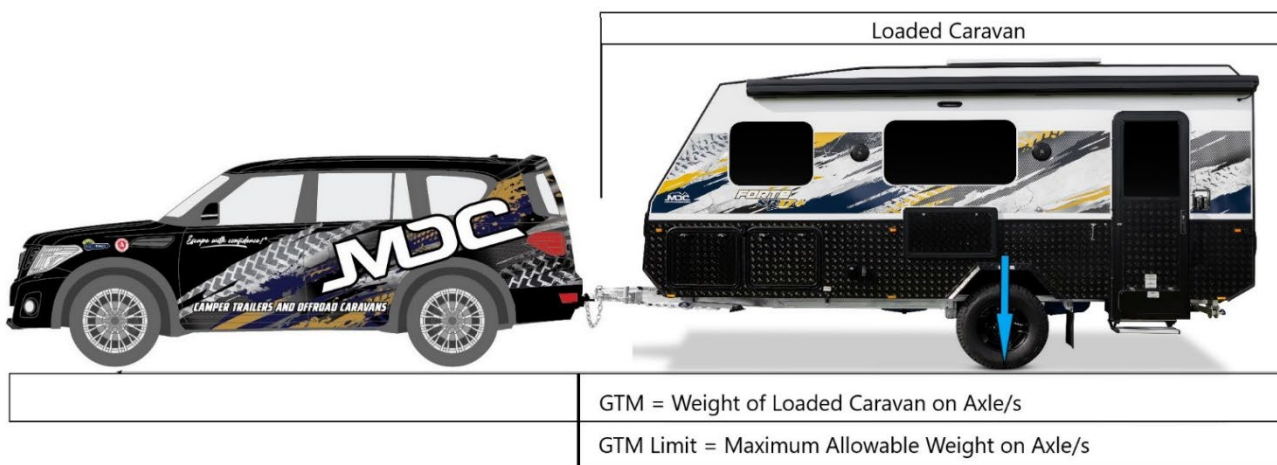


ATM (Aggregate Trailer Mass) Rating: The total permissible mass of the Trailer. This includes the coupling mass and whatever you add as payload (e.g., water, gas, luggage) up to the specified rating. The ATM Rating must not be exceeded.



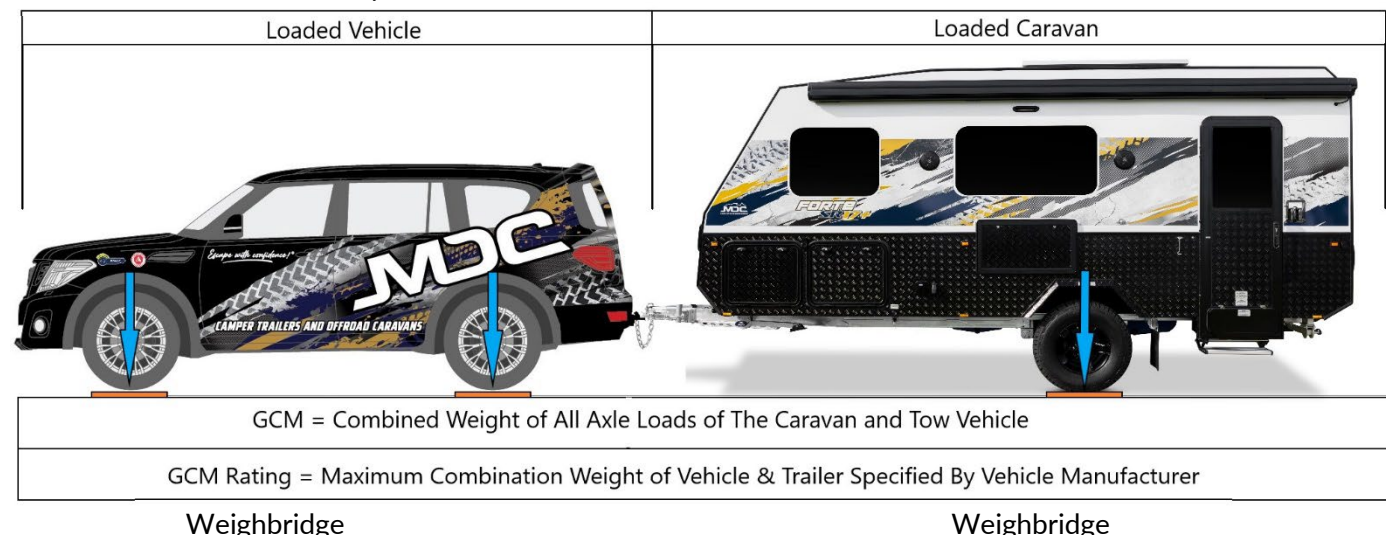
Weighbridge

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.

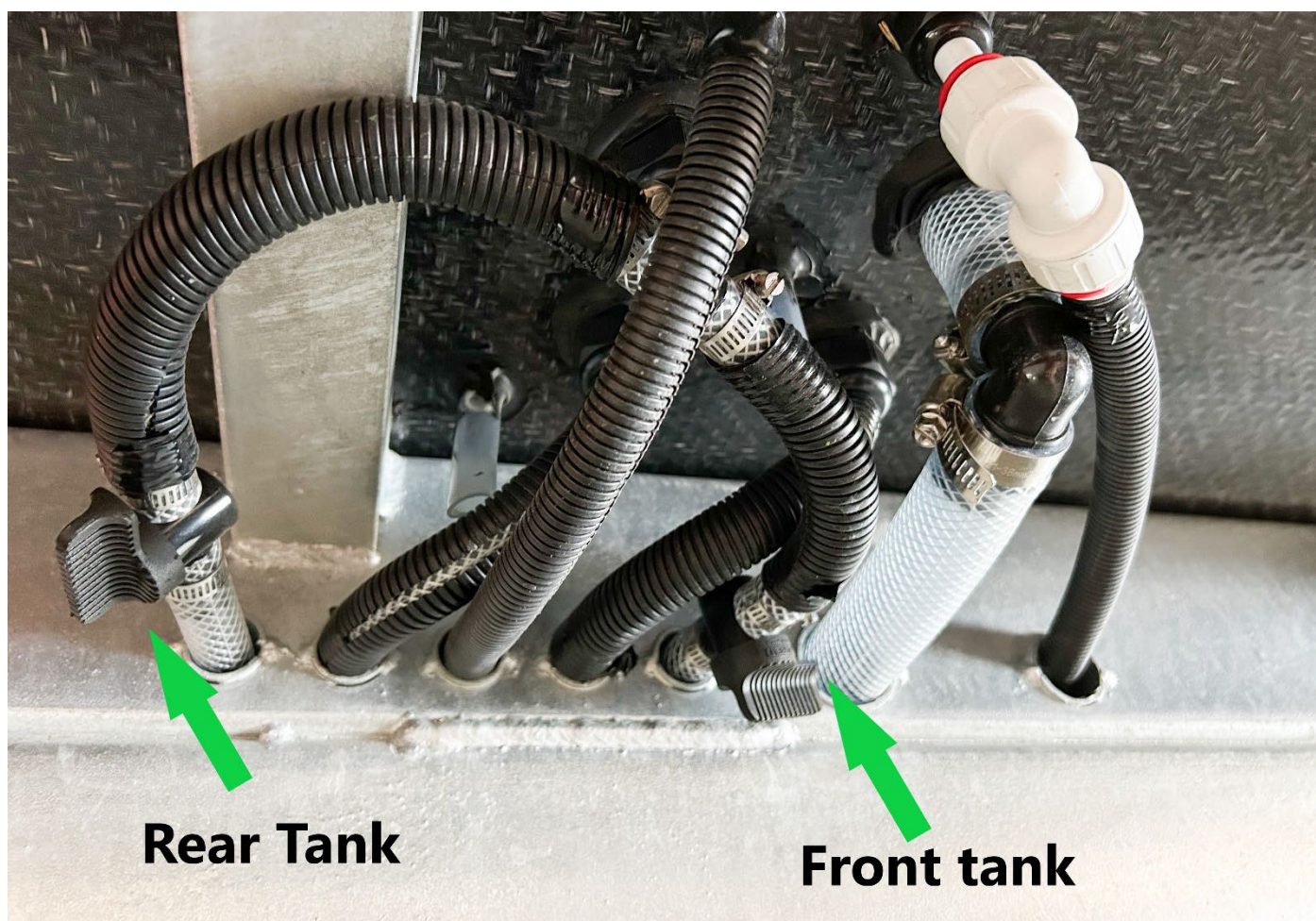
Other Cleaners

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,

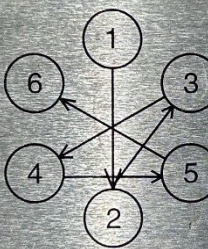


Wheel Nuts

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

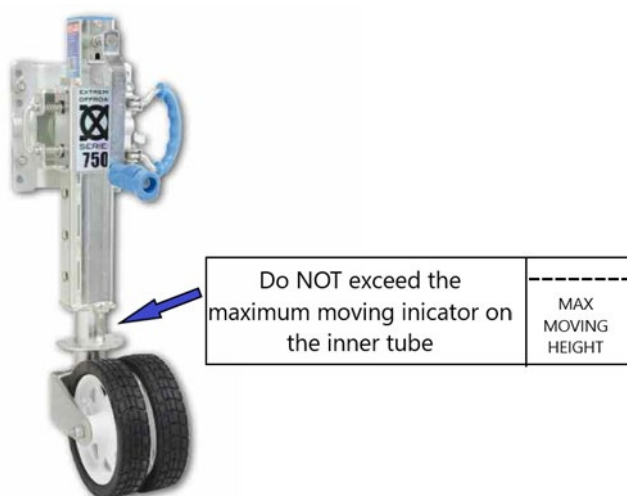
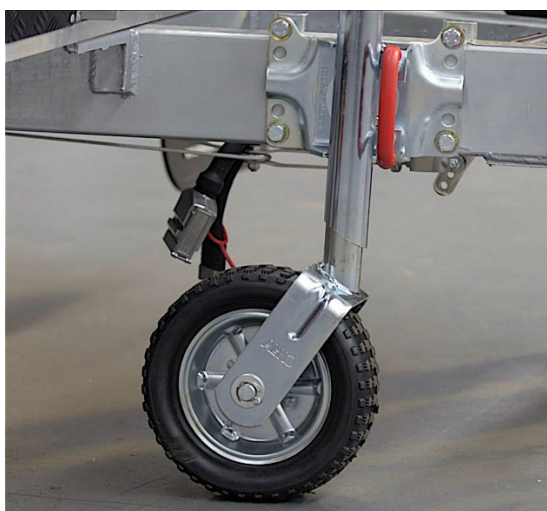


WARNING

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
3200Kg			45	310

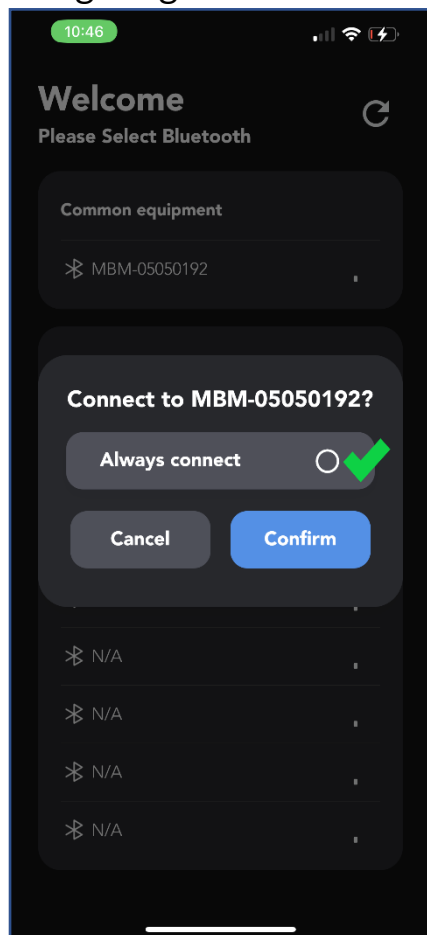
Video Library

You can view the video library on the MDC YouTube Channel

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



Configuring the BM500-BT For LiFePRO+ Lithium Batteries



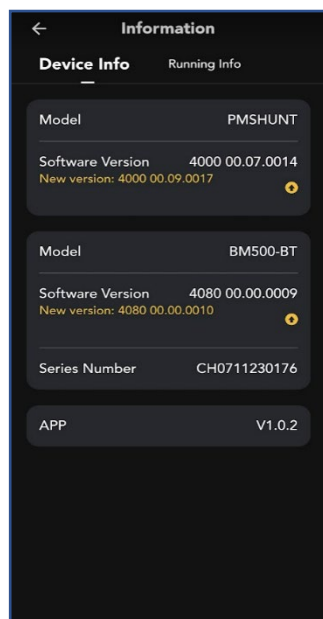
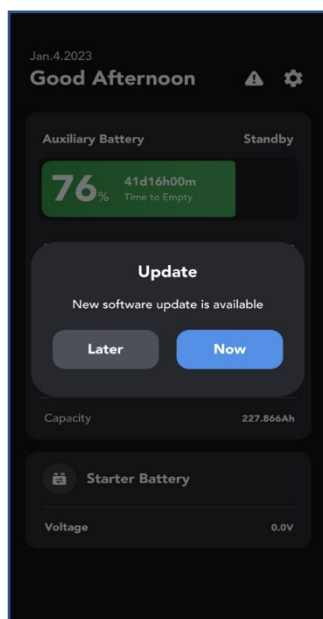
Pairing The device

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.

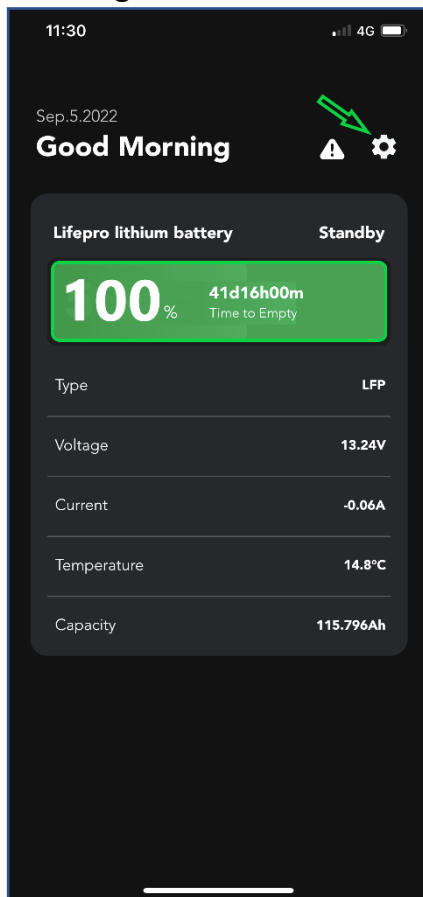


Check For Software Updates

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

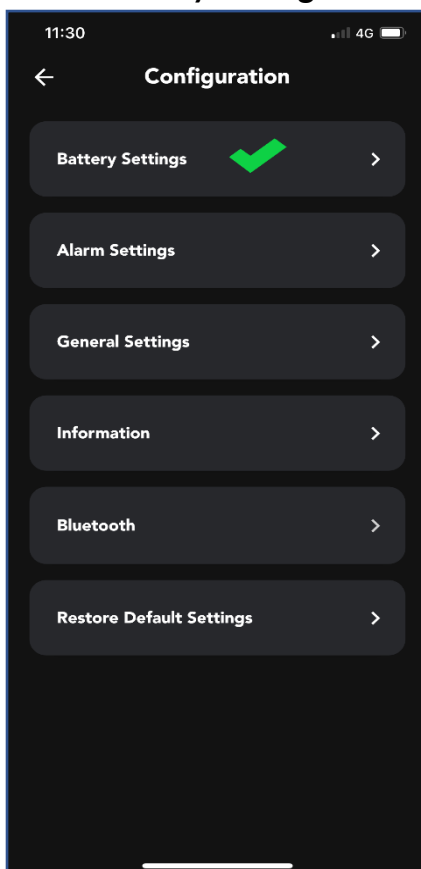


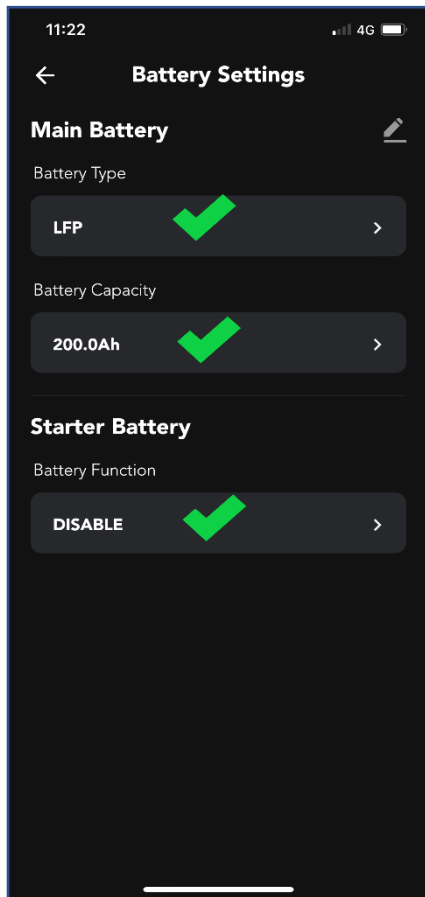
Setting The Parameters



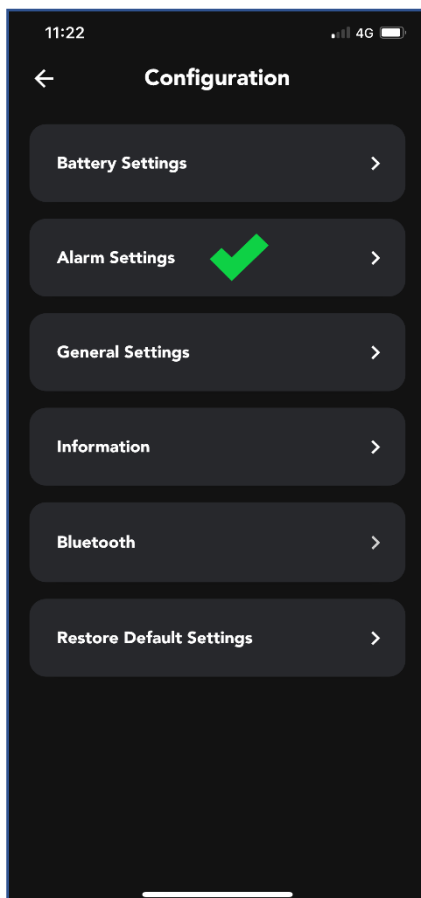
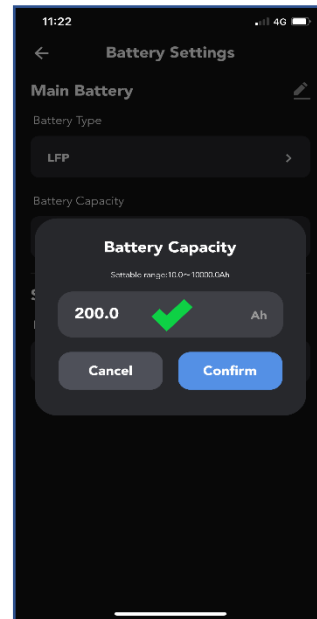
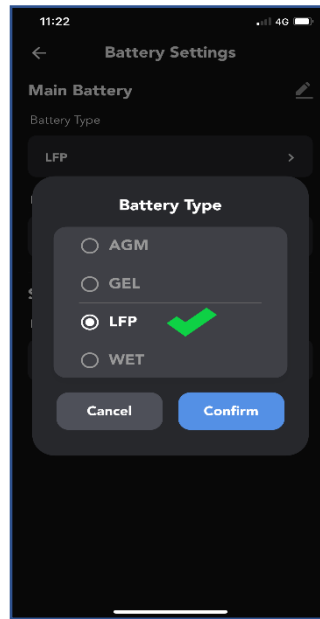
1. Select settings on the main screen

Select Battery settings

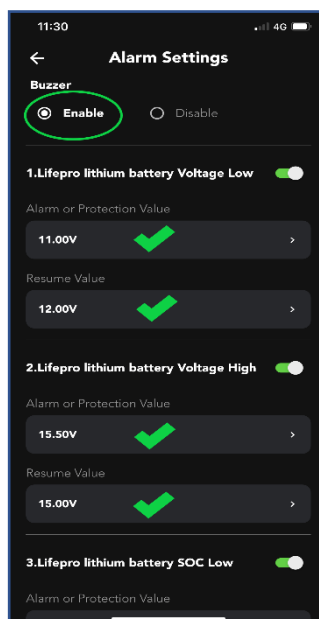


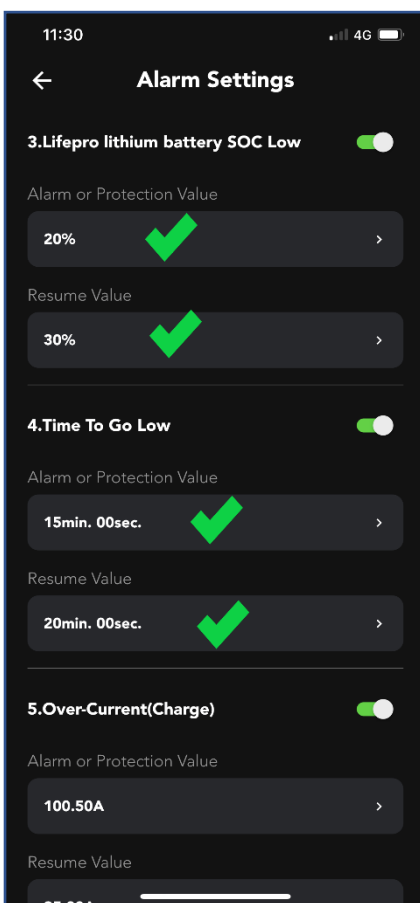


2. Change Battery Type to LFP (Lithium) by selecting battery type and LFP in the pull-down menu. Press confirm.
3. Select Battery Capacity and change to 200.0Ah in the menu. Press confirm.
4. Set Starter Battery to DISABLE

