



# USER MANUAL

## ALL CAMPER TRAILER MODELS



Please read owner's manual before using the equipment. Third party component manuals should be read in conjunction with this manual. Maintenance guidelines must be met or exceeded, failing to meet these guidelines may result in serious injury or death and property damage. Specification may change without notice.

©Copyright Austrack Campers 2026



## Table of Contents

Introduction.....	5
Store Locator.....	6
Head Office .....	6
Caboolture Showroom.....	6
Rocklea Showroom.....	6
Townsville Showroom.....	6
Newcastle Showroom .....	6
Lansvale Showroom .....	6
Campbellfield Showroom .....	6
Pakenham Showroom.....	6
Adelaide Showroom .....	6
Perth Showroom.....	6
Suppliers .....	7
Renogy .....	7
MyCoolman .....	7
Redarc.....	7
Projecta.....	7
Truma hot water systems .....	7
Country Comfort hot water systems.....	7
Dometic Air Conditioners.....	7
McHitch Uniglide Trailer Coupling .....	7
Cruisemaster .....	7
Ark .....	7
General Safety Introduction.....	8
Weight Explanations .....	9
Load Distribution .....	10
Electrical System.....	11
Renogy Electrical System.....	11
The Renogy App .....	11
Pairing your Android or iPhone with the Renogy ONE VISION .....	11
Establishing a connection between the RENOGY ONE Core and the Vision Screen.....	13
Pairing your Android or iPhone device with the Renogy ONE CORE *IF YOU HAVE THE CORE ONLY AND NO VISION ONE SCREN* .....	13
For Pre-Delivery .....	15
Inverters.....	17
Solar Panels.....	18
Other Options.....	18
Projecta Charger Models .....	19
Batteries .....	19
Battery Charger.....	19
Inverter .....	19



Lithium Battery Recovery Guide ..... 20

Solar .....20

Mains Power ..... 21

Extra Solar Input ..... 21

How to Raise and Lower the Stockton Electric Roof22

Water System.....23

Water Pump.....23

Mains water connection .....24

Hot Water units .....24

AusTuff Portable Hot Water System.....24

    Preparing the Hot Water System for use ..... 25

    Setting Up the Hot Water System..... 26

    Operating the Hot Water System ..... 28

WLF Hot water .....30

Truma Ultra-Rapid Hot Water System .....31

    How to light hot water system on gas .....31

    How to light hot water system on 240 V .....31

    General Usage Instructions.....31

    Hot Water System Maintenance.....31

AUFOCUS DIESEL HEATER.....32

Air Conditioner .....35

McHitch Coupler.....36

    McHitch Drop-On Coupler.....36

    McHitch Automatic Coupler.....37

    Maintenance and Inspection Guide .....37

        Safety First..... 37

        Service Intervals..... 37

        Cleaning and Lubrication Policy ..... 38

        Main Shaft and Nylon Bushes – Check and Adjustment: ..... 38

        Nylon Bushes – Inspection & Replacement..... 39

        Uni-Joint – Excessive Slack / Movement ..... 39

        Coupler Specific Checks..... 40

    Quick Owner Checklist .....40

Braking Systems..... 41

    Electric Brakes.....41

    Trailer Plug Wiring .....41

    Anderson plug.....41

    Trailer Breakaway .....43

    Handbrake.....43

Regular checks .....44

    Wheel Nuts.....44

    Hitch.....44



Suspension bolts .....	44
Setting up campsite.....	45
Stabiliser Legs .....	45
Jockey wheel.....	45
Camper & Canvas Care .....	46
Seasoning the canvas.....	46
Setting up the tent.....	46
Closing the camper.....	46
Wet weather camping .....	46
Toilet .....	47
Filling the Flush Tank .....	47
Preparing the waste tank.....	47
Use of the toilet.....	47
Emptying the flush tank.....	48
Preparing the toilet for storage .....	48
Gas System .....	49
Outside Shade .....	49
Electric awning.....	49
Wet weather camping .....	50
AusTuff Roof Top Tent.....	52
Before You Begin.....	52
Opening the Tent.....	52
Installing Tension Rods.....	52
Tent Lighting System (USB Powered White + Orange).....	52
Inside the Tent .....	53
Packing Down the Tent .....	53
Safety Guidelines .....	53
Care & Maintenance.....	53
Troubleshooting .....	54
AusTuff Batwing Awning .....	54
Before You Deploy .....	54
Deploying the AusTuff Batwing Awning.....	54
Built In Lighting System (White & Orange) .....	55
Wind, Weather & Safety.....	55
Packing Down the Awning .....	55
Storage & Maintenance .....	56
Troubleshooting .....	56
Care Advice .....	56
External Paint.....	56
Corrosion Protection .....	56
Internal surfaces .....	57
Condensation/Mould.....	57
Mirrors.....	57
Troubleshooting.....	57
Warranty T&C's.....	60
Maintenance Schedule .....	67
Quick Links .....	68
Austrack Academy .....	68
Spare parts request form .....	68
Austrack Campers Blog .....	68



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

## Introduction

### **Welcome to the Austrack family.**

This guide has been created to help you become familiar with your new camper and ensure you get the most out of your Austrack investment. Please take the time to read through the following information before setting off on your adventures.

This manual has been written to cover our wide range of camper trailers and roof top tents. Please refer to each section to find the information relevant to your specific model.

The manual is available as a download from our website, and we recommend saving it to your mobile phone, so you have access to it at any time.

If you require further assistance, our team is always happy to help—please don't hesitate to give us a call. Our online chat window also includes a troubleshooting guide, and during business hours you can use the chat feature to speak directly with our technical support team.



