



Escape with confidence



Information For New & Prospective Owners

OFFROAD CAMPERS & CARAVANS

2026 Edition



www.marketdirect.com.au



Phone: 1300 494 494

Welcome to

Congratulations on the purchase of your new trailer. The exciting world of off-road travel will soon be at your fingertips, opening opportunities to travel to great destinations across Australia.

To make the transition into your new trailer smoother and the best possible experience, the information set out in this folder should be used as a tool to get yourself ready to pick up your new caravan or camper.

WARNING

When picking up your new camper or caravan, it is important to show care when towing for the first time. Campers and caravans are designed to carry cargo such as personal items, camping gear, gas bottles, jerry cans and other items. The unladen trailer may not be at optimum balance without the normal cargo expected and brake linings will not be fully bedded in. Care should be taken as follows:

- Leave additional space between you and the vehicle in front to ensure a safe distance to brake in an emergency.
- Keep your towing speed moderate and follow the loading guide, tyre pressure guide and information in the owner manual when packing your trailer and working up to highway speeds.
- Vehicles in close proximity on the road, particularly trucks, can influence the stability of the trailer you are towing. Do not let your first experience with this be at higher speed, work up to highway speed limits gradually.
- If you experience any handling issues with your trailer, consult the towing guide in the owner manual for your product.

Delivery ETA

The ETA on your new purchase is a best estimate made on historical delivery times. Delays in shipping, general logistics, demand, and materials can at times extend the delivery schedule. Our team will do their best to keep you updated on the arrival of your new trailer. Please keep in mind that for built to order trailers, there will be several weeks where there is simply no update available while the product is in transit.

Shakedown Trip

It is important to set up your trailer and become familiar with the various systems before heading off on a major trip. Ensure you have downloaded a copy of the relevant owner manual and keep appliance manuals on hand to read while using each appliance for the first time. A weekend camp near home is the ideal first use scenario.

Towing Weights and Capacities

For safety and legal reasons, it is important that the driver of the vehicle towing a trailer knows the weight and towing capacities of the vehicle, trailer, and the combination of both. The Towing Weights and Capacities section will assist you in knowing where your limitations are regarding loading your trailer and vehicle and calculating actual weights to ensure you comply.

Making the Most of Your Handover

A camper or caravan handover can be overwhelming with the amount of information being given. There are some things you can do to maximise the experience and gain the information that will make using your new trailer easier.

Read The Owner Manual:

Reading through the owner manual before picking up your new trailer will help you understand the systems being explained. You can also write down a list of questions to ask about the things you don't fully understand.

Video The Handover:

Use your phone to video record the handover to use as a reference for later. This will save you having to remember everything on the day.

Pre-Download Your Apps:

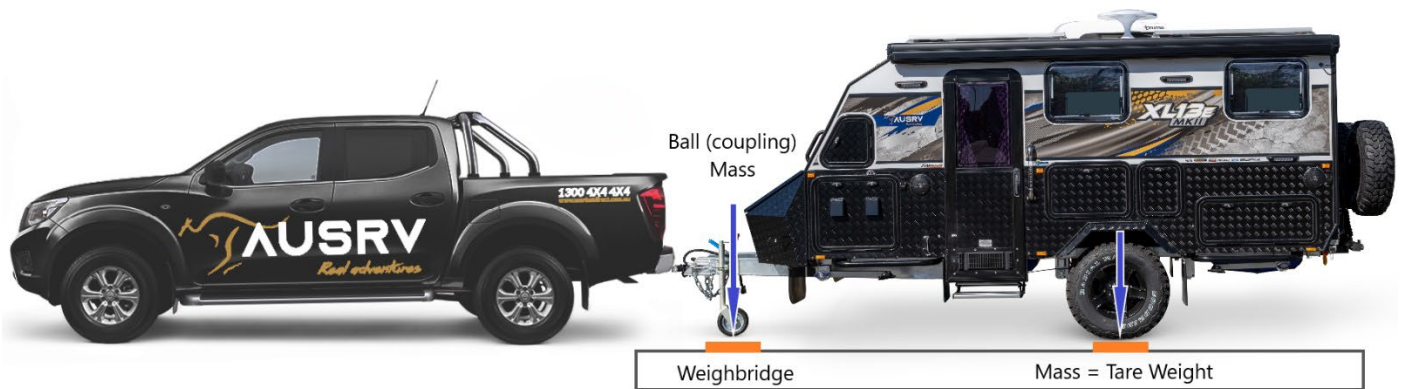
Your electrical system will incorporate a Projecta BM500-BT battery monitor. You can download the phone app from Google Play for Android or from the Apple App Store for your iPhone.

