



Owners

Manual

Welcome to the Nomadic Family!

Congratulations on your purchase of your new Nomadic Off-Road Camper. As a proudly 100% Australian-owned and operated family business, we're thrilled you've chosen to join the Nomadic family.

No doubt you're looking forward to many years of adventure exploring this great country—and we can't wait to see the stories, photos, and memories you'll create along the way. But before you hit the road, it's important to remember that, like any vehicle or piece of machinery, your camper requires regular care and maintenance to ensure smooth, hassle-free holidays.

Unlike your car, a camper can often sit unused for long periods. That's when issues like unserviced wheel bearings after beach trips or flat batteries can catch you off guard. This handbook is here to guide you through common questions about product care and preventative maintenance.

You'll also find helpful resources and videos on our website to support you throughout your ownership journey.

If you have any questions, our team is only a phone call away.

Once again, welcome to the Nomadic Off-Road Campers Family.

Adam Mathieson – Company Director

FOR ANY ASSISTANCE WE ARE HERE.

PHONE: 1300 696 672

SOCIAL: Facebook – search Nomadic Off-Road Campers Owners Group

WEB: www.nomadiccampers.com.au

Videos to help you: www.youtube.com/@NomadicCampers

IMPORTANT INFORMATION

THINK SAFE - TOW SAFE – LOAD SAFE

It is the owner's responsibility to ensure the caravan is loaded correctly before every trip. Proper weight distribution is critical to safe towing, braking, and overall handling. Overloading or unevenly distributing weight can lead to sway, increased wear on components, poor towing performance, and even serious accidents.

Your caravan's ATM (Aggregate Trailer Mass), ball weight, and payload limits must always be adhered to—these are not just guidelines, but legal requirements. Ensure heavier items are placed low and close to the axle, avoid storing gear on the rear bumper, and never exceed the limits of your tow vehicle. It is also your responsibility to regularly check tyre pressures, secure all internal and external items, and ensure your brakes, bearings, and suspension are in top condition.

For a smooth and stress-free journey, take the time to load your caravan carefully—it's your responsibility, and it can make all the difference.

WHEEL NUTS – CRITICAL SAFETY CHECK

It is essential that all wheel nuts are checked with a torque wrench set to 125NM at the following intervals:

- After the first 100km,
- Again, at 250km,
- And at 500km post-collection.

Wheel nuts must also be checked before and after every trip, and more frequently when travelling on rough or corrugated roads.

DO NOT OVER-TIGHTEN WHEEL NUTS. NEVER use a rattle gun or impact driver, as this can cause thread damage or unsafe torque levels. Regular torque checks are a vital part of safe towing and help prevent wheel separation, which can lead to serious damage or injury. This is your responsibility as the caravan owner.

WHEEL ALIGNMENT – PROTECT YOUR TYRES & SUSPENSION

Just like a car, your camper or caravan will require periodic wheel alignments. This is due to the **adjustable and independent nature of the suspension system**, which is not load-sharing. As your load changes during travel, the suspension geometry can shift, impacting wheel alignment.

We recommend the following:

- **Frequent visual checks** to ensure tyres are not leaning in (looking like a race car from behind) or toeing out (tyre wearing uneven).
- A **professional wheel alignment every 5,000km** to maximise tyre life and towing stability.
- **Increased monitoring or alignments** when carrying heavy loads or travelling on rough/off-road terrain for extended periods.

Ignoring misalignment can lead to rapid tyre wear, poor handling, and increased running costs which is not covered under warranty. Regular inspection and adjustment are essential for safe and efficient touring.

BEARINGS – CRITICAL FOR SAFE TRAVEL

Your camper's wheel bearings are a vital component and come with a 2-year warranty, provided maintenance records are kept.

To ensure long-term performance and safety, you **MUST**:

- Check for movement or excessive heat at 50km, 100km, 500km from collection.
- Perform checks before and after long trips, especially after the camper has been sitting idle for weeks or months as bearing grease can settle or leak.
- Test by placing the back of your hand on the centre wheel cap—if it's too hot to touch, there may be an issue.
- Do not ignore early signs of wear or heat build-up, as this can result in failure and costly repairs.

Frequent monitoring and scheduled maintenance will extend bearing life and keep you safe on the road.

ELECTRICAL SYSTEM – IMPORTANT INFORMATION

Please refer to the PROJECTA User Manuals Provided with your camper.

- Battery care is the owner's responsibility. Flat batteries, overcharging, or excessive discharge are not covered under warranty, regardless of the age of the camper. Regular charging and monitoring is essential.
- Any modifications to the factory-supplied 12V or 240V electrical system by third-party operators will void your warranty, unless documented evidence is provided clearly outlining the scope of work and confirming it meets Australian standards.

Proper use, maintenance, and responsible charging are key to a reliable off-grid power system.

PROTECTION & STORAGE

Proper storage is essential to maintaining the condition, appearance, and longevity of your Nomadic Off-Road Camper. It is the owner's sole responsibility to ensure appropriate protection when the camper is not in use.

- **Weather-related damage** — including discolouration, fading, cracking of the roof or seals, mould, mildew, or peeling — caused by prolonged sun exposure, hail, or organic matter build-up (e.g. leaves, sap, bird droppings) is not covered under warranty.
- **Sun damage**, particularly UV-related fading or yellowing of panels, trims, or decals, is cosmetic and not considered a manufacturing fault.
- **Storage requirements:** All caravans and campers **must** be stored under cover or with a high-quality, breathable weatherproof cover when not in use to avoid unnecessary wear and tear.

Your camper is built tough, but long-term exposure to the elements without proper care can lead to avoidable issues not covered under warranty.

INSURANCE

It is the sole responsibility of the owner to ensure their camper is adequately insured at all times.

- Comprehensive insurance should cover theft, accidental damage, fire, storm, hail, vandalism, and transit incidents.
- Nomadic Off-Road Campers is not liable for any loss, theft, or damage once the camper has been delivered or collected.
- We strongly recommend that insurance is arranged prior to collection to ensure full coverage from day one.

Protecting your investment with suitable insurance provides peace of mind both on and off the road.

MODIFICATIONS POST-SALE

In accordance with ADR regulations introduced in July 2021, any modifications made to your camper after delivery must:

Be carried out by a licensed tradesperson,

Be approved in writing by Nomadic Off-Road Campers (the OEM), and

Be supported with documented evidence upon request.

Failure to follow these requirements will result in the immediate voiding of all warranty claims, including those unrelated to the modification. This ensures the continued safety, compliance, and performance of your off-road camper.

SERVICE, MAINTENANCE & PRESERVING THE LIFE OF YOUR NOMADIC CAMPER

Nomadic Campers are built tough, easy to use, and designed for years of adventure. However, like any vehicle or machinery, regular servicing and preventative maintenance are essential to ensure safety, reliability, and long-term performance.

Maintenance must be performed by a qualified professional, and records of all service intervals must be retained. These records may be requested in the event of a warranty claim.

The service intervals provided are based on standard road use. For off-road, rough terrain, or extended touring, maintenance must be conducted more frequently, with daily visual checks strongly recommended.

It is vital that this service schedule is followed as outlined. Skipping or delaying maintenance can lead to premature wear, compromised safety, and may void your warranty.

See the overview summary chart on page 6

*B.E.T – Means Before Every Trip	INITIAL CHECK			SERVICE INTERVALS, every
TASK	100KM &/OR B.E.T*	2 ND 250KM	3 RD 500KM	5000km
Torque Wheel Nuts to 125nm with Torque wrench. DO NOT OVERTIGHTEN	X	X	X	X
Check All Hub Bolts, Swing Arm Bolts & Shock Absorber Mounting Bolts.	X	X		X
Grease Swing Arm Nipples	X			X
Check Driving, Numberplate & Clearance Lights	X			X
Check/Maintain Trailer Plug	X			X
Check/Maintain Anderson Plug	X			X
Handbrake Test & Adjustment	X			X
Check / Grease Coupling (see Coupling manual)	X			X
Inspect / Lubricate Bushes & Test for Movement/wear				X
Lubricate Jockey Wheel (See Manual)	X			X
Inspect Shock Absorbers for leaks/wear			X	X
Check Wheel Bearings for Movement	X		X	X
Wheel Bearing Service/Replacement 24 MONTHS				X
Check Tyre Pressure	X			X
Inspect Tyre Tread & Replace where required	X			X
Full Hub & Backing Plate Inspection				X
Check / Test Brake Away Unit	X			X
Test Water Pump	X			
Lubricate Pop-top Scissor System	X			
Inspect & Lubricate all External & Internal Gas Struts	X			
Check Battery Levels	X			
Perform Wheel Alignment			X Visual	X
Roof Sealant Inspection/Replacement	X			

SHAKE DOWN TEST

Unless otherwise specified, your camper is brand new and has not been used under load. While Nomadic Off-Road Campers completes a thorough quality control (QC) process prior to handover, we strongly recommend undertaking a “shake down test” within the first 2–3 months of ownership.

