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**INTELLIGENT
ENGINEERING
WARRANTY & SERVICE
BOOKLET**

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Congratulations on the purchase of your new INTELLIGENT ENGINEERING chassis.

Intelligent Engineering warrants to the consumer, not a retailer or reseller, who acquired the chassis:

- From Intelligent Engineering, or an authorised dealer of an Intelligent Engineering chassis, or a Purchaser subject to the terms of this warranty;
- For their own personal use and not for the purpose of resale or resupply

For the Purchaser:

- Intelligent Engineering guarantees that from the date of delivery of the Intelligent Engineering chassis, for a period of 5 years, the chassis will be free from defects of material and workmanship under normal use
- Intelligent Engineering guarantees that from the date of delivery for a period of 5 years, any steel or structural parts of the chassis; including drawbar attachment to chassis main rails, support beams and hangers/cleats, and welding integrity; of the chassis will be free from defects of material and workmanship.
- Intelligent Engineering also uses equipment which are not manufactured by Intelligent Engineering that are covered by warranty, such items carrier their own Third Party warranty and is subject to their suppliers warranty terms

For the avoidance of doubt, where a Purchaser acquires the chassis from another Purchaser (purchased as a component of a new caravan or RV from an authorised dealer of the new caravan or RV manufacturer), the periods referred to above will be calculated as the period from the date the Second Purchaser acquires the chassis from the First Purchaser until the end of the warranty period that would have otherwise applied to the First Purchaser if the First Purchaser had not sold the chassis to the Second Purchaser.

The benefits provided to a Purchaser under the express warranties above are in addition to any other rights and remedies of the Purchaser under any applicable laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to:

- a) Replacement or Refund for Major Failure: If a product experiences a major failure, you have the right to either a replacement or a refund. A major failure could include significant defects or issues that render the product unusable or unsafe.
- b) Compensation for Other Loss or Damage: Beyond major failures, you're entitled to compensation for any other reasonably foreseeable loss or damage caused by the faulty product. This could include financial losses or harm resulting from the product's failure.
- c) Repair or Replacement for Quality Issues: If the goods fail to meet acceptable quality standards but don't amount to a major failure, you can request repair or replacement. This covers issues that affect the product's functionality, durability, or appearance.

WARRANTY EXCLUSIONS

Subject always to any overriding obligations pursuant to the Australian Consumer Law, the express warranties set out above shall not apply:

- a) If the Purchaser is not able to provide proof of purchase or equivalent documentation which confirms that the relevant chassis was purchased from Intelligent Engineering or authorised dealer.
- b) To defects which have arisen because of the chassis being involved in an accident, other impact, being towed at excessive speed, or being towed by a vehicle that is not suitable for the chassis.
- c) To defects which have arisen by use of the chassis which is contrary to any law, ordinance, or regulation in force in any state or territory of Australia and New Zealand
- d) If the damage is caused by use in off-road applications, undedicated/non-gazetted roads or over rough road where the chassis is not designed or equipped for such operation.
- e) To the brakes, suspension system and/or tyres although the manufacturer of the brakes, suspension and systems and/or tyres may provide warranties for those items. Such claims should be addressed directly to the manufacturer of said items. This includes any sway controller or brake controller that is a product of a company other than Intelligent Engineering.
- f) To minor imperfections which are within reasonably acceptable industry tolerances and variances.
- g) To a consumable part of the chassis which requires routine replacement by the Purchaser.
- h) To any defects resulting from overloading, misuse, negligence, accident, unauthorised modification, tampering, unauthorised repair or other cause beyond the direct control of Intelligent Engineering.
- i) To any defects resulting from the installation of any aftermarket accessories or options after the chassis has left the premises of Intelligent Engineering.
- j) To any rectification, modification or other work required due to alterations required by state or commonwealth legislation, which occurs after the purchase of the chassis.
- k) To any damages or repair work which is required as a result of continued usage or towing of the chassis after a defect has, or should have, become apparent to the user or Purchaser of the chassis.
- l) To the extent permitted by law, to any liability for consequential loss, such as but not limited to inconvenience, loss beyond the normal measure, indirect loss, loss opportunities, loss of use of the chassis, loss of time, distributed travel plans, expenses for accommodation, petrol/diesel fuel, telephone, loss or damage to personal property, loss of earnings or rent.
- m) To deterioration or damage of the chassis due to exposure to natural elements and weather.
 - 1a - External causes, such as fire temperature, water, flood, dampness, liquid touching
 - 2b - Foreign material entering the product, dirt, dust, corrosive conditions
(including salt and sand)
 - 3c - Theft, vandalism, earthquakes, tornadoes, acid rain
 - 4d - Acts of God, terrorism, environmental conditions
 - 5e - Any act or circumstance beyond our control