If your new caravan has an Inverter Charger, you can download the "Inverter Charger" app as well.

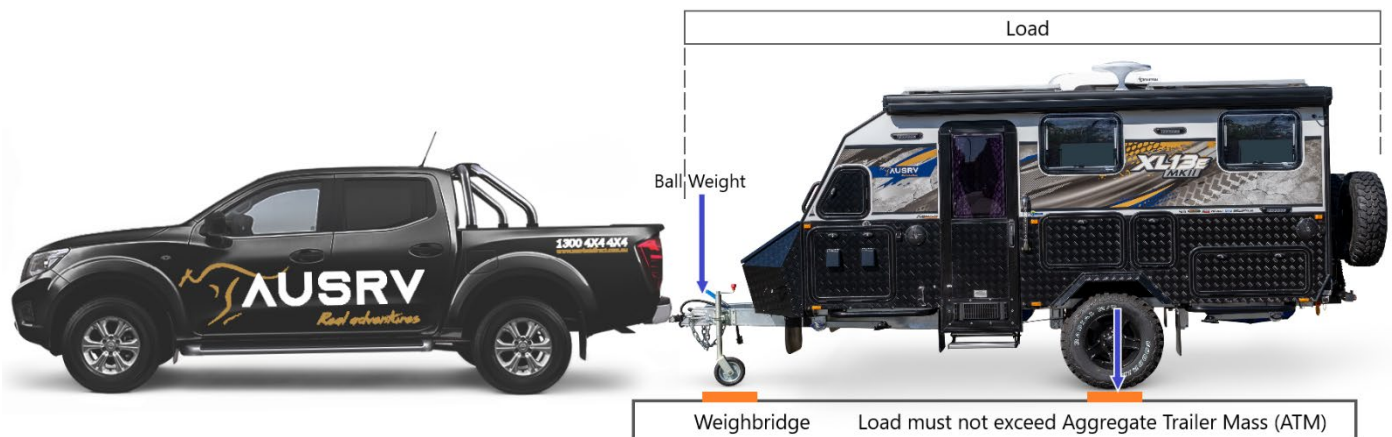
During your handover you can have the staff member assist you in pairing your phone with the devices.

Weight Definitions

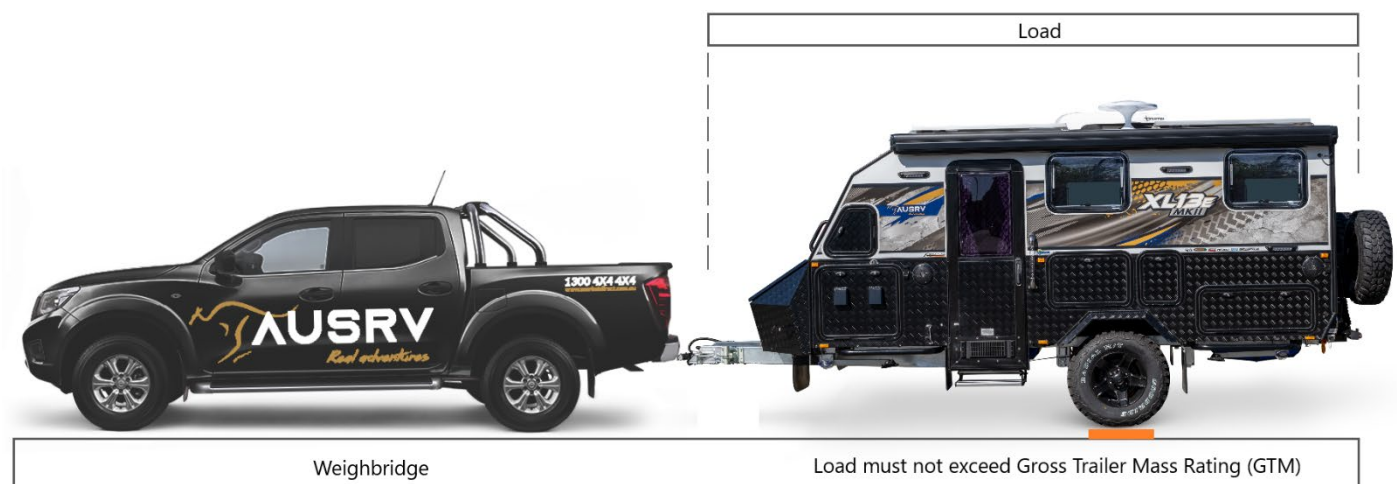
Tare Weight: The total weight of the trailer (load on tyres plus coupling load) with all options and fittings as supplied by the manufacturer, with empty water tanks, excluding fluids not essential for operation on public roads, and without luggage or personal effects.