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

## Store Locator

### Head Office

07 5498 3888

[sales@austrackcampers.com.au](mailto:sales@austrackcampers.com.au)

### Caboolture Showroom

73 Lear Jet Drive Caboolture, QLD 4510

07 5408 7111

[caboolture@austrackcampers.com.au](mailto:caboolture@austrackcampers.com.au)

### Lansvale Showroom

\_286 Hume Hwy, Lansvale, NSW 2166

02 8776 6933

[sydney@austrackcampers.com.au](mailto:sydney@austrackcampers.com.au)

### Rocklea Showroom

7 Collinsvale Street Rocklea, QLD 4106

07 3112 7868

[rocklea@austrackcampers.com.au](mailto:rocklea@austrackcampers.com.au)

### Campbellfield Showroom

1644 Hume Highway Campbellfield, VIC 3061

03 9357 5081

[Melb@austrackcampers.com.au](mailto:Melb@austrackcampers.com.au)

### Townsville Showroom

35 Bowen Road Rosslea, QLD 4812

07 4779 0211

[townsville@austrackcampers.com.au](mailto:townsville@austrackcampers.com.au)

### Pakenham Showroom

23 Link Rd, Pakenham VIC 3810

03 5908 2229

[eastmelbourne@austrackcampers.com.au](mailto:eastmelbourne@austrackcampers.com.au)

### Newcastle Showroom

4/2364 Pacific Highway Heatherbrae, NSW

2324

02 4006 6833

[newcastle@austrackcampers.com.au](mailto:newcastle@austrackcampers.com.au)

### Adelaide Showroom

113-119 Morphett Road, Camden Park, SA

5038

08 7009 1018

[adelaide@austrackcampers.com.au](mailto:adelaide@austrackcampers.com.au)

### Perth Showroom

634 Casella Place Kewdale, WA 6105

08 6252 7007

[perth@austrackcampers.com.au](mailto:perth@austrackcampers.com.au)



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

## Suppliers

Renogy

<https://au.renogy.com>

1800 560 588

MyCoolman

<https://www.mycoolman.com.au/>

1300 072 018

Redarc

[www.redarc.com.au](http://www.redarc.com.au)

Technical support 1300 733 272

Projecta

[www.projecta.com.au](http://www.projecta.com.au)

Technical support 1800 422 422

Truma hot water systems

<https://www.leisure-tec.com.au/services/>

Technical support 1300 072 018

Country Comfort hot water systems

<https://countrycomfortwaterheater.com.au/>

Technical support 0438 242 813 or 0412 111 656

Dometic Air Conditioners

<https://www.dometic.com/en-au/support/service-locator>

Technical support 1800 21 21 21

McHitch Uniglide Trailer Coupling

<https://mchitch.com.au>

Customer Service & Support: 1800 624 482

Cruisemaster

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

Customer Service & Support 1300 35 45 65

Ark

<https://www.arkcorp.com.au/>

Customer Service & Support 02 9678 9036

## General Safety Introduction

 **WARNING– Before using this product you should read this manual and those manuals supplied by component manufacturers applicable to this product.**

This manual is supplied as a reference to required maintenance of your new Austrack Campers Camper Trailer.

Failure to use and maintain the product in accordance with what is outlined in this manual may affect your warranty.

Incorrect and/or insufficient maintenance may cause product failure resulting in property loss, damage, injury or death.

Maintenance intervals are critical for normal use; extreme use may require shorter or additional maintenance intervals. See [Maintenance Schedule](#) for more details.

This manual content does not imply, express or other any warranty, the owner should read the [Warranty T&C's](#) included in this manual.

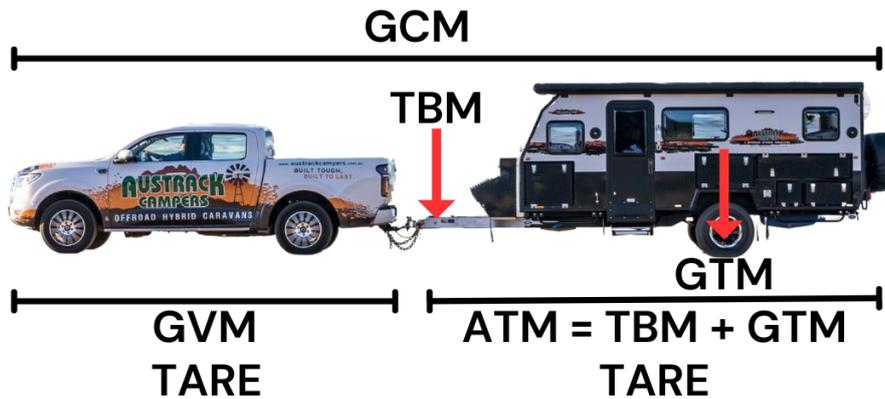
Before using this product, you need to be certain that your tow vehicle is suitably rated and equipped to tow the product safely and legally.

The trailer and vehicle pairing must be within the safe “Maximum Towing Capacity”, “Ball Weight Capacity” and “Gross Combination Mass” as stated by the vehicle manufacturer.

Most Camper Trailers are fitted with electric brakes and a “Breakaway System”. Requirements for breakaway systems can vary from state to state. The breakaway battery draws its charge from the camper battery system of the Camper Trailer. See [Braking Systems](#) section for more details.

Austrack Campers reserves the right to modify an advertised component (e.g., air conditioning unit, stove, inverter) with an item of similar value and quality, due to supply and availability. In order to fulfill orders, all Austrack Campers are subject to change at Austrack's discretion.

## Weight Explanations



**GCM** Gross Combination Mass. The weight of your fully loaded vehicle and fully loaded trailer when hitched together.

**GVM** Gross Vehicle Mass. This is the weight of your fully loaded vehicle.

**TARE** The weight of the vehicle or trailer without water, fuel or any cargo.

**ATM** Aggregate Trailer Mass. The maximum your trailer can weigh fully loaded.

**GTM** Gross Trailer Mass. The maximum weight on the axle when fully loaded.

**TBM** Tow Ball Mass. The weight exerted on the vehicle when hitched. This weight transfers to your vehicle when hitched and becomes a part of the vehicles GVM.

$$\text{GCM} = \text{ATM} + \text{GVM}$$

$$\text{ATM} = \text{TBM} + \text{GTM}$$

$$\text{Payload} = \text{ATM} - \text{TARE}$$

Your Vehicle's towing capacity is the maximum weight your vehicle can legally and safely pull when towing, however it is also crucial to know the Gross Combination Mass allowed by the towing vehicle. State laws regulate all towing requirements, including speed limits. It's crucial to understand and adhere to towing capacity limits for several reasons.

Exceeding these limits is both dangerous and against the law. It also places undue stress on your vehicle's brakes and components, leading to damage and wear. Furthermore, an overweight vehicle usually isn't covered by insurance.

When it comes to towing your camper, one of the most critical factors to consider is the tow ball weight. This often-overlooked aspect of towing can significantly impact your safety and the handling of your camper on the road.

