

OPTIMAL PROTECTION FOR
YOUR CARAVAN, CAMPER, RV
OR MOTORHOME



OptiVAN



COMPARISON GUIDE



Why is the OptiVAN Warranty Australia's best?

THE OptiVAN PRODUCT WARRANTY

At Protection Brands, we have the faith in our **OptiVAN Graphene Ceramic Exterior Protection and Co-Polymer Interior Protection and their technology**. This is why we are able to provide Australia's best warranty, terms and support for a customer and their new leisure vehicle. Without a doubt, OptiVAN is the Optimal Protection for a Caravan, Camper, RV or Motorhome.

You need to know about our experience as a starting point because Protection Brands is unmatched when it comes to Creditability in Aftermarket!

Protection Brands is Australia's leading OEM and Dealer aftercare supplier offering best in class protection products for the automotive and caravanning industries.

Working with some of the largest Automotive and Caravanning Dealer Groups in Australia as well as some of the most recognized vehicle OEMs such as:

- ✓ Mercedes-Benz Asia Pacific (Passenger and Commercial Vehicles) for the [Mercedes-Benz Car Care Program](#) with our Permagard & CERFACE ranges
- ✓ Mitsubishi Australia for the [Mitsubishi Motors Diamond Protect Program](#) which is the only vehicle care program approved and endorsed by Mitsubishi Motors Australia Limited (MMAL) and Mitsubishi Motors Corporation (MMC), with our Permagard Automotive range.
- ✓ Mazda Australia for the [Mazda Premium Car Care Program](#) which is the only vehicle care program approved and endorsed by Mazda Australia, with our Permagard Automotive range.
- ✓ Honda Australia for the [Honda Genuine Car Care Program](#) which is the only vehicle care program approved and endorsed by Honda Australia, with our Permagard Automotive range.

FACT

The Protection Brands product range includes the preferred coatings by the world's biggest brands in transportation!

Throughout the history of our business, our capability, our technology and our exclusive products, we quite literally have the most tested, endorsed and proven paint compatible protection system, period!

Protection Brands and our product ranges carry the highest levels of certification and approvals from the world's most recognisable paint manufacturers such as AkzoNobel, PPG and Sherwin-Williams, as well as endorsements, testing and approvals from engineering teams across more companies, in more nations than any other protection product on the market.

THE OptiVAN WARRANTY

On top of the actual OptiVAN product, what sets OptiVAN apart even further in comparison to other brands, is our LIFETIME WARRANTY and after purchase support.

Protection Brands is focused on delivering the highest level of customer service and nowhere more important for this is in the event of a warranty enquiry or claim.

The OptiVAN range includes Australia's best LIFETIME warranty coverage for Caravans, Campers, RV's and Motorhomes, especially when compared to other major providers to the Caravanning industry.

For example, there are things we do NOT do, **that they do**, such as:

- X They have annual and or ongoing inspections *(not required for OptiVAN)*
- X They have annual and ongoing requirements for reapplications *(not required for OptiVAN)*
- X They require you to attend the same supplying dealer for your inspections or reapplications. *(As we don't have annual or ongoing inspections or reapplications, this doesn't apply with OptiVAN)*
- X They have additional costs or hidden fees that apply *(nothing hidden or additional for OptiVAN)*
- X They require Caravans to be registered at all times for the warranty to remain valid *(not required for OptiVAN)*
- X They have a limit of \$ liability and will only repair your caravan up to a certain \$ amount if their product fails. *(OptiVAN has no limit of liability. Whatever it costs to repair your Caravan, we pay it or fix it)*
- X They have a limit to how many claims you can make, even with "Lifetime Transferrable Warranty". *(There are NO limits to the amount of claims you can make with OptiVAN)*
- X Their annual inspections, reapplications and or warranty claims require you to attend your supplying dealer each time. *(With OptiVAN, we are a national company and we understand you travel. There is no requirement to attend the same dealer or location for a warranty claim with us)*

WHAT WE COVER AND PROTECT IN THE OptiVAN WARRANTY

The OptiVAN Warranty will cover you against:

- | | |
|--|---|
| ✓ Bat Dropping Damage | ✓ Water Marks, Water Spotting & Water Etching Damage |
| ✓ Bird Dropping Damage | |
| ✓ Tree Sap Damage | ✓ Road Grime Damage |
| ✓ Leaf Staining Damage | ✓ Oxidisation / Fading Damage |
| ✓ Berry Staining Damage | ✓ Discolouration / Loss of Gloss |
| ✓ Bug Splatter Damage | ✓ Environmental Fallout Damage |
| ✓ Coffee / Milk / Soda Stain Damage | ✓ Ultraviolet Light (UV) Damage |
| ✓ Sunscreen Damage | ✓ Discolouration of Interior Materials |
| ✓ Lipstick Or Make-Up Stain Damage | ✓ We also guarantee the Hydrophobic Properties and water run off |
| ✓ Mineral Buildup Damage | |

Plus lots more!

WHAT DOES OptiVAN DO & WHAT MAKES IT DIFFERENT TO OTHER PRODUCTS?

OptiVAN, augmented with Graphene is a **Stronger** exterior protection coating that is **Smother** to the touch and easier to keep clean. It is also **Shinier** and makes paintwork **Instantly Noticeable** from the day you collect your vehicle from us or your supplying dealer.

- ✓ Once applied to a vehicle, OptiVAN promotes gloss & shine with an easy clean, silky smooth surface.
- ✓ OptiVAN Surface Finisher smooths out the typically rough Ceramic coating, filling in the “peaks and valleys”, further protecting from UV damage
- ✓ OptiVAN includes super hydrophobic properties which enables the roll-off and beading of water while also reducing water spotting. This helps keep your Caravan cleaner for longer too!
- ✓ Significantly reduces maintenance – the smooth easy-clean surface includes self-cleaning properties. When the vehicle is rained on, during the beading process, the water collects any dirt or grime on the vehicle and runs it off the surfaces.
- ✓ Requires no waxing or polishing – we actually don’t recommend waxing or polishing at all! Why? find out later!
- ✓ Helps preserve appearance and the re-sale value of the vehicle

PRODUCT & WARRANTY COMPARISON TABLE

The following table compares some of the differences in product and warranty terms between the OptiVAN product and the products of other caravan protection companies (referred to as providers).

NOTES:

- (a) There are six other caravan protection companies used in the Table for comparison purposes: Paintseal, Vantec, RVGuard, Ozone Shield, MaxxiTech and ArmourOne (referred to as the 'provider/s');
 (b) If, in their terms and conditions, a provider does not expressly state that an item is covered by their warranty or guarantee, the item has been marked "does not state" in the Table;
 (c) While some providers might not expressly state that they don't cover the item in their warranty or guarantee, they do state that if the item is not mentioned in their performance descriptions, then the item is not covered by the warranty. As a result, we have marked the item as "no" in the Table;
 (d) We have highlighted in **bold and yellow**, the best result for each warranty item in our view, to assist you to identify which provider performs the best, line by line.
 (e) We have prepared a benefit score at the bottom of the table highlighting the scores for each provider to assist you in identifying which provider performs the best, overall.

Warranty / Guarantee Terms & Conditions Comparison	Paintseal	Ozone Shield	Maxxi-Tech	Vantec	RVGuard	ArmourOne	OptiVAN
The providers Warranty and or Guarantee is Transferrable to a second owner	No	No	No	Yes	No	Yes	Yes
Period of cover for brand new Caravans	10 Years	Lifetime	10 Years	Lifetime	Lifetime	Lifetime	Lifetime
Period of cover for the front & rear of brand new Caravans	2 Years	Lifetime	10 Years	Lifetime	Lifetime	Lifetime	Lifetime
Period of cover for the roof of brand new Caravans	1 Year	Lifetime	10 Years	Lifetime	Lifetime	Lifetime	Lifetime
Period of cover for caravans up to 3 months old from date of first registration	2 Years	Lifetime	10 Years	Lifetime	Lifetime	6 Years	Lifetime
Period of cover for caravans between 3 and 12 months from the date of first registration	2 Years	Lifetime	10 Years	None	Lifetime	6 Years	Lifetime
Period of cover for caravans up to 12 months of age from the build date even if the caravan is still new	2 Years	Lifetime	10 Years	Lifetime	Lifetime	Lifetime	Lifetime
Period of cover for used caravans between 12 Months and 5 years of age from the build date	2 Years	None	5 Years	None	None	6 Years	Lifetime
Period of cover for used caravans over the age of 5 years from the build date	2 Years	None	3 Years	None	None	6 Years	10 Year Pro-Rata
Period of cover for used caravans with gelcoats up to the age of 5 years from the build date	1 year	None	5 Years	None	None	6 Years	Lifetime
Limit of liability for repairs	Unlimited	Unlimited	\$10,000	\$2,000	Market Value	Unlimited	Unlimited
Limit to number of claims against warranty or guarantee	Unlimited	Unlimited	Financial Limit as above	Financial limit as above	Financial limit as above	Unlimited	Unlimited
Requires an annual and or ongoing inspection and or reapplication	Yes	Yes	No	No	No	No	No
Cover is voided if the caravan does not undergo the annual and or ongoing inspection and or reapplication	Yes	Yes	No	No	No	No	No
A fee is payable by the customer for all required inspections	Does not state	Yes	No	No	No	No	No
Cover is voided and or negated if the providers cleaning products are not purchased and used to clean the caravan	Yes	Yes	No	No	No	No	No
Warrants against loss of gloss	Yes	Yes	Yes	Does not state	Yes	Yes	Yes

