

## **Karavan Trailers, Inc. Limited Warranty Policy**

**Please register your trailer online at [www.karavantrailers.com](http://www.karavantrailers.com)**

**A complete Owner's Manual is available online**

**Contact us at: [warranty@karavantrailers.com](mailto:warranty@karavantrailers.com) or 920-928-6411**

**Karavan Trailers, Inc.** warrants each new **Karavan Trailers** trailer to be free from defects in materials and workmanship for a period of one (1) year from the date of purchase. **Karavan Trailers** shall repair or replace, without charge, any parts found to be defective because of imperfect workmanship or materials, within a reasonable time after the trailer is returned at purchaser's expense to any **Karavan Trailers** authorized distributor or dealer.

### **Who is covered?**

This warranty is extended to the original purchaser only.

### **How do I make a claim?**

1. Your claim must be filed on the Karavan website at: <http://www.karavantrailers.com> or in writing to: Karavan Trailers, Inc., 100 Karavan Drive, Fox Lake, WI, 53933.
2. Claim must provide true and complete information when filed.
3. You must cooperate with Karavan when attempting to resolve the claim.
4. Only Karavan and authorized dealers may be used to fulfill the warranty claim.
5. Karavan may elect to repair or replace your product, or in some cases, offer you a refund.
6. Karavan will inform you whether your claim is covered by warranty within thirty days of receiving the trailer.
7. Any disputes must be resolved in state or federal court.

### **What is not covered?**

Although you may use the parts and maintenance, and repair services of your choosing, we recommend using authorized dealers and parts for any repairs or maintenance, because improper or incorrect use of parts, maintenance, or repairs will void this warranty. Authorized parts are recommended for replacement of winches, lights, couplers, brakes, tongue jacks, and springs. Authorized dealers are listed on the Karavan website.

The warranty will not cover defects or damage caused by unauthorized modifications or alterations.

The warranty does not apply to any defect or malfunction caused by damage, unreasonable use, or failure to provide reasonable and necessary maintenance.

The warranty will not cover damage caused by overloading the trailer beyond stated capacities or the use of improperly installed weight distribution hitches in conjunction with hydraulic surge brakes.

Rust formation is not covered because the trailer is exposed to highly corrosive conditions.

Tires are not covered. Warranty on tires shall be made through the nearest tire representative.

Bearing cups, bearings and seals are covered for 180 days from date of purchase.

The use of any unit as part of a rental fleet or use for commercial purposes voids this warranty.

### **Other Limitations**

Any implied warranties, obligations, or liabilities including, but not limited to, any implied warranty of merchantability or implied warranty of fitness for a particular purpose, shall be limited in duration to the one-year duration of the written limited warranty.

**Karavan Trailers, Inc.** shall not be liable for incidental expenses of the consumer including, without limitation: loss of time, inconvenience, towing charges, travel expenses, lodging, telephone, gas, or loss or damage to personal property or loss of wages.

**Karavan Trailers, Inc.** shall not be liable for any incidental or consequential damages for breach of this or any other warranty expressed or implied.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. Some States do not allow limitations on how long an implied warranty lasts, and/or the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**Karavan Trailers, Inc.** will follow any controlling warranty laws for trailers purchased in countries outside the United States.

### **Bow Eye Safety Chain**

**WARNING:** Failure to tie down the bow independently from the winch strap could allow your boat to shift while traveling, causing loss of control of the tow vehicle and result in serious injury or property damage.

Karavan Trailers, Inc. starts using bow eye safety chains on trailers with a 1200-lb winch rating and over. It is very important that you use the bow eye safety chain at all times when loading and unloading. The bow eye safety chain is an added protection should the winch or winch strap fail.

### **Brakes**

In most states, trailers with a Gross Vehicle Weight Rating of 3,000 pounds or more are required by law to have brakes on all wheels. Upon special request, you can order axles with brake flanges to be able to install brakes. Brakes are becoming more of a necessity especially since the introduction of the small size car. Most trailer brakes are designed to operate automatically when the towing vehicle's brakes are applied. When the towing vehicle slows down or stops, the forward momentum of the trailer against the ball hitch applies pressure to a master cylinder in the trailer coupler. This pressure activates the trailer brakes through a hydraulic brake system.

**Caution:** Weight equalizing or sway control devices inhibit the performance of surge brake actuators and must not be used. Air shocks on the rear axle of the tow vehicle offer a good means of leveling the vehicle and trailer when necessary.

### **Reporting Safety Defects**

If you believe that your vehicle has a defect that could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Karavan Trailers, Inc. If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Karavan Trailers, Inc.

To contact NHTSA, call the Vehicle Safety Hotline toll-free at: 1-800-327-4236 (TTY 1-800-424-9153), <http://www.safercar.gov>; or write to: Administrator, NHTSA, 1200 New Jersey Avenue S.E., Washington, DC 20590

You can also obtain other information about motor vehicle safety from <http://safercar.gov>.