A general rule of thumb is that the tow ball weight should be around 9-11% of the loaded camper's total weight. For example, if your loaded camper weighs 3,000 kg, your ideal tow ball weight should be between 270 kg (9%) and 330 kg (11%).

## Load Distribution

When heading away on your next big adventure it is important to load your camper correctly to distribute weight evenly and achieve a suitable ball weight load and prevent loading in a manner that can cause a caravan to sway and/or roll excessively left and right. The optimum ball weight on a caravan is between 9% and 11% of the total caravan weight.



**WARNING: BALL LOADING (DOWNWARD LOAD ON TOW HITCH) MUST NOT EXCEED 350KG OR THE MAXIMUM ALLOWABLE LOAD BY THE VEHICLE MANUFACTURER OR TOW BAR RATING, WHICH EVER IS THE LOWEST.**

Exceeding these limits may result in an accident, causing property damage and/or serious injury or death.

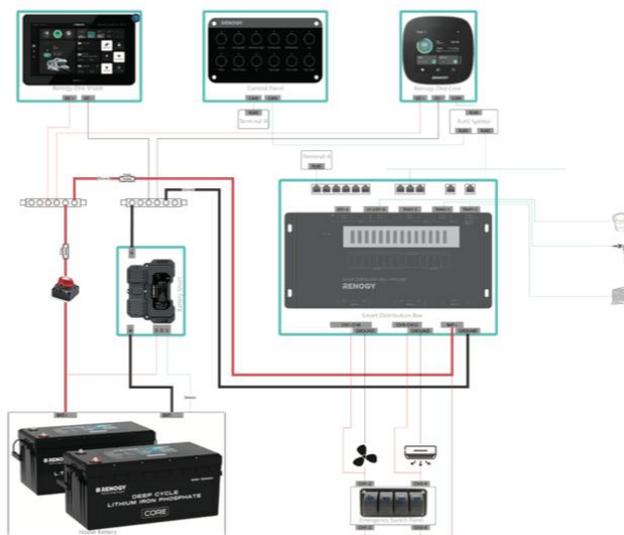
- Always load both sides of the caravan evenly
- Load heavy items low and directly over the axle.
- Secure all items to prevent damage to the caravan during travel.
- Consider water tank levels and how they may affect the balance front and back and the percentage of ball weight.
- Overhead cupboards should only be used for lightweight items such as clothes, personal items, bedding etc.
- Never store heavy items in overhead cupboards.
- Heavy cooking equipment should be stored in lower cupboards.
- Tinned and bottled food for cooking etc. should be stored in the pantry drawer.
- Never load in a manner that causes the ball weight to exceed the limit of the tow vehicle.

## Electrical System

Your Austrack Camper Trailer will be fitted with either a Basic system with a Projecta AC Charger, or a Renogy system.  
Please go the relevant section for your model.

### Renogy Electrical System

#### RENOGY Eiot Kit Electrical Diagram



#### The Renogy App

For iPhone & Android Users. Download from the APP store the following Renogy APP;

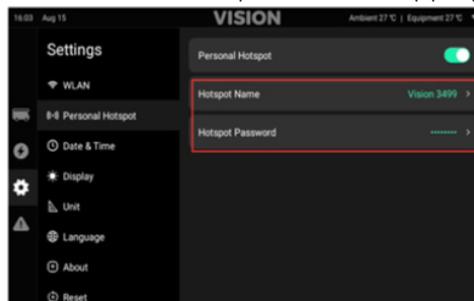


Once downloaded, you will need to open the App and create a profile/register.

#### Pairing your Android or iPhone with the Renogy ONE VISION

To create an initial connection between the Vision and your phone, you must follow these steps;

1. On your Vision Screen, tap the Cog wheel (third button down on the left-hand side), then Personal Hotspot, and ensure the Personal Hotspot switch of Renogy ONE Vision is turned on. DO NOT TURN ON WLAN AS THIS WILL SWITCH THE PERSONAL HOTSPOT TO "OFF".
2. On your phone, for the initial connection, firstly **disable** your mobile data network! This is done as the Data network signal is stronger than the Wi-Fi signal being broadcast by the Vision Screen.  
Then go to the Wi-Fi settings on your phone and look for the personal hotspot of Renogy ONE Vision in the list. Join the hotspot by entering the password of the personal hotspot of Renogy ONE Vision. (this password is typically 12345678)
3. Open your Renogy App on your phone and touch the "plus sign" at the top right corner
4. Tap "Scan QR code".
5. On Renogy ONE Core, tap the System Wheel (bottom right corner), tap on the system box to open the menu and then then tap "Pair with App" (this is about three quarters of the way down in QR code of the



Renogy ONE to be



scanned.

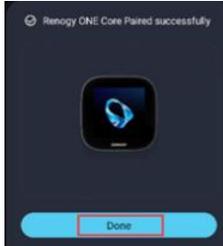
6. Now with your Phone, Scan the QR code.



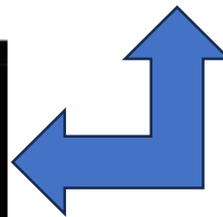
7. Tap "Continue"



8. Tap “Done”



9. Now, shut down the App on your phone, then re-open it. Now you will be connected to the Renogy System via the App. Once connected, you can control all the 12 outputs/loads on your Vision screen through your App (or directly on the Vision Screen itself)



10. Lastly, **DO NOT FORGET TO TURN BACK ON YOUR MOBILE DATA NETWORK!**

**Establishing a connection between the RENOGY ONE Core and the Vision Screen**

Much like establishing a connection between your phone and the Vision screen via the Vision Screen APP “Hotspot”, we will do the same between the Core Screen and the Vision Screen.

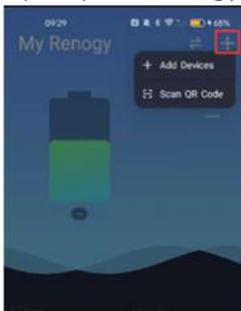
1. On your Renogy ONE Core Screen, tap the System Wheel (bottom right corner).
2. Tap the “SYSTEM” menu (top right of the screen).
3. Tap the “NETWORK” menu.
4. Tap “WLAN” and ensure this is set to “ON”
5. This will show “Available Networks”. Tap the name of your Vision screen (eg. It will show as VISION 000## - ## denotes custom number of your Vision Screen).
6. Now the Core and Vision Screen are connected via WiFi.