- n) To defects which may be rectified through normal service and maintenance, which is the responsibility of the Purchaser.
- o) Failure to maintain their service and maintenance obligation on the chassis during the warranty period, instructions is set out below in the service section 7. of the warranty book.
- p) To damage attributable to normal wear and tear, such as scratching, stone damage or reasonable degradation of general aesthetics in paint, galvanising or other coatings.
- q) To defects, or the effects of defects, that may have been mitigated had the Purchaser notified Intelligent Engineering or an authorised dealer, or undertaken servicing in accordance with the service booklet attached, or maintenance at an earlier date but nonetheless failed to do so.
- r) If the purchaser rents out the chassis or otherwise uses the chassis for commercial purpose.
- s) To cover call-out fees, service charges, towing charges, and attendance expenses levied by any towing operators, electricians, plumbers, or other such mobile repair service providers.
- t) Warranty MAY VOID if a high-pressure washer is used to clean the chassis.
- u) To defects arising from any repair, modification, alteration or other work to the chassis that was not approved by Intelligent Engineering in writing.
- v) To defects or damage arising from any usage or towage of the chassis other than in accordance with the chassis' compliance plate.
- w) To defects or damage to goods, products, items, consumables and any other component which forms part of the chassis that is supplied by a third party, except where such defect or damage is caused by Intelligent Engineering during the manufacturing process.
- x) Your cost related to freight/ transport to and from Intelligent Engineering or the authorised dealer/ repairer, insurance, accommodation, towing or recovery costs (including all costs of Intelligent Engineering staff attending the location) Occurring as a result from warranty claim are your responsibility unless Intelligent Engineering agrees otherwise in writing to you.
- y) These warranties apply only to products which are sold by us or our authorized dealers and do not apply to Intelligent Engineering products that are sold at an auctions
- z) These warranties do not cover if the Intelligent Engineering chassis do not bare the serial number in their original and legible form.
- aa) Intelligent Engineering makes no express warranties or representations other than those set out in this warranty

In addition, during its warranty period, it is mandatory that the Purchaser consult with and obtain approval from Intelligent Engineering prior to performing any modification to the chassis, particularly with respect to any electrical, plumbing or chassis interventions. Such modifications have the potential to significantly impact the performance and safety of the chassis. A failure to seek the requisite approval, from which the modification causes any defect or failure, MAY VOID the warranty.

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Further, where a Purchaser modifies the chassis after purchase and not as part of the arrangements between the dealer and the Purchaser at the time of the purchase of the chassis, but subsequently work needs to be done on a part of the chassis to which the modification is attached or to which an

Additional part is added, and that work cannot be done without the removal of that extra or modified part, the reasonable costs of removal and replacement of the extra part will be borne by the Purchaser.

TRANSFER OF OWNERSHIP

For the warranty of the chassis to be transferable, the purchaser must ensure the service schedule is brought up to date in accordance with Intelligent Engineering recommended service schedule. The service or repair must be carried out by an approved service agent of Intelligent Engineering

- a) A copy of the up-to-date service or repair invoice emailed to the office
- b) A copy of sales invoice to the new owner to be emailed to the office
- c) A copy of the current RV registration to be emailed to the office
- d) A copy of the current RV registration to be emailed to the office
Supply a recorded of the chassis and VIN number to reflect current owner will be reordered in a register held at Intelligent Engineering office

Email link to warranties@intelengineering.com.au or contact office (03) 8324 0246

WHERE WARRANTIES OR REPAIRS CAN BE ASSESSED

- The authorised Intelligent Engineering dealer from where the chassis was originally purchased.
- Any other authorised Intelligent Engineering dealer within Australia; or
- Any authorised repair centre within Australia provided written approval to carry out the inspection and/or repairs at that repair centre is first received from Intelligent Engineering in writing.