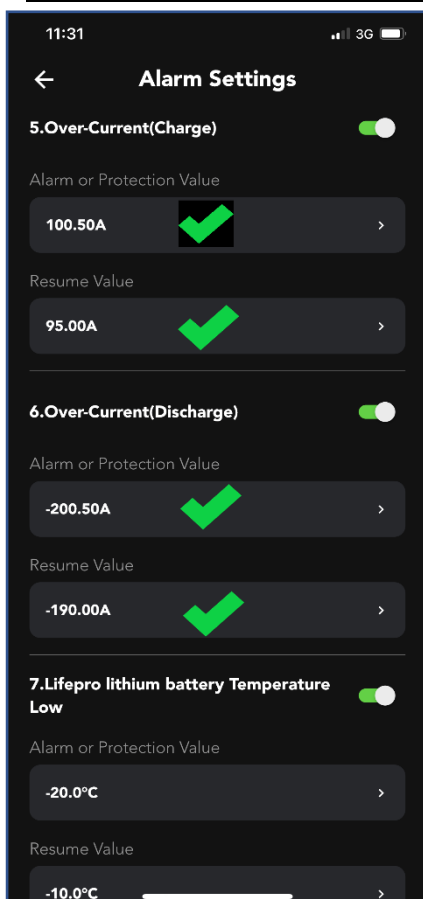


5. Select Alarm Settings
6. Enable Buzzer
7. Set Battery Voltage Low Alarm or Protection Value to 11.00V
8. Set Resume value to 12.00V
9. Set Battery Voltage High alarm or protection value to 15.50V
10. Set Resume value to 15.00V

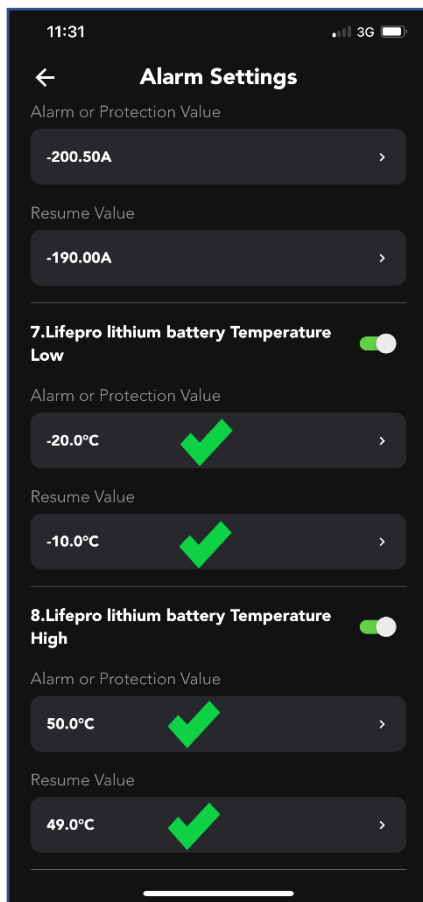




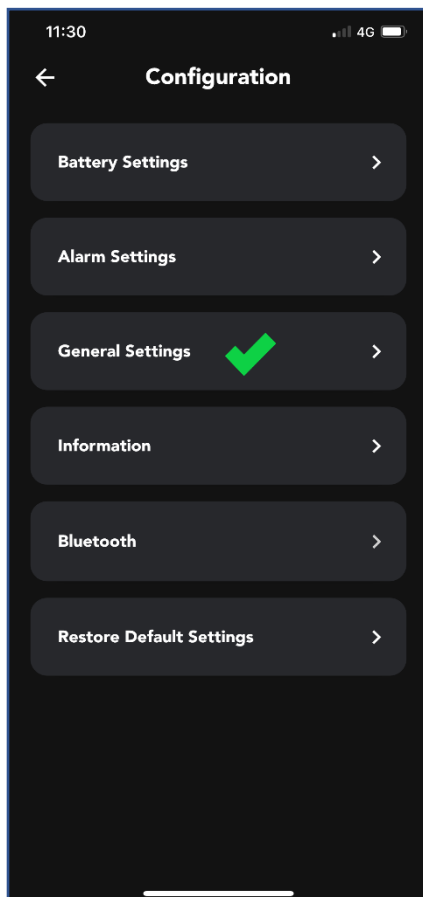
11. Select SOC Low and set Alarm or Protection Value to 20%
12. Select SOC Low and set Resume Value to 30%
13. Select Time to Go Low Alarm or Protection value and set at 15min. 00sec
14. Select Time to Go Low Resume Value and set at 20min. 00sec



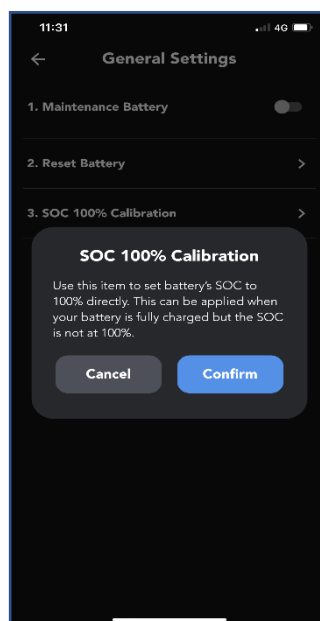
15. Select Over-Current (Charge) Alarm or Protection Value and set to 100.50A
16. Select Over-Current (Charge) Resume Value and set to 95.00A
17. Select Over-Current (Discharge) Alarm or Protection Value and set to -200.50A
18. Select Over-Current (Discharge) Resume value and set to -190.00A



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

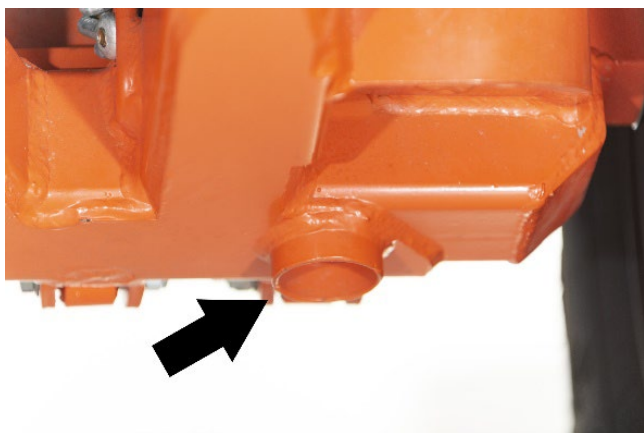
Your trailer is fitted with purpose built jacking points and from January 2021 supplied with a suitable jack. An appropriately rated bottle jack is an acceptable alternative, however when using the jacking point beneath the trailing arm ensure the jack is of a retracted height that will fit under the 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

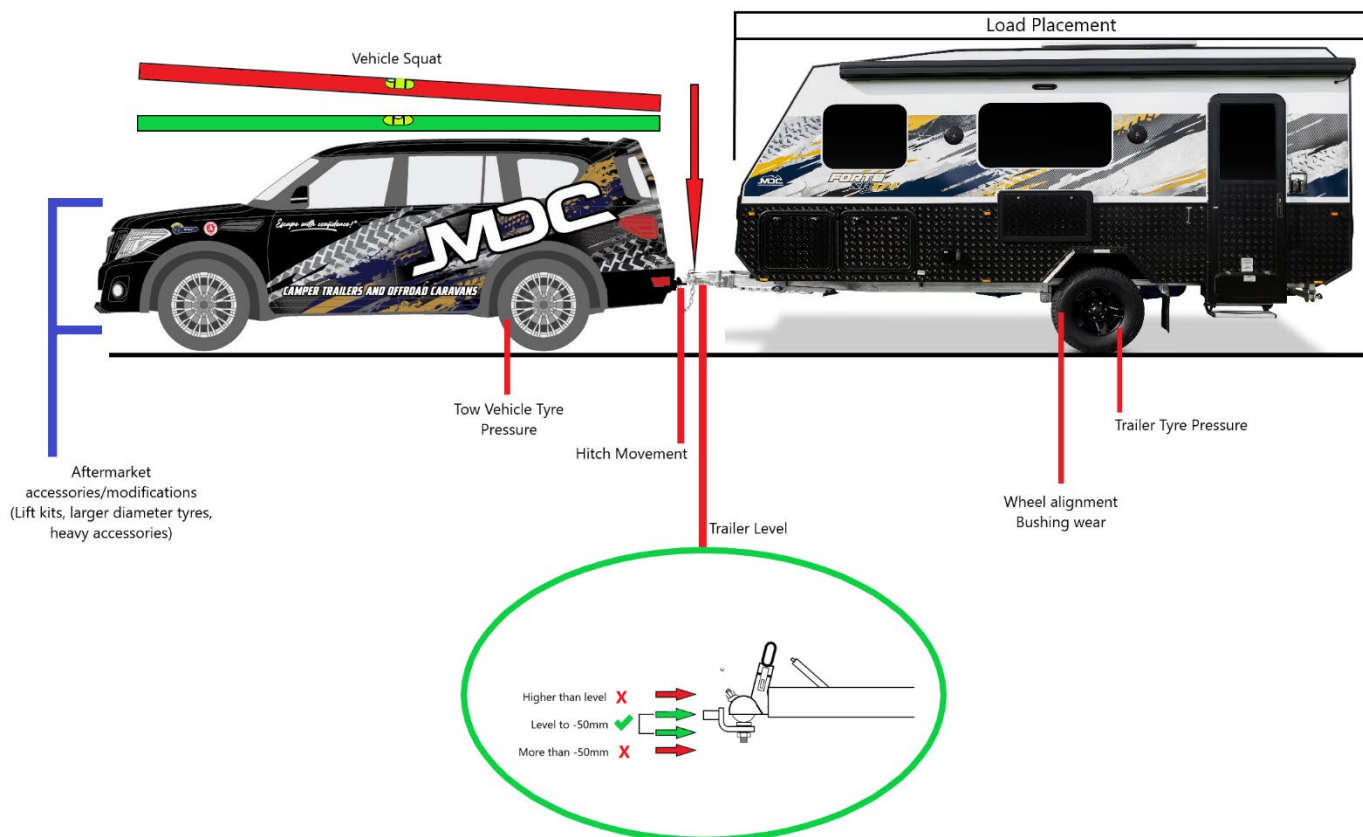


Under the trailing arm



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.

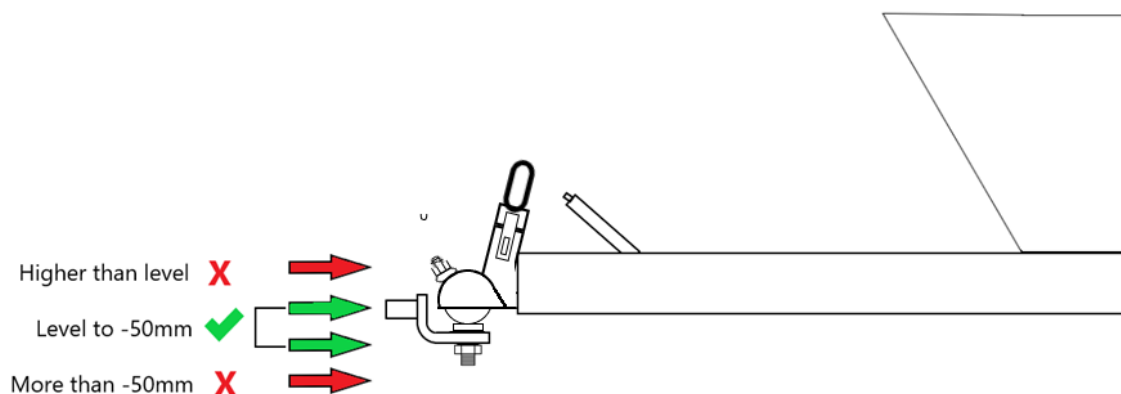


Load Placement

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

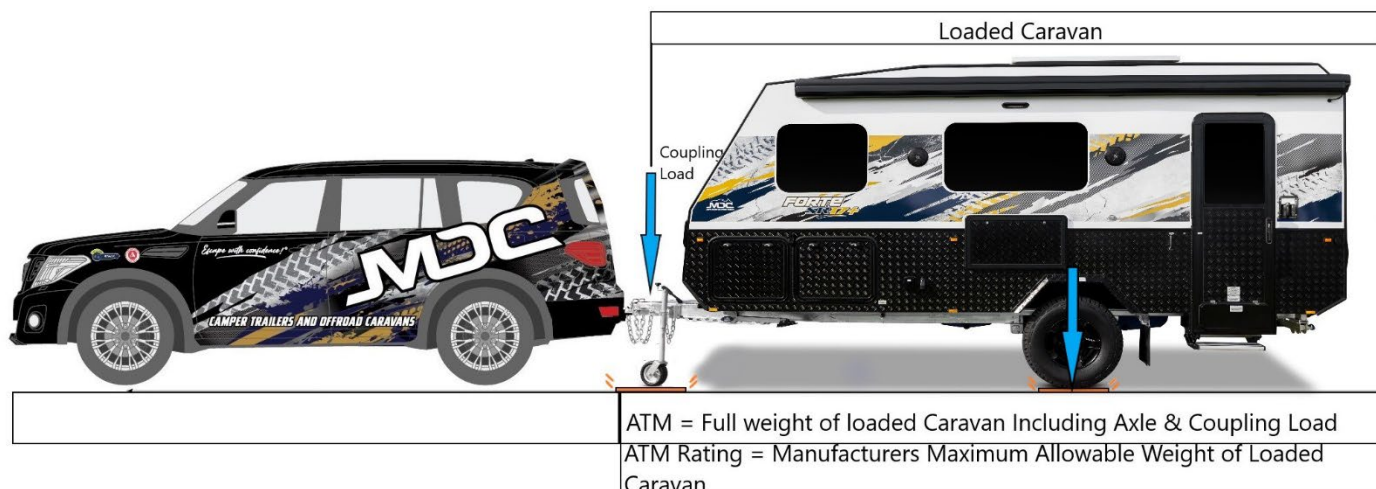
When the back of a vehicle squats due to cargo and/or ball weight of the trailer, the handling of the tow vehicle can be changed to its detriment. Vagueness in steering, poor toe, camber, and caster settings due to reduced front suspension load, reduced brake and tyre grip are often the result. All this 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.

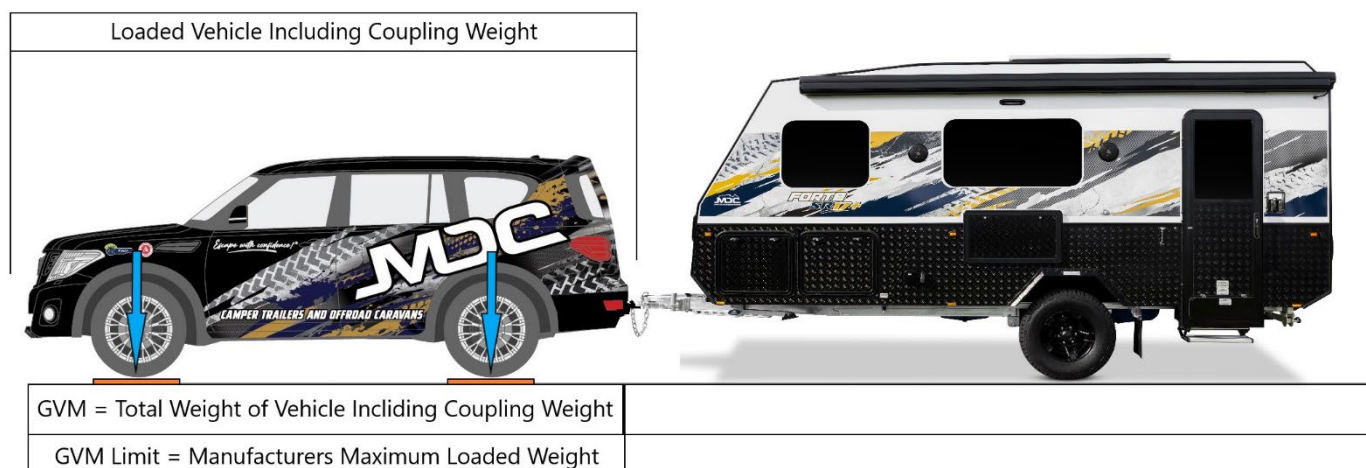
ATM (Aggregate Trailer Mass)

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:

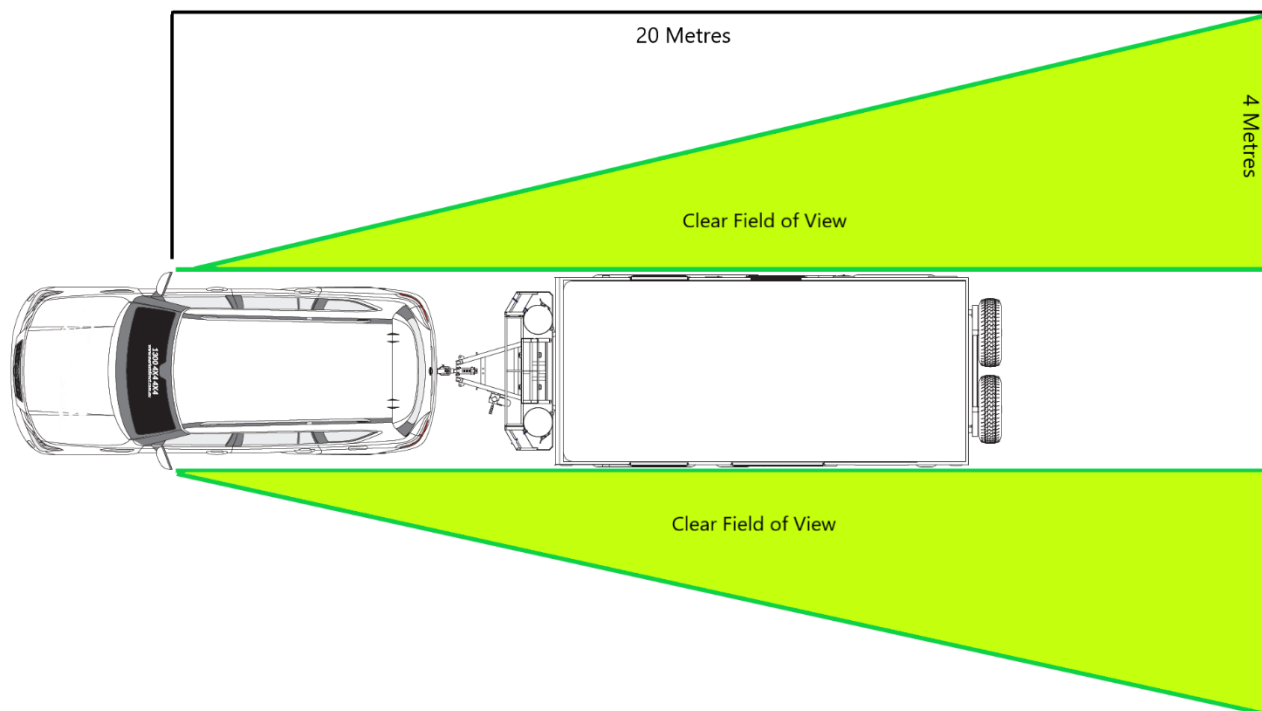
- Wheel alignment on both vehicle and trailer.
- Wear and tear on:
 - Suspension bushes
 - Shock absorbers
 - Springs
 - Tyres
- Tow vehicle tyre size (Oversize tyres)
- Extended hitches
- Distance between axle centre and hitch point
- Tow vehicle accessories (Weight distribution)
- Real life tow vehicle 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)

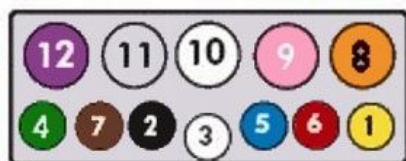
Charging Camper/Caravan While Driving

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

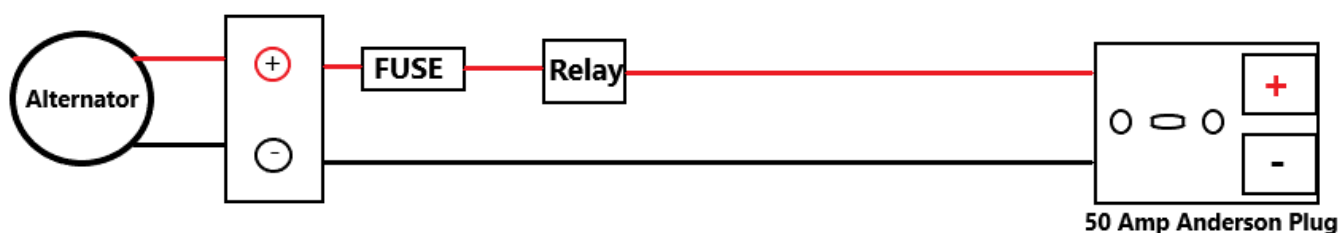
1. Left Indicator
2. Reverse lights
3. Earth
4. Right Indicator
5. Electric Brakes
6. Stop Lights
7. Taillights, clearance lights, side lights
8. N/A
9. N/A
10. N/A
11. N/A
12. Accessory power for DC to DC trigger wire