**Pairing your Android or iPhone device with the Renogy ONE CORE \*IF YOU HAVE THE CORE ONLY AND NO VISION ONE SCREEN\***

To create an initial connection between the Core and your phone, you must follow these steps.

1. On your Renogy ONE Core Screen, tap the System Wheel (bottom right corner).
2. Tap the "SYSTEM" menu (top right of the screen).
3. Tap the "NETWORK" menu.
4. Tap "PERSONAL HOTSPOT" and ensure this is set to "ON"
5. This will then show the following.  
"PERSONAL HOTSPOT"  
"HOTSPOT NAME" (Which will be Core 000## - ## denotes custom number of your Core Screen).  
"PASSWORD"
6. On your phone, for the initial connection, firstly **disable** your mobile data network! This is done as the Data network signal is stronger than the Wi-Fi signal being broadcast by the Core Screen.  
Then go to the Wi-Fi settings on your phone, and look for the personal hotspot of Renogy ONE Core in the list.  
Join the hotspot by entering the password of the personal hotspot of Renogy ONE Core. (this password is typically 12345678)
7. Open your Renogy App on your phone and touch the "+" at the top right corner



8. Tap "Scan QR code".
9. On Renogy ONE Core, tap the System Wheel (bottom right corner), tap on the system box to open the menu and then tap "Pair with App" (this is about three quarters of the way down in the menu), to obtain the QR code of the Renogy ONE to be scanned.
10. Now with your Phone, Scan the QR code.



11. Tap "Continue"



12. Tap “Done”



13. Now, shut down the App on your phone, then re-open it. Now you will be connected to the Renogy System via the App.
14. Lastly, **DO NOT FORGET TO TURN BACK ON YOUR MOBILE DATA NETWORK!**

### For Pre-Delivery

When first powering up your system, you must input certain key information for the system to be able to charge your batteries correctly. This should be set at the factory when installed but great idea to check to make sure.

#### *Correct profile for your battery/batteries*

Go into the system design menu at the bottom Tab of your Core Screen.

Tap on your Shunt. This will be listed as “**RSHST-B02P300-G1**”

This screen will then give you all the information about your Shunt.

Tap on the “3 dots” on the top right-hand side of the screen.

In this screen there are two options.

- 1/ Input the total capacity of your batteries manually and then save once correctly entered.
- 2/ SOC (state of Charge).

The SOC is extremely important for the correct state of charge for your batteries.

Ideally this step should be done prior to handover of the van, but if this hasn't been done, it's ok we can do it for the next charging of the batteries when connected to mains.

Hit the 100% charge option, plug your van into mains and allow the batteries to be fully charged.

#### *Correct settings for your Shunt*

Go into the system design menu at the bottom right Tab of your Core Screen (Cog wheel)

Tap on the system box to open the menu and then tap “SOC Source Setting”

This function is default to use with Renogy Pro OR Rego batteries which have an Internal Shunt. If not using one of these two batteries, tap on the bottom line “From Battery Shunt Only” and save to continue.

#### *Changing the CORE Default Display Setting from Never Go To Sleep*

To change this setting (as this can make it hard to go to sleep at night!)

Go into the system design menu at the bottom right Tab of your Core Screen (Cog wheel)

1. Tap on Display
2. Change the time for unit to go to sleep (from 15 seconds onwards are the options)

### *VISION Screen*

You can swipe left on the screen (like on your smart phone), to access the second page of controls (if your van is set up with these additional controls). These may be setup to control your aircon (if it is a compatible model), electric step or awning etc.

The second tab down on the left-hand side of the screen will give you a “snapshot” of your entire power management system.

### *REGO 3000W Inverter*

1/ Check on the unit that the frequency is set to 50Hz (this is for Australia setting). If customer has changed to 60Hz (USA setting) the inverter will not charge

2/ The “Alarm beep” on the inverter can be switched off BUT it is there for a reason. It usually indicates that the battery charge is too low OR you are approaching the maximum threshold of power being used from your combined appliances.

3/ The inverter does NOT require an external remote as it can be turned “off and on” through the Vision screen, the 12-way switch panel or through the remote APP. The switch on the end of the Inverter **MUST BE SET TO “REM”** to enable control of the inverter through the Vision Screen/12-way switch Panel OR through the APP.

4/ The Purple light on the outside indicates that the Inverter Charger is set to Lithium Charge Profile.

5/ The buzzer/alarm can be disabled by depressing the Alarm button on the face of the Inverter itself. We do not recommend disabling this function though as it warns you of low voltage on your batteries OR when you are reaching the threshold of using too many appliances at once. If you ignore the buzzer, it can trip the breaker in the van. It is there to warn you.

### *DC/DC Charger*

For all Caravans using Lithium batteries, it is crucial that the correct profile charge be used when connected to your vehicle.

The Renogy DC/DC Charger - **RBC50D1S-AU** will provide this for your batteries while driving. This DC/DC charger provides a 50amp charge via your alternator combined with a 50amp solar regulator built in.

How this works.

While driving, if your roof-top solar panels are connected directly the solar regulator built into this product, then once the solar amps coming in reaches or exceeds 25amps, then to save your alternator providing the charge, it prioritises solar solely for charging your batteries. If 25amps of solar is not reached or exceeded, it will combine whatever solar is being produced and combine the balance with charge from your alternator.

If driving at night OR your roof-top panels are NOT connected to the in-built solar regulator, then the DC/DC charger will provide 50amp charge from your alternator (until such time that your battery goes in to “float mode” indicating the battery is nearly full.)

The light indicators on the **RBC50D1S-AU** are as follows (from left to right)



1. Light indicator shows charge from your alternator when connected to your car
2. Light indicator shows solar when panels connected and receiving over 15V
3. Light indicator shows battery charging (Yellow means charging, Green means fully charged)
4. Blue light indicates Lithium Battery is connected. This will be a different colour for different battery chemistries (eg, AGM, Gel etc)

### *THINGS END CONSUMERS SHOULD BE AWARE OF*

#### **LITHIUM BATTERIES**

If adding another Lithium battery to increase capacity, the following should be followed.