HOW TO MAKE A CLAIM

A Purchaser's first point of contact for any potential warranty claim should be the authorised dealer from whom the chassis was purchased.

For assistance in contacting the relevant dealer, see our website, or call us (03) 8324 0246

To make a claim under a warranty provided in these Warranty Terms a Purchaser must:

- a) Lodge the claim with the authorised dealer who supplied the chassis to the Purchaser (subject to the terms below) as soon as possible and no later than 14 days after they first become aware of the defect.
- b) Provide reasonable proof of purchase of the relevant chassis together with all up-to-date service records.
- c) Provide details relating to the proposed warranty claim (including any quotations obtained from an authorised dealer or repairer as to proposed remedial works for review and assessment by Intelligent Engineering);
- d) Provide clear photographs of the problem as detailed in the warranty claim; and

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- e) Cease using the chassis after first becoming aware of the defect.

The processing of warranty claims can be expedited by ensuring that the authorised dealer or repairer has lodged your details with Intelligent Engineering.

If the authorised dealer who supplied the chassis has informed the Purchaser that the supplying authorised dealer is unable to assist with a warranty claim, or is otherwise no longer an authorised dealer of Intelligent Engineering chassis, then the Purchaser must submit the claim to either:

- Another authorised dealership within Australia (as authorised by Intelligent Engineering);
- An authorised repair centre that has received written approval from Intelligent Engineering to perform assessment or repairs; or
- Intelligent Engineering PTY LTD

If the Purchaser submits a warranty claim to another authorised dealer or a local service agent, the claim must be made as soon as possible and no later than within 14 days after first becoming aware of the defect and include the information and materials listed in warranty terms as (b).

If the Purchaser does not provide such requisite information and materials, then Intelligent Engineering reserves the right to refer the Purchaser to an authorised dealer or local repair agent (as the case may be) and/or not proceed with actioning the warranty claim until the requisite information and materials are provided by the Purchaser.

Following receipt and evaluation of the Purchaser's warranty claim, the authorised dealer or Intelligent Engineering (as the case may be) will provide directions to the Purchaser as to whether the chassis is required to be transported to Intelligent Engineering or an authorised repairer for inspection, further assessment and if deemed necessary by Intelligent Engineering, repair.

COST OF WARRANTY CLAIM

Intelligent Engineering will not be liable for any claims for labour, additional products or parts associated with alleged faulty product for work not approved in advance by Intelligent Engineering in writing.

All expenses incurred by the Purchaser in making a claim under these warranty terms, including any costs incurred in delivering the chassis to an authorised dealer of Intelligent Engineering shall be borne by the Purchaser.

The costs of removal and re-installation of accessories to enable inspection or repairs under these warranty terms are to be borne by the Purchaser.

Intelligent Engineering will not reimburse the Purchaser for any costs for repairs performed by persons without prior written approval from Intelligent Engineering.

Intelligent Engineering highly recommends the Purchaser of this chassis, caravan, RV or trailer obtain roadside assist cover.

7. SERVICING

It is the responsibility and obligation of the Purchaser to regularly service the chassis in accordance with the service requirements detailed in the service checklist attached and at the time prescribed by the service schedule, to ensure the chassis is maintained in a safe and roadworthy condition.

This routine servicing of the chassis is at the Purchasers' expense and those items delineated as requiring performance by a service technician in the checklist must be provided by a service centre which is authorised by Intelligent Engineering to undertake such servicing.

The Purchaser must adhere to chassis, caravan/RV or trailer manufacturer published maintenance/service schedule after the purchase date (highlighted in the service schedule attached), ensuring the schedule covers all the points listed in the service schedule section.

Details of the service agent performing the maintenance/service must also be recorded.

It is the Purchaser's responsibility to maintain and keep adequate records of such servicing. The failure to adhere to the checklist, and time periods specified mandatory for chassis servicing, MAY VOID all warranties in these Warranty Terms.

8. MAINTENANCE

The chassis is manufactured using individual components supplied by both Intelligent Engineering and varying third party suppliers. It is the responsibility and obligation of the Purchaser to maintain the chassis, including its individual components, in a safe and roadworthy condition.