This test involves using your camper under normal load and travel conditions to allow the components to settle. It is common during this period for:

- The camper body to flex slightly,
- Water pipes and fittings to stretch or shift,
- Brakes to bed in,
- And general adjustments to become apparent.

This is a normal part of commissioning a new off-road camper. If any issues arise during this period, please don't hesitate to contact Nomadic Off-Road Campers Service on 1300 696 672—we're here to help.

SAFETY FOR YOU AND YOUR FAMILY – PRE-TRIP CHECKLIST

Before hitting the road, take a few minutes to run through this essential safety checklist to help ensure a smooth and trouble-free trip:

1. **Jockey Wheel & Hitch** – Ensure both are safe, secure, and properly greased. Visually inspect for any cracks, damage, or weld fatigue.
2. **Driving Lights** – Confirm all lights work when plugged into the tow vehicle (brake lights, indicators, etc).
3. **Grease Suspension Points** – Apply grease to the 2–4 nipples on the swing arms to keep things moving freely.
4. **Swing Arm Bolts** – Check the bolts connecting the trailer to the swing arms are tight and free from defects.
5. **Wheel Hubs** – Inspect for heat or play. (Refer to Service Bulletin.)
6. **Wheel Nuts** – Torque check required at key intervals. (Refer to Service Bulletin.)
7. **Battery Charge** – Your batteries must remain above 11.6V at all times to protect lifespan and performance.
8. **Quick Bolt Check** – Grab a shifter or socket and check key bolts, especially if you've done corrugated or off-road driving.
9. **Brake Controller Functionality** – Test your electronic brake controller before each trip. Refer to the manufacturer's instructions.
10. **Secure Your Gear** – Make sure all doors, drawers, external hatches, and gear (yes, even camp chairs!) are properly secured.

Annual Maintenance & Service Record Requirements

To ensure the long-term reliability, safety, and warranty coverage of your Nomadic Off-Road Camper, regular maintenance is essential.

As outlined in our Standard Warranty Terms & Conditions, **maintenance is the sole responsibility of the owner**. Nomadic Off-Road Campers will not accept warranty claims arising from poor maintenance, neglect, misuse, or wear and tear. Like any motor vehicle, your camper must be **professionally serviced every 12 months or every 5,000 km—whichever occurs first**.

Each service must be carried out by a **qualified and reputable service centre** and include the inspection and testing of the following:

- Wheel Bearings & Seals
- Wheel Nuts
- Wheel Alignment
- Brake Drums (Inspection & Performance Test)
- Handbrake Cable (Tension & Operation)
- Driving Lights
- Electronic Brake System
- Hub Bolts (Inspection & Torque Check)
- Swing Arm Bolts (Inspection & Torque Check)
- Swing Arm Grease Points
- Jockey Wheel (Condition & Operation)
- Coupling (Condition & Operation)

Service Record Log – Your Warranty Depends on It

At the rear of this handbook, you will find a **Service Schedule Record**. Just like with a new car, it is essential that this section is completed and signed off at each service interval.

Failure to maintain accurate service records may result in your warranty being **reduced or voided entirely**.

We recommend keeping all service invoices and asking your service technician to complete the logbook entries after each service. This will help validate your warranty coverage in the unlikely event of a fault.

Tip: If your camper has undergone heavy off-road use, or has been stored for extended periods, increase the frequency of inspections and servicing accordingly.

By following this schedule and maintaining your records, you'll help ensure your Nomadic Camper delivers safe, trouble-free adventures for years to come.

OPENING/CLOSING THE POP-TOP OF YOUR HYBRID – MANUAL VERSION STEP BY STEP

1. Ensure there are no overhead obstructions where your camper is parked.
2. Remove R-Clips and release all over centre latches.
3. Open the main van door and all windows to allow for the **cabin pressure to reduce and mitigating against a vacuum effect**.
4. The simplest way is to lay on the forward bed facing the roof and push the lever arms upwards (like a bench press). Once the roof is 2/3rd of the way up, you can then turn around and push it up to the locked in stage. Be mindful the roof can be firm to raise should you have been driving for period. Push the scissors the whole way up until they lock into position.
5. **ALWAYS RAISE THE FRONT SCISSOR ARM** first and close these last.

6. Once the scissor is completely open, then you can open the opposite end by pushing the handle upwards until the roof is open. Once the roof is in the open position, fit the safety poles in position to avoid the roof closing in adverse conditions.
7. To close the roof, remove the safety poles (if supplied) and pull the rear handle down first until the roof is in the completely closed position.
8. Lay on the bed in the bench press position, Pull the scissor lever to unlock it then take the weight and slowly lower the roof.
9. NEVER LET the roof slam down.

STORING CANVAS & VINYL – CARE INSTRUCTIONS

Proper care of your canvas and vinyl is essential to prevent mould, mildew, and long-term damage. Please follow these guidelines to ensure your camper remains in top condition:

1. **Never pack up your camper while wet or damp:** Moisture trapped in the canvas or vinyl will lead to mould, mildew, and fabric deterioration.
2. **Always dry thoroughly before storage:** If you must close your camper while wet (e.g. due to rain or weather conditions), you must reopen and fully dry the canvas and vinyl as soon as possible. This includes the interior surfaces and any folds or creases where moisture may remain trapped.
3. **Keep vinyl clean and dirt-free:** Before packing down, ensure all vinyl sections are clean, dry, and free from mud, sand, and debris to prevent premature wear and staining.
4. **Use a protective cover when rain is forecast:** If packing up during wet conditions is unavoidable, place a waterproof cover over the camper tent area to minimise moisture exposure.
5. **Cleaning advice:** Only use clean water or warm soapy water with a soft cloth when cleaning vinyl sections. Avoid harsh chemicals, high-pressure cleaning, or abrasive brushes.

Proper care of your canvas and vinyl is not just about appearance—it's about preserving the life of your camper and preventing costly repairs.

STORING YOUR CAMPER OR CARAVAN

To ensure the longevity and trouble-free performance of your Nomadic camper or hybrid caravan, correct storage practices are essential. Exposure to the elements can cause serious damage over time if not managed properly. **Bat or bird droppings** on the body/roof of the caravan can lead to paint blemishes or paint cracking.

If your camper cannot be stored undercover, **you MUST use a high-quality, breathable caravan cover.** Additionally, we recommend the following routine storage practices:

General Storage Tips

- **Inspect after heavy rain or humidity:** Open your camper regularly to check for signs of water ingress—particularly after rain or damp weather. Ensure all seals are properly closed and seated.
- **Clean before storing:** Wash all surfaces with a mild soapy solution and rinse with fresh water. Make sure canvas and vinyl are completely dry before closing the camper. *Never leave the camper closed for more than 24 hours when wet.*

- **Avoid harsh cleaning methods:** Do not use high-pressure washers as they can force water under trims and seals, damaging bodywork, decals, and internal components.
- **Spray protection:** Use Lenox spray or similar protective coatings on external surfaces. Spray and wipe down regularly to help protect finishes and resist corrosion.
- **Lubricate moving parts:** Use silicone spray (not grease) on hinges and hardware—grease attracts dust and can accelerate wear.
- **Tyre care:** Tyres can crack over time when left stationary. Turn wheels periodically, use tyre protectors, or lift the camper off the ground to minimise cracking.
- **Battery maintenance:** Run a full charge cycle through your batteries at least once a month, especially if the camper is not in regular use.
- **Ventilation during wet season:** In humid climates or over summer months, open and air out your camper at least once a month to prevent mould and mildew build-up.