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

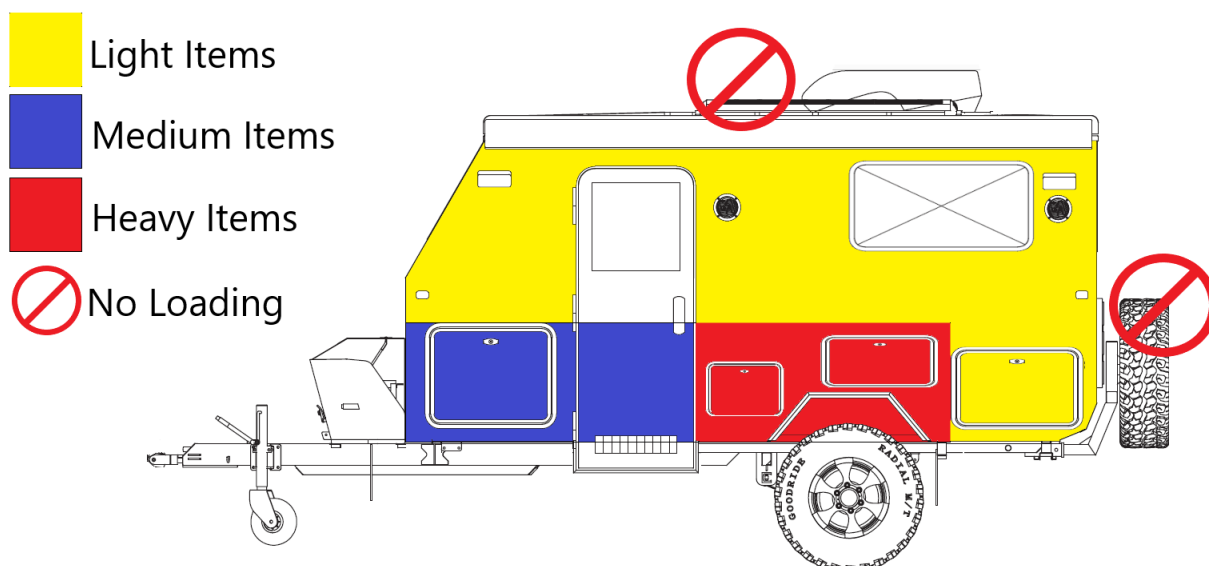
It is important to load your caravan correctly to distribute weight evenly and achieve a suitable ball weight load and prevent loading in a manner that can cause a Caravan to sway and/or roll excessively left and right. The industry optimum ball weight on a caravan is between 9 and 11% of the total Caravan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

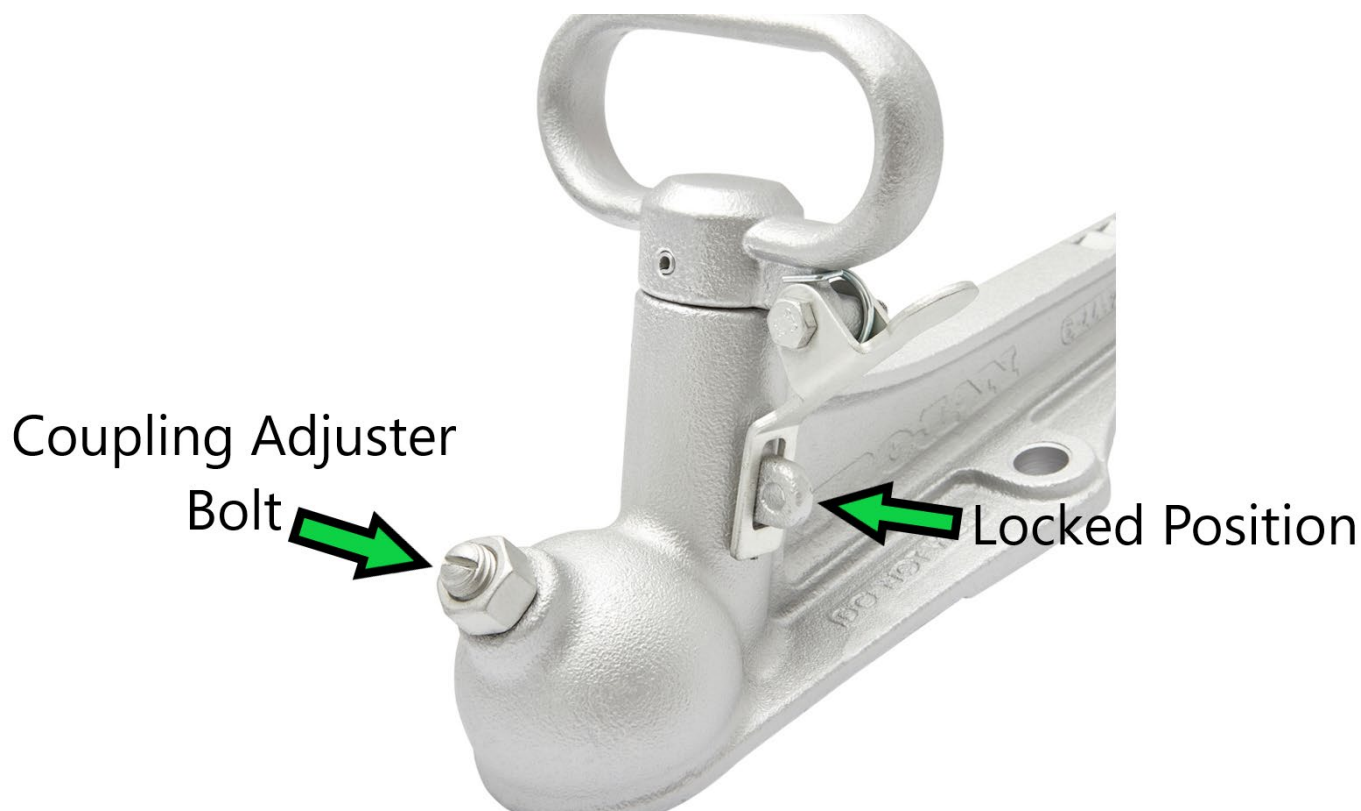
- Ensure all trailer lights are functioning.

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.

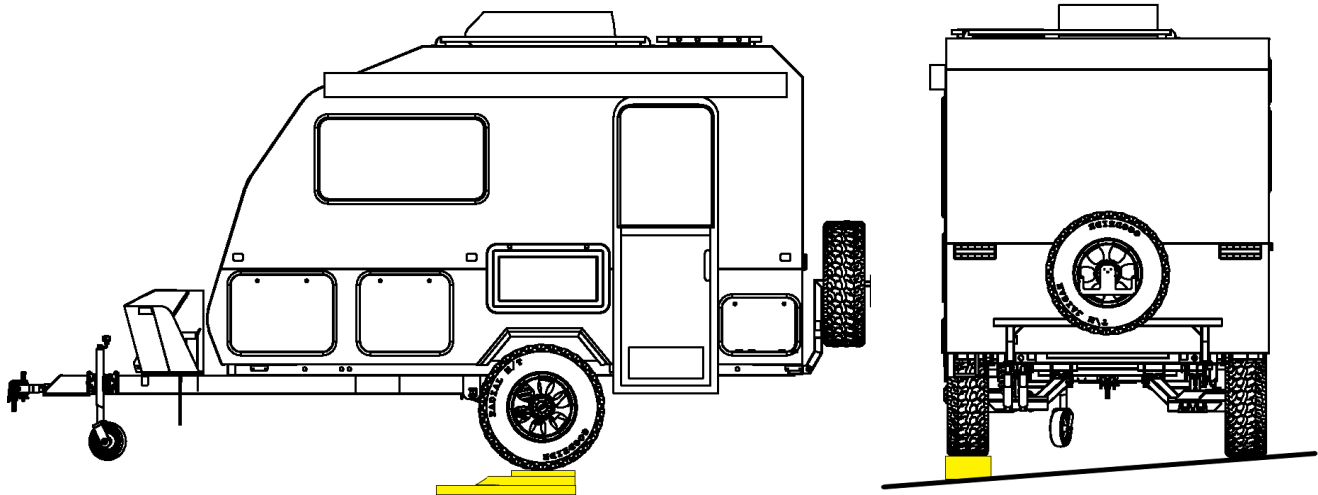
If using a free camp or uneven ground, choose a spot as level as possible that is firm. Avoid low sections that may flood during rain.

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.

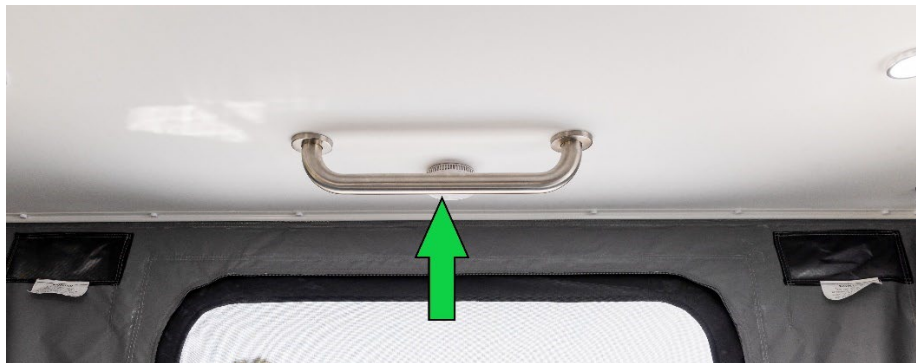
Raising & Lowering the Pop Top Roof

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

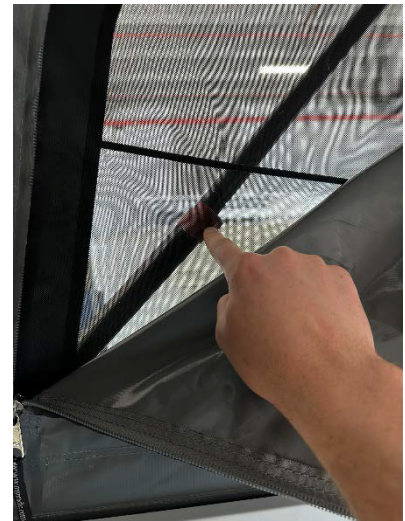
- 1) Ensure there are no obstructions or materials such as leaf litter along the flat area on top of the Travel Trailer body where the roof seal will make contact.
- 2) From inside the van, unlock the struts by pressing against the red button. When the roof skirt openings are zipped close, this is identified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

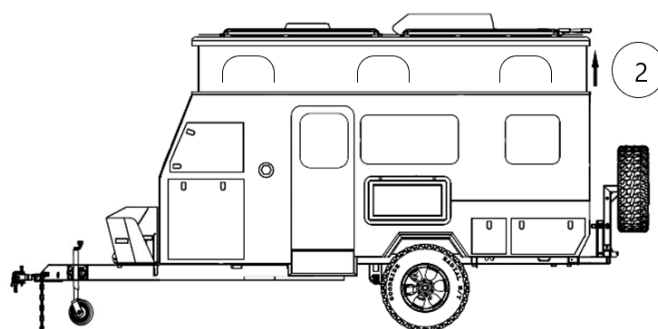
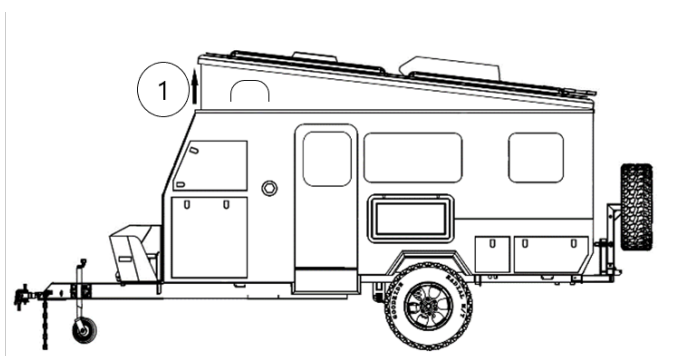


Forte SR11

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



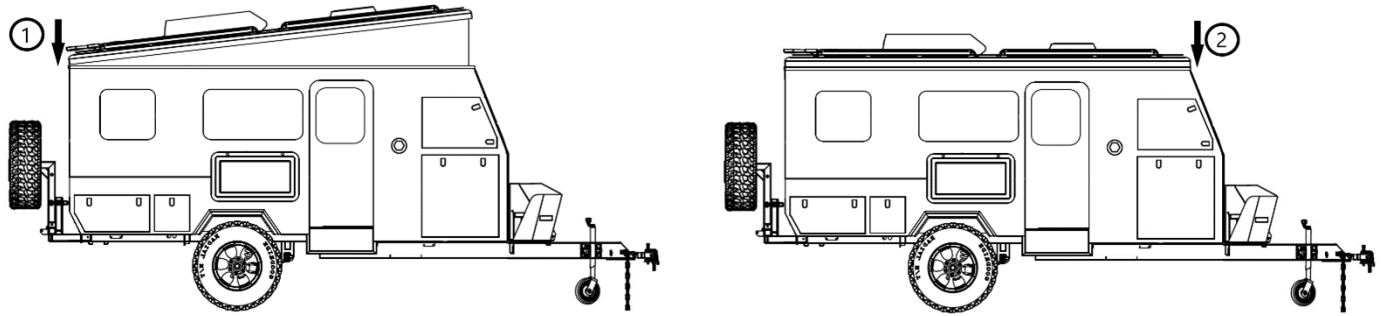
Step 2. Raise the roof, front first using the handle mechanism inside the caravan. Lock each handle in place with the chrome tabs.



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.

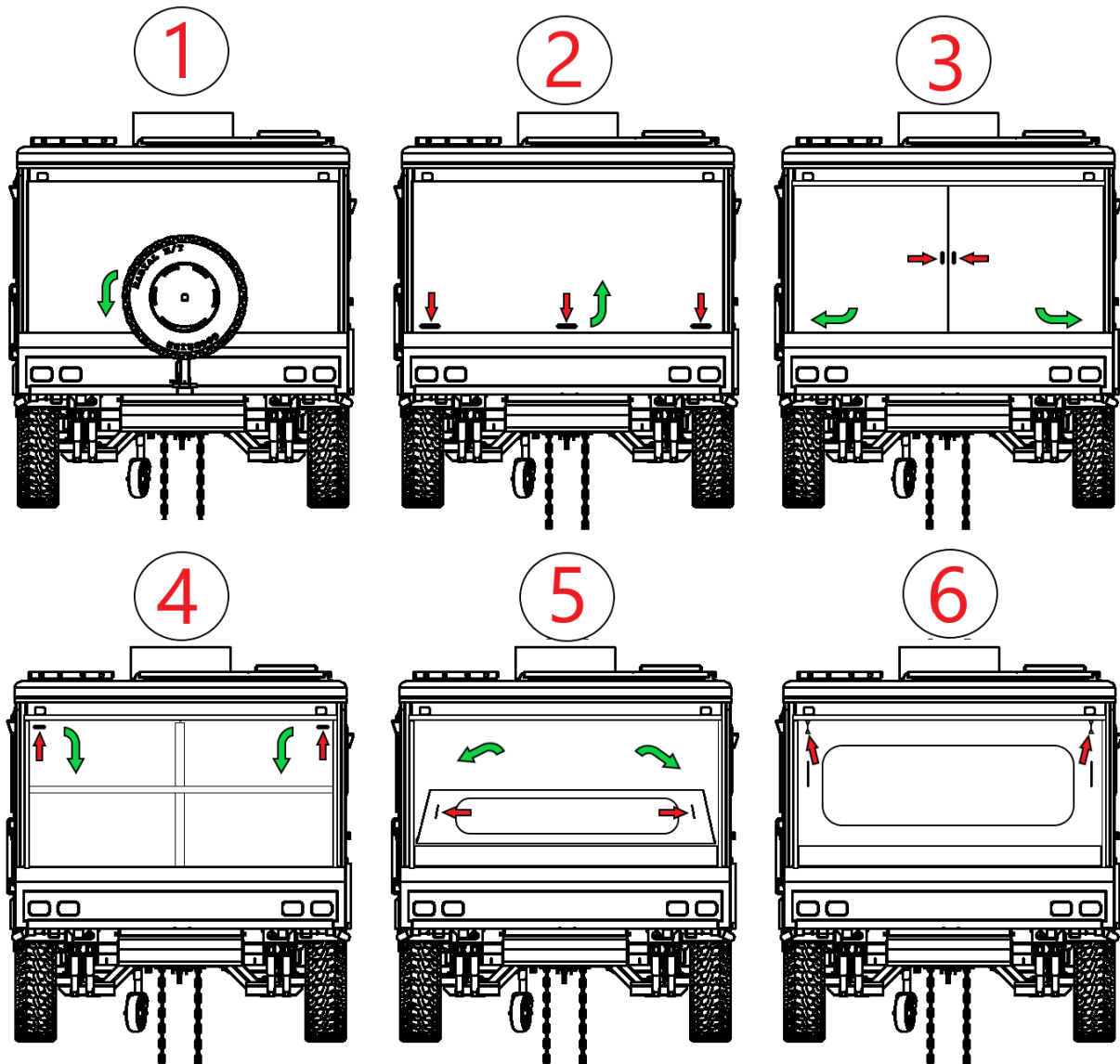
Step 2. Unlatch the 3 locks indicated by red arrows Fig 2 and raise the rear panel to form the fold out top.

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

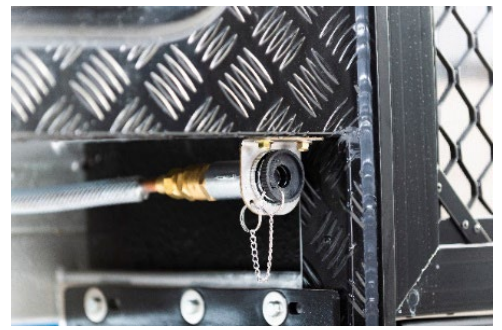
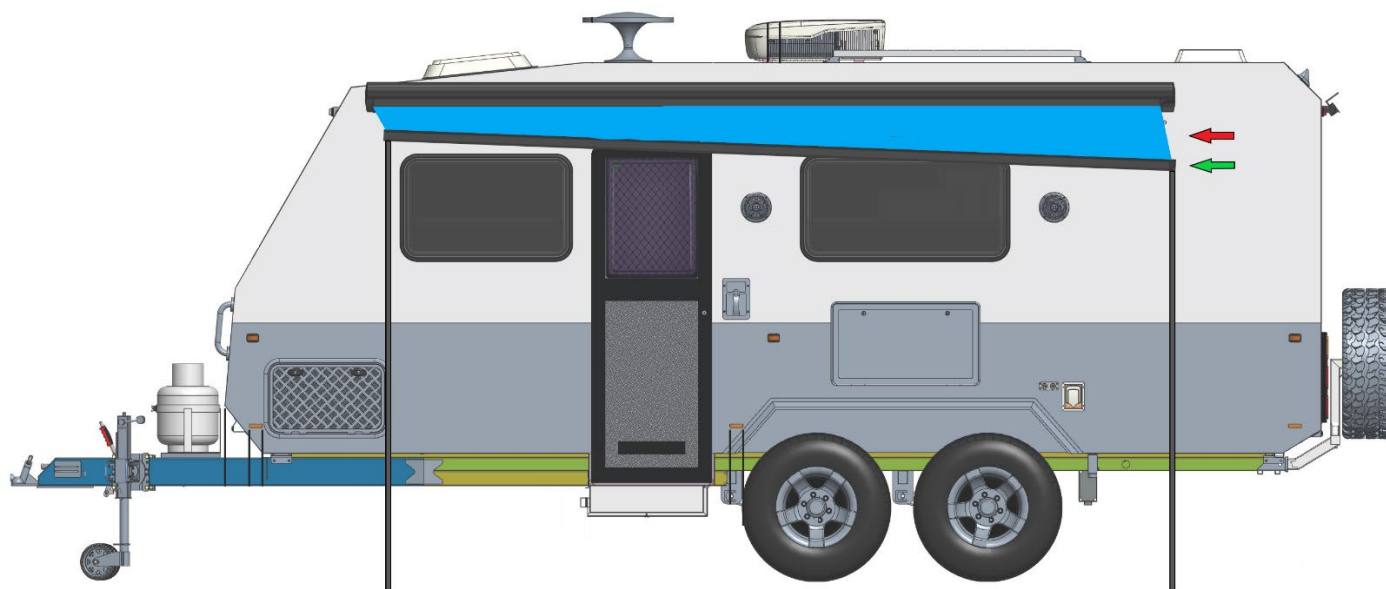


Fig.3



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.