1/ The additional battery is of the same Brand, Capacity and construction date. This will ensure that all batteries in parallel will charge and discharge correctly and NOT shorten the life of any one particular battery.

**NEVER mismatch capacity of batteries when adding additional batteries!** Always refer to the point of purchase of your Van for more information if required.

2/ Always ensure that the load over the batteries is wired correctly. The load should be connected to the positive of one battery and the negative on the opposite battery. This will ensure correct discharge and charge of batteries configured in Parallel.

3/ Any brand of Lithium battery should only be discharged to minimum 20% capacity and then charged again. By using this practice, it will optimise the life and charge cycles of your battery.

#### **Inverters**

Inverters are crucial when camping away from AC Mains power (referred to as “off-grid camping”)

The inverter will convert DC to AC power to run appliances such as Air-con, Microwave, hairdryer, Induction Cooktop etc.

The size of the inverter required depends on the AC main appliances that you may wish to run.

Ideally, a 3000W inverter OR 3000W inverter-charger are more popular as they can run these mentioned products without “tripping”. Of course, the more products you run simultaneously, the more chance you will reach the limitation of the inverter, and it will trip to protect itself. If at all unsure, please contact your caravan manufacturer for more details of whether a 2000W or 3000W inverter will suit your requirements.

For the inverter to run effectively, it requires a certain amount of discharge that can be taken from your lithium batteries.

The discharge of the batteries is more important than the capacity of the batteries depending on the size of your inverter.

Guidelines for discharge required for inverters.

- 1/ 2000W requires 175amp discharge (minimum). [Ideally it should be 200amp discharge]
- 2/ 3000W requires 250amp discharge (minimum). [Ideally it should be 300amp discharge]
- 3/ When “paralleling” Lithium batteries, to obtain the correct discharge of all the batteries connected, add all their discharges, then multiply the total by 0.75. This will give you the total combined discharge.

### Solar Panels

Most solar panels will generate approximately 9 to 11amps each in perfect UV conditions.

The following will affect your solar input;

- 1/ dirty or shaded solar panels (unless using Renogy’s newly developed shadowflux panels). See Renogy website for more details.

<https://au.renogy.com/renogy-200w-shadowflux-anti-shading-n-type-solar-panel/>

- 2/ The amount of UV present. The southern states of Australia deem 4 hours of perfect solar per day (weather permitting). The northern states of Australia deem 6 hours perfect solar per day (weather permitting).

- 3/ The length of wiring from the panels to the solar regulator can cause voltage drop.

- 4/ When using an external solar blanket, the length of the lead can reduce the voltage and the amount of power being generated.

- 5/ If using an external blanket going it to a Renogy solar regulator, the solar blankets regulator MUST BE BYPASSED!

### Other Options

Renogy also offer standalone Dc-Dc chargers ranging from 30amp to 60amp. For the 60amp Dc-Dc charger, larger wiring is required to efficiently carry the larger charge from your alternator to the Dc-Dc. This also requires a 175amp Anderson Plug from the back of the car to the drawbar on your Van. Speak to your auto-electrician if you have any queries.

## Projecta Charger Models

### Batteries

Our Camper Trailers are fitted with either 2 x 100 Ah Lithium Iron Phosphate Batteries, or 1x 230ah Lithium Iron Phosphate Battery.

The 2x 100ah batteries have an integrated BMS to prevent accidental damage to the batteries. Included with the 2x 100ah batteries is an activation cable, should the battery become discharged at or below 10 V, connect the camper to a power source and press the button on the activation cable to awaken the batteries. It is only required to activate one battery, and this will awaken both.

The 1x 230ah Lithium Battery will not have an integrated BMS to shut the batteries down below 10v and must be monitored to ensure batteries do not discharge.



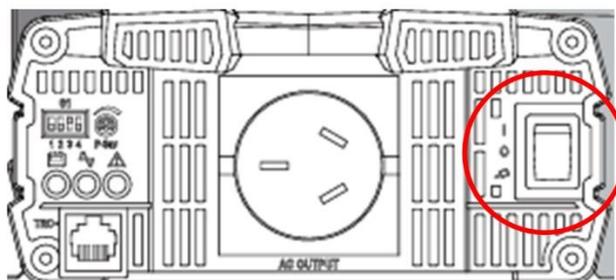
### Battery Charger

Our Camper Trailers come fitted with the Projecta 25 A battery charger. This is solely a 240 V charger; it will only work when the camper is plugged into shore power. It will come preset, there is no need to change the settings in the charger.

For all charger instructions, please see the manual in your camper or here <https://www.projecta.com.au/products/IC25/intellicharge-25a-bat-chgr>

### Inverter

Our camper trailers are fitted with a Redarc 1000 W pure sine wave inverter. This inverter is connected to the 240 V power points inside your van and the one near the kitchen externally. The inverter needs to be manually switched on and off, using the switch on the side. The switch needs to be positioned upwards in the I position for the inverter to work. The off position is the middle or O.



When using the inverter, especially with high wattage appliances there will be a temporary drop in the voltage of your batteries, this is due to the high current being drawn by the system. This will increase back to normal once the appliance has been switched off.

When not in use, the inverter should be switched off. The inverter will draw current off the batteries, even if not supplying power to a 240 V appliance, and this can cause your batteries to become flat if there is not sufficient charge being supplied to the camper.

### Lithium Battery Recovery Guide

#### Reviving a Fully Discharged Lithium Iron Phosphate (LiFePO<sub>4</sub>) Battery.

##### Overview:

Lithium batteries with a built-in Battery Management System (BMS) enter low-voltage protection mode when the battery voltage drops below approximately 10.5V. This guide explains how to safely restore a battery to operational condition using an external 12V source or internal wake button.

##### Required Equipment

- Multimeter (to measure battery voltage)
- External 12V DC power source (12V battery or regulated power supply)
- Appropriate connection cables (Anderson plug or alligator clips)
- Lithium-compatible charger

##### Step-by-Step Recovery Procedure

1. Verify Battery Status - Check terminal voltage with a multi meter. - If below 10.5V, BMS has likely shut down.
2. Attempt BMS Wake-Up via Blue Button - Press the blue button. If voltage is 10.3 to 10.5V, this may restore function.
3. Disconnect All Loads and Chargers - Ensure no appliances or chargers are connected.
4. Prepare External Power Source - Use 13.8V to 14.2V DC power source capable of 5 to 10A.
5. Connect External Power - Positive to Positive, Negative to Negative.
6. Maintain Connection - Hold for 30 seconds to 2 minutes.
7. Disconnect External Power - Voltage should now read above 11V.
8. Reconnect Lithium Charger - Begin full charging cycle.
9. Monitor Battery Performance - Observe voltage and current levels during charge.