Beach & Off-Road Use

- **Salt exposure:** After camping near the beach or ocean, thoroughly wash the camper body, tent, and wheel rims with mild detergent and fresh water to prevent salt corrosion.
- **Dust protection:** When travelling in dusty conditions (e.g. bull dust), drive at reduced speeds to limit dust intrusion.
- **Seal and tape up vents:** Tape over aircon vents, key locks, water fillers, and external switches before travelling on dusty roads or during water crossings. *Be sure to remove all tape before operating appliances.*

Additional Maintenance Reminders

- **Seal inspections:** Regularly inspect door and hatch seals for wear or misalignment. Adjustments may be required over time to maintain effective sealing.
- **Travel safely:** Match your travel speed to road conditions. On corrugations, reduce speed, lower tyre pressure, and stop regularly to allow shock absorbers to cool.
- **Fire safety:** Check your fire extinguisher is fully charged and within its service date—do this at least annually.
- **Regular servicing:** Ensure your camper is serviced by a trained professional as outlined in the Nomadic Maintenance Schedule.

Following these practices will significantly increase the life of your camper, reduce wear and tear, and ensure your next adventure is hassle-free.

LEVELLING YOUR VAN WHEN CAMPING

Hybrid camper roofs are designed to be flat for functionality. This can sometimes lead to water pooling from rain, dew, or condensation from your air conditioner.

While our roofs are sealed using high-quality silicone products, over time the harsh Australian climate, road vibrations, and general body flex can compromise these seals. Even the smallest gap can allow water intrusion, leading to potential damage, mould growth, or mildew buildup.

To prevent pooling:

- When camping, adjust your jockey wheel to slightly tilt the van nose up or down to encourage water runoff.
- When storing your van, we recommend lowering the nose to ensure maximum roof drainage during periods of rain or humidity.

Proactive levelling is a simple step that goes a long way in protecting your investment.

LOADING AND WEIGHTS

Correct loading is the responsibility of the owner and is critical for safe towing.

This caravan has been engineered with a lower ball weight when empty, due to the bulk of storage being positioned at the front of the van. This design balances effectively once loaded correctly.

To ensure safe towing—especially when the front storage areas are empty—we recommend limiting the amount of water carried in the rear tanks. Improper distribution of weight can affect stability, handling, and braking performance.

Always aim for a balanced load with appropriate ball weight to maximise towing safety and comfort. Consult your owner's manual or a professional for guidance on ideal load distribution for your vehicle and towing setup.

BREAKAWAY SWITCH

The breakaway switch is powered by the main battery system on your caravan and must remain connected at all times.

- **Important:** The breakaway switch is a safety device, not a parking brake. Do not leave the wire cable unplugged as doing so will drain your battery.
- **Misuse Warning:** Do not use the breakaway switch as a parking brake—doing so will drain your batteries and may damage the braking system.
- **Battery Awareness:** Regularly check your battery charge level to ensure the breakaway system functions correctly in the event of an emergency.

Proper use of the breakaway switch is essential for safe and legal towing.

AWNINGS

All awnings and annexes supplied by Nomadic Off-Road Campers must be used strictly in accordance with the manufacturer's instructions.

- **Designed Use:** Wind-out awnings are intended primarily as sunshades. They are not permanent shelters or structural home bases.
- **Securing:** Pegs and guy ropes must always be used to secure the awning.
- **Rain Management:** In light to moderate rain, customers must monitor for water pooling and adjust the awning pitch to ensure proper water run-off.
- **Wind Conditions:** Awnings must be retracted in winds exceeding 15–20 knots.
- **Severe Weather:** These awnings are not designed to withstand moderate to heavy rain, storms, or extreme weather conditions.

Failure to follow these precautions can result in damage, which is not covered under warranty. Always err on the side of caution when weather conditions are uncertain.

THE KEY ITEMS FITTED TO YOUR CAMPER

JOCKEY WHEEL - Your Camper is fitted with an Ark XO750 off road hitch. This is a fully adjustable jockey wheel with removeable handle. For product information and maintenance please visit <https://www.arkcorp.com.au/product/xo750-jockey-wheel-xl/>

COUPLING – depending on the model, your camper is fitted with a DO-35 coupling as standard. For product information and maintenance, please visit <https://cruisemaster.com.au/cruisemaster-do35-v3plus/>

BREAK AWAY SWITCH

Campers over 2t ATM must be fitted with a break away controller. This is designed to engage the trailers electric brakes should your camper become separated from the tow vehicle. The breakaway switch operates from the vans main batteries so **DO NOT LEAVE THE PULL CABLE OF THE SWITCH DISCONNECTED**. This will cause your batteries to flatten within a matter of hours. <http://www.coastrv.com.au/products/car-accessories/brake-controllers/item/tekonsha-breakaway-switch-2010>

SHACKLES

We have supplied 2 rated D- shackles which must be attached to your vehicle when towing in a crossed over formation.

ANDERSON PLUG

There is a 40amp Anderson plug on the front of the camper which is connect to the main caravan batteries. The Anderson plug is great for charging your caravan whilst driving via your tow vehicle. This is a GREY 40amp Anderson plug.

HANDBRAKE

The handbrake system is attached to the brakes via a cable system. **NEVER** trust a handbrake on an incline. Always chock your wheels. Over time this cable will stretch and will need adjustment. This must be done regularly during service periods.

GAS/LPG STORAGE

Your camper has storage for 2x LPG gas bottles (4.5kg or 9kg depending on model). If stored inside a box, the box will be vented in accordance with Australian Gas regulation and is plumbed by a licenced plumber. Whilst driving, during storage or when the gas system is not being used, gas bottles **MUST** be turned off. Never store items with open flames or ignition sources in the storage box.

The main gas line is plumbed to your internal hob (option) and main hot water system. It is also connected to a bayonet fitting near the kitchen which will need to be plugged in for the external gas cooker to work. This gas line is located on the underbody of the kitchen at the rear of the cooktop.

ACCESS HATCHES, LOCKS, LATCHES, AND RUBBER SEALS

All locks and latches on the camper are adjustable so over time as your rubbers naturally soften you can adjust the door latch to keep your doors etc water & dust tight. It is also recommended to use a silicone spray on the rubbers & fitting to protect them. **DO NOT LET DOORS DROP DOWN** or SWING OPEN without assistance as this can damage the door and/or break the hinge system. Doors **MUST** be locked when in transit.

WATER TANKS & FILL POINTS

The correct filling of water points is vital for safe travelling. Be mindful of your water capacity and NEVER overfill the rear tank if you are not carrying sufficient equipment in the front storage sections of the camper. **TO MUCH WEIGHT IN THE REAR OF A VAN WILL RESULT IN TRAILER SWAY.** Fill the tanks slowly from a regular garden hose. If you apply too much pressure, your tanks will not fill correctly due to air blow back. You MUST keep your fill points lubricated to stop the mechanism and seals from seizing. You can isolate the water tanks so that the pump draws separately by shutting off the blue & white John Guest hose valves.

THETFORD TOILET CASSETTE

Your Camper is fitted with a Thetford Toilet Cassette system. For product information, hygiene, maintenance, and instructions on how to use it, please see - <https://www.thetford.com.au/product-category/cassette-toilets/>

HOT WATER SYSTEM

Your hybrid is fitted with a Truma Ultra Rapid Gas hot water system (MOST MODELS). These units have several safety features and as a result can be temperamental if not used regularly. For ignition sequence instructions, maintenance, and information, please see - <https://www.truma.com/au/en/products/truma-hot-water-system/ultrarapid>

WATER PUMP

Your camper is fitted with a high-quality Seaflo 12V water pump, rated between 9–13L/min, and includes an adjustable pressure switch (pre-set at the factory). Over time, minor adjustments may be required to maintain performance.

Important Usage Guidelines:

- Never operate the pump when connected to mains/city water.
- Never allow the pump to run dry, as this may damage the impeller.
- Always ensure water tanks are clean and free of debris to prevent blockages or pump failure.