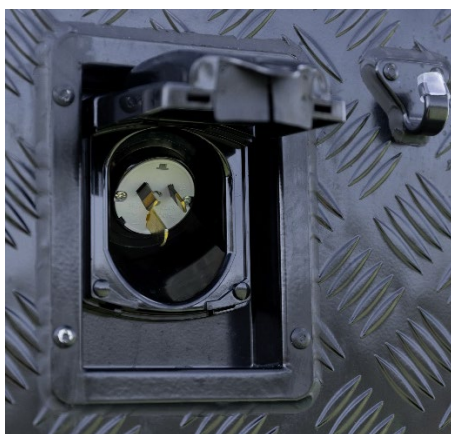


Fig.3

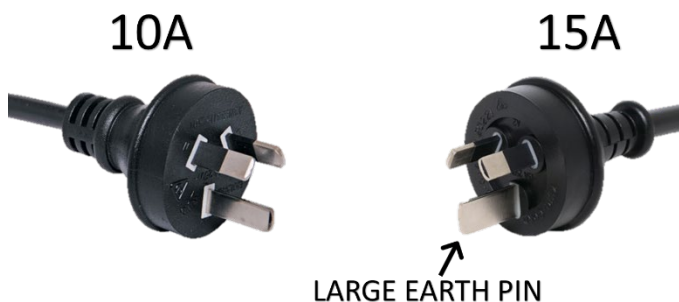


Fig. 4



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.

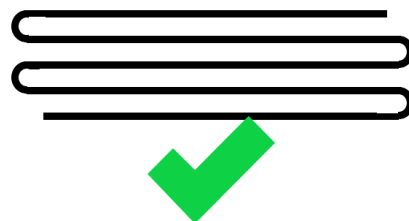
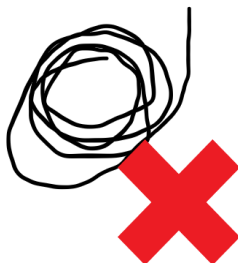


Fig 5

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

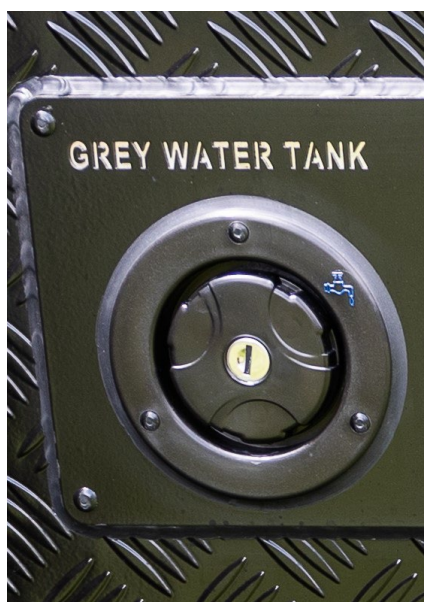
Water tanks are individually fillable on most MDC models. Fresh water tanks will be marked accordingly. Always use a food grade hose where possible when filling. The addition of a quality filter is also highly recommended.



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

12V DC Outlets:

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

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

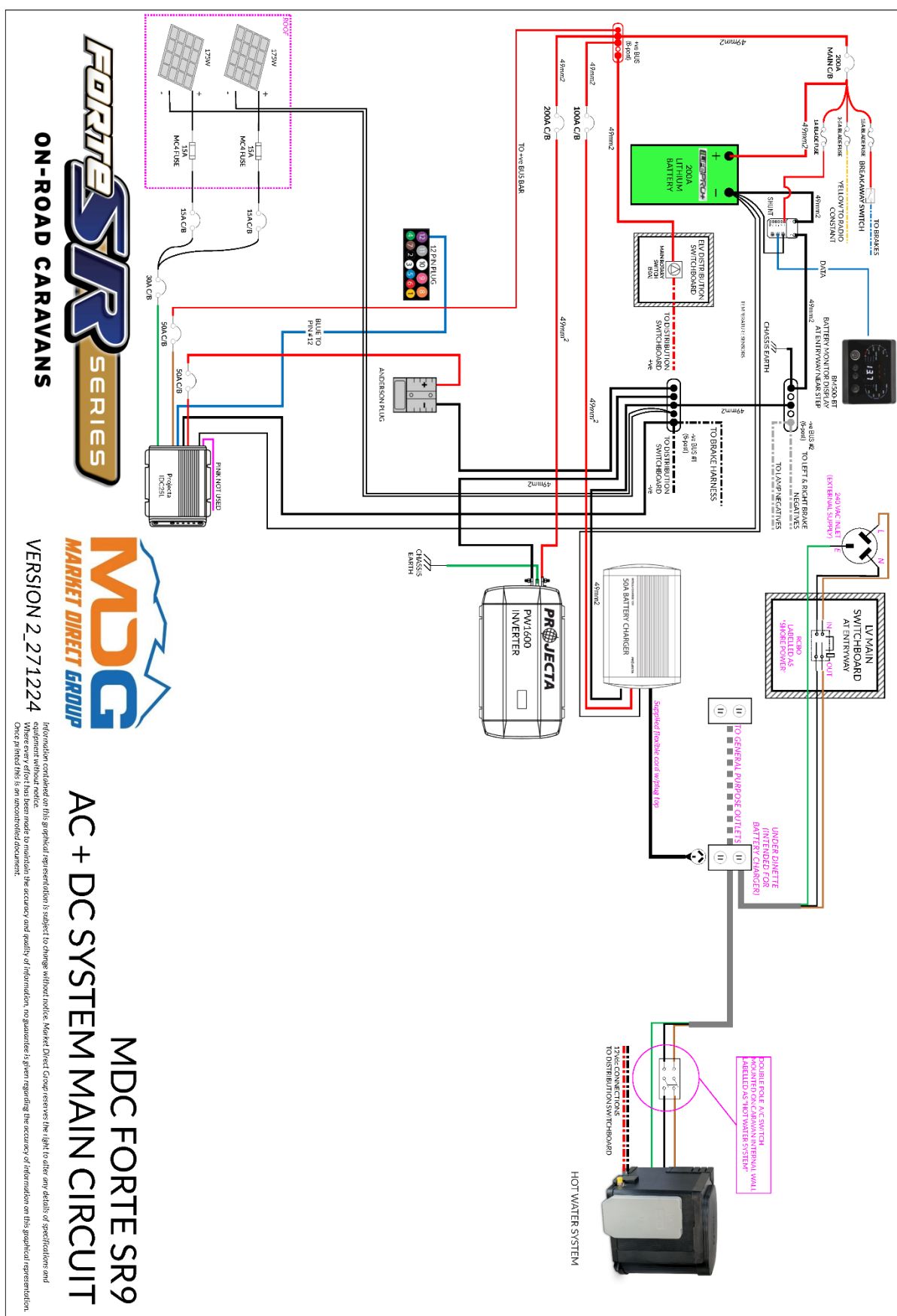
Note: Automotive Blade and Ceramic style fuses use a metal strip limiter rated to melt at a specific ampere rating, as the strip melts it creates a very high resistance that opens and protects the circuit. This is known as 'blowing' the fuse. This makes them a single-use item and will need to be replaced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

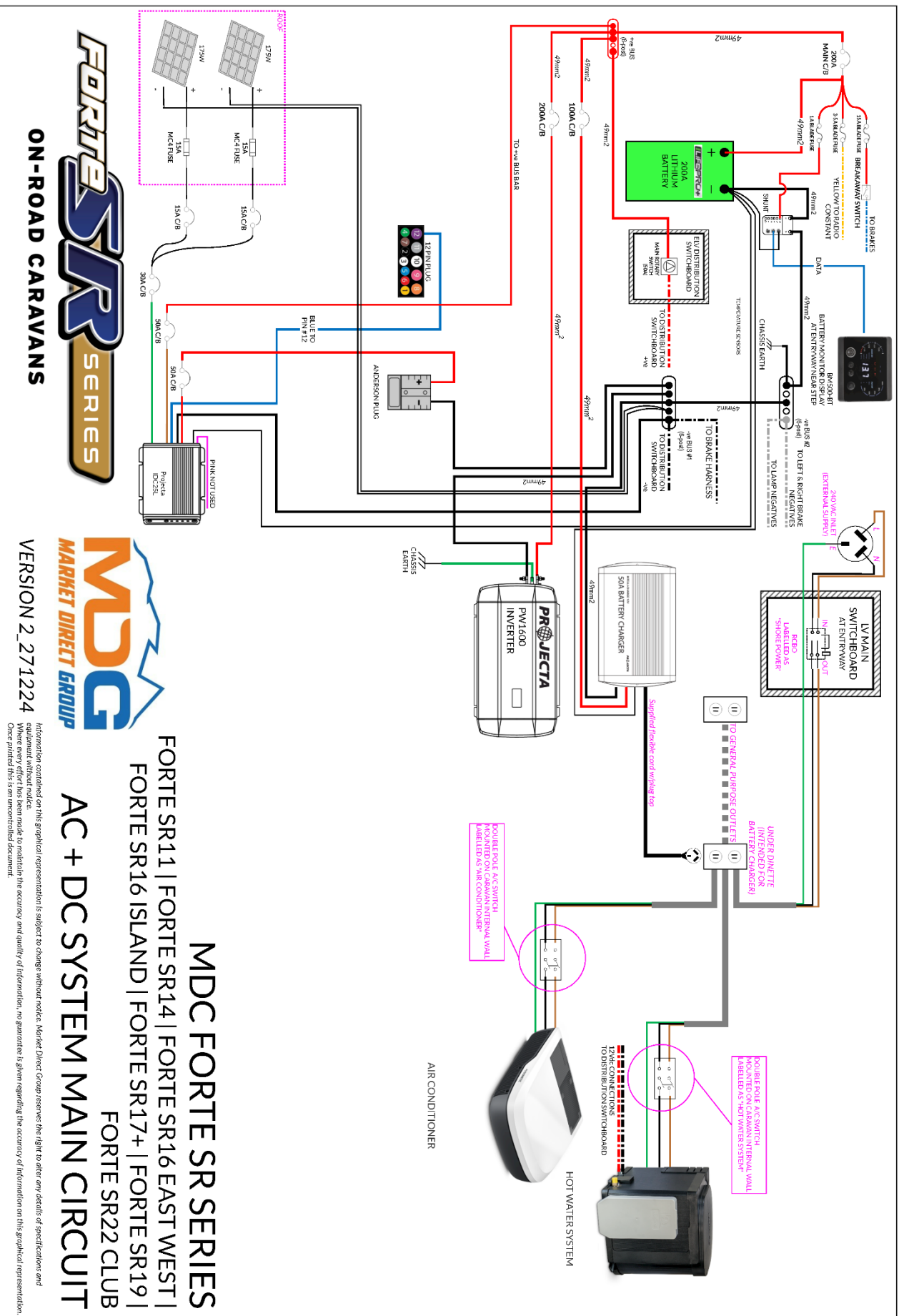


CAUTION

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.

Forte SR9





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

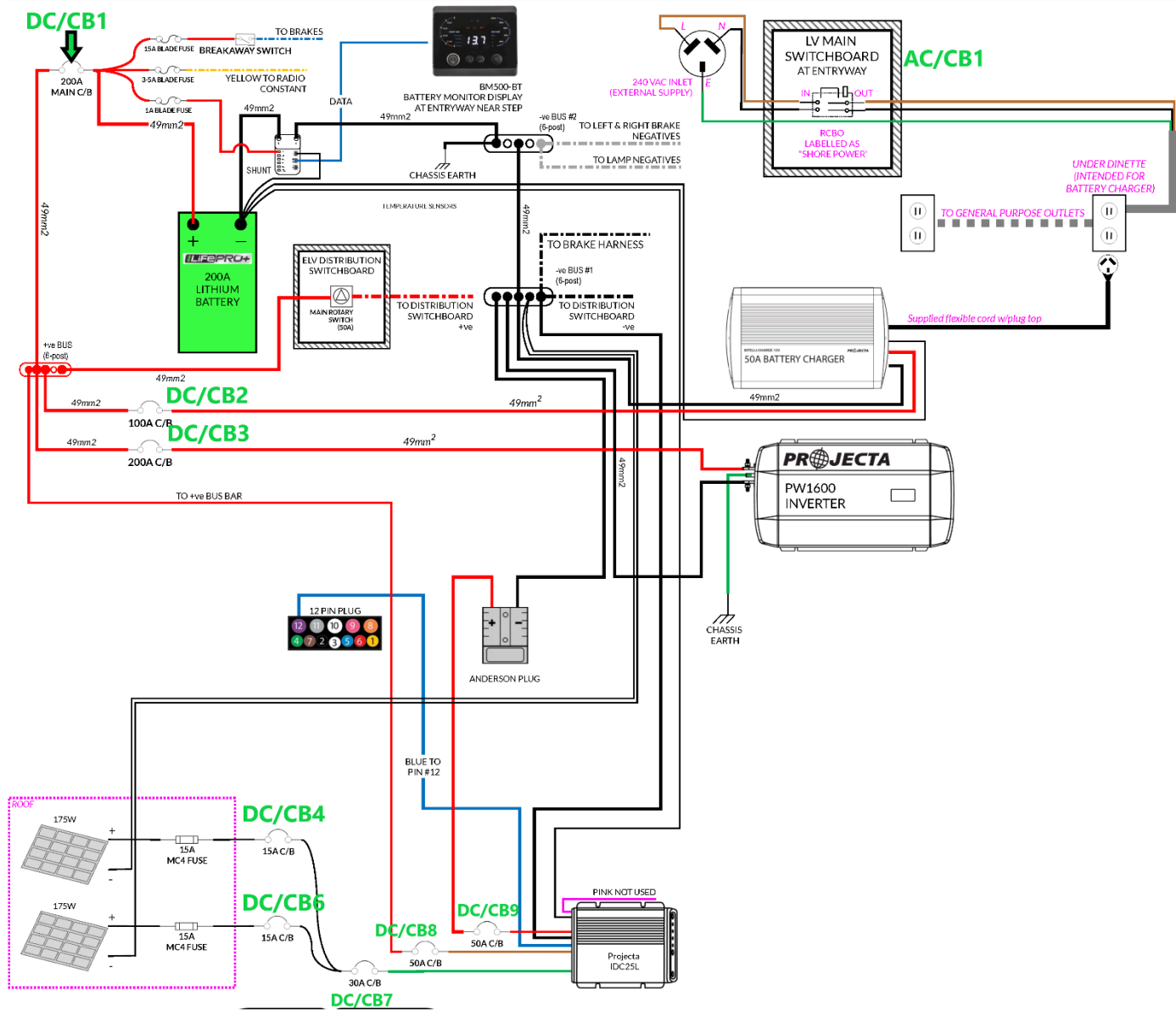
Table 7

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

Toilets

Forte SR11 & SR17+

Thetford C400

Using the Toilet



The toilet can withstand a maximum load of 120kg. Make sure you do not overload the toilet.

See the images in the fold-out cover for a visual reference.

Opening the blade:

- Open the blade by turning the control knob counter-clockwise (07).
- Close the blade completely by turning the control knob clockwise until you hear a click (07).
- Always close the blade completely after use.



The toilet can be used with the blade open or closed.

Flushing the toilet:

- Make sure the blade is open.
- Press the flush button and hold it for several seconds to flush the toilet (08).



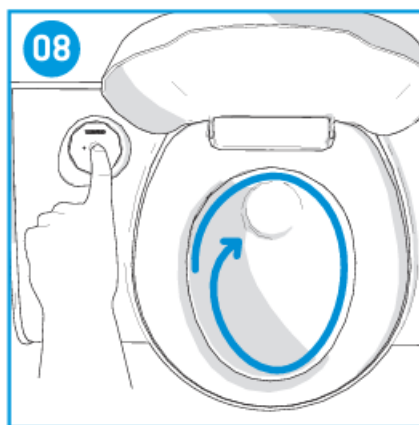
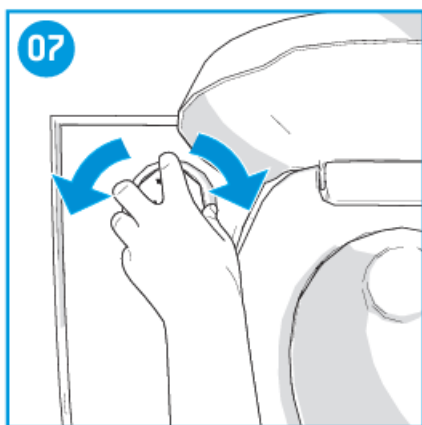
Ordinary toilet paper can cause clogging. Use Thetford Aqua Soft toilet paper for your toilet. This toilet paper is super-soft, dissolves quickly, prevents clogging and makes it easier to empty the waste-holding tank.

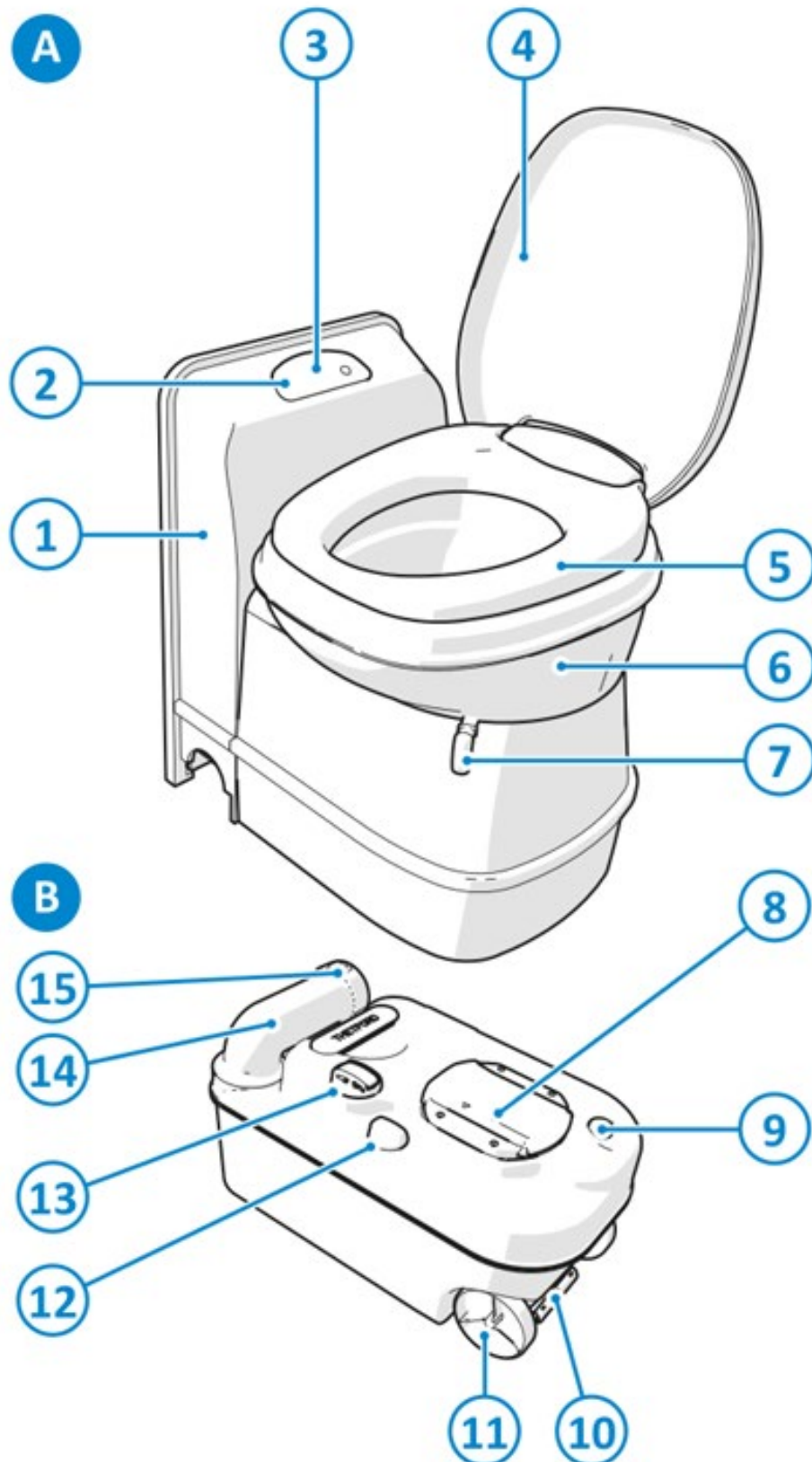


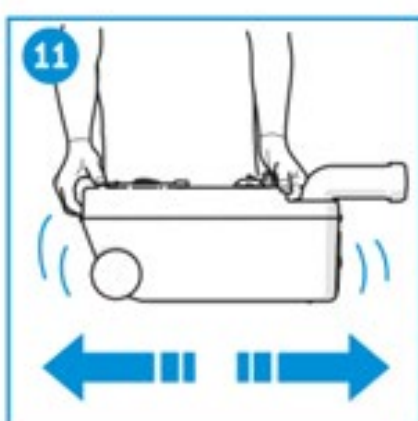
To prevent water damage to your caravan or motor home, do not travel with water in the toilet bowl.



Do not leave water in the toilet bowl if the toilet is not being used. This does not help to reduce unpleasant smells and only leads to flooding.







3. Main components

See the image in the fold-out cover for a visual reference.