##### Safety Precautions

- Do not attempt on damaged or swollen batteries.
- Use fused cables and verify correct polarity.
- Never exceed 14.6V input unless specified by manufacturer.

### Solar

Our Camper Trailers comes with a 200 A free standing solar blanket. This is designed to plug into the Anderson plug on the drawbar or at the rear of the camper. It has a solar regulator included and is plug and play. The regulator is required to be used when using the solar blanket. Failure to do so can lead to damaging the batteries.

There is a circuit breaker for the Anderson connection in the rear cupboard, above the water tank change over valve. If the solar panel does not recognise or charge the batteries, check this breaker to ensure that it has not tripped.

### Mains Power

Our units comes standard with a 15 A input on the side of the camper trailer to allow mains power to be connected directly to the electrical system. This 15 A input has a larger earth connection than a standard home plug and requires the use of a specialised 15 A extension lead which will have the larger earth pin on both ends. If connecting the van to mains power point where a 15 A power point is not available, you must use a 10 A -15 A adaptor with safety switch. These are available from most camping or hardware stores.

The RCD safety switch for the 240 V circuits is located on the outside end of the main bed.

240 V mains power is lethal, failing to use an adaptor can result in serious injury or death.



### Extra Solar Input

Also included on Austrack units is a solar input on the rear driver's side of the camper. This is for connection to an external solar panel. This input requires a **regulated panel** to be connected, use of an un-regulated panel may cause damage to the batteries in the camper.



## How to Raise and Lower the Stockton Electric Roof

### Raising the Roof:

- 1- Prepare the area: Clear any obstructions or tripping hazards around the caravan.
- 2- Check the interior: Ensure all items are securely packed away and won't interfere with the roof's movement.
- 3- Locate the switch: Find the electric switch that controls the roof actuators. (Located on or close by the main control panel)
- 4- Release the latch points: Manually remove the D pins & release the x4 latch points located on the 4 outer corners of your Vans roof. (pictured) ensuring they are fully undone and out of the way. You can reinsert the removed D pins to hold the latches in the open position ensuring they will not drop back down during operation.
- 5- Switch to "Up": Move the switch to the "Up" position.
- 6- Monitor the roof: Watch as the electric actuators raise the roof. Ensure it reaches its fully extended position.

### Lowering the Roof:

- 1- Prepare the roof: Remove any items that may have been placed on the roof.
- 2- Check for obstructions: Ensure the area inside and around the caravan is clear of obstructions.
- 3- Switch to "Down": Move the switch to the "Down" position.
- 4- Monitor the roof: Watch as the electric actuators lower the roof. Ensure it reaches its fully closed position without obstruction, ensure your vinyl material is folding away as it should.
- 5- Check the latch points: Manually engage all latch points and check they have engaged correctly before securing the D pins.
- 6- Final check: Double-check that the roof is properly closed and all components are as they should be prior to travel.

### Additional Tips:

- In the event of a fault or error, refer to the user manual for further instructions & troubleshooting. DO NOT continue to operate until the fault has been cleared and resolved.
- Ensure the switch is fully engaged in either the "Up" or "Down" position to avoid partial movement.
- Keep an eye on the roof's movement to ensure smooth operation and address any issues promptly.
- Remember to prioritize safety and take your time when operating the electric roof.

## Water System

Our Camper Trailer Units come with Fresh Water tanks and some come with Grey Water Tanks. The below models show what each model is equipped with:

- Simpson X: 1x 100L Fresh Water Tank
- Telegraph LT: 1x 120L Fresh Water Tank
- Plenty LT: 1x 120L Fresh Water Tank
- Telegraph X: 1x 120L + 1x 50L Fresh Water Tank
- Savannah X: 1x 120L + 1x 50L Fresh Water Tank
- Plenty X: 1x 160L + 1x 50L Fresh Water Tanks
- Stockton X3: 1x 120L + 1x 80L Fresh Water Tanks, 1x 80L Grey Water Tank
- Stockton X7: 1x 120L + 1x 80L Fresh Water Tanks, 1x 80L Grey Water Tank
- Stockton XE: 1x 120L + 1x 80L Fresh Water Tanks, 1x 80L Grey Water Tank

The campers with 2 freshwater tanks are not interconnected, and these can be changed using the handle found in the outside driver rear compartment. It is recommended to drain one tank before switching to the other tank, and not to draw from both tanks at the same time.

The blue handle has been designed to point in the direction of the tank that is being drawn from, so if the handle is pointing forwards, you are drawing from the front tank & vice versa.

Each of the water tanks require filling independently. The filler is equipped with a breather hole which will allow the air to escape the tank while the water is going in. If this hole is blocked, water will not be able to enter the tank. The tank is full when water comes out the breather hole.

The grey water tank is connected to the internal ensuite basin and ensuite shower drain. It can be emptied by connecting a hose to the outlet of the tank and opening the red valve. Always empty the grey water into an appropriate waste collection point, or as directed by Caravan Park management/National Parks officers.

## Water Pump

The water pump will need to be switched on using the push button switch on the control panel. It may make noise when initially turned on with all taps closed to pressurise the system and top up the hot water system, but this should shut off quickly. If the pump continues to run with all taps closed, this could indicate a leak and requires investigation and rectification.

The water pump will automatically turn on when a tap is opened and will shut off shortly after the tap is closed. It may turn on and off quickly a few times to fully pressurise the system and this is totally normal.

If the water pump is cycling on and off and the system has been thoroughly inspected for leaks with nothing found, please contact the service department for more instructions.

## Mains water connection

The mains water connection is designed to pressurise the system and bypass the water pump. When connected to mains water through the connection on the rear of the trailer, you may experience a reduction in pressure depending on the water source.

When connected, do not turn on the water pump at the control panel. With the pump switch on, water will be drawn from the tanks as well as using the mains pressure. If there is not water in the tanks, this will cause permanent damage to the water pump.