Warranty Information:

Your pump is covered by a 2-year back-to-base warranty through Seaflo. If a warranty claim is required, the faulty pump must be returned to the original place of purchase for assessment and replacement. This process can take time, so we recommend regular monitoring and basic preventative checks to avoid unexpected issues while travelling.

Keep an eye on performance and water pressure, and contact us if you notice changes.

MAIN DOOR

Your main door is equipped with both a travel lock and a cabin lock for safety and functionality.

- Always engage the travel lock during transit. This prevents the door from opening due to body flex while towing.
- Use the cabin lock to secure the door in the open position when camping.

Please note:

- The door may feel tight due to the compression of weather seals. Apply light pressure against the door when opening from the outside to relieve the pressure on the lock.
- Your door lock is uniquely keyed to your van. If you lose a key or require parts, please contact **SJRV Australia** for assistance.
- Lock maintenance is your responsibility. If your lock begins to feel stiff or jams, act promptly—do not wait until it fails. A quick clean and lubrication with a suitable lock lubricant can help extend its life.

Proper use and care of the main door ensure safety, security, and longevity.

BATTERIES

Your Nomadic camper is fitted with a 12V battery system (not 24V) designed to operate the 12V electrical components of your van.

Charging Guidelines

- Only use the approved onboard charging system to maintain your battery health and protect your warranty.
- Do not rely solely on solar panels for long-term charging—especially during cloudy or shaded conditions.
- Never charge batteries in an enclosed or unventilated space. Always ensure adequate airflow by opening windows and doors while charging.

Lithium Battery Safety (LiFePO₄)

Your camper may be fitted with Lithium Iron Phosphate (LiFePO₄) batteries, which offer superior performance but require specific safety practices:

- Never tamper with, modify, or open the battery casing—these units contain high energy and specialist internal components.
- Do not use third-party chargers or incompatible charging devices not approved by Nomadic Off-Road Campers.
- Always ensure the battery bay is well ventilated. Lithium batteries are generally safe, but improper charging, excessive heat, or physical damage can pose a serious risk.
- Keep batteries dry and clean, and avoid exposure to extreme temperatures or direct sunlight for extended periods.

Important Notes

- Batteries left flat for extended periods will degrade and are not covered by warranty.
- Lithium batteries do not typically emit gases like lead-acid batteries, but ventilation is still essential for overall system safety and heat dissipation.

If you suspect any issue with your batteries, contact Nomadic Off-Road Campers or your qualified service provider before attempting to diagnose or replace components. Battery safety is a critical responsibility and essential for safe off-grid travel.

SOLAR CHARGING YOUR BATTERIES

Your Nomadic camper is equipped with roof-mounted solar panels designed to support battery charging while off-grid. The energy produced by these panels flows through a solar charge controller, which regulates the power output to your batteries. Depending on conditions, this can deliver between 10–50 amps per hour.

While solar power is a fantastic solution for off-grid use, it should not be relied upon as your sole charging method—especially during cloudy weather, shaded campsites, or high usage days.

To ensure your batteries remain fully charged and healthy:

- Supplement solar charging with either vehicle charging via the Anderson plug or a 240V mains charger.
- Regularly monitor your battery voltage, especially if using high-draw appliances like fridges or inverters.

Failing to keep your batteries adequately charged may lead to deep discharge and permanent battery damage, which is not covered under warranty.

Plan ahead—combine solar, vehicle, and mains charging for a reliable power setup.

PROJECTA 2000W INVERTER CHARGER INFORMATION

Your Nomadic Off-Road Camper is equipped with a Projecta 2000W Inverter Charger, combining both a 240V battery charger and a pure sine wave inverter in one smart system.

To monitor your Battery Management System, You can download the APP from our website: <https://www.nomadiccampers.com.au/customer-portal>

Battery Charger Function

The integrated 240V charger is a multi-stage smart charger, designed to maintain optimal battery health. It can be set for:

- Low/Slow Charge Mode – Ideal for storage or long periods at home.
- Fast/Boost Charge Mode – For rapid charging when time is limited or demand is high.

Regular charging through this system is recommended to prevent battery degradation. Always refer to the Projecta owner's manual for correct settings and safety instructions.

Inverter Function

The 2000W pure sine wave inverter allows you to run 240V appliances while off-grid. It's ideal for powering essentials like laptops, coffee machines, or small power tools.

Important Usage Notes:

- Know your inverter's maximum continuous and peak output limits.
- Do not exceed the inverter's rated load—doing so can severely damage your batteries and void your warranty.
- Avoid running high-draw appliances (e.g. air fryers, kettles, air conditioners) unless you're certain they fall within the inverter's capacity.

Always monitor your power consumption and battery levels when using the inverter. Proper use of the Projecta 2000W Inverter Charger ensures safe, reliable off-grid performance.

AIR CONDITIONER, LIGHTING, POWER POINTS & SOCKETS

All internal lights and USB sockets in your camper operate on 12-volt power, meaning they are always available when your battery system is active—there is no shop-to-shore switch required.

However, 240V appliances such as the air conditioner and power points will only operate under the following conditions:

- A 15-amp approved RV power lead is connected to mains power
OR
- The inverter is turned on (if fitted and rated to handle the load)

Troubleshooting Tip:

If your 240V outlets or air conditioner are not working when connected to mains power, first check the RCD safety switch on the power board—this may have tripped and will need to be reset.

Always ensure your power source is reliable and that your inverter (if used) is not being overloaded.

WATER INGRESS – PREVENTION & MAINTENANCE

Your camper is sealed using high-quality RV-grade sealants applied in Australia. However, over time and through regular use, the body of the camper can flex during travel, and exposure to sun, rain, and temperature changes may cause seals to shrink, crack, or separate.

Water can enter through the smallest of gaps, potentially causing damage to internal fixtures and finishes.

To prevent this:

- Inspect your seals regularly, especially after:
 - Prolonged periods of heavy rain
 - Extended storage in the open
 - Off-road or corrugated track travel
- Check all roof seams, windows, hatches, and joins for signs of deterioration or fatigue at least once per year, or more frequently if stored outside.
- Silicone and seal maintenance is the owner's responsibility. Resealing should be done using RV-compatible products only.

Regular inspections and resealing (if required) will help protect your investment from water damage and extend the life of your camper.

ANTS & VERMIN – STORAGE WARNING

To protect your camper from pests and damage:

- Never store food inside the camper when it is not in use. Even sealed or dry goods can attract ants and vermin.
- Ants are known to chew through silicone sealant to access food residues, grease, or even mould and mildew. This creates potential water ingress points.
- Rodents and other vermin can build nests in hidden cavities, leading to:
 - Damage to electrical wiring
 - Chewed plumbing lines
 - Foul odours and hygiene issues

Prevention Tips:

- Always clean all cooking surfaces and remove food scraps before storage.
- Inspect regularly for signs of nests, droppings, or chewed wiring.
- Use rodent deterrents or pest repellents if your camper is stored in a high-risk area.

Maintaining a clean, food-free camper will help protect your investment and avoid costly repairs.

PLUMBING HOSES & FITTINGS

Your camper is fitted with high-quality plumbing components from John Guest—a globally trusted brand in the RV and marine industries. These push-fit connectors are designed to be durable, easy to service, and reliable under typical use.

However, due to body flex during travel or fluctuations in water pressure, fittings can occasionally shift or loosen, particularly in the early stages of use while the system is bedding in.

If a leak occurs:

1. Isolate the leak by turning off the water pump or mains water supply.
2. Inspect the connection:
 - Push the collar of the fitting back to release the hose.
 - Check the end of the hose—it must be clean, straight-cut, and not angled.
3. Reinsert the hose firmly into the fitting. In most cases, this resolves the issue.
4. If the leak persists, re-cut the hose cleanly and reconnect. If needed, contact Nomadic Off-Road Campers for support.

Regular inspections and proper care of fittings will ensure long-term reliability of your plumbing system.