Warranty / Guarantee Terms & Conditions Comparison	Paintseal	Ozone Shield	Maxxi-Tech	Vantec	RVGuard	ArmourOne	OptiVAN
Warrants against damage from bug splatter	No	No	No	No	No	Yes	Yes
Warrants against damage from tree sap	No	No	Yes	No	Yes	Yes	Yes
Warrants against damage from water marks	No	No	No	No	No	No	Yes
Warrants against damage from mineral build up	No	No	No	No	No	No	Yes
Warrants against damage from bird droppings	No	No	Yes	Does not state	Yes	Yes	Yes
Warrants against damage from bat droppings	No	No	Yes	Does not state	Yes	Yes	Yes
Warrants against damage from berry staining	No	No	No	Does not state	No	Yes	Yes
Warrants against damage from leaf staining	No	No	No	Does not state	No	Yes	Yes
Warrants against damage from oxidation	No	No	Yes	Does not state	Yes	Yes	Yes
Warrants against damage from discolouration	No	No	Yes	Does not state	Yes	Yes	Yes
Warrants against damage from fading	No	Yes	Yes	Does not state	Yes	Yes	Yes
Warrants against damage from road grime	No	No	No	No	No	Yes	Yes
Warrants against damage from makeup	No	No	No	Does not state	Does not state	Yes	Yes
Warrants against damage from sunscreen	No	No	No	Does not state	Does not state	Yes	Yes
Warrants exterior checker plate panels	No	Does not state	Does not state	Does not state	Does not state	Does not state	Yes
Requires customer to register the warranty online themselves in order for the warranty to be valid and not voided	No	No	No	No	Yes	No	No
Requires customer to contact the supplying dealer in the first instance in order to facilitate a warranty claim	No	No	No	No	Yes	No	No
Any lapse in caravan registration voids warranty and cover	No	No	Yes	No	Yes	No	No
Requires proof of current registration for any and all warranty claims or repairs	No	No	Yes	No	Yes	No	No
Cover is voided if the caravan is utilised during professional fishing trips	No	Yes	No	No	No	No	No
Cover is voided if the caravan is subject to being in, near and or is affected by salt water for any period of time	Yes	Yes	No	No	No	No	No
Cover is voided if the caravan is in contact with a beach for more than 2 months	No	Yes	No	No	No	No	No
Cover is voided if the caravan is damaged in any way from off road activities	No	Yes	No	No	No	No	No
Cover is voided if the caravan is used during any beach lifeguard activities	Does not state	Yes	Does not state	Does not state	Does not state	Does not state	No
Cover is voided if the caravan is used during any mining and or construction activities	Does not state	Yes	Does not state	Does not state	Does not state	Does not state	No
Provider does not cover, accept responsibility and or does not warrant the quality of their application and warranty is voided if application of their product is deemed poor	Warrants	Warrants	Warrants	Warrants	Warrants	Does not cover	Warrants
BENEFIT SCORE OUT OF 43	11 / 43	15 / 43	17 / 43	19 / 43	22 / 43	32 / 43	43 / 43

Disclaimer

Please note:

(a) Information contained in this document is up to date as at April 2024

(b) Information contained in the Table has been extracted from each provider's full warranty terms and conditions, which are included below for your information and direct comparison. Please read each provider's terms and conditions carefully and make your own assessment as to which provider is best suited to your needs;

(c) We are not in any way responsible for and make no representations about the accuracy of the terms and conditions of each provider. Further, providers may change or update their warranty terms and conditions from time to time. We are not responsible for any change or update made, the accuracy of the information and/or any inconsistencies contained in the table or in this document at all;

(d) It is your responsibility to ensure that at all times you make your own enquiries and conduct your own research as to each provider's terms and conditions to determine for yourself the benefits of each provider.

(e) A 'new' caravan is considered to become a used and or pre-owned caravan after it has been purchased by a customer, registered in their name and the customer has taken initial delivery of the caravan from the dealership.



**DURABLE,
SUPER GLOSS FINISH**



**ADVANCED STAIN
RESISTANT TECHNOLOGY**



**REPELLANT TO LIQUIDS
SPILLS & STAINS**



**EASY
TO CLEAN SURFACE**

Vantec NextGen Surface Coating



This warranty is provided by: Vantec RV Care Pty Ltd ACN: 90617 900 197
1793 Sydney Road
Campbellfield VIC 3061
Phone: (02) 6921 1198
Email: admin@vantec.com.au

Warranty period

Lifetime Warranty

This applies if at the time of purchase the RV is under 3 months old from the first date of registration.
This warranty is transferrable.

Limit of Liability

Vantec RV Care's liability for cleaning, repairing and paying compensation for all claims made under this warranty during the warranty period is limited in total to \$2,000.
Vantec RV Care's costs for cleaning or repairing are to be determined by Vantec RV Care acting reasonably.

Warranty exclusions

This warranty does not cover:

1. Any damage to the RV paintwork caused by collision, stone chipping, rust, scratches, bug splatter, tree sap, paint delamination, vandalism, abrasions, water marks or damage caused by the treated surface coming into contact with acids, dyes, oil based paints, bleaches or ammonia based products, fall out or other materials;
 2. Swirl marks, wash webbing and surface scratches as a result of abrasive RV washing;
 3. RV panels that have been altered, resprayed or replaced and which have not had the product re-applied;
 4. Defects in the paintwork as a result of substandard repairs to panels of the RV;
 5. Manufacturer's imperfections in the paintwork or items covered under the RV manufacturer's paintwork warranty;
 6. Any roof hatches, access hatches, windows and window frames, chassis, decals, awnings, HWS covers, electrical covers
 7. Any sections of the RV which have been modified after the application of the product.
 8. Any damage caused to the RV paintwork as a result of polishing or buffing the paintwork;
 9. Any damage caused to the RV paintwork as a result of cleaning the paintwork with a solvent, degreaser or any other agent that is not PH neutral or cleaning the paintwork with bore water;
 10. Any damage caused to the RV paintwork as a result of failing to reasonably maintain due care to the treated surface.
 11. The build up of minerals due to water evaporation and run off.
 12. Solar panels.
-

Vantec NextGen Surface Coating



Interior Surface Coating

1. This warranty ensures the customer that Vantec interior coating will protect the interior fabric surfaces of the customer's caravan by aiding in the prevention of staining for the lifetime of the van.
2. User Information :-
 - a. If a spill occurs, blot immediately with clean cloth. Any residue should be sponged with warm water.
 - b. Under no circumstances use shampoo or chemicals which may leave a residue as these will lessen the effectiveness of Vantec interior coating.
 - c. In the event of a stain that is unable to be removed please contact Vantec.
3. This warranty shall not apply if :-
 - a. Acids, caustic materials, oils, bleach, dye and other solvents come into contact with the fabric.
 - b. Stain or discolouration has been caused by defects in the manufacturing process and/or improper installation by the manufacturer of the said caravan.
 - c. Stains and/or soiling existed on treated fabrics prior to treatment – nor do we guarantee to remove pre-existing stains.
 - d. The fabric is ripped, torn, stretched or has been subject to vandalism, neglect, alterations or normal wear and tear.
 - e. The stain or other damage has been caused by cigar or cigarette burns.

Terms and conditions

1. Any claim under this warranty must be lodged with Vantec RV Care, in accordance with the claim procedure set out below, within 30 days of the fault appearing.
2. This warranty is transferable and will apply to the next owner.
3. If the panels of the RV are re-sprayed, repaired or replaced, the product must be re-applied to those panels within 30 days after the re-spray, repair or replacement. Please call (02) 6921 1198 to discuss any reapplication queries or to arrange a reapplication. You must bear the cost of the reapplication.

Warranty void

- This warranty will be void and you will not be able to make a claim if:
1. you fail to comply with the terms and conditions of this warranty.

Making a claim - what to do

To make a warranty claim you must follow the procedure outlined below:

1. Contact Vantec RV Care within 30 days of discovering a fault and arrange for an inspection of the RV at a location nominated by Vantec RV Care.
The contact details of Vantec RV Care are shown on this warranty document.
2. Following the RV inspection and subject to it being a valid warranty claim, Vantec RV Care will arrange a mutually convenient time at a location nominated by Vantec RV Care to rectify the fault.
3. You must bear the cost of claiming this warranty including the cost of delivery and collection of the RV to and from the nominated location.

Vantec RV Care has no other liability under this warranty, including liability for any loss of your time, or RV use, or for any rental RV or transport costs.

The benefits to you given by this warranty are in addition to the rights and remedies of the consumer under a law in relation to the goods the subject of this warranty.

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

RVGard Warranty Terms & Conditions

INTRODUCTION

Congratulations on choosing the superior range of RVGard products to protect your new RV. This range of non-toxic products provide your RV with the latest in vehicle protection technology. This comprehensive warranty is a measure of the quality of these products. We trust that you will have many years of "motoring peace of mind".

THE WARRANTY

RVGard warrants that RVGard products will provide the protection as described in the "Product Description", listed under each product, herein. Should damage occur, and providing that all of the terms and conditions of the warranty have been met, RVGard will rectify damage to the "Limit of Liability".

REGISTERING YOUR WARRANTY

The warranty must be registered online at <https://rvgard.com.au/rvgard-warranty-registration/> in order to be valid. **Failure to register the warranty within 30 days of application will render the warranty as null and void. This is specified on the warranty card provided on installation.**

KEEPING YOUR WARRANTY VALID

Maintain your van/motorhome in a clean and presentable condition. Washing regularly with a pH neutral shampoo, or RVGard Envirowash. RVGard must be **notified within 30 days** of any issues which potentially may lead to a warranty claim. Failure to report issues can result in significant rectification costs and early detection is paramount.

APPLICABLE VEHICLES

Vehicles to a maximum of twelve (12) months from the date of first registration, which are being sold from an RVGard Accredited Dealer. The RVGard products must be applied in accordance with the RVGard Application Criteria.