A. Toilet	1. Console (C200-CS)	9. Vent button
B. Waste-holding tank (16.4L)	2. Level indication	10. Pull handle
	3. Control panel	11. Wheel
	4. Cover	12. Blade opener
	5. Seat	13. Automatic pressure release vent
	6. Swivelling toilet bowl	14. Pour out spout
	7. Blade handle	15. Cap
	8. Sliding cover	



The toilet uses the central water tank of the vehicle to flush.



The toilet features a flush button on the control panel to flush the toilet.



A cassette toilet is not connected to a central sewage. This toilet has an integrated sewage system (B), which you need to empty when full.

4. Before use

See the images in the fold-out cover for a visual reference.

- Ensure that all packaging materials have been removed.

Prepare the waste-holding tank:

- Remove the waste-holding tank through the service door (01).
- Place the waste-holding tank upright and turn the pour out spout upwards.
- Remove the cap from the pour out spout (02).
- Check the correct dosage of Thetford waste-holding tank additive on the package.
- Add the stated dosage to the waste-holding tank (03).
- Add ±2L of water to the waste-holding tank to ensure that the bottom of the waste-holding tank is covered (03).
- Screw the cap back onto the pour out spout.
- Slide the waste-holding tank back into its original position via the service door (04).



Not using Thetford products to care for your Thetford toilet could cause damage.



Never add toilet additives directly via the valve blade or via the toilet bowl as this could damage the lip seal of the waste-holding tank. Only fill the waste-holding tank via the pour out spout.



Never use force if you cannot get the waste-holding tank back into place easily. If blockage occurs, always check if the blade handle is in the closed position.

Check after storage:

- After storage, check the water installation on damages before filling the system with water again.

- After filling the system, check if flush is present and make sure there are no leakages.

5. Use of the toilet



The toilet can withstand a maximum load of 120kg. Make sure you do not overload the toilet.

See the images in the fold-out cover for a visual reference.

Turning the toilet bowl:

- Close the cover and use both hands to rotate the bowl to the desired position (max. 90° clockwise and 90° counterclockwise) [05].

Opening the blade:

- Open the blade by moving the blade handle from back to front [06].
- Always close the blade completely after use.



The toilet can be used with the blade open or closed.

Flushing the toilet:

- Make sure the blade is open.
- Press the flush button and hold it for several seconds to flush the toilet [07].



Ordinary toilet paper can cause clogging. Use Thetford Aqua Soft toilet paper for your toilet. This toilet paper is super-soft, dissolves quickly, prevents clogging and makes it easier to empty the waste-holding tank.



The flush of your toilet will be more effective if you pulsate the flush by pressing the flush button several times in a row.



To prevent water damage to your caravan or motor home, do not travel with water in the toilet bowl.



Do not leave water in the toilet bowl if the toilet is not being used. This does not help to reduce unpleasant smells and only leads to flooding.

6. Emptying the waste-holding tank

See the images in the fold-out cover for a visual reference.

Your toilet has a 1-level indication for the waste-holding tank. When the warning lamp is lit, the waste-holding tank is full and must be emptied.

Emptying the waste-holding tank:

- Remove the waste-holding tank [01].
- Fold out the pull handle until it is fully extended.
- Pull the tank to an authorised waste disposal point [08].
- Place the waste-holding tank upright and fold in the pull handle until it clicks into place.
- Turn the pour out spout upwards and remove the cap from the pour out spout [02].
- Press and hold the vent button with your thumb while the pour out spout is pointing downwards to empty the waste-holding tank [09].
- Add ±5L of water to the waste-holding tank and replace the cap [10].

- Gently shake the tank to clean it (11). Empty the waste-holding tank again (09).
- Slide the waste-holding tank into the toilet and close the service door (04).
- If you want to continue using your toilet after emptying the waste-holding tank, prepare the waste-holding tank again. See Before use.



To prevent water damage to your caravan or motor home, do not travel with a waste-holding tank that is more than 3/4 full. This may cause leakage through the venting system.



Do not allow the waste-holding tank to become too full.



Thetford green toilet additives are completely safe to empty into a septic tank or small biological systems on camping sites.

7. Maintenance and cleaning

See the images in the fold-out cover for a visual reference. Also see the inside cover for an overview of the additives which need to be used.

Thetford recommends cleaning your toilet regularly to prevent limescale and ensure optimal hygiene.

- Clean the inside of the bowl with Thetford Toilet Bowl Cleaner and a soft brush.
- Clean the outside of the bowl with Thetford Bathroom Cleaner.



Never use household cleaners to clean your toilet. These may cause permanent damage to the seals and other toilet components. For example, the use of liquid bleach could lead to discoloration.

Thetford recommends maintaining your toilet regularly to prolong the lifespan of your toilet.

- Use Thetford Cassette Tank Cleaner 2 to 3 times a year on the waste-holding tank to remove stubborn limescale on the inside of the tank.
- Use Thetford Seal Lubricant to keep the seals soft and pliable. It has been specially developed for mobile toilets and is absolutely safe to use.



Never use Vaseline or vegetable oil to lubricate the seals. This may cause leakage to your waste-holding tank.



The blade seal is a part of the toilet that is subject to wear. Depending on the extent and manner of servicing, after a certain period the seal will lose quality and must be replaced.

8. Winter use

You can use your toilet as normal in cold weather as long as the toilet is situated in a heated location. If this is not the case, and there is a risk of frost, we advise not to use your toilet. Make sure you completely drain the toilet and the water system of the vehicle. Then empty the waste-holding tank, see Putting in storage.

9. Putting in storage

- Empty the flush-water tank (dependent on model) and the water system of the vehicle.

- Push the flush button until no flush-water is visible.
- Empty the waste-holding tank.
- Thoroughly clean and dry the whole toilet.
- Open the blade and loosen the cap of the pour out spout to ventilate the waste-holding tank.
- We recommend maintaining your toilet before putting it into storage. Refer to Maintenance and cleaning.

10. Service & questions

Service

Before any service work is started, disconnect the appliance from electrical supplies.



All servicing must be carried out by an approved competent person.

Troubleshooting

Problem	Possible cause	Solution
Waste-holding tank cannot be removed	Blade is (partly) open	Fully close the blade
Blade does not move	Blade is blocked because automatic pressure release vent is not functioning	Loosen cap from pour out spout
Waste-holding tank leaks	Seal is dry Seal is worn	Spray seal with seal lubricant Replace seal

For more troubleshooting look on the website www.thetford.com

Questions

If you have questions about your product, parts, accessories or authorised services visit www.thetford.com.

If you contact an authorised local Service Centre in your country, provide the details of the model and serial number plus the date of purchase.

The data badge can be found on the base of the toilet.



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



Washing Machine

NCE MID25GP Model

Error Codes

Error Code	Problem	Solution
E1	No Water Flow	Check tap is open Check mains water connected Check water pump is switched on Check water inlet screen is not blocked Reset by opening & closing lid after checking above items.
E2	Lid is open	Close lid
E3	Out of balance	Ensure washing machine & caravan are level. If clothes are uneven, rearrange cloths in drum evenly. Open & close lid to reset.
E4	Drain Alarm	Ensure drain hose is no higher than 100mm above floor level. Ensure drain hose is not covered or blocked. Open and close lid to reset after rectifying.

NOTICE

Should the display show error code "F1" immediately isolate both power and water and contact the service center for assistance.

Automatic Power off Function

1. Should the machine be turned on with no program selected within 10 minutes, the machine will power off automatically to save power.
2. After the washing cycle has finished the buzzer will sound 6 times to alert the cycle has completed and will power off.

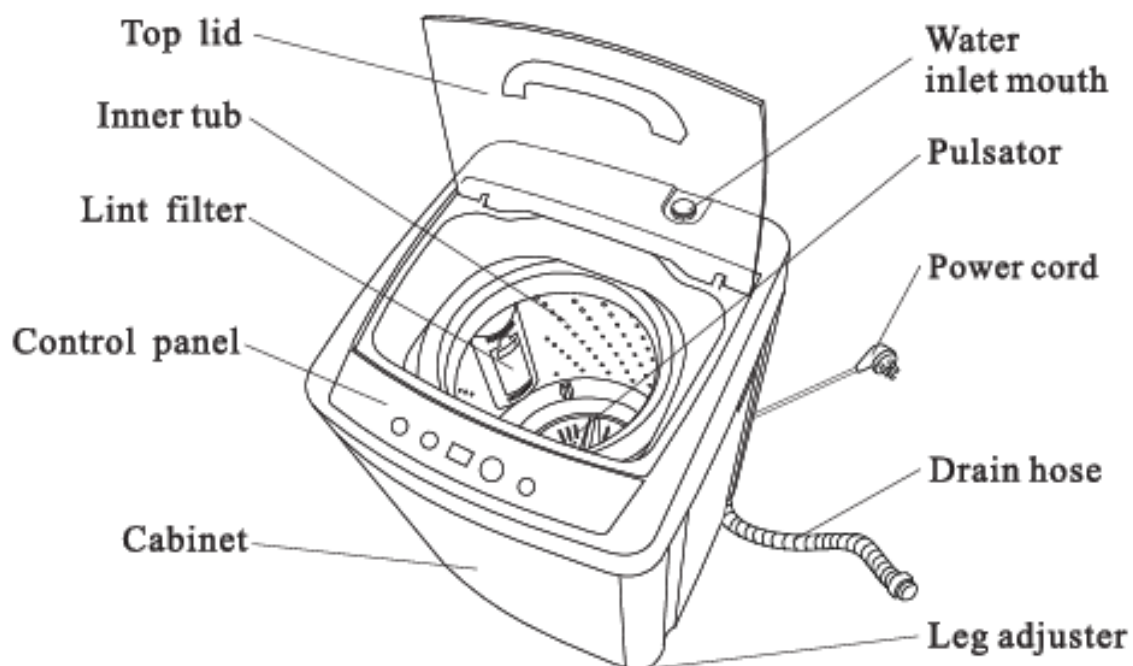
Out of Balance Adjustment

1. If the clothes are uneven around the spin dry tub, the safety device may activate and stop the spin process. The washer may automatically revert to rinse mode to help to adjust the washing load. After the washing load is balanced, the spin mode will resume.
2. This function will activate twice if needed, if there is no change the alarm "E3" will be activated.

Trouble Shooting

Symptom	Cause	Solution
No indication on controller	*Power lead may be disconnected *Power point may be turned off *The machine may be switched off or is in Auto Power Off function	*Check power lead is connected. *Check power point is switched on *Check caravan RCD device is on *Press the "POWER" button.
Leaking water from Water Inlet Hose or fittings.	*Incorrect fitment of inlet hose. *Faulty water inlet hose	*Check for correct fitment *Replace water inlet hose
Drain Failure	*The drain hose is mounted too high. *The drain hose is clogged or blocked.	*Adjust the drain hose *Check the drain hose is not clogged or blocked.
Water fill failure	*Poor water flow *Restricted water inlet filter *Water pump not operating	*Check water supply connections and pump is on. *Check water filter inlet screen
Water fill during Spin Cycle	*Clothes are uneven in the tub	* If the clothes are uneven around the spin dry tub, the safety device may activate and stop the spin process. The washer may automatically revert to rinse mode to help to adjust the washing load. After the washing load is balanced, the spin mode will resume.
No Spin Mode after Rinse Mode	*The lid has been opened and may not be correctly closed	*Check and ensure lid is closed correctly

Names of respective parts



Accessories		
 Carry basket with locking clips	 Water inlet hose assembly(1)	 Base cover (1) Self-tapping screw(1) This is located in the top of the machine carton packing and needs to be fitted prior to installation.

Method of maintenance

Prior to any maintenance or service, please ensure that the power and water have been correctly isolated to the machine.

After ending of the program	Maintenance of shell
* At the end of a completed washing program, the machine will sound to alert you that the cycle has been completed. Remove the clothes from the machine and insert the foam support if washing is completed. * To reduce the risk of electric shock and water leaking, isolate the water and power supply while not in use.	Use a damp gentle cloth to wipe clean the washing machine. Avoid the use of harsh detergents or chemicals as it may damage the surface of the washing machine. 
Cleaning of the lint filter	Cleaning of the water inlet
After each completed washing cycle ensure that the Lint filter is cleaned. 1. Remove the lint filter from the tub. 2. Carefully open the filter and remove the lint. 3. Refit the lint filter back into the unit. 	Periodically clean the water inlet filter screen as this maybe blocked by debris. 1. Turn off the water source and switch on the power. 2. Start the washing machine cycle and continue for 5 seconds (this allows the water in the hose to flow and removes any pressure in the line) then power off the machine. 3. Remove the water inlet hose, take out the water inlet filter screen from the inlet valve, clean the filter, refit the filter and reconnect the water inlet hose. 

Volume of washing and detergent

For 2.5kg

Weight of washing	Water level	Water volume	Dosage of the washing powder
1.0~2.5kg	High	About 20L	25g
<1.0kg	Low	About 15L	18g

For 3.2kg

Weight of washing	Water level	Water volume	Dosage of the washing powder
2.5~3.2kg	High	About 26L	32g
1.7~2.5kg	Med	About 23L	25g
1.0~1.7kg	Low	About 19L	18g
<1.0kg	Min	About 15L	15g

* Please follow the above as a guide, always read the usage and dosage instructions on the detergent used.

Weight standard of the washing

 Union coat about 800g	 Jacket(cotton) about 800g	 Jeans about 800g	 Towel quilt (cotton) about 900g
 Single bedsheet (cotton) about 600g	 Dungaree(1sets) about 1120g	 Pyjamas about 200g	 Long sleeves shirt (blended) about 300g
 Short sleeves shirt (cotton) about 180g	 Trunks (cotton) about 70g	 Socks (blended) about 50g	 Bath towel (cotton) about 300g

Precautions

Safe use of power

This washing machine is to be used on Australian and New Zealand 3pin 240V outlets only.



Avoid from installing in damp areas

To reduce the risk of Electric shock, do not place the washing machine in extremely high areas of moisture.



Don't use hot water

This washing machine is for cold water connection only!



Do not place your hands in the tub while spinning

Please avoid from opening the lid while the unit is in operation. It is very dangerous to place your hands in the tub while it is spinning.



Avoid from spraying with water

Do not spray the washing machine with water, to clean use a damp soft cloth and wipe as required.



Keep away from smoke and fire

Don't place lighted candles, cigarettes, mosquito-repellent incense and thermos bottles nearby to avoid fire accidents or deformation of the plastics.



This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Operating the Washing Machine

Washing

1. Select the proper water level according to the quantity of clothes.
2. Select the program and process
3. Close the lid and press "START/PAUSE" button

Pre-wash Dirty Clothes

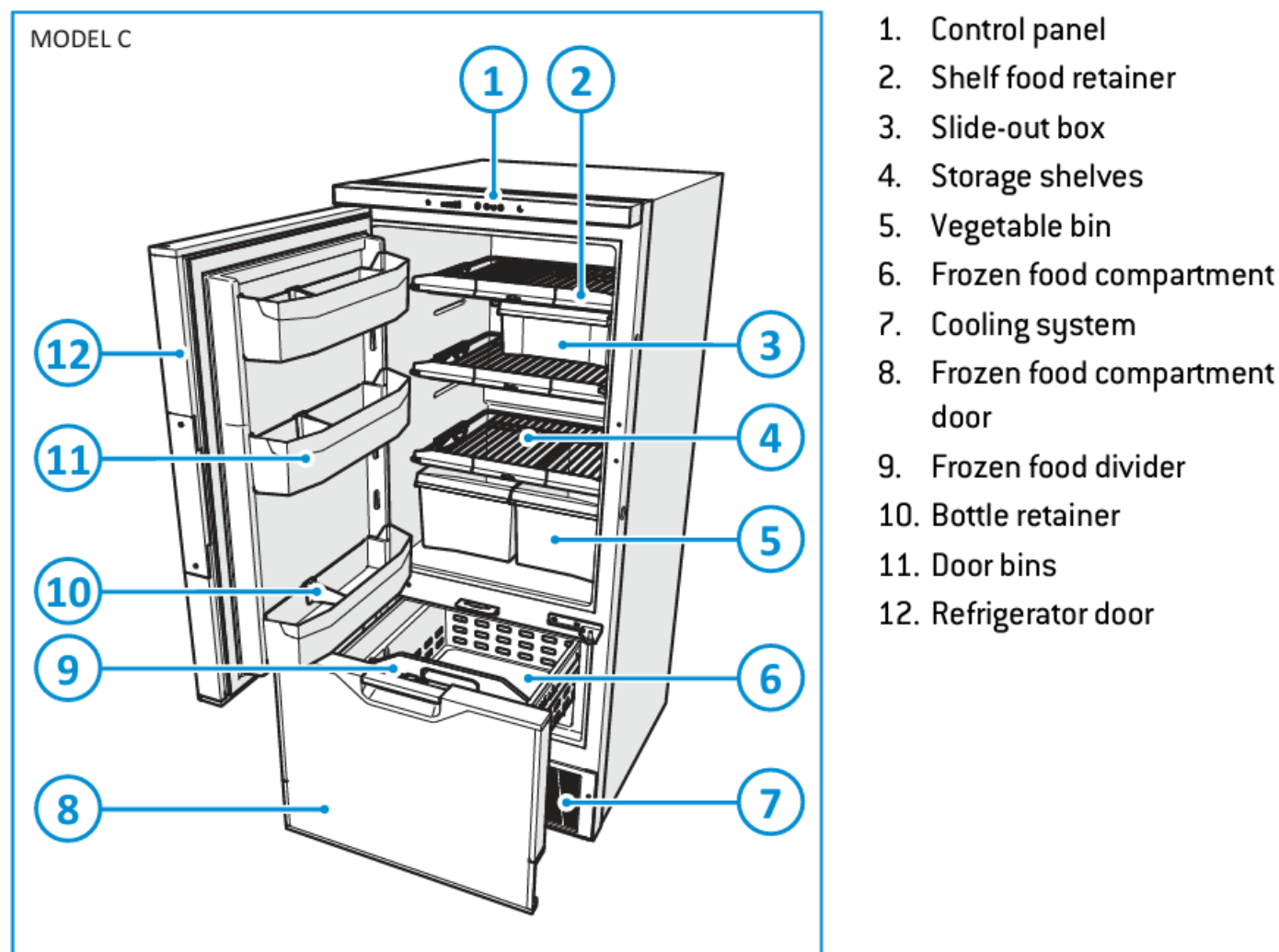
For seriously dirty clothes, one of the "Rinse-spin" programs may be selected to perform pre-washing, and then add washing powder and select the fully automatic program to wash them.

Pre-wash Checklist

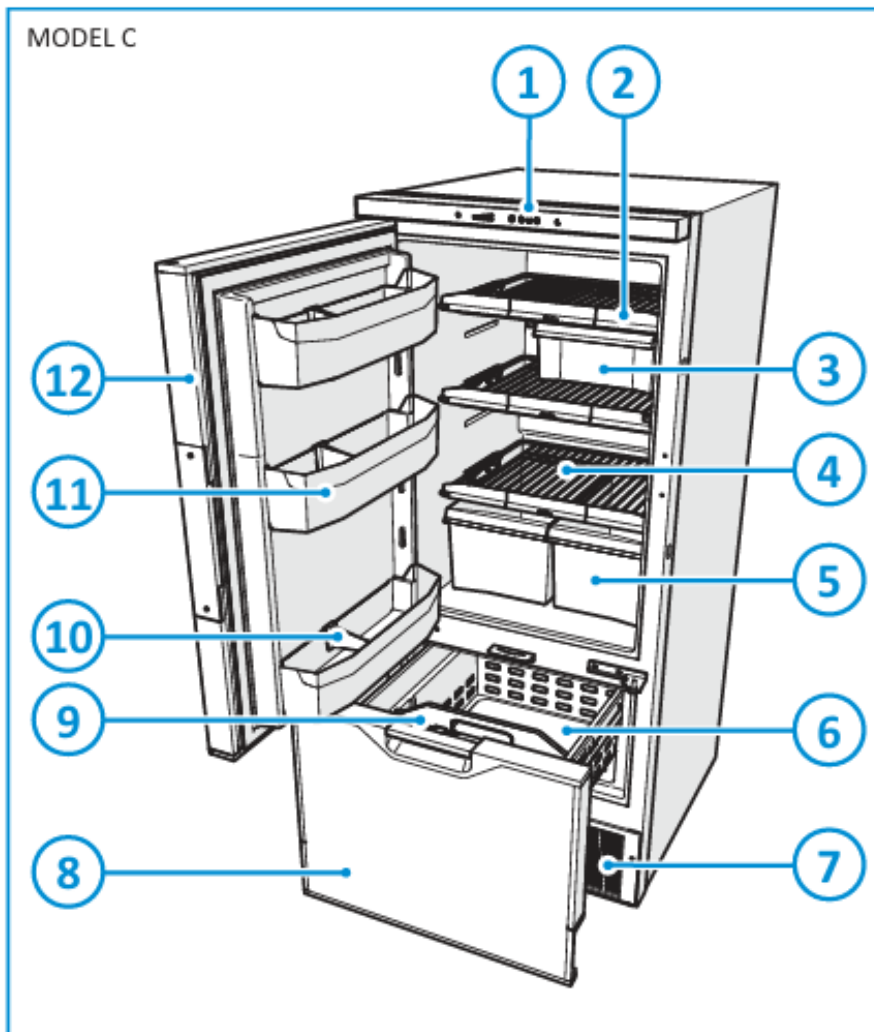
1. Check drain hose is correctly fitted.
2. Check filler hose is connected, and tap/pump is on.
3. Check lead is plugged in, and power is on.
4. Remove all coins and objects from clothing.
5. Place clothes and detergent in the tub.