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.



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.



Caravans for illustration purposes only.

Terminology

Ball Weight

The downward load exerted on the tow point of the vehicle by the trailer.

GCM

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

Camber

The correct camber setting for these models is 0°. 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

The correct toe in setting for these models is 2mm positive. 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 manufacturer has 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. If in doubt consult your tow vehicle manufacturer.



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.

Servicing

Just like your car, a camper or caravan requires regular servicing. The first required service is at 500km with minor service at 5,000km and major service every 10,000km. The owner manual has a service schedule along with instructional content that is important to know BEFORE you pick up your new trailer. The owner manuals can be downloaded from the MDC website at <https://www.marketdirect.com.au/mdc-owners-manuals/>



Scan the code for owner manuals.

Preparing Your Vehicle for Pickup

Before you pick up your new trailer, it is important to have your vehicle ready with the required electrics and towbar.

Electrics

There are two types of trailer plug supplied as standard with MDC and AUSRV campers and caravans.

Type 1

7 pin flat socket. This plug type is supplied on MDC and AUSRV trailers that do not require a connection to a trigger wire for a Projecta DC to DC controller.

The models with this plug fitting are:

MDC Explorer FF
MDC Jackson FF
MDC Cruizer Highside FF
MDC Cruizer Slide

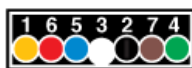
The illustration below shows the correct wiring for your car's 7 pin flat socket.

7 Pin Flat Plug & Socket

PIN No.	CIRCUIT	COLOUR
1	Left-hand turn	Yellow
2	Reversing signal	Black
3	Earth return	White
4	Right-hand turn	Green
5	Service brakes	Blue
6	Stop lamps	Red
7	Rear lamps, clearance & side marker lamps	Brown



7 Pin Plug



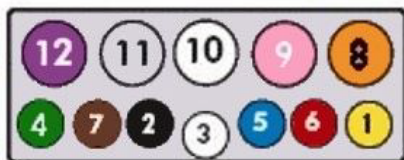
7 Pin Socket

Type 2

12 pin flat socket. This plug is supplied on MDC campers and caravans that have a Projecta DC to DC charger. The models fitted with this plug are:

- MDC Robson XTT
- All XT Model Caravans
- All AUSRV Caravans
- All Forbes Model Caravans
- All Forte SR Models

The illustration below shows the correct wiring for your car's 12 pin flat socket.



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

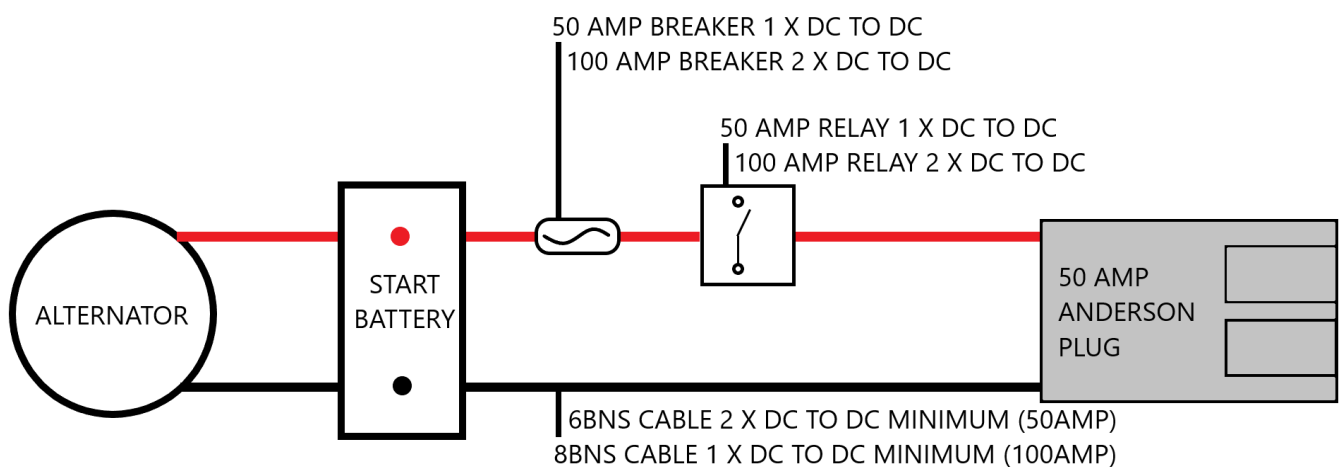
Anderson Plug

To charge your trailer while driving you will need a 50-amp Anderson plug connection fitted to your tow vehicle.