PERIOD OF COVER

This warranty provides Lifetime of cover, provided the Customer Obligations and General Conditions are met.

DEFINITIONS

For the purposes of this warranty the following terms have the following meanings:
"Covered Vehicle" means the vehicle as detailed on the warranty card which the product was applied to and specified on completion of the online warranty registration.

"Online warranty registration" means the form submitted at <https://rvgard.com.au/rvgard-warranty-registration/>.

"Warranty Administrator" means Alpha Marketing Pty Ltd ABN 13 121 694 666.

GENERAL TERMS

1. The vehicle must remain, at all times, registered for road use. Any lapse in registration will void the warranty.
2. **You must receive written approval, including an Order Number, from the Warranty Administrator prior to the commencement of any repair work. Any repairs commenced prior to the issue of approval and an order number will not be covered by warranty.**
3. It is the obligation of the vehicle owner to ensure that the information provided in the warranty registration is complete, correct, true and accurate. Incorrect or incomplete details may void this warranty.
4. This warranty is conditional upon due payment by the owner for the relevant RVGard treatments provided.
5. This warranty is only applicable to the Covered Vehicle and the person nominated on the warranty registration.

EXCLUSIONS

This warranty does not cover:

1. Any claim where the owner is deemed to have been negligent, careless, indifferent, or fails to maintain the vehicle.
2. Defects in material, workmanship, or design of the vehicle.
3. Damage resulting from accident, abuse, external damage, vehicle manufacturers' defects, and defects which would normally be covered under a dealers' or manufacturers' new RV warranty.
4. Any areas not treated with the applicable RVGard product.
5. Utility truck bed areas and the load area of commercial vehicles.
6. Any pre-existing damage or deterioration.
7. Exhaust systems.
8. Malicious damage, acts of vandalism, war or riot.
9. Flood or hail.
10. Any consequential damage of any kind whatsoever, including your loss of time or use of the vehicle while it undergoes inspection, treatment or repairs.
11. Any expenses incurred by the owner in connection with making a claim under this warranty.
12. Failure to repair and re-treat damaged sections of the vehicle.
13. Normal wear and tear.
14. Stains caused by burns, bleach, dyes, acids or similar substances.
15. Materials which have been ripped or torn.
16. Any claim where the owner has failed to have re-treatment of product(s) as required.

YOUR OBLIGATIONS

1. Warranty must be registered within 30 days of application. (Please see 'Registering Your Warranty')
2. In the event of protection failure, please contact the Warranty Administrator on 02 4647 7077 to arrange an assessment by our authorised representative at your nearest authorised RVGard Inspection Centre..
3. Should you become aware of any damage which may result in a claim, contact the Warranty Administrator on 02 4647 7077 or email info@rvgard.com.au. You will then be directed to your nearest authorised RVGard Inspection Centre.
4. Should a product reapplication be required, eg. Following a motor vehicle accident, you may be liable for a reapplication fee.

MAKING A CLAIM

1. Once you become aware of damage that may result in a claim, return the vehicle to an authorised RVGard Inspection Centre, within 30 days. Contact the Warranty Administrator on 02 4647 7077 for your nearest RVGard Inspection Centre.
2. The RVGard inspector will contact the Warranty Administrator on your behalf to process your claim.
3. **In the event of a claim, the owner will provide the Warranty Administrator with all information and documentation supporting the claim as may be reasonably required.**
4. **The vehicle must be presented in a clean and tidy state in order for the claim inspection to be conducted. Should the vehicle require cleaning you may be liable for a cleaning fee.**

INSPECTIONS

For vehicles protected prior to 1 March 2021 annual inspection is required by an authorised RVGard representative.

Vehicles protected after 1 March 2021, no inspection required.

Alpha Marketing Pty Ltd, T/A RVGard

2/44 Dunn Road, Smeaton Grange NSW 2153

www.rvgard.com.au

1300 501 946

LIMIT OF LIABILITY

There is no limit to the number of claims made under this warranty, however, the total liability to the Warranty Administrator for all claims, You must be limited to the current market value of the vehicle.

THIS WARRANTY IS NOT TRANSFERRABLE

PLATINUM RV PAINTGARD & CERAMIC PAINTGARD

Product Description

RVGard Platinum PaintGard and Ceramic PaintGard have been formulated to provide lasting protection to the vehicles exterior painted surfaces, against environmental induced discolouration, loss of gloss (oxidation), fading, damage caused by acid rain, bird and bat droppings, tree sap and industrial fallout.

Customer Obligations Specific to this Product

In addition to the general customer obligations detailed under "Your Obligations" the following are your further obligations specific to this product.

1. The Covered Vehicle must be re-treated with RVGard Platinum PaintGard or Ceramic PaintGard on any part of the vehicle external paint surfaces which have been damaged, replaced or repaired. Such re-treatment must take place within sixty (60) days of the completion of the repair or replacement, at the owners expense. Contact RVGard on 02 4647 7077 should the additional product be required.
2. The covered vehicle must be washed regularly (monthly at least) with RVGard Premium Car Shampoo or RVGard Enviro Wash, or pH neutral car shampoo.

Exclusions Specific to this Product

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this warranty which are specific to this product.

1. Any damage to the painted surfaces by events not covered under "Product Description".
2. Damage caused to areas due to neglect or abnormal chemicals and harsh detergents.
3. Damage to painted surfaces caused by fire, stones, collision, surface rust, petrol spillage, rail dust or physical damage.
4. Any modification or damage to the composition of the vehicles painted surface, including paint overspray.
5. Paint chipping, grazing and peeling.
6. Scratches and swirl marks in painted surfaces.

LEATHER AND VINYL GARD

Product Description

RVGard Leather and VinylGard has been formulated to provide lasting protection against permanent staining of the leather and vinyl treated materials within the Covered Vehicle caused by foodstuffs and drinks such as water, coffee, soda and milk. It also protects against cracking and splitting or discolouration of treated leather and vinyl materials, caused by sunlight and heat.

Customer Obligations Specific to this Product

In addition to the general customer obligations detailed under "Your Obligations" the following are your further obligations specific to this product.

1. The Covered Vehicle must be re-treated with RVGard Leather and VinylGard on any part of the vehicle's leather or vinyl which have been damaged, replaced or repaired. Such re-treatment must take place within thirty (30) days of the completion of the repair or replacement, at the owners expense. Contact RVGard on 02 4647 7077 should the additional product be required.
2. Spills are to be wiped up as soon as possible to minimise damage.
3. The leather and vinyl surfaces of the covered vehicle must be cleaned regularly (fortnightly at least).

Exclusions Specific to this Product

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this warranty which are specific to this product.

1. Any damage to the leather and vinyl surfaces by events not covered under "Product Description".
2. Abnormal wear and tear.
3. Stains caused by burns, bleach dyes, inks, crayons, acids, or similar substances.
4. Materials which have been ripped or torn.

CARPET AND FABRIC GARD

Product Description

RVGard Carpet and FabricGard has been formulated to provide lasting protection against staining of carpet, fabric and velour, caused by foodstuffs and drinks such as water, coffee, soda and milk.

Customer Obligations Specific to this Product

In addition to the general customer obligations detailed under "Your Obligations" the following are your further obligations specific to this product.

1. The Covered Vehicle must be re-treated with RVGard Carpet and FabricGard on any part of the vehicles interior which have been damaged, replaced or repaired. Such re-treatment must take place within thirty (30) days of the completion of the repair or replacement, at the owners expense. Contact RVGard on 02 4647 7077 should the additional product be required.
2. Spills are to be wiped up as soon as possible to minimise damage.
3. Carpet and fabrics of the Covered Vehicle must be cleaned and vacuumed regularly (fortnightly at least).

Exclusions Specific to this Product

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this warranty which are specific to this product.

1. Any damage to the carpet or fabric surfaces by events not covered under "Product Description".
2. Abnormal wear and tear.
3. Stains caused by burns, bleach dyes, inks, crayons, acids, or similar substances.
4. Materials which have been ripped or torn.
5. Headlinings are not covered, as they cannot be treated.

Important Information

Maintenance products can be purchased in our online shop at www.rvgard.com.au.

For advice and support please call 02 4647 7077 or email info@rvgard.com.au

The dealership which provided our products shall also be a first point of contact for any claim issues.





INTRODUCTION

Congratulations on choosing the superior range of Maxxi Tech products to protect your Motor Vehicle, Motor Bike, Recreational Vehicle, Caravan, Motorhome, Marine or Personal Watercraft. This range of non-toxic products provides your unit with the latest in ceramic protection technology.

This comprehensive warranty is a measure of the quality of these products. We trust that you will have many years of peace of mind.

DEFINITIONS

For the purposes of this warranty the following terms have the following meanings:

“Unit” means; Motor Vehicle, Motor Bike, Recreational Vehicle, Caravan, Motorhome, Marine or Personal Watercraft; applicable to your personal product and / or service purchased.

“Warranty Administrator” means Aussie Tint Pty Ltd, trading as Aussie Tint and / or Maxxi Tech ABN 92 629 704 347

“Maxxi Tech Personnel” means any personnel providing information and / or services on behalf of Aussie Tint Pty Ltd and all its subsidiaries.

APPLICABLE UNITS

Motor Vehicle, Motor Bike, Recreational Vehicle, Caravan, Motorhome, Marine or Personal Watercraft.

PERIOD OF COVER

New units up to 12 months of age from the build date are covered for a maximum period of 10 years from the date of product installation and / or application on the vehicle, provided the Customer Obligations and General Conditions are met.

Used units up to 5 years of age from the build date are covered for a maximum period of 5 years from the date of product installation and / or application on the vehicle, provided the Customer Obligations and General Conditions are met.