Refrigerators

Thetford T2175C

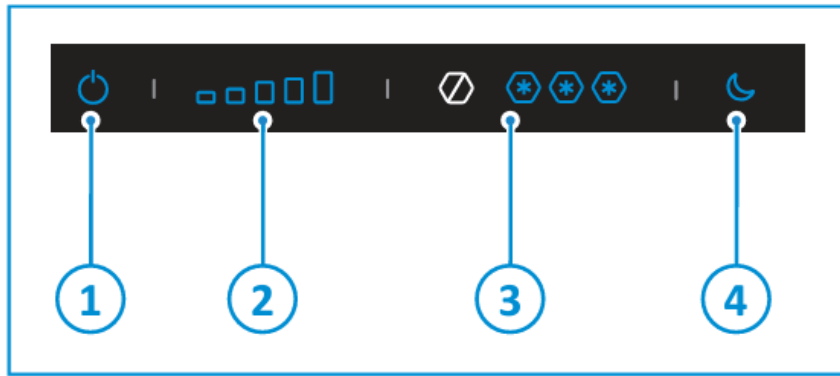


MODEL C



1. Control panel
2. Shelf food retainer
3. Slide-out box
4. Storage shelves
5. Vegetable bin
6. Frozen food compartment
7. Cooling system
8. Frozen food compartment door
9. Frozen food divider
10. Bottle retainer
11. Door bins
12. Refrigerator door

Control panel



1. On/off button
2. Temperature settings - fresh food compartment
3. Temperature settings - frozen food compartment [not for model A and B3]
4. Night mode button

Before use

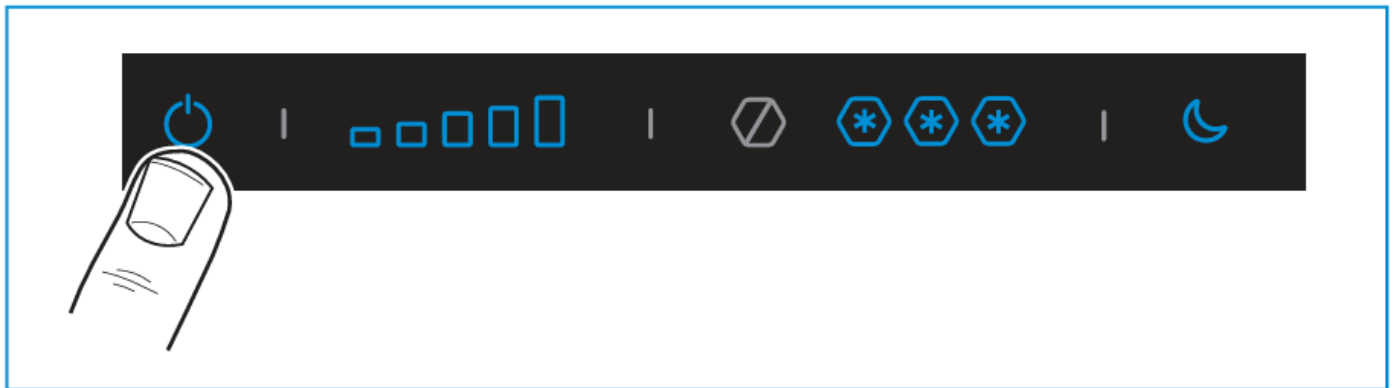
Before using the appliance:

- Ensure that all packaging materials have been removed.
- Clean the inside of the refrigerator properly with warm water and household detergent and dry carefully with a soft cloth.
- Ensure that the DC electricity supply is connected and turned on.

Switching on the refrigerator

To switch on the refrigerator:

- Push the on/off button and hold it for a few seconds.



-  After a few seconds the control panel will change to stand-by and locked mode. The blue on/off button indicates the refrigerator is still in function.
-  To switch off the refrigerator, push and hold the on/off button for a few seconds.
-  For optimal performance, switch on the refrigerator 4 hours before placing food.

Selecting cooling level

To select the cooling level:

- First unlock the control panel, if applicable. Press the fresh food, frozen food or night mode area and hold it for a few seconds until the icons start blinking.



- Slide or press the temperature icons to select the desired cooling level.
- After a few seconds, the control panel will save the settings and go to the locked stand-by mode.
- When display is locked, the icons will turn off, only on/off and night mode will stay illuminated.



When display is locked, the icons will turn off, only on/off and night mode will stay illuminated.

Cooling levels [1 to 5] of fresh food compartment



Cooling levels [1 to 3] of frozen food compartment (not for model A)



Off (below 20°C)

- Press and hold for a few seconds. When using the off setting, the energy consumption will be considerably less. This mode can be used to maximize off-grid time.



Lowest setting

- When using the lowest setting the temperature in the compartment is around -6°C. This mode is suited for making ice cubes, for example. Also, this mode saves energy compared to the higher settings.



Highest setting

- When using the highest setting the frozen food compartment is suited for keeping products frozen for a long period of time. Please refer to the information on the frozen food package. Also this mode is advised when storing ice cream products. The temperature is around -18°C. This setting uses the most amount of energy.



Thetford advises to set the fresh food compartment on cooling level 3, with an ambient temperature between 16°C and 25°C. A higher temperature needs a higher cooling level, a lower temperature a lower level.



Thetford advises to set the frozen food compartment on cooling level 3. A lower setting is only needed to reduce the energy consumption.



Always look at the packaging instructions of your food products for preservation level.



Active running time of the refrigerator depends on the temperature, size and state of the battery, electrical load of other devices in the vehicle, content of the refrigerator and frequency of use.

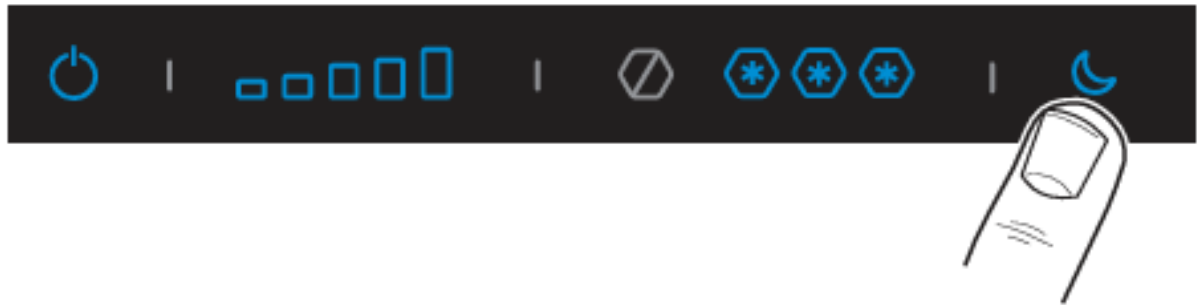


When the vehicle is exposed to full sun light, it is strongly recommended to apply proper ventilation in the vehicle.

Selecting night mode

The refrigerator will select the lowest noise setting where possible. When the refrigerator needs to run harder (due to higher ambient temperatures and/or warm products), it may result in an increase of noise. You can switch on the night mode, to reduce the noise to a minimum. The cooling down time might take longer. The blue light indicates the night mode is activated.

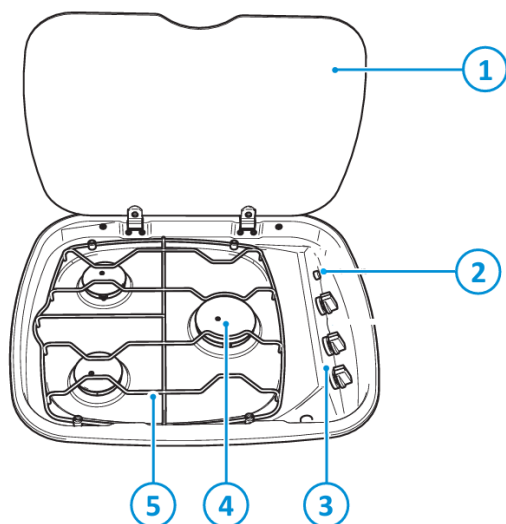
- First unlock the control panel.
- Push the night mode button.



Use night mode only when temperatures in the vehicle are below 30°C. The night mode will switch off automatically after 12 hours. When switching off the night mode manually, it will go to automatic temperature control.

Cooktops & Ovens

Thetford 3 Burner Hob



1. Lid
2. Control Panel
3. Spark Ignition
4. Gas Burners
5. Pan Supports

Thetford Triplex MK3 Oven/Grill

Burner Operation

The burners on this appliance have fixed aeration and no adjustment is required. The burners should flame as follows:

- Universal LPG - Normally on lighting the flames may have yellow tips and this increases slightly as the burner heats up.

! NOTICE

- Although each burner will support pans from 10 to 22cm, care should be taken not to overload the appliance as reduced performance may result.
- When using small pans, the flames should not spread beyond the base of the pan as this will reduce the efficiency of the burner.
- Avoid old or misshapen pans as these may cause instability.
- The lid must be opened fully prior to using the hotplate burners.

1. **Using the Hob Burners**

Ensure gas cylinder/supply is connected and turned on. In the event of a gas smell turn off at gas cylinder/mains and contact the supplier.

2. **Flame supervision:** Each burner is controlled individually and is monitored by a thermocouple probe. In the event of the burner flames being accidentally extinguished, turn off the burner control and do not attempt to re-ignite the burner for at least one minute.

3. **To light:** Push in the control knob and turn to full rate – large flame (). Hold a lighted match or taper to the burner and push the control knob in and hold. It is necessary to hold the knob depressed after the burner has ignited for approximately 10 - 15 seconds, to allow the thermocouple probe to reach temperature, before releasing the knob. Should the flame go out when the knob is released, the procedure should be repeated holding the knob depressed for slightly longer.

4. For models fitted with Spark Ignition the procedure is similar except that the burner can be ignited by depressing the ignition button, which is located on the fascia. If the burner has not lit within 15 seconds the control knob should be released and the burner left for at least 1 minute before a further attempt to ignite the burner.

5. For simmering, turn the knob further anti-clockwise to the low rate position.

6. To turn off: Turn the control knob until the line on the control knob is aligned with the dot on the control panel. Always make sure the control knob is in the off position when you have finished using the hotplate burners.

- Glass lids may shatter when heated. Turn off the hotplate and allow it to cool before closing the glass lid.
- Remove all spillage from the surface of the glass lid before opening.

Using the Grill

1. Ensure gas cylinder/supply is connected and turned on. In the event of a gas smell turn off at gas cylinder/mains and contact supplier.
 2. To light: Open door, push in the control knob and turn clockwise to full rate, large flame (Hold a lighted match or taper to the burner and push the control knob in and hold. The burner should ignite, and the control knob should be held in for 10 -15 seconds before release. If the burner goes out, repeat procedure holding control knob for slightly longer.).
 3. For models fitted with Spark Ignition the procedure is similar except that the burner can be ignited by depressing the ignition button, which is located on the fascia. Ignition must be carried out with the door open, and if the burner has not lit within 15 seconds the control knob should be released and the grill left for at least 1 minute before a further attempt to ignite the burner.
 4. On first use of the grill, it should be heated for about 20 minutes to eliminate any residual factory lubricants that might impart unpleasant smells to the food being cooked. A non-toxic smoke may occur when using for the first time so open any windows and turn on mechanical ventilators to help remove the smoke.
 5. Although the grill does heat up quickly, it is recommended that a few minutes preheat be allowed.
 6. Flame Failure Device (FFD): the grill burner is fitted with a flame sensing probe, which will automatically cut off the gas supply in the event of the flame going out. In the event of the burner flames being accidentally extinguished, turn off the burner control and do not attempt to re-ignite the burner for at least one minute.
 7. It is normal for the flames on this burner to develop yellow tips as it heats up.
 8. A reversible grill pan trivet enables the correct grilling height to be achieved.
 9. To turn off: turn the control knob until the line on the control knob is aligned with the dot on the control panel. Always make sure the control knob is in the off position when you have finished grilling.
- The grill **MUST** only be used with the door open.
 - The heat deflector below the fascia should be pulled out prior to lighting the grill.
 - Never adjust the heat deflector position without using hand protection – i.e. oven gloves.
 - The control tap on this appliance operates both the Grill and Oven burners. To ensure safe operation it is not possible to operate both burners at the same time.
 - The pan supplied with the appliance is multi-functional, for use in grill or oven.
 - The handle can be removed or inserted whilst the pan is in use.
 - Always remove the handle when the pan is in use.

Using the Oven

1. Ensure gas cylinder/supply is connected and turned on. In the event of a gas smell turn off at gas cylinder/mains and contact the supplier.
2. To light the oven: Open door, push in the control knob and turn to full rate (Gas Mark 9, 240°C). Hold a lighted match or taper to the burner and push the control knob in and hold. The burner should ignite, and the control knob should be held in for 10 -15 seconds before release. If the burner goes out, repeat procedure holding control knob for slightly longer.
3. For models fitted with Spark Ignition the procedure is similar except that the burner can be ignited by depressing the ignition button located on the fascia. Ignition must be carried out with the door open, and if the burner has not lit within 15 seconds the control knob should be released and the oven left for at least 1 minute before a further attempt to ignite the burner.
4. Place the oven shelf in the required position and close the door.
5. Although the oven does heat up quickly, it is recommended that 10 minutes preheat be allowed. The oven should be up to full temperature in about 15-20mins.
6. To turn off: turn the control knob until the line on the control knob is aligned with the dot on the control panel.
7. Shelf: The shelf has been designed to allow good circulation at the rear of the oven. A raised bar at the rear of the shelf prevents trays or dishes contacting the back of the oven. To remove a shelf, pull forward until it stops, raise at front and remove.

Oven Temperature Control

The temperature in the oven is controlled by a thermostatic gas tap and is variable over the range 130°C to 240°C. Approximate temperatures for the settings on the control knob are shown in the table below. The temperatures indicated refer to the centre of the oven and at any setting the oven will be hotter at the top and cooler towards the base. The variation between top and centre, and centre to bottom is approximately equivalent to one gas mark. Good use can be made of the temperature variation in several dishes requiring different temperatures may be cooked at the same time. In this way maximum benefit can be obtained from the gas used to heat the oven. Care should be taken not to overload the oven, allow adequate spacing to ensure free circulation of heat. When roasting with aluminium foil ensure the foil does not impair circulation of heat or block any oven flue outlet.

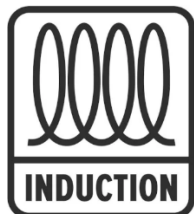


CAUTION

- Do NOT spray aerosols in the vicinity of this appliance when in use.
- Do NOT use or store flammable materials in or near this appliance
- Do NOT place articles on or against the appliance.
- Do NOT modify this appliance
- Children 8 years and older and persons with reduced capacity may only use this appliance under supervision.
- Keep children under 8yrs away from appliance.
- Do NOT allow children to play with this appliance
- Use ONLY for cooking, do NOT use for space heating as this can lead to carbon monoxide poisoning.
- Ensure door and roof vents are open and unrestricted while using this appliance.
- Surface may be hot to touch.
- Do NOT close glass lid while burners are lit or while pan supports are still hot.

Portable Induction Cooktop

Use ONLY Flat-bottomed pots or pans with or made from Magnetic Stainless Steel, Cast Iron, Enamelled Iron, and Nickel. Always look for the INDUCTION label on cookware.





Repairs may only be carried out by an expert!

To avoid transportation damage, the device may only be sent to the Truma Service Centre if agreed beforehand. The power supply must be disconnected from the mains (all poles) before opening the housing.

The device fuses and connection cables must only be replaced by experts.

The 230 V, T 6.3 A H (slow) device fuse can be found on the electronic control unit in the device and must always be replaced with an identical fuse.

The air conditioning system is designed for a power consumption of up to 4.2 A. You should still check whether the camp site has adequate fuse protection (min. 6 A) before starting the equipment up.

Park the vehicle in the shade if possible.

Darkening with blinds reduces the amount of heat insolation. Clean your roof at regular intervals (dirty roofs heat up more than clean roofs).

Ventilate your vehicle well before starting the equipment in order to remove accumulated warm air from the vehicle.

In order to obtain a healthy room climate, the difference between the inside and outside temperatures should not be too great. The recirculated air is cleaned and dried during operation. A pleasant room climate is produced by drying the moist air, even with small temperature differences.

Keep all doors and windows closed when in cooling mode so that no condensation buildup occurs at the air distributor.

For faster cooling or heating:

- Set fan level to high,
- Set front / rear air distribution to centre position,
- Set floor / ceiling air distribution to ceiling.

Prior to Starting Aircon

1. Ensure connection to shore power
2. Ensure caravan RCD is in the on position.
3. Caravan should be close to level with slight lean to opposite side from entry door and slightly to the back.

i The symbols in the display are visible depending on the settings.

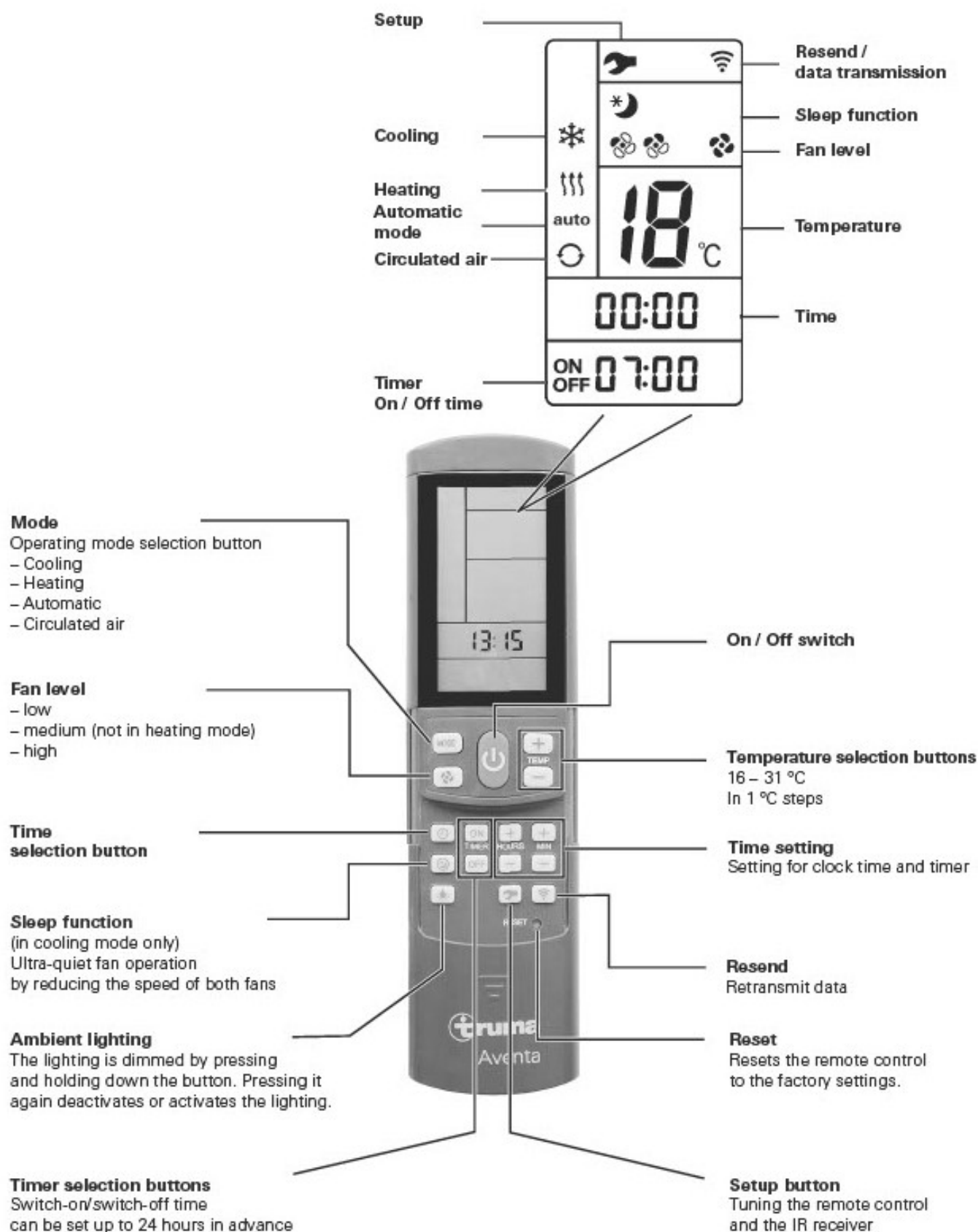


Fig. 1

Start-up

Before switching on, be sure to check that the camp site power supply fusing is sufficient (230 V).



To prevent the power cable of the recreational vehicle from overheating (minimum cross-section 3 x 2.5 mm²) the cable drum must be fully unwound when used or cable laid out side by side. Do NOT coil the power lead.

The remote control must always be pointed at the infra-red receiver in order to perform the individual switching commands.

Before switching on for the first time, the remote control must be tuned to the IR receiver.

- Insert batteries (pay attention to polarity)
- Setup symbol flashes (if symbol does not flash, perform Reset)
- Point remote control at IR receiver
- Press Setup button and hold down
- When the red LED on the IR receiver starts to flash, release Setup button.