The Projecta IDC25L/IDC25X 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/IDC25X will be set off to take power from both the Anderson plug and the solar panels. It will also trigger the IDC25L/IDC25X to activate the vehicles ECU to make the alternator provide power to fully charge the multiple batteries in your camper or caravan.

On campers not fitted with a DC-to-DC controller being towed by a vehicle with a “smart” or ECU controlled alternator, it is likely you will need to fit a DC-to-DC controller to your camper or have the car dealer disable the “Smart Alternator” function in the vehicles ECU.

The illustration below shows the correct wiring. Trailers with no DC to DC or a single DC to DC unit require a minimum of 8bns wire and a 50-amp breaker/fuse. Trailers with 2 x DC to DC units require a minimum of 6bns wire and 100-amp breaker/fuse.



Brake Controller

All MDC and AUSRV campers and 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. The brake controller senses braking needs and supplies the correct current to the electric brakes in your trailer. MDC staff will not allow you to pick up your new trailer without a brake controller.



Towbar

Your vehicle will need a suitably rated towbar to tow your trailer safely and legally. Before picking up your new trailer, you must remove the tow ball from the towbar tongue to have the correct hitch fitting fitted during pickup.

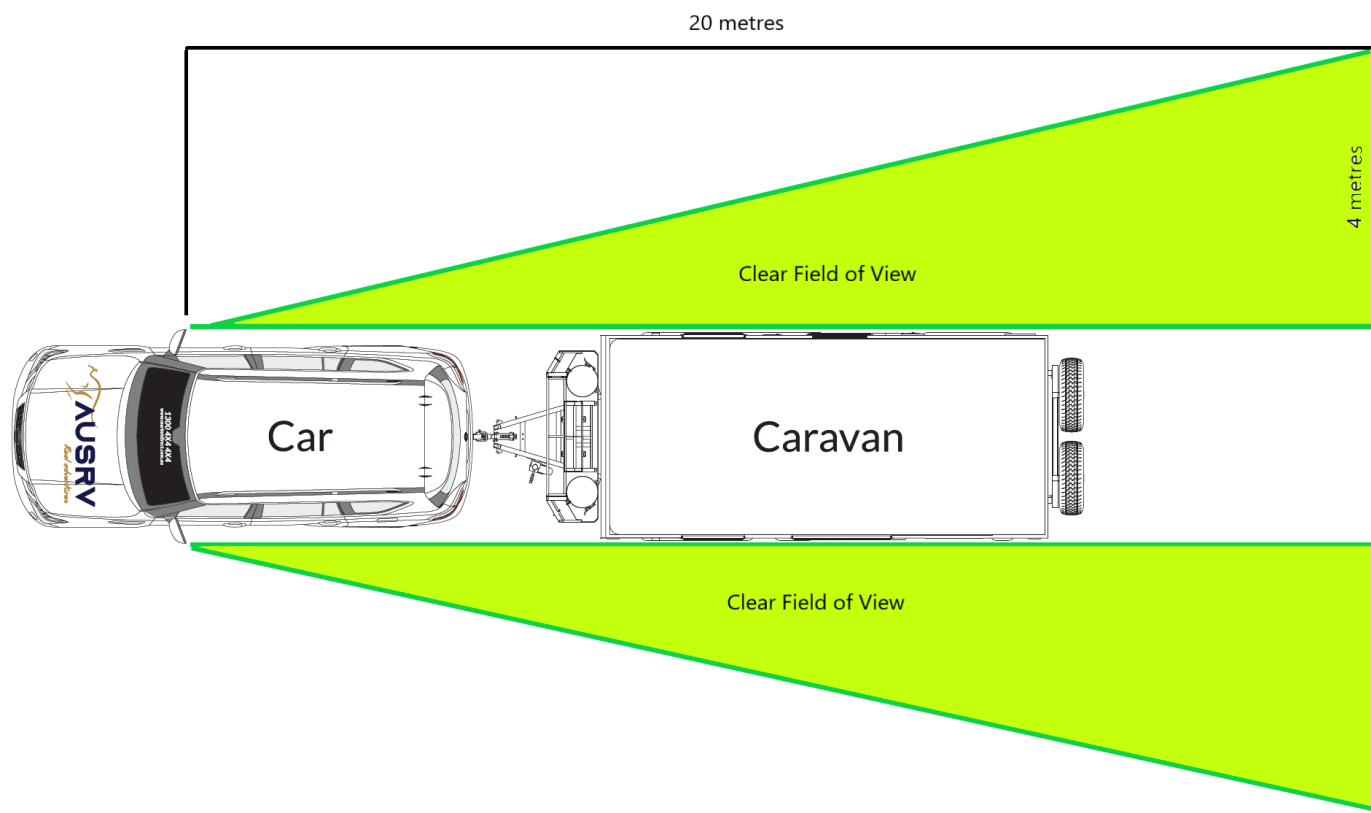


- Your hitch insert/tow bar tongue should be secure with minimal or no movement inside the receiver.
- Avoid using extended hitches/tongues, these may not be rated accordingly and may also cause handling issues.