Used units over 5 years of age from the build date are covered for a maximum period of 3 years from the date of product installation and / or application on the vehicle, provided the Customer Obligations and General Conditions are met.

GENERAL CONDITIONS

1. The unit must remain, at all times, registered for use with all / any applicable authorities and in all applicable states or territories. Any lapse in registration will void the warranty.



2. With respect to units in excess of 5,000 kg GVM, this warranty applies only to the cabin unit.
3. You must receive written approval, including an Order Number, from the Warranty Administrator prior to the commencement of any repair work. Any repairs commenced prior to the issue of approval and an Order Number will not be covered by this warranty.
4. It is the obligation of the unit owner to ensure that all information provided to Maxxi Tech personnel whether written or verbal is complete, true and accurate. Failure to provide complete, true and accurate details may void this warranty.
5. This warranty is conditional upon due payment by the unit owner and / or requesting person and / or purchaser for the relevant Maxxi Tech products and services provided.
6. This warranty is only applicable to the covered unit.
7. This warranty is not transferable to changed or new ownership of the unit.

EXCLUSIONS

This warranty does not cover:

1. Any claim where the owner of and / or user of the unit is deemed to have been negligent, careless, indifferent, or fails to maintain the unit;
2. Defects in material, workmanship, or design of the unit;
3. Damage resulting from neglect, accident, abuse, external damage, manufacturers defects and defects which would normally be covered under a dealership or manufacturer warranty;
4. Any areas not treated with the applicable Maxxi Tech and / or Aussie Tint product;
5. Utility truck bed areas, and the load area of commercial vehicles;
6. Any pre-existing damage or deterioration;
7. Exhaust systems;
8. Malicious damage, acts of vandalism, war or riot;
9. Flood, hail or natural disaster;
10. Any consequential damage of any kind whatsoever, including loss of time or use of the unit while it undergoes inspection, treatment or repairs;
11. Any expenses incurred by the owner and / or user in connection with making a claim under this warranty;
12. Failure to repair and retreat damaged sections of the unit;
13. Normal wear and tear;
14. Stains caused by burns, bleach, dyes, acids, or similar substances;



15. Materials which have been ripped or torn;
16. Any claim where the owner and / or user has failed to have re-treatment of product(s) as required.

YOUR OBLIGATIONS

1. Should you become aware of any damage that could result in a claim against this warranty, it is your obligation to return the unit to an authorised Maxxi Tech dealer within 30 days. Failure to comply will void this warranty, and no further claims shall be met.
2. Should a product re-application be required, e.g.: following an accident, you will be liable for a re-application fee.
3. In the event of a claim, this warranty document and proof of registration must be presented when reasonably requested. Failure to produce this will void the warranty, and no further claims shall be met.

MAKING A CLAIM

1. Once you become aware of damage that may result in a claim, you must:
 - a) Advise of the issue in writing to The Warranty Administrator via email to admin@maxxitech.com.au All initial claim correspondence must include time and date stamped photographic evidence of the issue being claimed.
 - b) Return the unit to an authorised Maxxi Tech dealer, within 30 days. The Warranty Administrator can provide details of authorised Maxxi Tech dealers.

The Warranty Administrator can be contacted via phone: 0436 392 860 and email: admin@maxxitech.com.au

2. The Maxxi Tech inspector will contact the Warranty Administrator on your behalf to process your claim.
3. Only areas of the unit deemed to be problematic by the inspector and; specifically associated with the Maxxi Tech product and / or application of the Maxxi Tech product and; deemed as covered under warranty by The Warranty Administrator, will be rectified under your claim.
4. In the event of a claim, the owner will provide the Warranty Administrator with all information and documentation supporting the claim as may be reasonably required.
5. The unit must be presented in a clean and tidy state, in order for the claim inspection to be conducted. Should the vehicle require cleaning, you may be liable for a cleaning fee.

LIMIT OF LIABILITY

There is no limit to the number of claims made under this warranty, however, the total liability to the Warranty Administrator for all claims is limited to \$10,000.00



PRODUCT DESCRIPTIONS

CERAMIC COAT

Maxxi Tech Ceramic Coat has been formulated to provide lasting protection to the unit exterior painted surfaces, against environmental induced discoloration, fading, damage caused by acid rain, bird and bat droppings, tree sap, and industrial fallout.

THE WARRANTY

Maxxi Tech warrants that Maxxi Tech Ceramic Coat will provide the protection as described in "Product Description". Should damage occur, and providing that all of the terms and conditions detailed within this warranty booklet have been met, Maxxi Tech will rectify the damage to the "limit of Liability".

CUSTOMER OBLIGATIONS SPECIFIC TO THIS PRODUCT

1. The warranty covered unit must be re-treated with Maxxi Tech Ceramic Coat on any part of the unit external paint surfaces which has been damaged, replaced or repaired. Such treatment must take place within sixty (60) days of the completion or the repair, or replacement, and be carried out by an authorised Maxxi Tech dealer, at the owner's expense.
2. The warranty covered unit must be washed regularly (fortnightly at least) with Maxxi Tech Car Shampoo or Maxxi Tech Waterless Wash or a premium quality PH neutral shampoo.

EXCLUSIONS SPECIFIC TO THIS PRODUCT

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this warranty which are specific to this particular product:

1. Any damage to the painted surfaces by events not covered under "Product Description".
2. Damage caused to areas due to neglect or abnormal chemicals and harsh detergents.
3. Damage to painted surfaces caused by fire, stones, collision, surface rust, petrol spillage, rail dust or physical damage.
4. Any modification or damage to the composition of the unit painted surface, including paint overspray.
5. Paint chipping, grazing, and peeling.
6. Scratches and swirl marks in painted surfaces.



LEATHER AND VINYL PROTECTANT

Maxxi Tech Leather and Vinyl protectant has been formulated to provide lasting protection against permanent staining of the leather and vinyl treated materials within the warranty covered unit, caused by foodstuffs and drinks, such as water, coffee, soda and milk. It also protects against cracking and splitting or discolouration of treated leather and vinyl materials, caused by sunlight and heat.

THE WARRANTY

Maxxi Tech warrants that Maxxi Tech Leather and Vinyl protectant will provide the protection as described in "Product Description". Should damage occur, and providing that all the terms and conditions detailed within this warranty booklet have been met, Maxxi Tech will rectify the damage to the "Limit of Liability".

CUSTOMER OBLIGATIONS SPECIFIC TO THIS PRODUCT

1. The warranty covered unit must be re-treated with Maxxi Tech Leather and Vinyl protectant on any part of the unit interior leather or vinyl which has been damaged, replaced or repaired. Such treatment must take place within thirty (30) days of the completion of the repair or replacement, and be carried out by an authorised Maxxi Tech dealer, at the owner's expense.
2. Spills are to be wiped up as soon as possible to minimise damage.

EXCLUSIONS SPECIFIC TO THIS PRODUCT

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this warranty which are specific to this particular product:

1. Any damage to the leather and vinyl surfaces by events or products not covered under "Product Description".
2. Abnormal wear and tear.
3. Stains caused by burns, bleach, dyes, inks, crayons, acids, or similar substances.
4. Materials which have been ripped or torn.



CARPET AND FABRIC PROTECTANT

Maxxi Tech Carpet and Fabric protectant has been formulated to provide lasting protection against permanent staining of carpet, fabric and velour, caused by foodstuffs and drinks such as water, coffee, soda and milk.

THE WARRANTY

Maxxi Tech warrants that Maxxi Tech Carpet and Fabric protectant will provide the protection as described in "Product Description". Should damage occur, and providing that all the terms and conditions detailed within this warranty booklet have been met, Maxxi Tech will rectify the damage to the "Limit of Liability".

CUSTOMER OBLIGATIONS SPECIFIC TO THIS PRODUCT

1. The warranty covered unit must be re-treated with Maxxi Tech Carpet and Fabric protectant on any part of the vehicles' interior carpet, fabric, velour which has been damaged, replaced or repaired. Such treatment must take place within thirty (30) days of the completion of the repair or replacement, and be carried out by an authorised Maxxi Tech dealer, at the owner's expense.
2. Spills are to be wiped up as soon as possible to minimise damage.
3. The treated carpet and fabrics of the warranty covered unit must be cleaned and vacuumed regularly (fortnightly, at least).

EXCLUSIONS SPECIFIC TO THIS PRODUCT

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this warranty which are specific to this particular product.

1. Any damage to the carpet and fabrics by events or products not covered under "Product Description".
2. Abnormal wear and tear.
3. Stains caused by burns, bleach, dyes, acids, or similar substances.
4. Materials which have been ripped or torn.
5. Head linings are not covered, as they cannot be treated.

The Warranty Terms and Conditions herein are subject to change (excluding: Total Liability Limit and Period of Cover) without notification.

Terms & Conditions

General conditions of each warranty:

OzoneShield Protection products come with the warranties set out below. Each warranty is given only to the person identified as the purchaser of the product in the Warranty Registration Form ("you") and is subject to the special and general conditions.