SLIDE RAILS

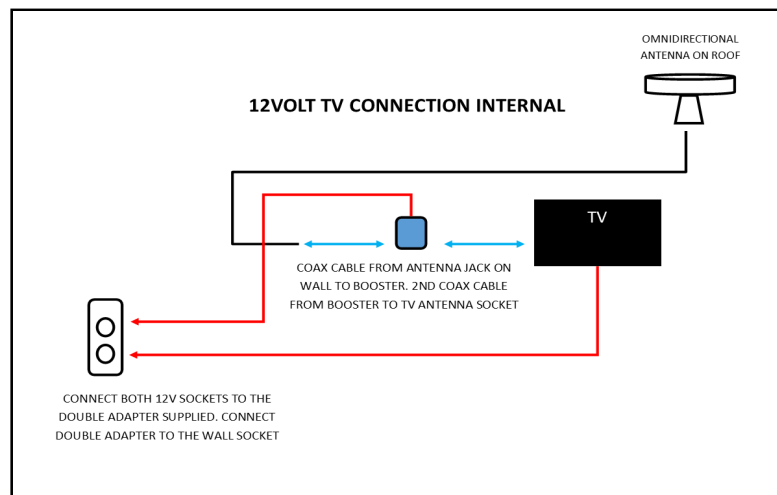
Your camper is equipped with multiple heavy-duty slide rails designed for smooth operation. If you experience stiffness, jamming, or restricted movement:

- Do not force the slide—this may damage the mechanism.
- The issue is often caused by a jammed bearing or foreign obstruction.
- Apply a silicone-based lubricant directly to the rail to help free up movement.
- Avoid using grease or oil-based sprays, as they can attract dust and grit.

If the slide continues to malfunction after lubrication, please contact Nomadic Off-Road Campers or submit a warranty claim via our website. Regular cleaning and light lubrication will help keep the slide rails operating smoothly.

TV CONNECTIONS

Connecting your TV – Please see the diagram below for instructions. **Ensure you remove your TV bracket and TV when travelling.**



CHECKING WHEEL HUBS

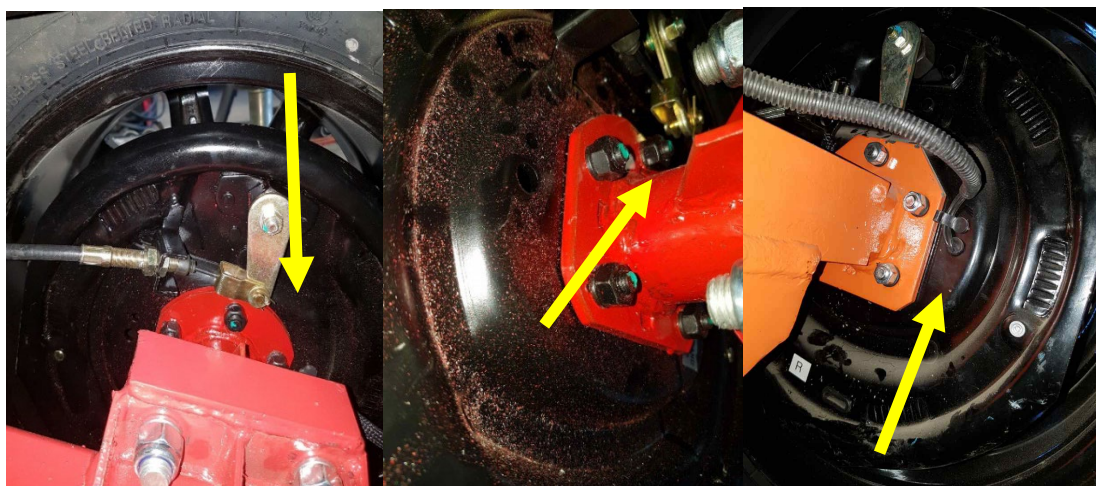
Wheel hub bolts must be inspected **before every trip** to ensure safe towing. We also recommend additional checks:

- **Every 100–200km** when travelling off-road or on corrugated surfaces
- **Every 500–800km** under standard road conditions

Loose hub bolts can cause uneven tyre wear, incorrect camber, or—in extreme cases—a hub failure or detachment. To inspect:

- Use a hand spanner (not a rattle gun) to check that the **nuts on the back of the hub are tight**
- Refer to the correct **spanner size** based on the specific nut size
- **Do not over-tighten**

Regular hub checks are a vital part of your camper's safety and long-term performance.



CHECKING WHEEL NUTS

Wheel nuts must be checked before every trip to ensure towing safety. We recommend the following inspection intervals:

- Every 50–100km when travelling off-road or on corrugated roads
- Every 250–300km under standard road conditions

Initial bedding-in period (critical):

You must check your wheel nuts at 100km, 250km, and 500km after first taking delivery of your camper.

To inspect:

- Use a 19mm wheel nut lever or torque wrench set to 125Nm
- Do not over-tighten and never use a rattle gun
- For ongoing peace of mind, consider installing wheel nut indicators to monitor movement at a glance

Regular checks help prevent uneven wear and avoid the risk of wheel detachment—protecting you, your camper, and others on the road.



No wheel nut indicators

Shown with wheel nut indicators

RUBBERS, SILICONE & SEALS

Rubbers, seals, and silicone components are subject to natural wear and deterioration, especially when exposed to harsh elements. To maintain their integrity and extend their lifespan:

- Regularly inspect and clean all rubber seals, silicone joints, and weatherproofing trims
- Lubricate seals and rubbers using appropriate products to prevent drying, cracking, or sticking
- Avoid prolonged sun exposure—store your camper under cover or use a quality weatherproof cover
- Open and move door and hatch rubbers regularly to prevent them from sticking or warping

Neglecting maintenance can result in water ingress, reduced sealing performance, and damage that may not be covered under warranty. Proper care is essential for long-term protection and reliable use.

STABILISER LEGS

Your camper is equipped with stabilizer legs to provide support when stationary. A spindle is supplied for easy lowering and raising. Do not use cordless drills and impact drivers as damage to the shear pin is not covered under warranty.

- Always raise and securely lock the stabilizer legs before travel to prevent damage from accidental deployment.
- Do not fully extend stabilizer legs to support the full weight of the camper. They are designed to provide stability, not to act as jacks.
- If extra adjustment is needed, use appropriate chocks or leveling blocks under the legs for added height and support.

Failure to follow these guidelines may result in damage that is not covered under warranty. Proper use ensures safety, stability, and long-term reliability.

CLEANING WATER TANKS

All campers fitted with water tanks must have their tanks cleaned both before and after use to prevent contamination. Use a food-grade water tank cleaner—available from most major camping or outdoor stores. Regular cleaning helps maintain water quality and extends the life of your tank and plumbing system.

CONDENSATION

Condensation is a natural occurrence, especially in cold or humid conditions. In compact spaces like campers and hybrids, the human body releases moisture faster than it can escape through the canvas or ventilation.

To help reduce condensation and protect your camper:

- Leave a window or vent slightly open to allow for airflow—especially on cooler nights.
- Turn on internal fans and open roof hatches to improve air circulation.
- Use moisture-absorbing products (such as DampRid or moisture-absorbing crystals).
- When storing your camper, especially in high-humidity environments, place moisture absorbers in key areas such as wardrobes, drawers, and bedding compartments.

Maintaining airflow and managing moisture buildup is key to preventing mould, mildew, and long-term damage.

MOULD

Mould can begin growing within 24–48 hours of exposure to moisture. If any surface inside your camper or tent remains damp for too long, it becomes a breeding ground. Some mould species can even develop from high humidity alone—levels above 55% are often enough.

To prevent mould:

- Always dry out your camper fully after rain or high humidity.
- Ensure proper ventilation by using fans and opening roof hatches.
- Avoid packing up when wet, and if you must, reopen and dry out the camper as soon as possible.
- When storing your camper, especially in humid locations or environments, place moisture absorbers inside wardrobes, drawers, and other enclosed spaces.

Regular inspections after rain and proactive care are essential to avoid long-term damage from mould and mildew.

EFFICIENT BATTERIES AND BATTERY MANAGEMENT

One of the most common questions we get is: “How long will my batteries last when I’m off-grid?”

The answer depends on many factors. Battery performance and runtime are influenced by:

- The type and capacity (amp-hour rating) of your batteries
- Ambient temperature and your fridge’s temperature setting
- Your charging source (solar, vehicle, or 240V mains)
- How often you open the fridge or freezer
- How full your fridge is and how much cold mass is inside

Example:

An Evakool 75L fridge set to 5°C on a 32°C day, kept in the shade and rarely opened, may draw around 2–4 amps per hour. In typical real-world use—frequent door openings, warmer items added or use as a freezer—expect an average draw of 4–6 amps per hour.