The express warranties in these Warranty Terms do not apply to goods, products, items, consumables or any other components forming part of the chassis that are supplied by third party suppliers (Third Party Components).

If Third Party Components are subject to a warranty provided by the respective third-party supplier, the Purchaser may request the authorised dealer who supplied the chassis to the Purchaser to assist with submitting a warranty claim with the third-party supplier (subject to the terms of the warranty).

The ongoing maintenance of the chassis is at the Purchasers' expense. The Purchaser may elect for the maintenance of the chassis to be undertaken personally by the Purchaser, by a service centre of their choice or, in the case of Third-Party Components, as required by the third-party supplier.

It is the Purchaser's responsibility to maintain and keep adequate records of such ongoing maintenance. The failure to maintain the chassis in accordance with the materials provided by, or as otherwise instructed by, Intelligent Engineering MAY VOID all warranties in these Warranty Terms.

9. SCOPE OF WORKS FOR APPLICATION OF WARRANTY

Where the scope of work for any service or maintenance work is discussed between the Purchaser and Intelligent Engineering, its authorised dealer or repair centre, the scope of work necessary for any work shall be determined by Intelligent Engineering, its authorised dealer or repair centre and if the Purchaser does not accept that scope of work, work outside that scope shall MAY VOID the warranty provided under this document.

10. SUSPENSION AND WHEEL ALIGNMENT

Every attempt has been made to preadjust the toe and camber of the suspension system fitted to the chassis during the production stage, however, as weight is added to the chassis through the building process it is not uncommon for the suspension toe or camber to move slightly, therefore it is the

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Responsibility of the Purchaser to check this at the first service, and ultimately remains the Purchaser's responsibility to periodically check this as indicated in service recommendations section.

Wheel alignment is not covered by Intelligent Engineering national warranty, however in cases of special circumstances; warranties could be approved at the discretion of management of Intelligent Engineering.

*Generally, the service time allowed for the setup and adjustment of wheel alignment to a tandem caravan should not exceed 1.5 hours. *

Some causes of misalignment are:

- Sudden jarring or heavy impact caused by hitting something, such as a pothole, bumping a curb, or a road accident.
- Worn parts such as bushing etc. caused by wear and tear.
- Worn tyres or damaged tyres caused by faulty shock absorbers or road damage.
- Height modification, when suspension has not been changed to suit the ride height.
- Heavy or unequal loading of a caravan can affect the camber angle.
- Unequal airbag or coil spring loads/pressures.

Please take the time to read and acknowledge the warning plates positioned in the front of the chassis

These warning plates are designed as constant reminders for safe travelling.

DETAILS OF ENTITY GIVING THE EXPRESS WARRANTIES

Intelligent Engineering PTY LTD
20 Oldham Rd, Epping VIC, 3076
Telephone: 03 8324 0246
Email: warranties@intlengineering.com.au
ACN: 631 676 232

SERVICE SCHEDULE

300-400km (mandatory service)

	Values	Check box
Visual inspect and adjust suspension and wheel alignment (1)		
Visual inspect and adjust brake shoes/pads		
Visual inspect wheel bearing and adjust		
Visual inspect and adjust handbrake operations		
Visual inspect breakaway operation (brake safe)		
Visual inspect all fasteners are fastened		
Visual inspect of rear bumper bar (if fitted)		
Check ball weight of caravan and record	kg	
Inspect and correct tyre pressure against tyre placard	psi	
Inspect all wheel nuts correctly fastened including spare wheel	nm	
Inspect jockey wheel operation and grease (if required)		
Inspect coupling bolts and grease coupling (if required)		
Inspect coupling latching /locking mechanism operation		
Inspect safety chain for damage		
Inspect for rated two shackles AS 2741-2002		
Visual inspect under chassis suspension bolts/fasteners and grease where required		
Visual inspect suspension springs for damage		
Inspect chassis wiring at brakes and harness loom		
Visual inspect absorbers for leakage		
Inspect underbody for loose straps or damaged items		
Inspect operation of brake lights, indicators etc.		
Visual inspect VIN stamp and compliance plate		
Visual inspect warning labels		
Estimate service time/accurate estimate (3.5 hours)	Total time:	