General conditions of each warranty:

1. The warranty will apply to new recreational vehicles ("vehicle") for their lifetime commencing from the date of purchase of the product. A new recreational vehicle is a recreational vehicle that has been registered for less than 12 (twelve) months.
2. The warranty cannot be assigned or otherwise transferred.
3. In order to claim under the warranty, you must send a copy of this warranty certificate, and details of your claim to OzoneShield Protection at info@ozoneshield.com.au. It is your responsibility to notify OzoneShield Protection of your claim in writing within 30 (thirty) days of a defect or damage appearing. Failure to notify OzoneShield Protection of your claim in writing within this time period will invalidate your claim under the warranty.
4. To the extent permitted by the Australian Consumer Law and the Competition and Consumer Regulations 2010 (ACL) and relevant state legislation, the obligations of OzoneShield Protection are as set out in the warranty and in no event shall OzoneShield Protection be liable for any other loss or damage of any kind whatsoever including, but not limited to, claims for faulty design, negligent or misleading advice, damages arising from loss or use of the product, and any indirect, special or consequential damages or injury to any person, corporation or other entity.
5. You will bear the expense of claiming under the warranty.
6. The warranty is void if:
 - a. You do not adhere to the special conditions set out in the warranty.
 - b. The vehicle is modified from the manufacturer's original specifications in any way that may affect a OzoneShield Protection product.
 - c. Any work occurs to the treated areas, which has not been authorised by OzoneShield Protection.
 - d. The vehicle is used for special purposes or in extreme conditions, including but not limited to:- beach lifeguard, mining and construction, carriage of hazardous or corrosive materials or chemicals, professional fishing, subjected to salt water or the beach for more than 2 months annually.
7. The following is excluded from cover under the warranty:
 - a. Damage or defects already present on the vehicle at the time of application of the product.
 - b. Damage to the vehicle caused by neglect or abuse, burns, acts of vandalism or collision.

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- c. Damage to the vehicle caused by immersion in water (whether deliberate or accidental), storms or flooding.
- d. Damage to the vehicle caused by chemical fallout or spillage, acids, fuels and oils, scratching and chipping.
- e. Damage to the vehicle caused by exposure to unusual or extreme corrosive conditions such as mines.
- f. Damage or defects caused by repairs to the vehicle, which has not been authorised by OzoneShield Protection.
- g. Damage is caused as a result of off road activities.

OzoneShield Protection Warranties

OzoneShield Protection Premium Paint Protection Warranty

OzoneShield Protection Premium Paint Protection is designed to be applied by a trained OzoneShield Protection applicator to the exterior metal painted surfaces of a motor vehicle to prevent those areas from fading and losing their gloss.

OzoneShield Protection Premium Paint Protection is designed to help prevent fading and loss of gloss to the treated areas caused by exposure to the Sun's ultra violet light. If the product fails to comply with this warranty, OzoneShield Protection will repair, restore, clean or buff (at its discretion) the external painted surfaces where it can be shown to have failed and will re-apply the product, subject to the following special and general conditions.

1. You must regularly wash the vehicle with OzoneShield Protection Car Wash to keep the treated areas free of dirt, dust and abrasive materials. Our Car Wash has an ingredient which looks after the Paint Protection and has nothing harsh enough to damage it.
2. You must always remove excess water with a chamois to prevent water spots from forming on the paint surface.
3. You must not use a buff to polish your vehicle.
4. This warranty does not cover fading or loss of gloss caused by (whether solely or in part) stone chipping, contact with chemicals or bore water, harsh detergent or salt brine areas, damage from carwash brushes, vandalism or scratches to the vehicle.
5. **You must remove any bat and bird droppings, tree sap or industrial fall out within 48 hours.**

OzoneShield Protection Fabric & Carpet Warranty

OzoneShield Protection Fabric & Carpet Protection is designed to be applied by a trained OzoneShield Protection applicator to motor vehicle seats (upholstery), carpets, door trims and all areas of the vehicle's interior constructed of fabric (excluding the roof lining) in order to protect these areas against staining and soiling caused by food and beverage spills.

OzoneShield Protection Fabric & Carpet Protection is warranted to help prevent staining and soiling in the treated areas caused by food and beverage spills. If the product fails to comply with this warranty, OzoneShield Protection will repair, restore or clean (at its discretion) the affected areas and will re-apply with product, subject to the special and general conditions.

Special conditions:

1. You must regularly clean and vacuum the interior of the vehicle to keep the treated areas of the vehicle free of dirt, dust and abrasive materials.
2. If a spillage occurs, you must wipe the area with a clean damp cloth and rinse with tepid water if necessary.
3. You must not use solvents on the vehicle's fabric and carpets.
4. This warranty does not cover stains, soiling or damage caused by (whether solely or in part) acid, dye, ink, bleaches, solvent, gum, paint, makeup, sunscreen, burns, tears, rips, vandalism or neglect.

OzoneShield Protection Vinyl & Leather Warranty

OzoneShield Protection Vinyl & Leather Protection is warranted to help prevent cracking, discolouring and deterioration in the treated areas caused by exposure to the Sun's ultra violet light.

OzoneShield Protection Vinyl & Leather Protection is designed to be applied by a trained OzoneShield Protection applicator to motor vehicle seats, door trims and all areas of the vehicle's interior constructed of vinyl or leather.

If the product fails to comply with this warranty, OzoneShield Protection will repair, restore or clean (at its discretion) the affected areas and will re-apply with product, subject to the special and general conditions below.

1. You must regularly clean and chamois the interior of the vehicle to be sure to keep the treated areas of the vehicle free of dirt, dust and abrasive materials. If a spillage occurs, you must immediately wipe the area with a clean damp cloth and rinse with tepid water if necessary.
 2. You must not use solvents on the vehicle's vinyl and leather.
 3. This warranty does not cover stains, soiling or damage caused by (whether solely or in part) acid, dye, ink, bleaches, solvent, gum, paint, makeup, sunscreen, burns, tears, rips, vandalism or neglect.
 4. This warranty excludes damage, whether deliberate or through normal wear and tear, to the steering wheel or gear shift selector.
1. The warranty is void if:
 - a. The vehicle does not undergo regular inspections by OzoneShield Protection (or an inspection centre authorised by OzoneShield Protection) at intervals plus or minus 30 days of the anniversary of the application.
 - b. You do not present this warranty certificate at the time of the annual inspection.

General

Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by the above warranty are in addition to other rights and remedies of a consumer under the ACL.

Scheduled Inspections For Recreational Vehicles

Scheduled inspections are required to be carried out every 12 months for all Recreational vehicles.

This Recreational vehicle must be presented to an Authorised Inspection Centre within 30 days of the anniversary of the application of the product. Failure to carry out the scheduled inspections will result in the warranty being void. To arrange a scheduled inspection please contact the selling dealer. Please bring your Recreational Vehicle in a clean state so as our or a fee may be charged for cleaning so as our applicators can inspect the Recreational Vehicle. Please present this warranty Certificate at the time of inspection. A fee will apply to all inspections for Recreational Vehicles.

OptiVAN Exterior - Treatment Terms & Conditions

This warranty is provided by:

Protection Brands Pty Ltd (ABN 27 160 443 498)
 Head Office Address: Level 9, 3 Nexus Court, Mulgrave, VIC 3170
 Phone: 1800 737 624
 Email: auto.warranty@protectionbrands.com.au
 Warranty Claim Portal: <https://spark.permagard.com.au/warrantyclaim/>

General warranty coverage and period

Subject to the terms, conditions and exclusions detailed in this warranty, Protection Brands warrants that this product will prevent weather induced Discolouration, Fading, Oxidisation, Loss of Gloss, Environmental Fallout, Road Grime Damage, Leaf Staining, Fruit & Berry Staining, Tree Sap Damage, Bug Splatter Damage, Bird Dropping Damage, Bat Dropping Damage, Sunscreen Damage, Water Etching, Water Spotting Damage to the treated paintwork of the Caravan, Camper, RV, or Motorhome for the warranty period.

Where a valid warranty claim is made, Protection Brands will do one or more of the following: clean or repair (at its option) the faulty area and re-apply the product to that area, or at its option, pay compensation.

If at the time of purchasing this product your vehicle is new, or it has been no more than 60 months (5 years) from the build date of the vehicle, the product is covered by this general warranty for the lifetime of the vehicle.

If at the time of purchasing this product your vehicle is a used vehicle between 60 months (5 years) and 120 months (10 years) from the build date of the vehicle, the product is covered by this general warranty until the vehicle reaches 120 months (10 years) from the build date. Used vehicles may be subject to an inspection by a Protection Brands representative prior to product application.

For the avoidance of doubt, the 10-year pro rata warranty period is based on the following calculation:

AGE OF VEHICLE		WARRANTY PERIOD	
Months	Years	Months	Years
24	2	96	8
36	3	84	7
48	4	72	6
60	5	60	5
72	6	48	4
84	7	36	3
96	8	24	2
108	9	12	1

General product application note

- The OptiVAN Graphene Ceramic Protection is applied to following exterior surfaces:
 - All Exterior Painted Panels (Sides, Front, Rear & Roof)
 - Checker Plate Body Panels
 - Plastic/Vinyl Body Stickers & or Decals
 - Solar Panels
 - Skylights & Sunroofs
 - Side & Rear Window Glass / Clear Hard & Fixed Plastic Windows / Perspex Windows
 - Head Lights, Taillights & Blinker Lights

The application of the product creates a satin or gloss finish to the surface of the vehicle. This is not a defect of the product and does not affect the performance of the product. Protection Brands is not responsible for any change to the colour or finish of the paint surface of the vehicle, including without limitation the loss of matte finish or the resultant degree of shine.