## Hot Water units

Our Camper Trailer units will include one of the 3 following units. Please read the instructions for relevant model. Supplied with each unit will be the complete written manual for each model.

### AusTuff Portable Hot Water System

Most of our Camper Trailers, excluding the Stockton range, come with the AusTuff portable LPG hot water system as a standard inclusion. This is designed to work with the gas and water fittings on the drawbar of the camper to provide a hot shower for use in the ensuite.

The AusTuff hot water system is activated by water pressure, without water pressure it will not operate. You need to ensure that the water tank being drawn from is full enough to provide a consistent flow of water to the hot water system.

The full user manual can be found in the box.

Inside the hot water system box you will find hoses and fittings to connect the hot water system to the water connection on your drawbar.



All adjustments and maintenance must only be carried out by an authorised person. The installation of all gas and combustions appliances MUST comply with the standards in force.



Carbon Monoxide warning - This appliance is designed for outdoor use only and must be used in well ventilated areas. Use in enclosed areas, including inside the camper annex, may result in injury or death.



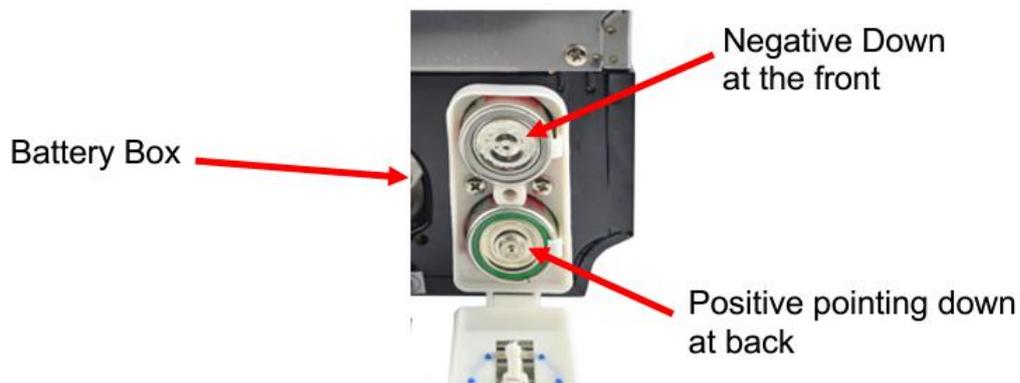
Accessible parts of the Country Comfort hot water system may be very hot, keep young children away.

### Preparing the Hot Water System for use

1. Remove the heater along with all the components from the box and place them on a table in front of you. Notice that there is a gas input, hot water output, cold water input as well as a battery box.



2. Insert two 'D' batteries into the 'battery box' and close the battery box lid. Note: The orientation of the battery terminals. Positive down at the back. Negative down at the front.



For garden hose water supply use, install a male garden hose attachment to allow for a 'snap on' connection (not supplied) to a garden hose. First, install a reducer fitting to increase the 'water input' size from 1/2" to 3/4" to suit the 'quick fitting' attachment. Male quick fitting hose adaptor (supplied)

3. Wrap the 'water input' thread with two rotations of Teflon tape before installing the reducer fitting. Tighten the adaptor, taking care not to over tighten as this could break or crack the inlet pipe. Finally, connect the male garden hose attachment.



Water In: Male quick fitting hose adaptor.

4. Shower hose and rose: Check that the seal is secure in both ends of the flexible shower hose. Attach the shower rose to the flexible shower hose using the conical end fitting. Hand force only. Do not over tighten.



### Setting Up the Hot Water System

1. Hang the appliance on a suitable vertical surface by the top hanger attached to the back cover of the heater.



2. The 'gas inlet' will be used to connect to the gas hose regulator.



3. Attach the flexible gas hose and regulator to the 'gas inlet'. Slowly using two (2) spanners, tighten this connection, taking care not to over tighten as doing so may damage the pipe. DO NOT OVERTIGHTEN.



The hot water system is ready to connect to the water hoses.

- Attach to other end of the flexible shower hose to the “water OUT connection (middle connection) on the water heater. Do not over tighten. Note that you can also apply Teflon tape to this threaded connection to avoid leaks.



- Connect the bayonet end of the gas hose to the bayonet fitting on the drawbar and turn on the gas cylinder.

### Operating the Hot Water System

- It is preferable to set the BURNER control to LOW



- IMPORTANT:** It is important that when starting the appliance that the gas regulator is set to the ‘min’ position.



- IMPORTANT:** It is important that when starting the appliance that the water regulator is set to the ‘min’ position.



4. Switch LPG Water Heater ON using the rocker switch located at the bottom on the LPG Portable Water Heater. Do this by having the red dot pushed in.



5. Ensure that the button on the shower rose is in the “Off” position.



6. Open the valve for your input water source. This can come from your 12v pump or mains supply. When ready push the button “On” your shower rose. Water should start to flow through the shower unit.
7. Note: You should hear a series of clicks and then the burner should ignite. The burner flame can be seen operating through the ‘viewing window’ located at the front of the appliance.



8. Adjust the temperature of the water flowing from the showerhead by turning the ‘gas regulator’ and ‘water regulator’ knobs.

Note: For higher temperatures, increase the gas regulator control and decrease the water regulator control. Switching the BURNER control from LOW to HIGH will increase the temperature further.



A temperature in excess of 50° C will activate the Over Temperature Safety Sensor and will shut down the burners. To relight the burners, you will need to turn the water flow OFF and then back ON.

## WLF Hot water

### Operation

Before normal operation of the appliance, perform a basic functional test check out each time the RV and water system is setup for use. Appliance can be operated from the wall controller which includes the Power switch. The control switch can be used for in living "ON/OFF" function.