Note:

It's important to follow suspension manufactures torque specs

SERVICE SCHEDULE

2nd Service every 6 months

	Values	Check box
Check and adjust suspension and wheel alignment (1)		
Check and adjust brake shoes/pads		
Remove, Inspect, wash and repack wheel bearings		
Check drum for wear		
Check magnet face for wear		
Remove magnet and check for wear on magnet arm		
Check and adjust handbrake operation		
Check breakaway operation (brake safe)		
Check all fasteners are fastened		
Check ball weight of caravan and record	kg	
Visual inspect of rear bumper bar (if fitted)		
Check tyre pressure against tyre placard	psi	
Check all wheel nuts correctly torqued to specification	nm	
Check jockey wheel operation and grease (if required)		
Check coupling bolts and grease coupling (if required)		
Check coupling latching /locking mechanism operation		
Check safety chain for damage and report		
Check for rated two shackles AS 2741-2002		
Check suspension bolts/fasteners and grease where required		
Check suspension springs visual for damage		
Check chassis wiring at brakes		
Check wind down legs and lubricate		
Check shock absorbers for leakage/tightness		
Check underbody for loose straps or damaged items		
Check operation of brake lights, indicators etc.		
Check battery voltage and report	V	
Visual inspect VIN stamp and compliance plate		
Visual inspect warning labels		
Estimate service time/accurate estimate (4 hours)	Total time:	

Note:

It's important to follow suspension manufactures torque specs

SERVICE SCHEDULE

3rd Service every 10,000km or (12 months whichever comes first)

	Values	Check box
Check and adjust suspension and wheel alignment (1)		
Remove, Inspect, wash or repack wheel bearings (replace if required)		
Inspect wheel bearing race (report or replace)		
Check drum for wear		
Check magnet face for wear (report or replace)		
Remove magnet and check for wear on magnet arm (report or replace)		
Check brake shoe, adjust and lubricate backing plate (report or replace)		
Check and adjust handbrake operation		
Check breakaway operation (brake safe)		
Check all fasteners are fastened		
Check ball weight of caravan and record	kg	
Check tyre pressure against tyre placard	psi	
Visual inspect of rear bumper bar (if fitted)		
Check all wheel nuts correctly torqued to specification	nm	
Check jockey wheel operation and grease (if required)		
Check coupling bolts and grease coupling (if required)		
Check coupling latching /locking mechanism operation		
Check safety chain for damage and report		
Check for rated two shackles AS 2741-2002		
Check suspension bolts/fasteners and grease where required		
Check suspension bushes for movement		
Check suspension springs for damage (report)		
Check chassis wiring connections at brakes and harness		
Check shock absorbers for leakage/tightness		
Check underbody for loose straps or damaged items		
Check wind down legs and lubricate (report)		
Check operation of brake lights, indicators etc.		
Check battery voltage and report	V	
Visual inspect VIN stamp and compliance plate		
Visual inspect warning labels		
Estimate service time/accurate estimate (4.5 hours)	Total time:	

Note:

It's important to follow suspension manufactures torque specs

Service log

1st inspection	300-400kms	Certified dealer signature: Inspected by: _____ Date: _____
2nd inspection	10,000kms	Certified dealer signature: Inspected by: _____ Date: _____
3rd inspection	20,000kms	Certified dealer signature: Inspected by: _____ Date: _____
4th inspection	30,000kms	Certified dealer signature: Inspected by: _____ Date: _____
5th inspection	40,000kms	Certified dealer signature: Inspected by: _____ Date: _____
6th inspection	50,000kms	Certified dealer signature: Inspected by: _____ Date: _____
7th inspection	60,000kms	Certified dealer signature: Inspected by: _____ Date: _____
8th inspection	70,000kms	Certified dealer signature: Inspected by: _____ Date: _____
9th inspection	80,000kms	Certified dealer signature: Inspected by: _____ Date: _____
10th inspection	90,000kms	Certified dealer signature: Inspected by: _____ Date: _____
11th inspection	100,000kms	Certified dealer signature: Inspected by: _____ Date: _____
12th inspection	110,000kms	Certified dealer signature: Inspected by: _____ Date: _____