Warranty exclusions

This warranty does not cover:

1. Any damage to the Caravan, Camper, RV, or Motorhomes paintwork caused by collision, stone chipping, rust, scratches, vandalism (e.g. Egg damage), abrasions, damage caused by the treated surface coming into contact with acids, dyes, oil based paints, bleaches or ammonia based products, fallout, or spillage caused by corrosive chemicals or materials;
2. Swirl marks, wash webbing and surface scratches as a result of abrasive car washing and or automatic car wash brushes.
3. Clear coat delamination to treated paintwork.
4. Any non-painted body plastics & rubbers, roof hatches, access hatches, window glass, window Perspex, skylights, sunroofs, head lights, taillights, blinker lights, windows, window frames, chassis, decals, awnings, canvas, HWS covers, electrical covers, solar panels, bull bars, nudge bars, roof racks, towbars, a-frames, wheels, tyres, rims, mudflaps, or toolboxes.
5. Caravan, Camper, RV, or Motorhome panels that have been altered, resprayed or replaced and which have not had the product re-applied;
6. Defects in the paintwork as a result of substandard repairs to panels of the Caravan, Camper, RV, or Motorhome;
7. Manufacturer's imperfections in the paintwork or items covered under the manufacturer's paintwork warranty;



Protection Brands Pty Limited
 ACN: 160 443 498
 Level 9, 3 Nexus Court
 Mulgrave, VIC 3170
 Phone: 1800 737 624



To make a warranty claim, please visit:
<https://spark.permagard.com.au/warrantyclaim/>

- Any painted accessories installed after application of the product, and which have not had the product applied;
- Any sections of the Caravan, Camper, RV, or Motorhome which have been modified after the application of the product (e.g. Application of decals, stickers, magnetic signage);
- Any damage caused to the Caravan, Camper, RV, or Motorhome paintwork as a result of polishing, waxing or buffing the paintwork;
- Any damage caused to the Caravan, Camper, RV, or Motorhome paintwork as a result of cleaning the paintwork with a solvent, degreaser or any other agent that is not pH neutral or cleaning the paintwork with bore water;
- Any damage that arises to the Caravan, Camper, RV or Motorhome as a result of Automated (Brush / Brushless) Car Washes
- Any damage caused to the Caravan, Camper, RV, or Motorhome paintwork as a result of failing to reasonably maintain due care to the treated surface including not following the care instructions.

Please note: Should any checker plate panels that are gel coated require external repair and or repainting, Protection Brands reserves the right to repaint the checker plate and not apply a gel coating.

Terms and conditions

- Any claim under this warranty must be lodged with Protection Brands, in accordance with the claim procedure set out below, within 30 days of the fault appearing.
- If the panels of the Caravan, Camper, RV, or Motorhome are re-sprayed, repaired or replaced, the product must be re-applied to those panels within 30 days after the re-spray, repair, or replacement. Please call 1800 737 624 to discuss any reapplication queries or to arrange a reapplication. You must bear the cost of the reapplication to the panels that have been re-sprayed, repaired or replaced.

Warranty transfer

The general warranty is transferable where:

- a transfer request is received by Protection Brands from the new owner of the Caravan, Camper, RV or Motorhome within 30 days of ownership change (proof of ownership change must be provided); and
- a vehicle inspection is carried out by a Protection Brands technician, at a Protection Brands approved centre, with no issues identified; and
- a non-refundable administration and inspection fee of \$299+ GST is paid to Protection Brands prior to the vehicle being presented to the Protection Brands approved centre for inspection.

Warranty void

This warranty will be void and you will not be able to make a claim if:

- You fail to comply with this warranty.
- Registration of the vehicle is transferred into any name other than the original purchaser stated in the Treatment Warranty Form and a warranty transfer request has not been approved in accordance with the transfer procedure set out above.

Making a claim - what to do

To make a warranty claim you must follow the procedure outlined below:

- Visit <https://spark.permagard.com.au/warrantyclaim/> and follow the prompts to enter the following details. If you do have internet access, please call 1800 737 624:
 - Your name, address, phone number/s, email, your Caravan, Camper, RV, or Motorhome make, model, registration number, VIN number, the name of the supplying dealer, the products you purchased, additional details and/or comments surrounding your warranty claim
 - Upload your Warranty Treatment Form as well as photos of the damage or area of concern.
- Upon receipt of a completed and valid warranty claim form, Protection Brands will then provide you with a Claim Reference Number and arrange for an assessor to inspect the Caravan, Camper, RV, or Motorhome during normal business hours at a location nominated by Protection Brands.
- Following the Caravan, Camper, RV, or Motorhome assessment and subject to it being a valid warranty claim, Protection Brands will arrange a mutually convenient time at a location nominated by Protection Brands to rectify the fault or damage.
- You must bear the cost of claiming this warranty including the cost of delivery and collection of the Caravan, Camper, RV, or Motorhome to and from the nominated location.

Protection Brands has no other liability under this warranty, including liability for any loss of your time, or Caravan, Camper, RV and or Motorhome use, or for any rental Caravan, Camper, RV, or Motorhome or transport costs.

The benefits given to you by this warranty are in addition to the rights and remedies of the consumer under a law in relation to the goods the subject of this warranty.

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

Contact Protection Brands on 1800 737 624 or at auto.warranty@protectionbrands.com.au if you have any questions at any stage.



Protection Brands Pty Limited
ACN: 160 443 498
Level 9, 3 Nexus Court
Mulgrave, VIC 3170
Phone: 1800 737 624



To make a warranty claim, please visit:
<https://spark.permagard.com.au/warrantyclaim/>

Exterior Care Instructions

- ❖ Wash your Caravan, Camper, RV and or Motorhome regularly (recommended schedule is 3-4 weeks) and immediately after use, using a pH neutral car shampoo.
- ❖ It is recommended that you use the [OptiVAN Shampoo](#), available for purchase from your selling dealer or within the Protection Brands Online-Shop at www.shopprotectionbrands.com.au.
- ❖ Wash your Caravan, Camper, RV and or Motorhome in a cool, shady place; in warmer climates, allow the metal of your Caravan, Camper, RV and or Motorhome to cool prior to washing as a hot surface causes the washing agents to evaporate quickly, leading to water spotting.
- ❖ Hose your Caravan, Camper, RV and or Motorhome before washing to dislodge any loose dirt, dust or mud. Follow the instructions on the car shampoo bottle.
- ❖ Use a good quality clean [sponge](#). Wash one panel at a time, then hose the surface thoroughly with clean water. As dirt and contaminants can become trapped in the [sponge](#) (which can lead to scratches and swirl marks on the paint surface), rinse the [sponge](#) with clean water regularly.
- ❖ To avoid water spotting, dry the surface with a good [quality chamois or a drying towel](#). Chamois and [drying towels](#) are also available for purchase from your selling dealer and or at the Protection Brands Online-Shop at www.shopprotectionbrands.com.au
- ❖ DO NOT use any waxes or polish on your Caravan, Camper, RV and or Motorhome as these generally contain abrasive compounds or degrease and solvents.
- ❖ DO NOT use bore water to wash your Caravan, Camper, RV and or Motorhome. Bore water often has a very high mineral & salt content which will damage the paint protection.
- ❖ Remove environmental contaminants (e.g. bird & bat droppings, bug splatter and tree sap) as soon as possible in order to neutralise the acidic effects of these contaminants.
- ❖ For stubborn contaminants, apply (undiluted) shampoo directly to the affected area, allow the contaminant to soften overnight then rinse with clean warm water. Do not use anything abrasive (e.g., scourers or brushes) to remove such contaminants.
- ❖ Do not take your Caravan, Camper, RV and or Motorhome through an automated car washes that uses abrasive washing actions such as brushes as this can lead to scratching and swirl marks.
- ❖ Do not take your Caravan, Camper, RV and or Motorhome through a brushless automated car wash that uses harsh chemicals and extremely high pressure water rinses to dissolve and remove dirt and contaminants. The harsh chemicals can dissolve the protection and the high pressure water jets can damage both the coating and paintwork.
- ❖ If the panels of your Caravan, Camper, RV and or Motorhome are re-sprayed, repaired or replaced, the OptiVAN treatments must be re-applied to those panels.

Avoid Cleaning Products Containing Wax.

Using cleaning products with wax might seem like a good idea, but it can actually harm your vehicle's coating. Wax, which melts at relatively low temperatures, softens under the sun's heat, creating a sticky layer on the vehicle's surface. This layer traps airborne dust and contaminants, which then settle into the coating as the wax cools. Consequently, when you wash a waxed vehicle later on, these embedded particles can scratch the paint. While wax may temporarily enhance the vehicle's appearance, it can make it look dirtier faster and necessitate more frequent washes.

Steer Clear of Automated Car Washes.

Brush or brushless automated car washes may seem convenient, but they pose risks to your vehicle's coating and overall condition, potentially leading to expensive damages. Here are four reasons to avoid them:

1. **Harsh Wash Chemicals:** Automatic car washes often rely on aggressive acidic chemicals to quickly break down dirt and contaminants on the vehicle's surface. While effective at cleaning, these chemicals can degrade the coating and paint over time.
2. **Scratches and Damage:** Despite leaving your car looking clean, automated car washes can cause micro-abrasions on the surface due to the abrasive brushes and dirty bristles. These abrasions, along with harsh mechanical actions, can lead to visible scratches, compromising both the protective coating and paintwork.
3. **Recycled Water and Hard Water Stains:** Automated car washes typically don't dry vehicles properly, leading to hard water stains caused by calcium and magnesium carbonates. Additionally, the use of recycled water means dirt and salts from other vehicles can mix in, potentially corroding the coating and paint if left unattended.
4. **Ineffective Cleaning:** Despite their high-pressure water jets and brushes, automated car washes may leave certain areas of your vehicle untouched, making it appear dirtier. These hard-to-reach spots often require special attention during cleaning.

For optimal results and to preserve your vehicle's coating, consider handwashing in shaded areas using gentle cleaning products and microfiber towels for drying.