Important Tips for Better Battery Life and System Efficiency

- **Solar panels only work in direct sunlight.** Even if you had 5,000W of solar on your roof, cloudy or overcast conditions will drastically reduce output.
- **Always monitor** your battery system using the Projecta app. Monitoring real-time usage and charge helps you make smart decisions about your energy consumption.
- **Don’t rely solely on solar over extended periods.** Supplement with 240V charging or your vehicle’s Anderson plug through the dcdc when needed.
- **Keep your fridge full.** A full fridge retains cold better than an empty one, reducing the compressor’s workload and saving power.
- Don’t always park in the shade. Position solar panels in direct sun whenever possible to maximise charge.

By actively managing your power usage, charging sources, and understanding how your equipment draws power, you'll maximise off-grid performance and battery lifespan.

MAKING A WARRANTY CLAIM

All warranty claims must be submitted through our official website using the online Support & Warranty Form. To avoid delays or rejection of your claim, please ensure you provide accurate and detailed information, including supporting photos or documents where applicable.

To lodge a warranty claim:

1. Visit: <https://www.nomadiccampers.com.au/customer-portal>
2. Complete the online Warranty Claim Form with as much relevant detail as possible
3. We will verify your ownership details and product information
4. A Nomadic team member will contact you within 3–5 business days to advise the next steps or the outcome of your claim

Important:

Any repairs carried out without prior written authorisation from Nomadic Off-Road Campers will not be covered under warranty.

If you have any questions about the process, please contact our customer support team.

WARRANTY & SERVICE POLICY – MAINTENANCE RESPONSIBILITIES

Nomadic Off-Road Campers is committed to providing high-quality products backed by a fair and transparent warranty. However, to maintain warranty coverage, **ongoing care, proper usage, and documented maintenance are essential.**

All customers are **responsible for the regular servicing and inspection of their camper** in accordance with the maintenance schedule outlined in this manual by qualified and licenced service centres. This includes—but is not limited to—checking bearings, wheel nuts, suspension, underbody, seals, batteries, and other critical systems.

Failure to complete and retain evidence of regular servicing and preventative maintenance will result in the warranty being voided.

This includes any damage, malfunction, or component failure caused by:

- Neglect or improper storage
- Lack of visual or mechanical inspections
- Failure to respond to early warning signs (e.g. excessive heat, leaks, loose fittings)
- Use of unlicensed or unauthorised repairers
- Modifications not approved by Nomadic Off-Road Campers

Nomadic reserves the right to request **evidence of all service records** when assessing warranty claims. We strongly recommend using qualified professionals for all maintenance tasks and retaining all invoices and checklists in your service log.

By following these guidelines, you'll ensure the longevity of your camper and preserve your warranty entitlements.

NOMADIC OFF-ROAD CAMPERS STANDARD WARRANTY TERMS & CONDITIONS

1. Australian Consumer Law

- 1.1. Nomadic Off-road Campers PTY LTD caravans and parts are covered by the guarantees which cannot be excluded under Australian Consumer Law. Owners are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage if the goods fail to be of acceptable quality, and the failure does not amount to a major failure.
- 1.2. To understand your rights or for free and confidential assistance please visit <https://consumer.gov.au/>

2. Nomadic Off-road Campers PTY LTD Warranty

- 2.1. Nomadic Off-road Campers PTY LTD warrants to the Original Owner ONLY that it will during the 'Warranty Period', at its option, repair, replace or adjust free of charge at the premises of Nomadic Off-road Campers Sunshine Coast or a Nomadic Off-road Campers PTY LTD Approved Service Repairer, the Van or Part which it finds to be defective in factory materials or workmanship under 'Normal Use and Condition' within Australia provided that an Exception does not apply.
- 2.2. No individual (including any agent, employee, or representative of Nomadic Off-road Campers PTY LTD) is authorised to make any representation or warranty concerning the Nomadic Off-road Campers PTY LTD Warranty except to refer to this document.
- 2.3. Any warranty or representation other than what is set out in this document, whether written or verbal, is hereby expressly excluded and negated.
- 2.4. The Nomadic Off-road Campers PTY LTD Warranty is a contract entered into between Nomadic Off-road Campers PTY LTD and the **Original Caravan/Vehicle Owner**. The rights and title to or benefits under the Nomadic Off-road Campers PTY LTD Warranty are not capable of assignment to any subsequent owner of the Van or Part or any other person. To the maximum extent permissible by law, the Nomadic Off-road Campers PTY LTD Warranty extinguishes on the sale, transfer or disposal of the original owner's right, title and interest in the Van or Part.
- 2.5. The original Owner is the person or entity who make the first purchase of the caravan/product and/or register it for the first time from Nomadic Off-road Campers PTY LTD.

3. Exceptions to the Warranty

- 3.1. Each of the following will constitute an Exception in which case the Nomadic Off-road Campers PTY LTD Warranty will cease to apply:

- 3.1.1. tears, punctures, shrinkage, softening or fading of fabric items such as canvas, canopies, cushions, mattresses, and upholstery.
- 3.1.2. any defect that is attributable, whether wholly or partly, to any Modification made to the Van, or use of a Part that is subject to a Modification, unless such a Modification has been made by or with the prior express, written consent and direction of Nomadic Off-road Campers PTY LTD;
- 3.1.3. Nomadic Off-road Campers PTY LTD believes on reasonable grounds the Van has been:
 - (1) Written Off;
 - (2) used for full time or permanent residential purposes which has accelerated fair wear and tear; or
 - (3) used for any purpose other than recreational personal use including commercial or hire purposes,
 - (4) the Van or a Part has become defective because of:
 - (a) fair wear and tear.
 - (b) the Owner's failure to properly maintain or use the Van in accordance with the recommendations and instructions specified by Nomadic Off-road Campers PTY LTD in the Nomadic Off-road Campers PTY LTD Owner's Manual or in other communication by Nomadic Off-road Campers PTY LTD to the Owner;
 - (c) the Owner's failure to have the Van properly, regularly, and punctually serviced in accordance with the recommendations specified for the Van by Nomadic Off-road Campers PTY LTD;
 - (d) misuse or neglect of the Van or a Part;
 - (e) normal deterioration or reduction in aesthetic or physical appearance caused by UV exposure;
 - (f) the Van, or the motor vehicle towing the Van, being involved in a motor vehicle crash;
 - (g) accident, theft, or fire;
 - (h) water ingress from submersion or water crossing;
 - (i) the Van being used at excessive speeds; or
 - (j) stone or rock strike, hail, windstorm, lightning, or other weather event.
 - (5) the Owner has not complied with all, or has done anything contrary to or in breach of any, recommendations and requirements contained in the Nomadic Off-road Campers PTY LTD Owner's Manual;
 - (6) the Van is towed by a motor vehicle that:
 - (a) is not suitable for the size and weight of the Van when fully loaded;
 - (b) is unsuitable in any other material respect;
 - (c) or has not been fitted with appropriate towing equipment,

- 3.2. Where a defect is exacerbated, or the cost of repairing such a defect is increased, by a failure of the Owner to deliver the Van to the premises of Nomadic Off-road Campers PTY LTD or a Nomadic Off-road Campers PTY LTD Approved Service Repairer for the carrying out of the required repair of a defect as soon as possible after the Owner became aware, or ought to have become

aware, of the defect, the Nomadic Off-road Campers PTY LTD Warranty shall only cover the part of the defect that arose to the time the Owner knew, or ought to have known, of the defect.