Towing Mirrors

Depending on the width of your vehicle's mirrors and the width of your camper or caravan, you may require towing mirrors to be fitted to tow your trailer safely and legally. Your vehicles mirrors **MUST** be wider than the body width of the trailer to give clear view down each side.

The illustration below shows the required field of view when towing.



On the Way Home

Wheel Nuts

As your trailer is new, things will bed in mechanically quite quickly. For this reason, it is important to check wheel nut tension after picking up your trailer. You should check wheel nuts as follows:

50km

100km

200km

500km

Before each trip

Daily when travelling off road

Tuition Videos

Below are the play lists available on the MDC YouTube channel. Go to the play list for your model.

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

For handy tips and tricks as well as maintenance and safety, go to the MDC Masterclass playlist.

https://youtube.com/playlist?list=PLjsVAcWloYAYRbJNBRBTOF8uQsH-eGc2L&si=JdHytAWJ_QeaGQRz

Owner Manuals

Owner manuals can be downloaded to your device from the MDC website. If you require a printed copy, please let your salesperson know.

<https://www.marketdirect.com.au/mdc-owners-manuals/>

Social Media Resources

MDC staff are active on social media to assist customers and arrange events such as get togethers, tagalong tours and the annual Big Red Bash attendance MDC Paddock. These events and assistance are available through the MDC & AUSRV Owners Group.

<https://www.facebook.com/groups/1471523463164896/>

For updates on what is new with MDC, you can follow our company Facebook page.

<https://www.facebook.com/marketdirectcampers>

Technical Assistance

MDC has a technical assistance line to help in case of urgent assistance being needed or general technical questions regarding your camper or caravan.

PH: 1300 494494 Option 4

Hours: 9am to 5pm Australian Eastern Time

Note: This service is not for spare parts or warranty assistance.



Warranty Claims

Your new MDC or AUSRV product has a 12-month limited manufacturer's warranty and a lifetime manufacturer's warranty on the chassis and A frame for the original owner.

To place a warranty claim, go to <https://www.marketdirect.com.au/trailer-warranty-claim/>

You will need the following:

- Trailer Vehicle Identification Number (VIN).
- Invoice Reference Number (At top of your original invoice).
- Date of purchase.
- Date of handover.
- Photos or video of the issue if possible.

Warranty Statement

These Warranty Terms form part of the contract between you and Market Direct Group Pty Ltd (ACN 115 038 483) ("we" or "us") for the purchase of your new Off-road Caravan or Camper Trailer. Please read these Warranty Terms carefully. Should you have any questions relating to this Warranty, then please contact us.

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.

1. VALIDITY OF CLAIMS

- a) 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 12 months after that date, except with regard to the structural integrity of the drawbar and chassis, for which this Warranty shall continue for the entire operational life of the Camper or Caravan.
- b) 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).
- c) 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.
- d) 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.
- e) 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 or camper 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 or camper 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 or camper 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.
- f) 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.
 - g) Any affiliates, representatives, associates, agents, suppliers, resellers or similar of ours have no authority to approve or deny warranty claims on behalf of us.
 - h) 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.

2. REMEDIES AND LIMITATION OF LIABILITY

- a) Except as otherwise required by law, your remedy if we accept a warranty claim 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.
- b) 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.
- c) 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.

3. 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:

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

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

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

4. FACTORY SECONDS, EX-DEMONSTRATION AND DAMAGED GOODS

- a) 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.



- b) 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.
- c) 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.
- d) 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.

5. 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 rights to make a warranty claim for products purchased at auction.

6. LODGING A CLAIM

If you purchased a caravan or camper 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:

- a) 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.
- b) 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 based on that lack of information.

- c) 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.
- d) If you provide us with false, misleading, or selectively incomplete information, we may reject that application on that basis, even if you subsequently correct the information. If you are unsure whether information is relevant, include it in your application and we will assess its relevance.

7. CONTACT

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

Customer service hours are 8.30am – 5pm Monday to Friday AEST (Brisbane Time)

Spare Parts

The MDC Spare Parts team can be contacted on 1300 494494 Monday to Friday 8.30am to 5pm AEST (Brisbane time)

NOTE: The customer service team are not available on weekends and public holidays.