OptiVAN



Protection Brands Pty Limited
ACN: 160 443 498
Level 9, 3 Nexus Court
Mulgrave, VIC 3170
Phone: 1800 737 624



To make a warranty claim, please visit:
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OptiVAN Interior Treatment Terms & Conditions

This warranty is provided by:
Protection Brands Pty Ltd (**Protection Brands**) (ABN 27 160 443 498)
Head Office Address: Level 9, 3 Nexus Court, Mulgrave, VIC 3170
Phone: 1800PERMAGARD (1800 737 624)
Email: auto.warranty@protectionbrands.com.au
Warranty Claim Portal: <https://spark.permagard.com.au/warrantyclaim/>

General warranty coverage and period

Subject to the terms, conditions and exclusions detailed in this warranty, Protection Brands warrants that this product will prevent permanent staining of the Fabric, Carpet, Leather, or Vinyl materials from make-up, sunscreen, water, coffee, soda, milk or other commonly consumed food & liquids and prevent discolouration of the treated surface caused by the harmful effects of ultraviolet light for the warranty period.

Where a valid warranty claim is made, Protection Brands will do one or more of the following: clean or repair (at its option) the faulty area and re-apply the product to that area, or at its option, pay compensation.

If at the time of purchasing this product your vehicle is new, or it has been no more than 60 months (5 years) from the build date of the vehicle, the product is covered by this general warranty for the lifetime of the vehicle.

If at the time of purchasing this product your vehicle is a used vehicle between 60 months (5 years) and 120 months (10 years) from the build date of the vehicle, the product is covered by this general warranty until the vehicle reaches 120 months (10 years) from the build date. Used vehicles may be subject to an inspection by a Protection Brands representative prior to product application.

For the avoidance of doubt, the 10-year pro rata warranty period is based on the following calculation:

AGE OF VEHICLE		WARRANTY PERIOD	
Months	Years	Months	Years
24	2	96	8
36	3	84	7
48	4	72	6
60	5	60	5
72	6	48	4
84	7	36	3
96	8	24	2
108	9	12	1

General product application note:

The OptiVAN Graphene Ceramic Protection is applied to following Interior surfaces:

- Shower screen door (glass / Perspex only)
- Shower wall / shower wall tiles
- Benchtops
- Tabletops

The OptiVAN Fabric, Carpet, Leather & Vinyl Protection is applied to following Interior surfaces:

- Curtains
- Carpets
- Cushions
- Lounges
- Leather / Fabric bedframe and headboard coverings
- Exterior Cupboard surfaces
- Flooring
- Interior walls

Warranty exclusions

This warranty does not cover:

1. Discolouration or any staining of materials which have been ripped, torn, or subjected to vandalism, accident, alteration or burning;
2. Any staining or discolouration caused by products containing caustic or corrosive material, acids, clothing dye transfer, inks, bleaches, gum, paint;
3. Any discolouration or staining arising from general wear and tear;



Protection Brands Pty Limited
ACN: 160 443 498
Level 9, 3 Nexus Court
Mulgrave, VIC 3170
Phone: 1800 737 624



To make a warranty claim, please visit:
<https://spark.permagard.com.au/warrantyclaim/>

4. Any foot pedals, steering wheels, gear shifts, leavers (ie blinker / cruise control), food cooking and food service areas, food storage areas, cupboards, tabletops, benchtops, roof linings, bathroom flooring, shower flooring, toilets, sinks, light/lamps including their coverings, electronic devices, appliances, stove stops, BBQs
5. Marks, stains or discolouration existing prior to the application of the product noted by the applicator in a condition report;
6. Damage covered under the caravan, camper, RV, or motorhome manufacturer's warranty;
7. Manufacturer's imperfections in the fabric/carpet, vinyl and/or leather;
8. Treated areas which have been altered, removed or overcoated with a different product;
9. Any damage to the fabric/ carpet, vinyl and/or leather of the caravan, camper, RV and or motorhome caused by steam cleaning, cleaning the surface with a coloured cloth or any agent that is not pH neutral;
10. Treated surfaces that have been repaired or replaced and which have not had the product re-applied;
11. Any discolouration or staining caused as a result of failing to reasonably maintain due care to the treated surface including not following the care instructions.

Terms and conditions

1. Any claim under this warranty must be lodged with Protection Brands, in accordance with the claim procedure set out below, within 30 days of the fault appearing.
2. If the panels of the Caravan, Camper, RV, or Motorhome are re-sprayed, repaired or replaced, the product must be re-applied to those panels within 30 days after the re-spray, repair, or replacement. Please call 1800 737 624 to discuss any reapplication queries or to arrange a reapplication. You must bear the cost of the reapplication to the panels that have been re-sprayed, repaired or replaced.

Warranty transfer

The general warranty is transferable where:

1. a transfer request is received by Protection Brands from the new owner of the Caravan, Camper, RV or Motorhome within 30 days of ownership change (proof of ownership change must be provided); and
2. a vehicle inspection is carried out by a Protection Brands technician, at a Protection Brands approved centre, with no issues identified; and
3. a non-refundable administration and inspection fee of \$299+ GST is paid to Protection Brands prior to the vehicle being presented to the Protection Brands approved centre for inspection.

Warranty void

This warranty will be void and you will not be able to make a claim if:

1. You fail to comply with this warranty.
2. Registration of the vehicle is transferred into any name other than the original purchaser stated in the Treatment Warranty Form and a warranty transfer request has not been approved in accordance with the transfer procedure set out above.

Making a claim - what to do

To make a warranty claim you must follow the procedure outlined below:

1. Visit <https://spark.permagard.com.au/warrantyclaim/> and follow the prompts to enter the following details. If you do have internet access, please call 1800 737 624:
 - a. Your name, address, phone number/s, email, your Caravan, Camper, RV, or Motorhome make, model, registration number, VIN number, the name of the supplying dealer, the products you purchased, additional details and/or comments surrounding your warranty claim
 - b. Upload your Warranty Treatment Form or proof of purchase as well as photos of the damage or area of concern.
2. Upon receipt of a completed and valid warranty claim form, Protection Brands will then provide you with a Claim Reference Number and arrange for an assessor to inspect the Caravan, Camper, RV, or Motorhome during normal business hours at a location nominated by Protection Brands.
3. Following the Caravan, Camper, RV, or Motorhome assessment and subject to it being a valid warranty claim, Protection Brands will arrange a mutually convenient time at a location nominated by Protection Brands to rectify the fault or damage.
4. You must bear the cost of claiming this warranty including the cost of delivery and collection of the Caravan, Camper, RV, or Motorhome to and from the nominated location.

Protection Brands has no other liability under this warranty, including liability for any loss of your time, or Caravan, Camper, RV, or Motorhome use, or for any rental Caravan, Camper, RV, or Motorhome or transport costs.

The benefits given to you by this warranty are in addition to the rights and remedies of the consumer under a law in relation to the goods the subject of this warranty.

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

Contact Protection Brands on 1800 737 624 or at auto.warranty@protectionbrands.com.au if you have any questions at any stage.



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OptiVAN Interior Care instructions

- Clean the interior surfaces of your Caravan, Camper, RV and or Motorhome regularly (recommended schedule is 3-4 weeks) and immediately after use, using a pH neutral multipurpose cleaner or pH neutral citrus cleaner.
For:
 - Vinyl/Leather, use a clean damp cloth to maintain the protected surfaces.
 - Fabric/Carpet vacuum all areas to maintain the protected surfaces.
- If you do get a spill from water, coffee, tea, soft drinks or any similar liquids on the treated surface, try to remove the spillage as soon as you can. Absorb the spillage with a clean non-coloured dry towel or absorbent paper. If the spillage has been allowed to dry, use a non-coloured cloth dampened with a mix of warm water and a PH neutral shampoo or multipurpose cleaner and on:
 - Vinyl/Leather - gently rub the stained area until clean.
 - Carpet/Fabric - gently dab the stained area until clean.
 - Vacuum if necessary.
- Remove fake tan, makeup and or ink marks or stains as soon as contact has been made with the treated surface. Make a solution of two cups of water mixed with one teaspoon of liquid soap, such as the Protection Brands multipurpose cleaner / Citrus Cleaner and for:
 - Vinyl/Leather - Use a sponge and apply only to the Vinyl/Leather surface where the mark or stain is located. Wipe dry with a clean cloth.
 - Fabric/Carpet - Gently work it into the fabric and or carpet, moving from the outer edges inwards to prevent spreading. Continue to blot the stain using a clean paper towel, until no tanner, makeup or ink remains.
- Remove Sunscreen marks or stains as soon as contact has been made with the treated surface. For:
 - Vinyl/Leather - Blot sunscreen with paper towels to remove as much as possible. Mix a cleaning solution of one teaspoon liquid soap, such as the Protection Brands multipurpose cleaner with one cup warm water. Swish it around to get the mixture sudsy. Use a sponge and apply only the foam to the Vinyl/Leather surface. Wipe dry with a clean cloth.
 - Fabric/Carpet - Use a dull spoon to lift the sunscreen away from the Fabric/Carpet fibres. Do this as soon as possible to prevent the lotion from spreading. Do not use a cloth to wipe or rub away the lotion because that will only push it deeper into the carpet fibres. Mix the Cleaning Solution of one teaspoon liquid soap, such as the Protection Brands Multipurpose cleaner with one cup warm water. Dip a white cloth or soft-bristled brush in the cleaning solution and blot the stain. Use a dry white cloth to blot away the loosened sunscreen and cleaning solution. Rinse the area thoroughly with a clean cloth dipped in water. If you do not rinse, the soapy residue will attract dirt. Be careful not to over-wet the fabric/carpet. Allow the carpet or upholstery to air-dry (preferably out of direct sunlight), then vacuum to lift and soften the fibres.
- On Shower Screen Doors / Walls, do not use any caustic cleaners as the harsh chemicals within will degrade the coating. Utilise a pH neutral Citrus or Multipurpose Cleaner and wipe down
- If the Fabric, Carpet, Vinyl & or Leather surface is repaired or replaced, the Protection treatments must be reapplied to those areas. Please call 1800 737 624 to discuss any reapplication queries or to arrange reapplication. You must bear the cost of the reapplication.
- The protection Brands multipurpose cleaner and Citrus Cleaner is available for purchase from your selling dealer or at the Protection Brands Online-Shop at www.shopprotectionbrands.com.au.