4. Supplied Parts

- 4.1. Any Parts which are not manufactured or imported by Nomadic Off-road Campers PTY LTD ("Supplied Parts") are not covered by the Nomadic Off-road Campers PTY LTD Warranty to the maximum extent permitted by law in the following respects, which cases Supplied Parts are separately warranted by the manufacturer or importer:
- 4.1.1. that the Supplied Parts are of acceptable quality;
 - 4.1.2. that the Supplied Parts are reasonably fit for the purpose for which they are represented to be fit or for which the Owner makes known they are being acquired;
 - 4.1.3. that the Supplied Parts correspond with any description of them;
 - 4.1.4. that spare parts and facilities for the repair of any Supplied Parts will be reasonably available; and
 - 4.1.5. that the manufacturer or importer of Supplied Parts will comply with any express warranty given by that party.
- 4.2. Where they are available and supplied to Nomadic Off-road Campers PTY LTD by the manufacturer or importer of Supplied Parts, Nomadic Off-road Campers PTY LTD will make available copies of any warranty documents or manuals to the Owner.
- 4.3. Subject to any statutory rights the Owner may have which cannot be excluded, Nomadic Off-road Campers PTY LTD assumes no responsibility or liability for defects in workmanship or operation of Supplied Parts. Nomadic Off-road Campers PTY LTD will make reasonable assistance to the Owner in contacting the manufacturer or importer of Supplied Parts to make a warranty claim.
- 4.4. Notwithstanding clauses 4.1, 4.2 and 4.3, the Nomadic Off-road Campers PTY LTD Warranty will cover defects in workmanship of Nomadic Off-road Campers PTY LTD only in respect of the installation of any Supplied Parts.

5. Nomadic Off-road Campers PTY LTD Warranty Period

- 5.1. The Nomadic Off-road Campers PTY LTD Warranty Period extending to the installation of Supplied Parts will differ for each Supplied Part and from the separate warranty from the manufacturer or importer of the Supplied Part.
- 5.2. Table 2 sets out the Nomadic Off-road Campers PTY LTD Warranty Period from Practical Completion and reference to Supplied Part which carries warranty period specified by the supplier of that part.
- 5.3. These lengths of time may change from time to time and are outside of the control of Nomadic Off-Road Campers PTY LTD. Nomadic Off-road Campers PTY LTD provides no warranty or representation that the periods of time of Supplied Parts won't change.

Supplied Part	Warranty
Cabinetry handles, catches and struts	Nomadic – 12 Months
Ensuite locks, catches and accessories	Nomadic – 12 Months
Hatches and skylights	O.E.M. – 12 Months
LED lights internal and external	Nomadic – 12 Months workmanship
12v & 240v System	Nomadic – 12 Months workmanship
Hatches – seals, locks, decals, hinges	Nomadic – 2 years workmanship
Awning and door	Nomadic – 2 years workmanship
Antenna/satellite dish	OEM Supplied Part – Refer to Owner's Manual
Toolbox and jerry can holders	Nomadic – 2 years workmanship
Reflectors, Driving Lights, and indicators	O.E.M – 12 Months
Cabinetry – Internal structural	Nomadic – 2 years workmanship
Solar Panels	OEM Supplied Part – Up to 48 Months
Stabilising legs	OEM Supplied Part – 12 Months
All appliances (fridge, air conditioning unit etc)	OEM Supplied Part – Refer to Owner's Manual
Workmanship	Nomadic – 2 years workmanship
Chassis/Drawbar/Caravan Body Panels	Lifetime Warranty as per Warranty Terms. Body Panels is structural integrity only and does not include paint, stone chips, silicone seals, raptor coating, fading, wear & tear, dents or damage.
Suspension:	Swing Arms: 3 Years Monroe Shock absorbers: OEM 3 years Springs: 3 Years Suspension Bushes & bolts: 12 Months

Please Note: Workmanship does not include a faulty part or part thereof. Workmanship is a guarantee of the work being performed.

6. How to Claim Warranty

- 6.1 The Owner must notify Nomadic Off-road Campers PTY LTD in writing via the website link below detailing any defects for which a claim under the Nomadic Off-road Campers PTY LTD Warranty is being made. [HERE](#)
- 6.2 The Customer must:
- 6.2.A submit a detailed claim which includes:
 - 6.2.B proof of ownership of the Van (by either proof of purchase directly from Nomadic Off-road Campers PTY LTD or vehicle registration papers from the relevant government department);
 - 6.2.C service and maintenance records of the Van;
 - 6.2.D a detailed description of the alleged defect;
 - 6.2.E the cause of the alleged defect;

- 6.2.F good quality detailed photographs of the defect,
- 6.2.G delivery the Van, or affected Part if it can be safely removed from the Van to Nomadic Off-road Campers PTY LTD or a Nomadic Off-road Campers PTY LTD Approved Service Repairer;
- 6.2.H allow Nomadic Off-road Campers PTY LTD to remove any damaged or defective Part to allow for further investigation and testing; and
- 6.2.I cooperate with all reasonable requests of Nomadic Off-road Campers PTY LTD.
- 6.3 The cost of delivery and collection of the Van to and from Nomadic Off-road Campers PTY LTD or a Nomadic Off-road Campers PTY LTD Approved Service Repairer are an Owner's responsibility, unless the defect covered by the Nomadic Off-road Campers PTY LTD Warranty prevents the Van being safely delivered by the Owner.
- 6.4 In the event the Van becomes inoperative or unsafe because of a defect which is covered by the Nomadic Off-road Campers PTY LTD Warranty, the Owner must:
 - 6.4.A immediately cease use of the Van; and
 - 6.4.B contact Nomadic Off-road Campers PTY LTD as soon as reasonably practicable possible to arrange for the Van to be inspected and carry out the required service or repair.
- 6.5 If requested by the Owner, Nomadic Off-road Campers PTY LTD may carry out repairs or services for a defect covered by the Nomadic Off-road Campers PTY LTD Warranty on-site at the location of the Van on payment by the Owner of a call out fee determined by Nomadic Off-road Campers PTY LTD.
- 6.6 Nomadic Off-road Campers PTY LTD will not reimburse any repair work carried out by a person other than a Nomadic Off-road Campers PTY LTD Approved Service Repairer and/or without prior express, written consent of Nomadic Off-road Campers PTY LTD.

7. General

- 7.1 The repair or replacement of the Van or Part is the absolute limit of Nomadic Off-road Campers PTY LTD's liability under this document. Parts and labour used and supplied to rectify a defect covered by the Nomadic Off-road Campers PTY LTD Warranty are free of charge.
- 7.2 Nomadic Off-road Campers PTY LTD will repair defects covered by the Nomadic Off-road Campers PTY LTD Warranty using Parts of a similar quality and may replace any Parts or repair a defect with refurbished goods of the same type and quality.
- 7.3 Nomadic Off-road Campers PTY LTD is not responsible for loss of time, inconvenience or other loss resulting from a defect. The Nomadic Off-road Campers PTY LTD Warranty covers only the repair, replacement or adjustment of the Van found by Nomadic Off-road Campers PTY LTD to be defective and covered by the Nomadic Off-road Campers PTY LTD Warranty.
- 7.4 After delivery of a Van or Part subject of a claim under a Nomadic Off-road Campers PTY LTD Warranty to Nomadic Off-road Campers PTY LTD or a Nomadic Off-road Campers PTY LTD Approved Service Repairer, if Nomadic Off-road Campers PTY LTD determines the Van or Part is free from a defect covered by the Nomadic Off-road Campers PTY LTD Warranty then Nomadic Off-road Campers PTY LTD may recover the cost and expense of inspecting, investigating and testing the defect from the Owner.
- 7.5 The Nomadic Off-road Campers PTY LTD Warranty does not cover regular service costs, maintenance costs and wear and tear items since they do not arise from defects in factory materials or workmanship.
- 7.6 If the Van is used in harsh conditions (such as beach and off-road environments or in extreme climatic areas), or with careless and reckless driving habits then additional or more frequent maintenance services may be required. Costs, maintenance items and other wear and tear items not covered by the Nomadic Off-road Campers PTY LTD Warranty include:
 - 7.6.A regular service costs;
 - 7.6.B repair or replacement of tyres;
 - 7.6.C repair or rectification of paint damage, dents, scratches chips, discolouration, and marks to any surface of the Van including, in particular, bench tops;
 - 7.6.D lubricants, washers, and other like consumables used in services;
 - 7.6.E body rattles and squeaks and the general tightening of Parts;
 - 7.6.F adjustment of brakes;
 - 7.6.G wheel balance and alignment;
 - 7.6.H normal expansion and contraction gaps and wear of floor, wall, and ceiling surfaces; or
 - 7.6.I superficial cracking, delaminating, and crazing of the exterior fibreglass skin and exterior surfaces of the Van associated with normal wear and tear.