The remote control is tuned to the IR receiver, the setup symbol goes out and the air conditioning system starts in circulated air mode on the lowest fan level, with no timer set.

Switching on

Switch on the air conditioning system using the “On/Off switch” of the remote control. The previous settings are taken over.



The circulated air fan runs after switching on. The compressor activates itself after no more than 3 minutes and the blue (cooling) / yellow (heating) LED flashes.

Temperature

If necessary, use the “Temperature selection buttons” to set the required room temperature with “+” and “-”.

Mode

Select the required operating mode by pressing the “MODE” button one or more times.

- Cooling
- Heating
- Automatic (cooling or heating mode, depending on the room temperature selected)
- Circulated air

When the room temperature that was selected using the remote control is reached in **cooling mode**, the compressor switches off and the blue LED in the IR receiver goes off. The circulated air fan continues to run in order to provide ventilation. If the room temperature setting is exceeded, the device automatically reverts to cooling mode.



The air is dehumidified during cooling. If the air humidity in the vehicle is extremely high at the beginning of the cooling procedure, moisture can build up on the underside of the air distributor. The doors and windows should therefore be kept closed and the highest fan level selected.

When the room temperature selected using the remote control is reached in heating mode, the compressor switches off and the yellow LED lamp in the IR receiver goes off. The circulated air fan continues to run in order to provide ventilation. If the room temperature falls below the temperature selected, the device automatically reverts to heating mode.



Heating at an outside temperature of less than 4°C is not possible because heating performance falls considerably. Between 4°C and 7°C the device switches briefly to defrosting processes. At above 7°C there are no restrictions on heating mode.

In **automatic mode**, cooling or heating mode and fan level are selected automatically according to the room temperature.

In **circulated air mode** the interior air is recirculated and cleaned by the filter. No LED's illuminate in the IR receiver.

Fan

Select the required fan level by pressing the **"Fan level"** button one or more times.

Fan level (not functional in automatic mode):

- low
- medium (not in heating mode)
- high

Sleep function

In **"sleep function"** (cooling mode only), the internal and external fans operate at slow speed and are therefore extremely quiet.

Switching off

To switch off, press the **"On/Off switch"** on the remote control. The remote control and the device are switched off. The light can still be switched on and off using the **"Ambient lighting"** button.



If the air conditioning system is switched on again, the blue / yellow LED flashes. The air circulation fan runs, and the compressor activates itself after no more than 3 minutes.

Time

Press **"Time selection button"** and set current time using the **"Time setting"** buttons.

The time is always shown on the display (exception with ON / OFF timer).

The time must be reset after changing the batteries or after a daylight saving time change.

Timer ON / OFF

With the integrated timer the On/Off time of the air conditioning system can be set in advance for a minimum of 15 minutes to a maximum of 24 hours, starting from the current time.

The device must be switched on using the remote control in order to program it.

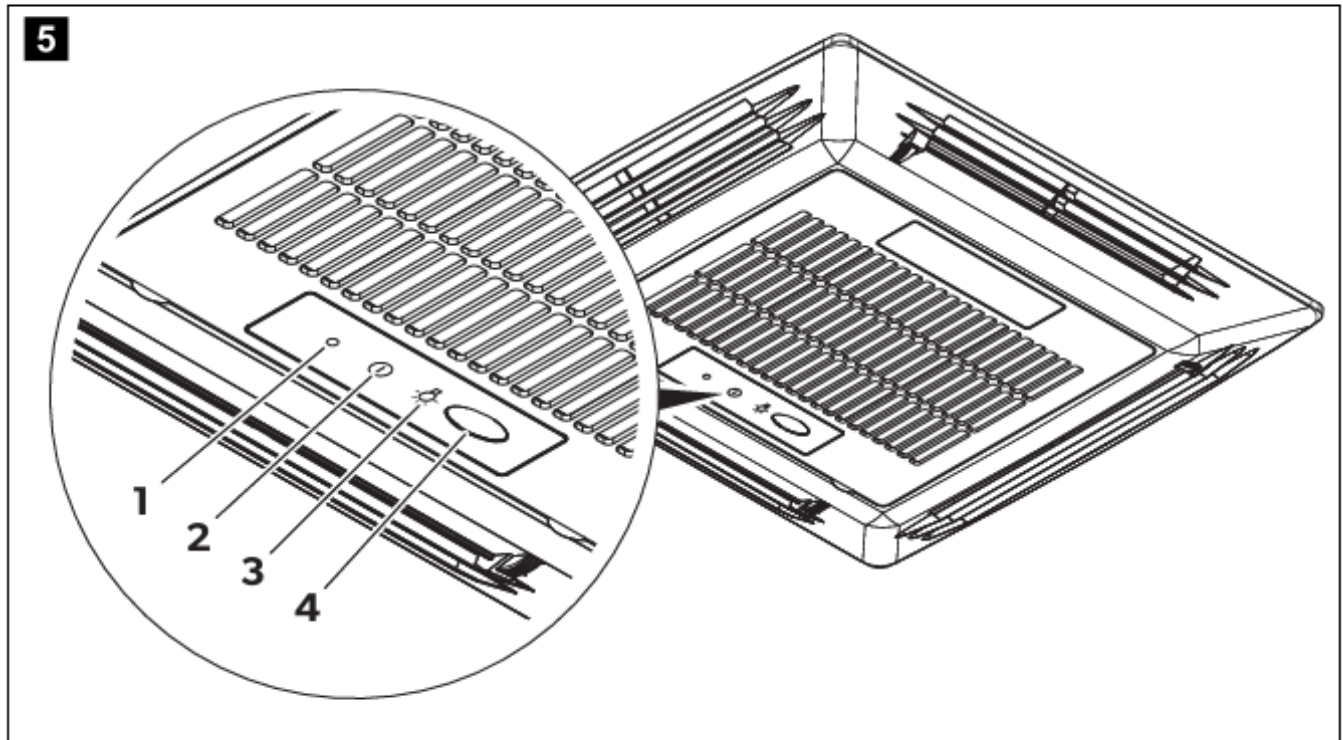
Set required operating mode and room temperature. Then select TIMER ON or TIMER OFF using the **"TIMER selection buttons"**. Set the required On/Off time using the **"Time setting"** buttons (15 minutes to 24 hours) and **confirm** with TIMER ON and TIMER OFF.

Pressing the relevant timer button again deactivates the timer function.

Ambient lighting

Irrespective of whether the air conditioning system is operating, the lighting in the air distributor can be switched on or off by pressing the **"Ambient lighting"** button. The lighting is dimmed by pressing and holding down the **"Ambient lighting"** button. The previous setting is activated when it is switched on again.

6.2 Control panel



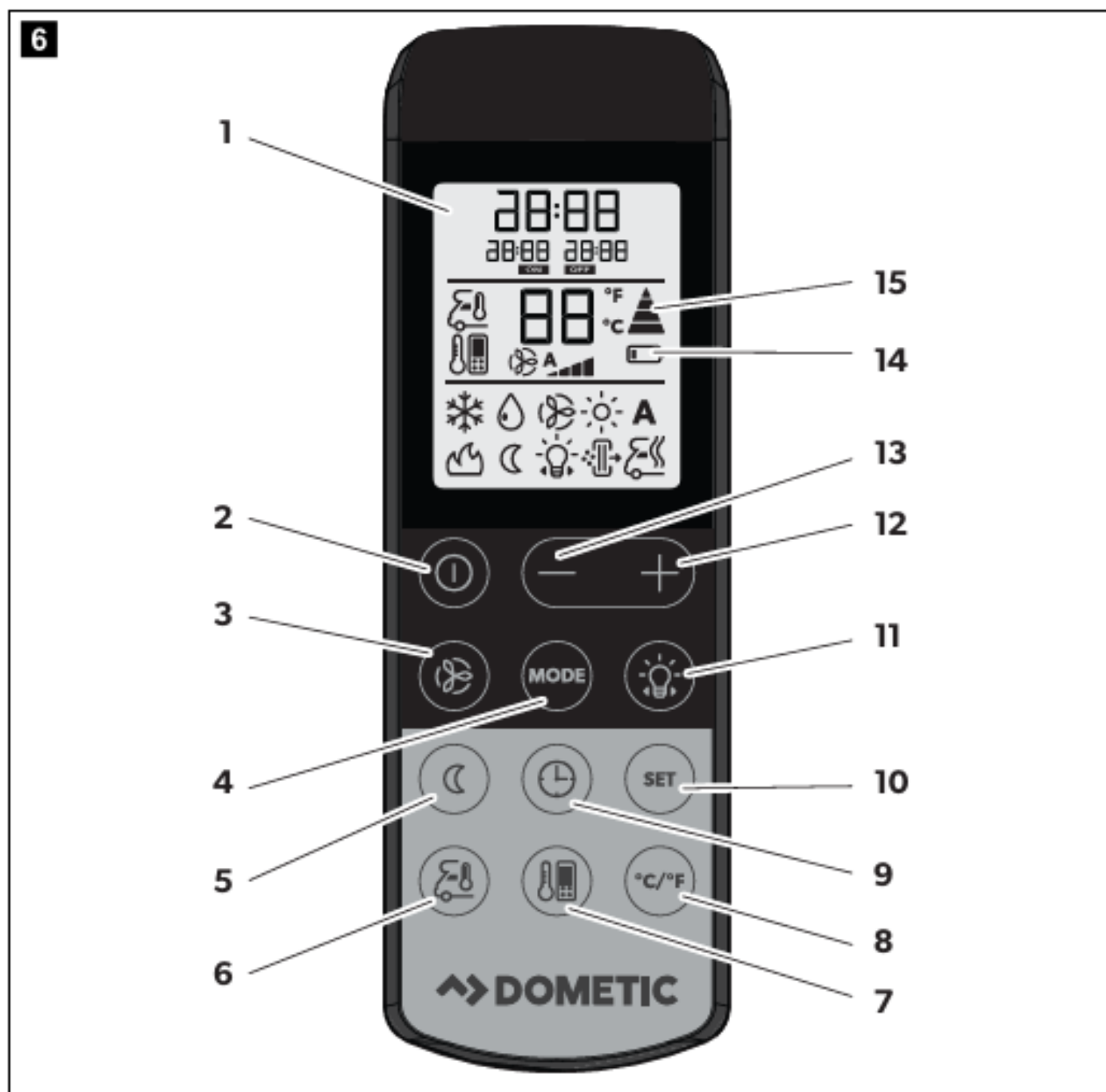
The control panel is at the air outlet unit of the roof air conditioner.

The control panel contains the following control and display elements (fig. **5**, page 15):

No.	Explanation	
1	Status LED	
	No light:	The roof air conditioner is switched off.
	Orange light:	The roof air conditioner is in stand-by mode.
	Green light:	The roof air conditioner is switched on.
	Flashing green light	For models with heat pump only The roof air conditioning is preparing for heat mode or defrost is active.
	Flashing green/orange:	The roof air conditioner is in winter mode.
	Red light:	Only if the system is connected to 12 V $\overline{=}$: the supply voltage of 230 V $\sim$ is not available.
	Flashing red:	Over-voltage The roof air conditioner resumes normal service when the supply voltage is within the allowed range.
	Slowly flashing red light:	Malfunction in interior temperature sensor E1
	Quickly flashing red light:	Malfunction in exterior temperature sensor E2
2	 button	Switches the roof air conditioner on, off or to stand-by mode Pressing the button longer engages the automatic mode.
3	 button	Switches the light on or off or dims it. Only active when the roof air conditioner is switched on or on stand-by.
4	Infrared receiver for the remote control	

6.3 Remote control

All settings of the device (e. g. temperature settings, timer programming) are transmitted to the roof air conditioner by remote control.



No.	Explanation
11	 button Switches the light of the air conditioner on or off and activates the dimming function. The  button remains functional even when the remote control is switched off.
12	 button Increases the value
13	 button Reduces the value
14	Symbol  (batteries empty) Is displayed when the batteries in the remote control are empty. If this happens, replace the batteries, see chapter "Replacing the remote control batteries" on page 33.
15	Symbol  (transmitting values) Is displayed briefly when the remote control is transmitting values to the air conditioner.

6.4 Air conditioning modes

The roof air conditioner has the following air conditioning modes:

Air conditioning mode	Display message	Explanation
Automatic		You specify the temperature, and the air conditioner brings the interior to this temperature by heating (available for models with heating only) or cooling and by controlling the necessary blower output. The  button is deactivated in this mode.
Cooling		You specify the temperature and blower settings, and the air conditioner cools the interior to this temperature.
Heating		Available for models with heating only You specify the temperature and blower settings, and the air conditioner heats the interior to this temperature.
Circulating air		You specify the blower level, and the air conditioner blows air into the interior.
Dehumidification		You specify the temperature, and the air conditioner cools the interior to this temperature and controls the necessary blower output and dehumidifies the interior (Circulating air mode). The  button is deactivated in this mode.

6.5 Additional functions

The roof air conditioner has the following additional functions:

Additional function	Display message	Explanation
Timer		The air conditioner is switched on at the specified time.
		The air conditioner is switched off at the specified time.
		The air conditioner is switched on and off at the specified times.
Sleep		The set temperature is modified by 1 °C after one hour and by 2 °C after two hours to generate a pleasant temperature for sleeping.
I feel		The remote control measures the room temperature and transmits this measurement to the air conditioner every 10 minutes. The air conditioner adapts the target value to this measurement.
Winter mode		The winter mode avoids the icing inside the vehicle during the winter storage. The winter mode is displayed by green/orange flashing of the LED.

Truma Rapid Hot Water System

Operating Instructions

General Safety

*Read the included Truma operation manual supplied with you trailer

The use of upright gas cylinders from which gas is taken in the gas phase is mandatory for the operation of gas regulators, gas equipment and gas systems. Gas cylinders from which gas is taken in the liquid phase (e. g. for forklifts) must not be used, since they would result in damage to the gas system. In the event of leaks in the gas system or if there is a smell of gas:

- extinguish all naked flames
- do not smoke
- switch off all appliances
- shut off the gas cylinder
- open the windows and doors
- do not actuate any electrical switches
- have the entire system checked by an expert!
- Repairs may only be carried out by an expert.

- This device may be used by children aged 8 years or above and by persons with reduced physical, sensory, or mental capabilities or lack of experience and / or knowledge, only if they are supervised or have been given instruction with regard to the safe use of the device and have understood the potential risks. Children must not use the device as a toy.
- To avoid the risk of accidental resetting of the over-temperature guard, the device may not be supplied with power via an external contactor, such as a timer, nor may it be connected to a power circuit that is regularly switched on or off via a device.



Failure to operate the P&T safety valve (Fig. 1 - 4) at least once every six months may result in the water heater splitting. Continuous leakage of water from the valve may indicate a problem with the water heater!

- Water may drip from the discharge pipe of the P&T safety valve and this pipe must be left open to the atmosphere.
- The P&T safety valve is to be operated regularly to remove lime deposits and to ensure that it is not blocked.
- Any discharge pipe connected to the P&T safety valve is to be installed in a continuously downward direction and in a frost free ambient.
- Always remove the cowl cover prior to operating the water heater.
- Do not place articles on or against this appliance.
- Do not use or store flammable materials near this appliance.
- Do not spray aerosols in the vicinity of this appliance while it is in operation.
- Do not modify this appliance.
- Any modifications to the unit, including accessories and cowl, or the use of spare parts and accessories that are important to the operation of the system that are not original Truma parts and failure to follow the installation and operating instructions will void the warranty and release Truma from any liability claims. It also becomes illegal to use the appliance, and in some countries, this even makes it illegal to use the vehicle.
- Any work involving connection or interconnecting wiring must be carried out by a licensed electrician. If the mains cable (supply cord) is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Before accessing terminals, please ensure all supply circuits are disconnected (i.e. 230 V – 240 V and 12 V) and that the gas supply is securely turned off.

- The operating pressure for the gas supply is 2.75 kPa (AUS – Propane) and must correspond to the operating pressure of the appliance (see data plate).
- LPG systems and pressure regulators must comply with the technical and administrative regulations of the country in which the appliance is used. For your own safety it is absolutely necessary to have the complete gas installation regularly checked by an expert (at least every 2 years). The vehicle owner is always responsible for arranging the gas inspection.
- Do not operate when travelling.
- Do not operate the water heater when refueling the vehicle and when it is in the garage.
- Items sensitive to heat (e. g. spray cans) must not be stored in the installation area, since excess temperatures may occur there under certain circumstances.
- During the initial operation of a brand-new appliance (or after it has not been used for some time), an amount of fumes and a slight smell may be noticed for a short while.

Always observe the operating instructions prior to starting! The vehicle owner is responsible for correct operation of the appliance.

⚠ Before using the product for the first time, it is essential to flush the entire water supply through with clean warm water. Always mount the cowl cap when the water heater is not being operated! Drain the water heater if there is a risk of frost! Warranty claims will not be accepted for frost damage.

⚠ Always remove the cowl cover prior to operating the water heater.

If connecting to a central water supply (rural or city connection) or when using more powerful pumps, a pressure reducer must be used which prevents pressures of greater than 400 kPa occurring in the Truma UltraRapid.

Filling the Truma UltraRapid with Water

Check that the drain valve (3) and the P&T safety valve (Fig.2a - 4) in the cold water intake are closed.

- Close drain valve (Fig. 2 - 3). Lever in the “e” position (close).
- Test lever (Fig. 2a - 4a) of the pressure relief valve (4) must be in the “close” position.

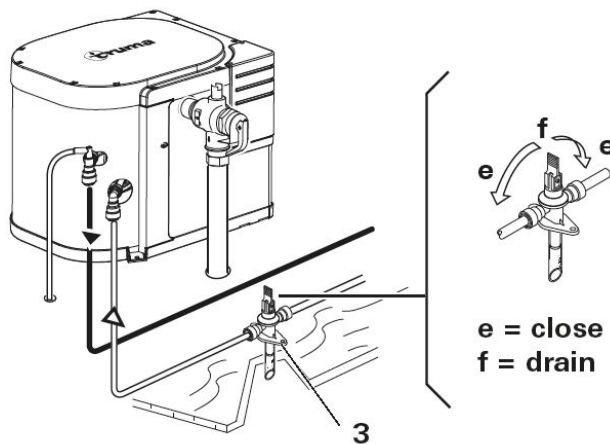


Fig. 2

- Open hot tap in bathroom or kitchen, with pre-selecting mixing taps or single-lever fittings set to “hot”.
- Switch on power for water pump (main switch or pump switch).
- Leave the tap open to let air escape while the water heater is filling. The heater is filled when water flows out of the tap.

Residues of frozen water can prevent filling if there is a frost. The water heater can be defrosted by switching on the heater for a short period (max. 2 minutes). Frozen pipes can be defrosted by heating the room.

- If just the cold-water system is being used, without water heater, the heater tank is also filled up with water. To avoid damage through frost, water must be drained by means of the drain valve, even if the heater has not been used. As an alternative, two shut-off valves, resistant to hot water, can be fitted in front of the cold and hot water connection.

Pressure and Temperature Relief Valve (P&T safety valve)

- Risk of scalding injury from hot water and/or tampering with the P&T safety valve!
- Do not actuate the P&T safety valve as long as the appliance is still hot.
- Do not place a plug or reducing coupling in the discharge pipe (Fig. 2a - 4b) of the P&T safety valve.
- Do not operate the water heater without a functioning P&T safety valve - this could cause an explosion.

The P&T safety valve (4) is a safety component and must not be removed for any reason other than replacement.

The P&T safety valve is not serviceable; if defective it must be replaced (failure to reuse an old P&T safety valve). It must be replaced by a certified service technician.

Tampering with the P&T safety valve will void the warranty.

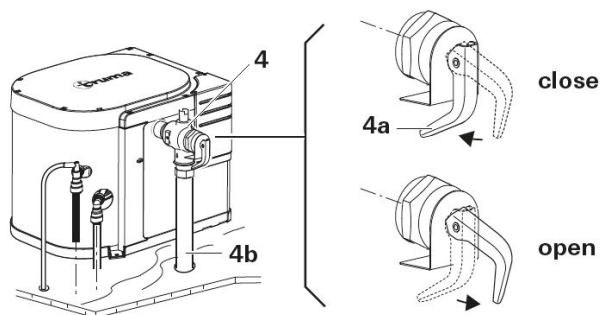


Fig. 2a

4 P&T safety valve

4a Test lever

4b Discharge pipe

Draining the Water Heater

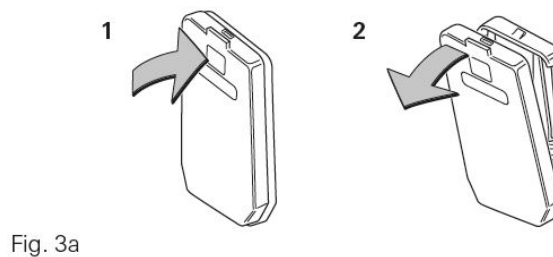
- If the vehicle is not used during periods of frost, it is essential that the Truma UltraRapid be emptied.
- Disconnect power for water pump (main switch or pump switch).
- Allow the appliance to cool down.
- Open hot water taps in bathroom and kitchen.
- Open drain valve (Fig.2 - 3). Lever in the “f” position (drain). The water heater is now drained directly to the outside via the drain valve (3).
- Check that the water has been completely drained (14 litres).