Contact Protection Brands on 1800 737 624 or at auto.warranty@protectionbrands.com.au if you have any questions at any stage.

OptiVAN



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AFTERCARE GUIDE & GUARANTEE RV PAINT & INTERIOR PROTECTION



If exposed to bore water, rinse and dry off immediately. If allowed to dry it may etch in to the paintwork and would need to be removed professionally.

This would negate the guarantee and would need to be re-applied.

Rego: _____ Chassis/VIN: _____

Technician: _____ Date Applied: _____



GUARANTEE TERMS & CONDITIONS

Paintseal Australia Ltd guarantee the effectiveness of the protection products for 10 years from the date of Paintseal Australia Ltd application.*

*After 2 years from the date of Paintseal Australia Ltd application the vehicle will require an annual inspection.

Paint Sealant

Paintseal paint sealant is guaranteed to prevent loss of gloss to the exterior painted surfaces. Should the paint surface lose its glossy appearance and cleaning becomes difficult, then the named owner must notify Paintseal immediately in order to maintain the validity of this guarantee. Paintseal will arrange to inspect the unit, and if required, will re-treat the paint surface.

Paint surface maintenance

Paintseal offers unrivalled protection against the initial damaging effects of bird lime and tree sap. However it is strongly recommended that these types of deposits are removed immediately. Your caravan or motorhome must undergo a full clean at least once a month. Once our Paintseal treatment has been applied no further waxing will be required, just a simple wash and lather. Stubborn marks such as road tar, black streaks, tree sap, bore water etc... need to be removed using non-abrasive Paintseal products, you can also wash your unit with our Ceramic Detailer product. The use of non Paintseal products will negate the guarantee.

Fabric protector

Paintseal fabric protector will prevent staining from accidental spillages from water based fluids, such as coffee, tea, milk, soft drinks and similar liquids. If within the guarantee period staining is still visible after cleaning in accordance with Paintseal aftercare guidelines (see 'Fabric Seating Guide'), Paintseal will arrange for the soiled area to be professionally cleaned and retreated. The named owner must notify Paintseal as soon as possible after the staining has occurred, to maintain the validity of this guarantee.

Fabric maintenance

Accidental spillages should be treated immediately. Soak up the spillage by dabbing gently with a clean, dry absorbent cloth (do not rub the stain, as this will enlarge the soiled area and push the stain further into the fabric). Regular cleaning of your fabrics should be carried out using Fabric & Leather Cleaner.

Exclusions

1. Any exterior painted surface, which is or becomes damaged by corrosion, vandalism, road stones, fire, rust from the inside out, or rust caused by surface damage.
2. Any exterior painted surface, which has been altered, modified or repainted after the application of the exterior paint sealant.
3. Any exterior painted surface, which is or becomes damaged by the use of abrasive polishes or cutting agents by the owner after the application of the exterior paint sealant.
4. Industrial fallout, acid rain, bird lime, brake fluid, battery acid, bore water, neglect or sea salt.
5. Please note that staining to fabrics caused by dyes or oil based substances are not covered by the terms of this guarantee.
6. For used units Paintseal protection products are guaranteed for 2 years from date of application.
7. Front and rear of caravan or motorhome are warranted for 2 years from date of application.
8. Roof and rims of caravan or motorhome are warranted for 1 year from date of application.
9. Second hand gelcoat caravans or motorhomes are guaranteed for 1 year from date of application.
10. Chequer plate is excluded from warranty.

Exterior Damage

If a collision or other occurrence causes damage to the exterior paint surface and sealant application, Paintseal will perform either partial or complete re application of the paint sealant at the named owner's address as required at the then standard pro-rata charge to the customer for re-application services rendered. If claiming through insurance then we will claim cost of re-application direct from the insurers.

Claims procedure

As soon as any exterior paint surface defects or interior fabric staining is noticed the named owner must notify Paintseal by telephone or by email, we will then make immediate arrangements to make an appointment with the owner to inspect the vehicle at the owners earliest convenience.

ARMOURONE

PROTECT YOUR INVESTMENT

WARRANTY

CARAVAN ARMOUR/RV & CAMPER TRAILER ARMOUR

THANK YOU FOR YOUR PURCHASE

PLEASE READ THE WARRANTY INFORMATION THAT RELATES TO YOUR PRODUCT

THIS WARRANTY HAS BEEN SUPPLIED BY:

ARMOURONE

PO BOX 1282

FERNTREE GULLY VIC 3156

ABN 90256611205

PHONE: 1300 605 997

EMAIL enquiries@armourone.com.au

Caravan/RV/Camper Trailer Warranty Coverage

Our Caravan Caravan/RV/Camper Trailer Warranty ("the Warranty") covers the following:

- (1) New Caravan/RV/Camper Trailers for a lifetime warranty provided the product is professionally applied. This warranty is transferable to the next owner; and
- (2) Pre-owned Caravan/RV/Camper Trailers for a period of 6 years from the date the product is professionally applied.

We highly recommend you follow the care instructions written on the back of the complementary treatments to maintain your asset's exterior and interior surfaces.

We may request to have a representative or nominee of ours inspect your asset for warranty purposes.

What we cover (provided our product is professionally applied):

Exterior

- Oxidisation/Chalking
- Environmental Fallout
- Bird/Bat Droppings
- Acid Rain/Salt Air/Salt Cartlidge
- Bug/Tar Splatter
- Tree Sap/ UV Fading
- Industrial Fallout

Interior

- * Make up/Sunscreen Stains
- * Food/Drink/Pet Stains
- * Interior Discolouration/Fading
- * UV Damage
- * Shoe Polish/Ink
- * Grease & Oil/Perspiration
- * Red Wine/Alcohol

LIFETIME NATIONAL WARRANTY

1. We provide a lifetime national warranty for professionally applied protective coating product repair for caravan or camper trailer that our product, ArmourOne is applied to (“Lifetime National Warranty”).
2. Subject to clause 3, if your caravan or camper trailer protective coating is damaged, we will decide which repairer to take your caravan or camper trailer for repair which we will reapply the products free of charge if they are deemed faulty.
3. The warranty referred to in clause 2 is subject to the following conditions:
 - a. we do not cover scratches, bleaches, burns, solvents, harsh detergents, dyes, acids or similar substances, stone chips, hail damage, pre-existing damage, clear coat delamination, over spray, general wear and tear, oil-based paints, cuts to fabric or leather, swirl marks, buff marks, broom or mop marks, abrasions, vandalism, travel to and from repair centre or labels/transfers/sign writing, decals, egg damage, vinyl sign writing/graphics or lettering to your caravan or camper trailer;
 - b. we do not cover if the damage to the ARMOURONE COATING/Caravan/Camper/RV SURFACE has been left for a prolonged period (30 days) without notifying ArmourOne;
 - c. we do not cover faulty use of our product because of poor treatment and neglect;
 - d. we do not cover poor application of ArmourOne product;
 - e. we do not cover access/roof, window hatches, window frames, chassis, awnings, HWS covers, electrical covers/solar panels/shower screens/ plastics, silicone, edging or items covered in the manufacturer’s paintwork or traditional warranty; and
 - f. we do not cover surface rust, accidents or collision, manufacturer defects/fault, Clear Coat failure, Prior repairs to paintwork or any other surfaces.
 - g. This warranty does not replace your manufacturers warranty.
 - h. ArmourOne reserve the right to provide warranty compensation for excessive warranty claims that are not within scope of the ArmourOne terms & conditions.

How do you make a claim under warranty

4. To make a claim for the Lifetime National Warranty, you must:
 - a. contact ArmourOne by phone or email as soon as the damage occurs;
 - b. provide us details in relation to the damage so we can make an assessment; and
 - c. if we request, allow our representative or nominee to view your caravan/rv or camper trailer to assess your claim and eligibility for our warranty.

TRANSFERRING YOUR WARRANTY

5. Your Lifetime National Warranty may be transferred subject to the following:
 - a. the new owner of the caravan or camper trailer with our product has been applied to must complete the warranty section on the our website and submit notification of transfer within 30 days of purchasing the caravan/rv or camper trailer from the old owner;
 - b. the new owner must provide us with proof of purchase information (such as receipts for the caravan or camper trailer) and receipt from the previous owner’s purchase of ArmourOne to validate the change in ownership.
6. The new owner of the caravan or camper trailer has the rights to our warranty once they complete the steps in clause 5.

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a reapplication of ArmourOne treatments for a major failure and you are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

What is the period of the warranty

Caravans/RV/Camper Trailers

Lifetime National Warranty for new and used vans up to six years of age
DIY System Caravans/RV/Camper Trailers have no transferable warranty

ARMOURONE RECOMMENDS

- You always maintain your asset with the cleaning products supplied with your purchase or suitable cleaning products free from harsh detergents
- You use good quality cleaning products when maintaining your asset
- You not wash your Caravan/RV/Camper Trailer with a hard bristled broom
- You wash off any bird/bat droppings as soon as possible
- You do not hold high pressure washes close to painted surfaces especially with vinyl graphics
- You let your insurer know you have ArmourOne products applied to your asset

ENJOY ALL THE BENEFITS OF YOUR ASSET TREATED WITH ARMOURONE PROTECTIVE PRODUCTS

If at any time you have a question or require assistance about our products please email: enquiries@armourone.com.au or visit www.armourone.com.au [Camper Trailer Armour – ArmourOne / Caravan Armour – ArmourOne](#)

OPTIMAL PROTECTION FOR
YOUR CARAVAN, CAMPER, RV
OR MOTORHOME



OptiVAN