8. Definitions

8.1 In this document, the below words have their corresponding meaning.

- 8.1.A Modification means any addition, deletion or alteration made to or from the Van or any Part.
- 8.1.B Normal Use and Condition means using the Van in a manner and in conditions that a reasonable person would consider appropriate and does not include:
 - 8.1.B.1 misuse of the Van or use of the Van in a manner contrary to the Nomadic Off-road Campers PTY LTD Owner's Manual;
 - 8.1.B.2 failing to properly maintain and care for the Van;
 - 8.1.B.3 failing to properly and regularly have the Van serviced in accordance with the Servicing Requirements;
 - 8.1.B.4 commercial use of the Van (such as hiring the Van or use of the Van in the course of a business operated by the Owner); and
 - 8.1.B.5 exceeding the operating or capacity limitations specified for the Van by Nomadic Off-road Campers PTY LTD in the use and operation of the Van, including for example use of the Van in obviously unsuitable terrain and conditions.

- 8.2** Owner means the owner of the Van for the time being during the Warranty Period.
- 8.3** Part means any part, component or assembly of the Van installed, supplied, or fitted by Nomadic Off-road Campers PTY LTD but excludes any part of the Van designated by Nomadic Off-road Campers PTY LTD as an unapproved accessory or Modification.
- 8.4** Servicing Requirements means:
- 8.4.A** inspection of the Van by Nomadic Off-road Campers PTY LTD within 7 days of the Warranty Commencement Date or 1000 km travelled whichever occurs first, at no cost to the Owner; and
- 8.4.A.1** general service of the Van by Nomadic Off-road Campers PTY LTD or a Nomadic Off-road Campers PTY LTD Approved Service Repairer every 12 months after the Warranty Commencement Date, or every 10,000 km, whichever occurs first.
- 8.5** Van means the van described and identified in the service record booklet in which this Nomadic Off-road Campers PTY LTD Warranty is set out and includes any Part of the Van.
- 8.6** Warranty Commencement Date means the date that the Van was delivered to the first Owner by Nomadic Off-road Campers PTY LTD.
- 8.7** Written Off means that the Van has been so severely damaged that in the reasonable opinion of the Owner, or an insurer or a financier of the Van or Nomadic Off-road Campers PTY LTD have determined, acting reasonably, that it is not economical to repair the Van.
- 8.8** Nomadic Off-road Campers PTY LTD Approved Service Repairer means a van repairer or service provider approved and appointed by Nomadic Off-road Campers PTY LTD to conduct repairs or servicing to the Van.
- 8.9** Nomadic Off-road Campers PTY LTD means Nomadic Off-road Campers PTY LTD Pty Ltd ACN 667 411 752.
- 8.10** Nomadic Off-road Campers PTY LTD Owner's Manual means the manual provided by Nomadic Off-road Campers PTY LTD to the first owner of the Van.
- 8.11** Nomadic Off-road Campers PTY LTD Warranty means the Nomadic Off-road Campers PTY LTD Warranty Statement set out at the commencement of this warranty document.
- 8.12** Nomadic Off-road Campers PTY LTD Warranty Period means the period set out in clause 5 for the Part.

9. Refund Policy

9.1 REFUNDS OF DEPOSITS: All customers transaction are governed by Australian Consumer Law. When a deposit is paid it subject to a 7-day cooling off period. After 7 days the agreement is binding. Due to construction costs, deposits are **NOT** refundable when your camper has been ordered from our overseas factory and the allocated stock/unit is set for delivery into Australia within 6 months of you notifying us of the cancellation. Please note, the deposits we pay to our production partners overseas are non-refundable.

We will always strive to meet timeframes however given the complexity of importing goods into the country, we **WILL NOT** refund deposits because of:

- Issues or problems that are out of our control.
- Delayed shipping or international shipping faults.
- Port congestion.
- Supply issues due to international shipping.
- Delays because of strikes or government control measures.
- A customer Changing their mind or cancellation due to a change in circumstance.

9.2 SUPPLY CHAIN ISSUES: Due to a massive surge in product demand and the COVID 19 industry boom, we may not be able to supply items that are coming from 3rd party suppliers such as fridges etc. on the day of handover. We will contact you ahead of time if these parts are not available and either arrange alternate shipping, a refund of the product or an alternative option.

9.3 DELIVERY DATES: The delivery date is an estimated time frame and may vary depending on production. This could be earlier or later than the actual date listed. Customers should note that delivery can be brought forward or pushed back by as much as 90 days. If the shipping is delayed by more than 90 days and the reason for the delay is not outside of our control, then we will discuss alternative options with the customer and/or a cancellation of the order and/or a full refund of the deposit.

9.4 TOW AWAY RULES: It is against the law to release a camper trailer to a customer if they do not have a vehicle suited to towing the selected camper. We are also unable to release a camper if the customer does not have electronic brakes fitted correctly to their vehicle.

9.5 RESTOCKING: Should a customer change their mind and/or cancel their order outside of the estimated 6 month delivery time-frame, we may charge a cancellation fee of up to \$4,000.00 to cover deposits paid to our factory as well as any administration & operational costs incurred.

VEHICLE OWNERSHIP & SERVICE RECORDS

CUSTOMER NAME:	
PURCHASE DATE:	
MODEL:	NORCA-
VIN NUMBER:	LA99ACD
COLOUR:	
CUSTOMER ADDRESS:	
DEALERSHIP DETAILS:	
SALES AGENT NAME:	

Service Records: Please ensure you keep a copy of all service invoices as these may be required for future warranty claims

COMPLIMENTRY INSPECTION - FIRST INSPECTION AFTER 1000KM OR WITHIN 3 MONTHS OF PURCHASE

DATE OF SERVICE:	
SIGNATURE OF SERVICING AGENT:	
NAME OF SERVICING AGENT:	

AFFIX DEALERSHIP STAMP HERE (OR WRITE NAME):

SERVICE RECORD – ANNUAL SERVICE AFTER 5000KM OR 12 MONTHS FROM PURCHASE

DATE OF SERVICE:	
SIGNATURE OF SERVICING AGENT:	
NAME OF SERVICING AGENT:	

AFFIX DEALERSHIP STAMP HERE (OR WRITE NAME):

SERVICE RECORD – ANNUAL SERVICE AFTER 10000KM OR 24 MONTHS FROM PURCHASE

DATE OF SERVICE:	
SIGNATURE OF SERVICING AGENT:	
NAME OF SERVICING AGENT:	

AFFIX DEALERSHIP STAMP HERE (OR WRITE NAME):

SERVICE RECORD – ANNUAL SERVICE AFTER 15,000KM OR 36 MONTHS FROM PURCHASE

DATE OF SERVICE:	
SIGNATURE OF SERVICING AGENT:	
NAME OF SERVICING AGENT:	

AFFIX DEALERSHIP STAMP HERE (OR WRITE NAME):

SERVICE RECORD – ANNUAL SERVICE AFTER 20,000KM OR 48 MONTHS FROM PURCHASE

DATE OF SERVICE:	
SIGNATURE OF SERVICING AGENT:	
NAME OF SERVICING AGENT:	

AFFIX DEALERSHIP STAMP HERE (OR WRITE NAME):

SERVICE RECORD – ANNUAL SERVICE AFTER 25,000KM OR 60 MONTHS FROM PURCHASE

DATE OF SERVICE:	
SIGNATURE OF SERVICING AGENT:	
NAME OF SERVICING AGENT:	

AFFIX DEALERSHIP STAMP HERE (OR WRITE NAME):

SERVICE RECORD – ANNUAL SERVICE AFTER 30,000KM OR 72 MONTHS FROM PURCHASE

DATE OF SERVICE:	
SIGNATURE OF SERVICING AGENT:	
NAME OF SERVICING AGENT:	

AFFIX DEALERSHIP STAMP HERE (OR WRITE NAME):

SERVICE RECORD – ANNUAL SERVICE AFTER 45,000KM OR 84 MONTHS FROM PURCHASE

DATE OF SERVICE:	
SIGNATURE OF SERVICING AGENT:	
NAME OF SERVICING AGENT:	

AFFIX DEALERSHIP STAMP HERE (OR WRITE NAME):
