

ROADKING CHASSIS P/L

# OWNERS PACK.

WARRANTY GUIDE

[WWW.ROADKINGCHASSIS.COM.AU](http://WWW.ROADKINGCHASSIS.COM.AU)

16 Ainslie Road, Campbellfield VIC 3061  
Ph: (03) 9357 5591  
Email: [warranty@roadkingchassis.com.au](mailto:warranty@roadkingchassis.com.au)  
Email: [sales@roadkingchassis.com.au](mailto:sales@roadkingchassis.com.au)  
Web: [www.roadkingchassis.com.au](http://www.roadkingchassis.com.au)

**ROAD KING**  
**CHASSIS Pty. Ltd.**

# WARRANTY OVERVIEW

*From 2019 onwards*

This 5-year structural warranty covers the original owner of the trailer and is non-transferable upon sale to a new owner.

This warranty covers workmanship and materials used to manufacture the chassis and draw bar only.

All parts attached or assembled to units have their own warranty. This excludes wheel alignments, bearings, brake linings, rims, tyres, paint finishing's and galvanization.

This warranty will be deemed void if the trailer is used for a purpose other than what is designed.



# WARRANTY EXCLUSIONS

Unless Roadking Chassis explicitly agrees, this warranty will not apply to any repairs or modifications made to the trailer, unless such modification has been made by or at the direction of Roadking Chassis Pty Ltd.

The terms of this warranty will cease to apply to any trailer that Roadking Chassis reasonably deems to have been written off.

Items not covered by the Roadking warranty are as followed:

- Maintenance costs and wear and tear items including wheel balance and alignment, brake adjustment, removals of rattles and squeaks and the general tightening of components, addition of lubricants, repair/rectification of paint damage, chips, dents, scratches and marks, repair/rectification of damage to galvanizing (where applicable) including chips, dents, scratches and marks.
- Damage from use outside of the warranty i.e. hard impact, heavy landings, severely rutted roads or tracks, corrosion caused by water crossings, rust and corrosion caused by salt water and neglect.
- Damages, defects and failures as a result of modifications, overloading past the manufacturers specification or misuse.
- Use on roads that are not suitable for travel, whether it be tar or off-road.
- Use for commercial purposes.
- If the trailer is in an accident or towed by a vehicle other than a standard passenger vehicle.
- Impact causing severe damage to body or running gear.
- Used for purpose other than designed.

# WARRANTY EXCLUSIONS

## Items covered by external warranty:

- Tyres and rims – Bob Jane / MPC
- Suspension, axles, brakes, jockey wheels, couplings and drop legs – ALKO / Cruisemaster

## Useful websites:

[http://www.alko.com.au/wp-content/uploads/2014/10/Electric\\_Brake\\_Handbook.pdf](http://www.alko.com.au/wp-content/uploads/2014/10/Electric_Brake_Handbook.pdf)

<http://www.alko.com.au/technical-literature/>

<http://www.alko.com.au/wp-content/uploads/2018/05/EnduroManual2017V4.pdf>

<https://cruisemaster.com.au/content/warranty/Warranty-Post-2018.pdf>

<https://cruisemaster.com.au/content/warranty/Extended-Warranty-Post-2018.pdf>

<https://cruisemaster.com.au/downloads>

<https://www.bobjane.com.au/services/road-hazard-warranty/>

<http://www.magsandtyres.com/>

# HOW TO MAKE A CLAIM

If a defect covered by this warranty occurs, the customer must contact Roadking Chassis within 7 days or as soon as possible after the defect becomes apparent.

Any warranty claim must be accompanied by:

- Proof of purchase
- A written, detailed description of the alleged defect
- Photos of the alleged defect
- Engineers report (if applicable)
- Service history

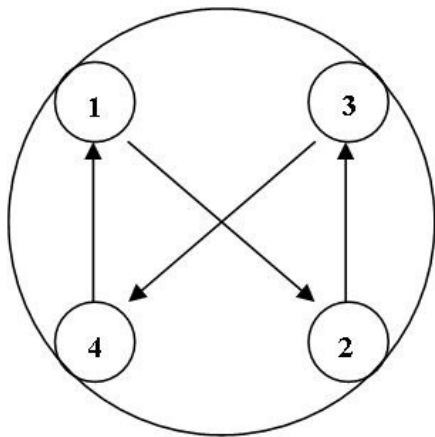
You can email your warranty claim to [warranty@roadkingchassis.com.au](mailto:warranty@roadkingchassis.com.au)



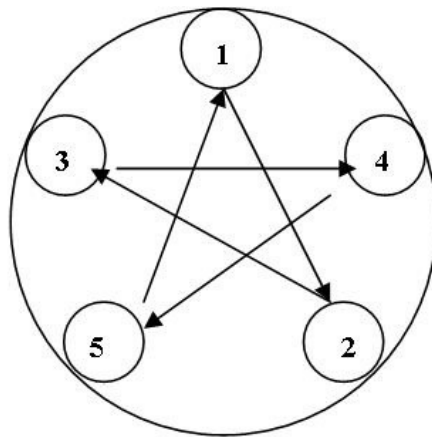
# TRAILER SAFETY

Prior to travel, it is imperative you conduct the following checks to your trailer:

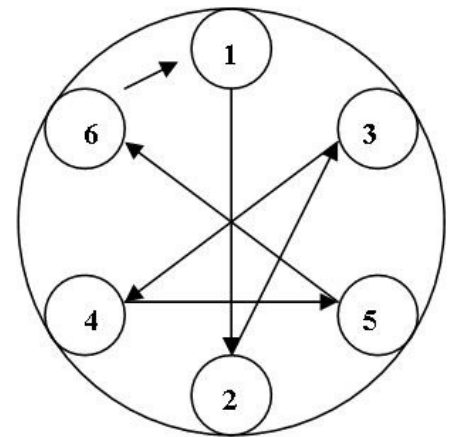
- Check that your tyres are properly inflated to the pressure recommended on the compliance plate on your caravan.
- Check your wheel nuts are torqued to 130nm.
- Check the tow coupling and levelling hitch (if applicable) and electrical connections to ensure caravan is properly secured to your tow vehicle.
- Remove jockey wheel
- Ensure your drop-down legs are folded up
- Check operation of all lights and signalling devices
- Check and adjust rear view mirrors
- Check operation of brakes and adjust your brake controller



**Four-Bolt**



**Five-Bolt**



**Six-Bolt**



# TRAILER CARE

Your chassis has been designed for years of trouble-free operation with minimal maintenance. However, to ensure safe and reliable operation the following service schedule must be carried out:

First Service: 1,500kms or 3 months\*

Second Service: 10,000kms or 6 months\*

Third Service: 20,000 or 1 year\*

Fourth Service: 30,000kms or 2 years\*

Fifth Service: 40,000kms or 3 years\*

Sixth Service: 50,000kms or 4 years\*

Seventh Service: 60,000kms or 5 years\*

*\* Whichever comes first*

In order to upkeep and maintain your trailer, we ask that you regularly check your wheel bearings, wheel nuts, u-bolts, shackle bolts and coupling bolts. Check over your chassis and draw bar for any signs of damage, fatigue, cracks in welds, etc.

We recommend storing your trailer with one end higher than the other. This allows any water to flow freely preventing rust.

Should any scratches, stone chips, or any areas of concern be noticed, these areas must be touched up immediately. Any galvanized trailer that is welded and painted with cold galvanized paint must be touched up regularly.

We recommend that our trailers be kept away from salt water, corrosive chemicals and materials.

Remember that prevention is better than cure!