Switching On Gas Operation

- ⚠ Never operate the heater without water in it!
- ⚠ If the wall cowl is positioned close to an opening window (or hatch) – in particular directly under it – the window must remain closed when the water heater is in use (see warning plate).

Removing The Cowl Cover

- Grab the handle of the cowl cover.
- Press the palm against the lid (Fig.3a - 1) while pulling the lid off the cowl (Fig.3a - 2).



Select Water Heater Mode

Use the control panel to select the water heater mode



Fig. 3b

a = Red indicator lamp “Fault”

b = Water heater “On” 60 °C or 70 °C

c = Water heater “Off”

If there is air in the gas supply line, it may take up to a minute before the gas is available for combustion. If the appliance switches to “Fault” during this time, switch off the appliance – wait 10 minutes – and switch on again!

When using the vehicle switches

Refer to operating instructions of the vehicle manufacturer or see switch labels.

Switching Off Gas Operation

– Switch off the water heater to position (Fig. 3b - c).

If the water heater is not to be used for a longer period, mount cowl cover (non-observance of this point can lead to the function of the appliance being impaired through water, dirt or insects), close stop cock valve in the gas supply line and close the gas cylinder.

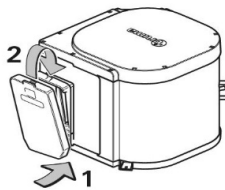


Fig. 4

Before setting off on any journey, fit cowl cap with the Truma UltraRapid switched off. Please ensure that it is secure and has locked into place (risk of accident). Defective cowl caps must not be used. Drain the water heater if there is a risk of frost! Warranty claims will not be accepted if this is ignored.

Red Indicator Lamp “Fault”

The red indicator lamp (a) lights up if there is a fault. For possible causes please refer to “Fault finding” on page 6. To unlock, switch off the appliance, wait 10 minutes, and switch on again.

Maintenance

Do not modify this appliance

Servicing should only be carried out by authorised personnel.

Only original Truma parts may be used for maintenance and repair work!

Please contact the Service Australia for service and repairs.

Decalcification

The Truma UltraRapid must be descaled on a regular basis (at least twice a year).

We recommend the use of suitable normal commercial products for the cleaning, disinfection and care of the Truma UltraRapid. Products containing chlorine are unsuitable.

- In order to avoid the colonization of micro-organisms, heat up the Truma UltraRapid to 70 °C at regular intervals.
- The drain valve (Fig. 2 - 3) and the P&T safety valve (Fig. 2 - 4) are to be operated regularly to remove lime deposits and to ensure that they are not blocked. Frequency: every 6 month.

Fuses

The water heater 12 V fuse is on the PCB on the water heater.

Important note

Only replace the miniature fuse on the PCB with a fuse of the same type: 1.6 A (slow action).

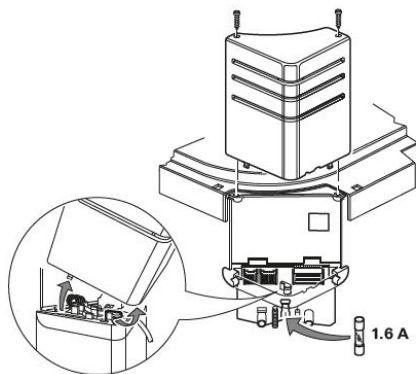


Fig. 6

Circuit Breaker

There is a circuit breaker allocated to the water heater circuit switch on the main electrical panel. To reset this breaker, push in.

Water Heater Trouble Shooting

Gas Operation

Symptom	Cause	Remedy
When switching on, the heater does not operate.	No 12 V DC supply voltage.	Check the power supply (operation voltage min. 10.5 V). Check the Truma UltraRapid fuse (refer to maintenance "Fuses").
When switching on, the heater does not operate, and the red lamp lights up after approx. 30 secs.	- Cowl cover fitted. - Air in the gas supply. - No gas supply. - Incorrect gas pressure.	Remove cowl cover and / or clear any obstruction. Check gas valves and gas cylinder. To unlock (and purge air), switch off the appliance, wait 5 minutes, and switch on again.
Heater operates for a prolonged time and then the red lamp lights up.	Excess temperature thermostat has responded.	Check water level, refill if required (close drain valve). To unlock, switch off the appliance, wait 5 minutes, and switch on again.

Water Supply

Symptom	Cause	Remedy
Water drips from the P&T safety valve.	- Water pressure too high. - Lime or dirt under the P&T safety valve seat.	Check water pressure (max. 400 kPa), use a pressure reducer when connected to central water supply. Allow the appliance to cool and then slowly raise the test lever (Fig. 2a - 4a) to flush the water system and attempt to force dirt or foreign matter out of the P&T safety valve seat. Replace P&T safety valve. This must be performed only by a certified service technician.
When opening the cold water tap, hot water comes out.	- Hot water flows back through the cold water supply.	- Fit a non-return valve in the cold water supply (refer to installation instructions "Water connection"). - Non return valve faulty

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.

[illegible]

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.

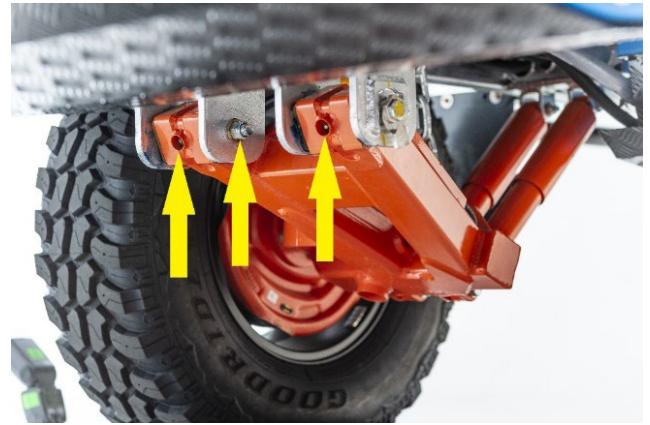
Bearings and Seals

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

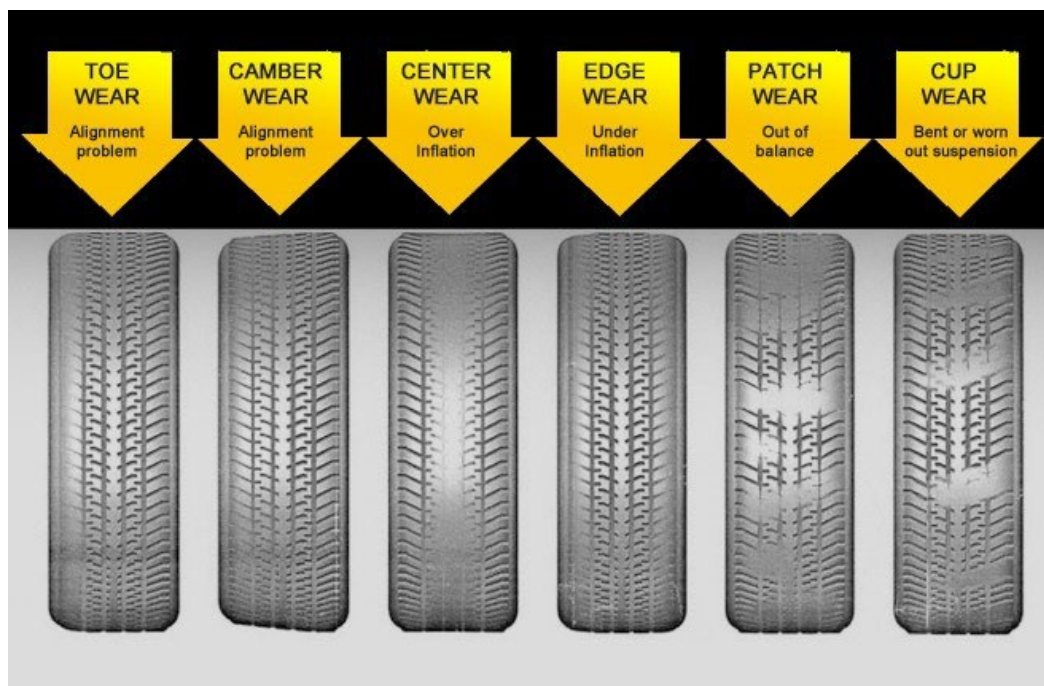
Your camper is fitted with quality independent trailing arm suspension with dual shock absorbers. This design is ideal for the full range of use on road however, there are strict limitations in use on corrugated and rough road. Suspension maintenance should be done as per the schedule contained in this 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.

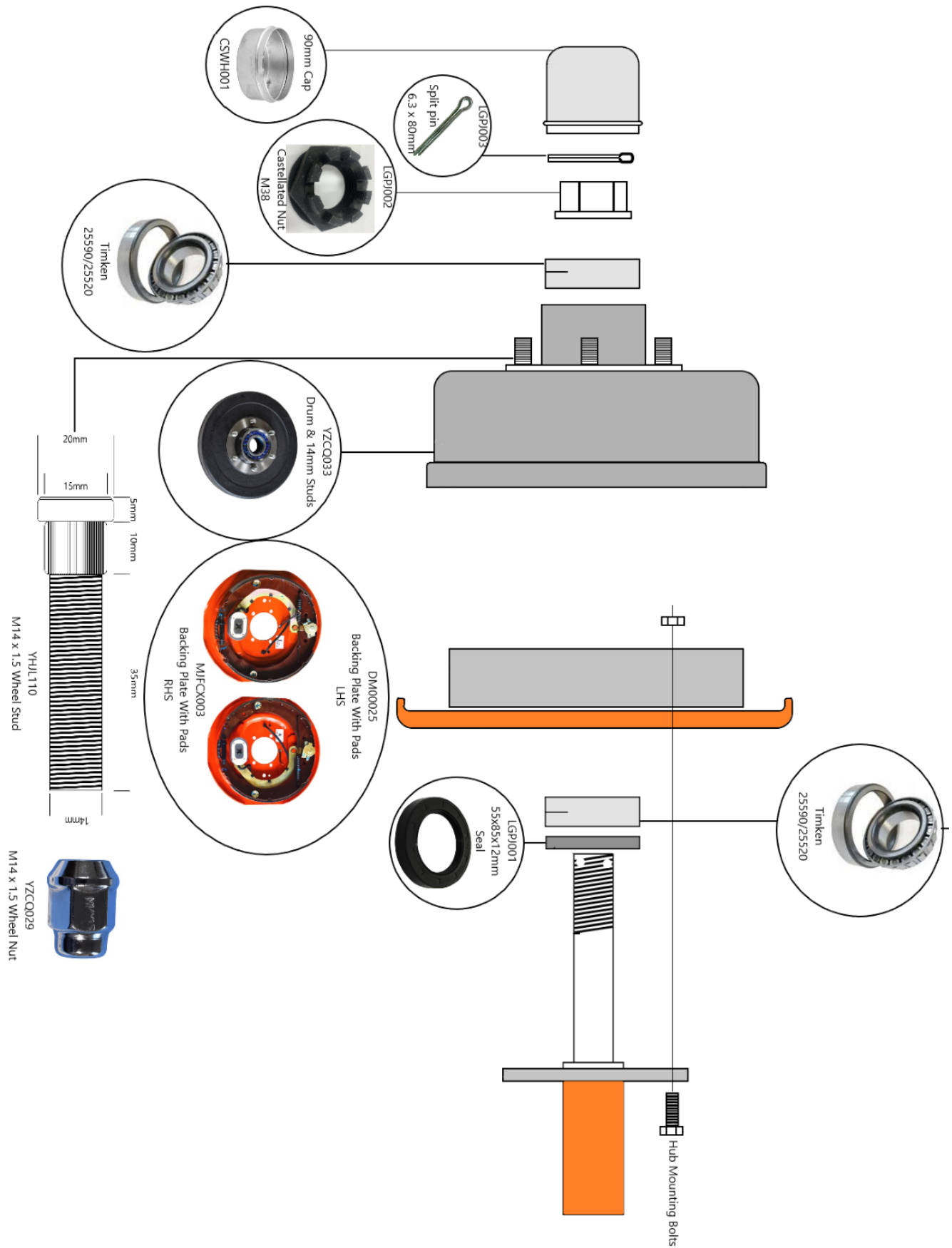


Wheel Alignment

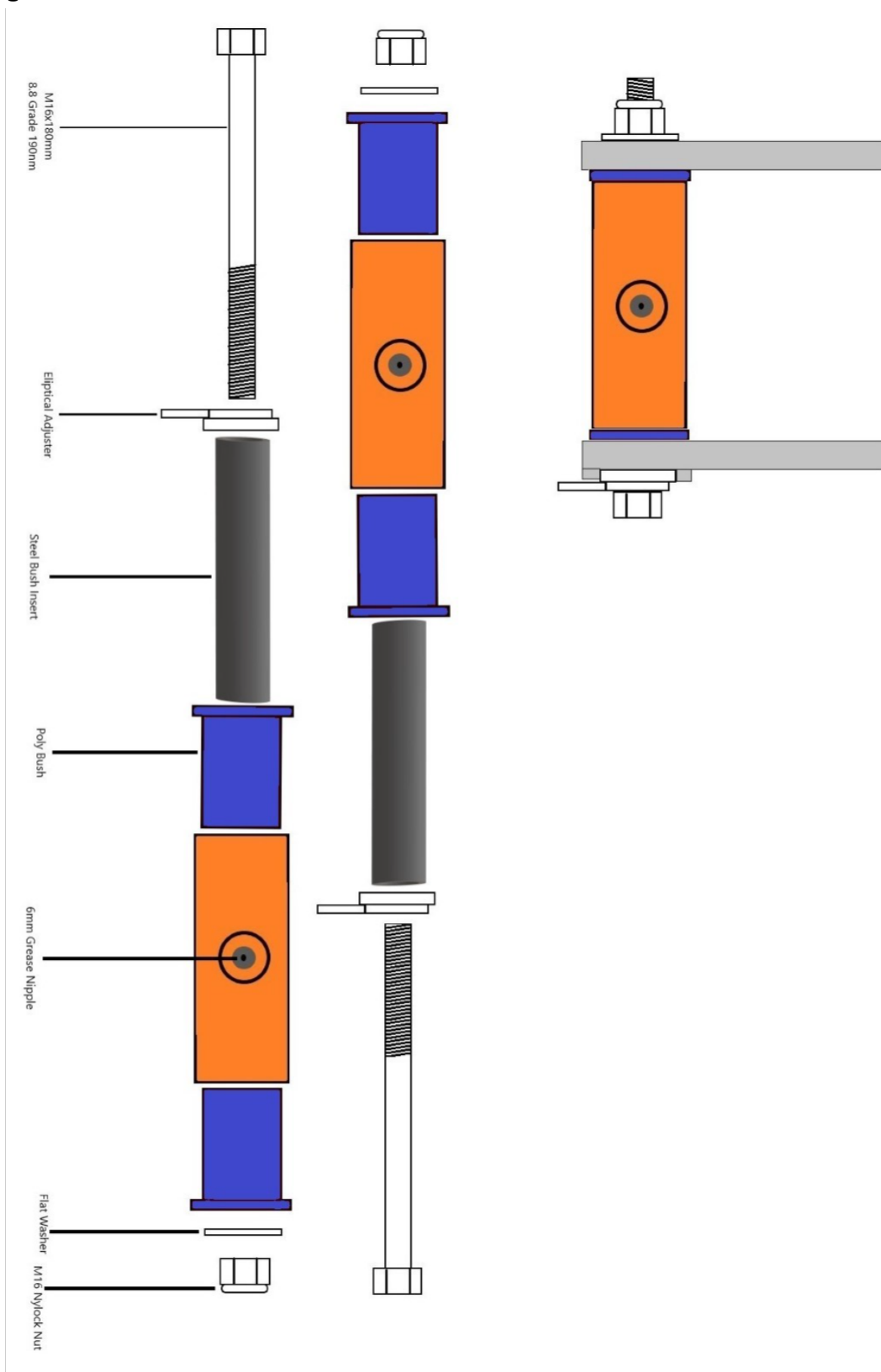
The wheels on your caravan are aligned at the factory. Refrain from backing up gutters and obstruction heavily. Always create a ramp when reversing obstacles to prevent premature misalignment of the wheels. Wheel alignment should be checked regularly every 10,000km or when tyre wear indicates.



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
Virginia Unit 2, 90 Pritchard Rd Virginia QLD 4014 Phone: (07) 3265 2666 Email: virginia@statewidebearings.com.au	Mackay 59 Central Park Drive, Paget QLD 4740 Ph: (07) 4952 6660 Email: mackay@statewidebearings.com.au	Dandenong South 84 Greens Road, Dandenong South VIC 3175 Ph: (03) 8710 9777 Email: dandenong@statewidebearings.com.au
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

This version of our On-Road Caravan Warranty came into effect on 10 January 2024 and applies to MDC models sold in Australia only.

The following information relates to warranties offered by MDC on 2025 (MY25) plated models sold in Australia only. Please read these Warranty Terms carefully. Should you have any questions relating to this Warranty, then please contact us. (1300 494 494)

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Our caravans are all either on-road models or off-road models, which are intended for significantly different uses, and which are subject to different warranties. Each model is clearly indicated as to whether it is on-road or off-road, and we can advise you if you are unsure which kind your particular caravan is. This warranty applies only to on-road caravans, but our warranty for off-road caravans can be found on our website at <https://www.marketdirect.com.au/camper-trailer-and-caravan-warranty-terms/>

VALIDITY OF CLAIMS

- The words “this Warranty” means this express warranty and its terms, and expressly do not apply to any warranties or guarantees in the Australian Consumer Law. The circumstances and conduct which would prevent a claim under this Warranty may however adversely impact your rights or claims under the Australian Consumer Law or other sources of rights.
- Claims under this Warranty may only be made by the original purchaser of the item in question. This Warranty commences on the original date of purchase and expires 24 months after that date, except with regard to the structural integrity of the drawbar and chassis, for which this Warranty shall continue for 5 years (60 months).
- This Warranty only applies to items sold as “new” and does not extend to any items sold via auction, or labelled “factory seconds”, “ex-demonstration” or “damaged”, unless specifically stated otherwise by us in writing. (Please see further on this page for more information).
- This Warranty is an agreement between us and you personally, and is not transferable under any circumstances. If an item is sold to a third party by the original purchaser, then this Warranty is terminated immediately for that item, and the original purchaser shall make no claims or be eligible for any claims on behalf of the new owner.
- This Warranty does not apply to new products purchased from us and then used in hire schemes or as rentals. Hiring or renting your products to third parties may negatively affect your ability to make claims for those products under any other warranties as may apply.
- This Warranty does not cover damage due to unauthorised modifications, misuse, abuse, incorrect assembly, improper or irregular maintenance, or accident or collision. Without limiting the generality of this clause, some examples of circumstances that may cause damage not covered by warranty include:
 - Failing to have your caravan serviced at the frequency indicated in the manual for that product, or to perform regular basic maintenance as indicated in the manual;
 - Taking your caravan through any environment or over any surface which the manual for that product indicates the product was not designed for. As an example, if you partially submerge the caravan, you will not be able to claim for resulting water damage;
 - The expected operational lifespan of your caravan assumes use as a holiday home, not as a primary residence. If you use your caravan as a primary residence, you will not be able to claim for the increased rate of wear and tear; and
 - Exceeding the load limits for your caravan will cause strain on parts of the vehicle. The advertised load limits are for a load distributed roughly evenly across the caravan, and you may overload the caravan at lesser weights if the weight is disproportionately



placed in one part of the caravan. You may not be able to claim for any failure or resulting damage caused or contributed to by such overloading.

- If we approve a warranty claim, then the work performed to remedy that claim must be performed either by us or by a person whom we approve in writing to do that work. If you have rectification works performed by an unapproved third party, whether under an approved warranty claim or otherwise, then we may not be responsible for the costs of those works, and this Warranty shall not cover those works or any damage or loss of value arising from those works.
- Any affiliates, representatives, associates, agents, suppliers, resellers or similar of ours have no authority to approve or deny warranty claims on our behalf.
- We shall not be liable, (in part or whole) for any warranties, either express or implied, made by agents or resellers unless we give an express written agreement to be bound by such a warranty, and such liability shall be strictly limited to the extent of that written agreement. Such unauthorised claims shall be the responsibility of the agent or reseller only.

REMEDIES AND LIMITATION OF LIABILITY

- We will not be liable under this warranty for, except as otherwise required by law, if we accept a warranty claim then your remedy will be limited to our choice between repair works with our chosen repairer, replacement goods, or a refund, as we reasonably consider appropriate to rectify the basis of the claim, as these are not defects.
- If we accept a warranty claim arising from a major failure, or for which we cannot provide a remedy in a reasonable time, then you may be entitled to a refund for that product. You will not be entitled to a refund or a replacement if the product has become damaged while within your care unless that damage is limited to fair wear and tear and damage caused by a defect and not contributed to by your actions or neglect.
- You agree that, to the greatest extent permitted by law, we shall not be liable for consequential or special damages of any kind, including aggravated, punitive, or exemplary damages. Without limiting the generality of this clause, you agree that our liability shall be limited in all cases to the amount you paid for the products underlying a claim.

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.
- Dust Ingress

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)

Page Intentionally Left Blank