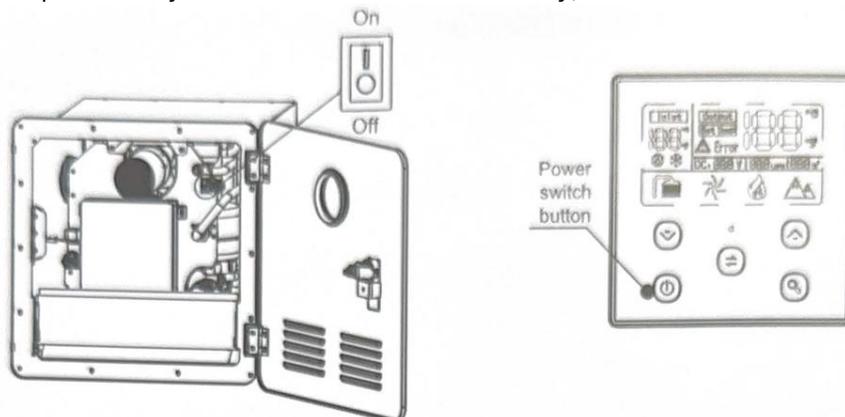
1. Touch button. Turn the power no/off." 188" on the panel will be illuminated and display the current temperature setting.
2. Touch button marked " °F/ °C" to transform the temperature display in °For °C, the related LED would be lighted on the controller.
3. Touch "" or "" button to adjust the temperature to your desired settings. The wall controller settings are from 95°F (35°C) to 124°F (51 °C).
4. Touch button will put the RV water heater into shutdown mode, If not in use for a long time, please press the switch "OFF "turn off the power.

### Method 1:

Point of use mixing: Set the controller temperature to a desired output temperature, typically elevated above comfortable bathing temperatures 115°F (46 °C). Turn the hot water on,once hot, add cold water to achieve desired temperature.

### Method 2:

Single point use: Set the controller temperature to a desired output temperature for the faucet you want to use, typically set to the desired bathing temperature. The unit will maintain the set temperature by use of the hot water faucet only, no need to mix cold water.



## Truma Ultra-Rapid Hot Water System

The Gibb has a Truma ultra-rapid gas/electric hot water system installed. This system is designed to run off either the plumbed gas in the hybrid or from 240 V mains power. For detailed instructions, please see the instruction manual supplied in the hybrid.

### How to light hot water system on gas

- Ensure gas cylinder is turned on and that valve is pointing to the correct gas cylinder
- Turn on water pump or connect town water
- Remove the cover off the external vent
- Ignite gas burner on outside kitchen
- Open the hot water tap on the external kitchen until water is running through smoothly
- Ignite hot water system using switch inside the control panel to either 60° or 70°
- Turn off outside burner

### How to light hot water system on 240 V

- Ensure hybrid is plugged into 240 V mains. Hot water system will not run off the inverter.
- Turn on water pump or connect town water
- Open the hot water tap on the external kitchen until water is running through smoothly
- Turn on the white switch in the control panel
- Will automatically heat up to 70°

## General Usage Instructions

Always leave the yellow drain valve in the closed position in line with the water hose. When storing the hybrid, empty the hot water system by putting this valve into the upright position while the water pump is turned off and open hot taps in the van to clear the water in the lines. To refill the hot water system, ensure the water pump is on or connected to mains water, open a hot tap and allow tap to stay open until water runs through smoothly. Always ensure that the hot water system is filled before igniting to avoid damage to the system.

Water must be drained from the system if there is a risk of frost. Frozen water will damage the system, and this is not covered by warranty.



Do not operate the water heater when the vehicle is in motion.

## Hot Water System Maintenance

The Truma hot water system must be descaled on a regular basis, at least twice a year. Regular commercial cleaning products are suitable for the cleaning, disinfection, and care of the hot water system.

To prevent micro-organism colonisations, it is recommended to heat the system to 70° at regular intervals.

Operate the P&T safety valve and drain valve need to be operated regularly to remove lime deposits.

## AUFOCUS DIESEL HEATER

### Basic Operation:

To Power On or to Power Off the heater: Short press the Power button.

To change modes between Manual Heat Mode and Temperature Mode: Short press the round dial.

Note: The LCD display will switch between “ROOM” for Manual Heat Mode or “SET” for Temperature Mode.

1.

**Room Mode** allows you to set the heater fan speed and heat output to run consistently, you will observe the level bar at the bottom of the screen as you turn the dial clockwise or anticlockwise to increase or decrease Indicating Level 1 to Level 10. The unit will run at a consistent speed and heat in this mode.

2.

**Temperature Mode** allows you to set a target temperature 8 ~ 36 °C. Turn the dial clockwise or anti clockwise and observe the temperature on the screen. Once you have reached your desired temperature stop turning the dial and the set temperature will flash twice and then change back to the current room temperature. The unit will now automatically increase/ decrease its heat and fan speed to reach your target temperature. Once it reaches your set target temperature the heater will step down and stop burning fuel and the combustion flame will stop burning. Once It drops a few degrees from your preset target temperature the unit will automatically reignite and the process will repeat to reach the set temperature again.

**General Settings:** Press and hold the settings button then you can use the dial to switch between the following:

- **F0:** Clock setting (on the right top corner) Displays the current time. To change hours and minutes press the round dial and turn it to change hours and minutes. Note: The time will be reset to 12:00 if the source power is disconnected.
- **F1:** Timer function---start time Displays the Automatic start time. This function allows you to preset a time for the unit to start automatically.
- **F2:** Timer function---running time Displays the Automatic running time. This allows you to preset a length of time before the unit shuts down automatically.
- **F3:** Allows you to switch the automatic timer function on or off for the preset time.
- **F4:** This is the language and voice setting “E” means English, “C” means Chinese, “R” means Russian; “-” “No voice
- **F5:** Calibration of room temperature (-9°C ~9°C)

The room temperature which displays on the screen is detected by a temperature sensor inside of the LCD controller, this temperature may vary slightly from the actual room temperature. This function allows you to calibrate the temperature.

- **F6:** Allows you to set the size of your fuel tank 5L, 10L, 15L etc. When used this setting will anticipate and display the amount of fuel you have left on the LCD display. Note: If used you will need to reset this every time you fill your fuel tank up as follows: Press the “FUEL LEVEL RESET” button on the bottom left side of the LCD Screen for 7 seconds while heater On. This will reset the fuel level. There is 5 bars inside of the fuel tank indicator which displays on the screen. For example if you set the unit up as 5L then one bar represents 1 l, if you set the unit up with 10L then one bar represents 2L, etc.

• F7: This allows you to change the pump rate – 16U or 22U. For example, 22U means 22ml of diesel is delivered to diesel heater per 1,000 pumps. Note: Aufocus units are preset to 22u pump rate for normal operation.

**Additional Settings & Information:**

To enter additional settings and Information: Whilst the unit is turned on press and hold the Settings Button and then press and hold the power button at the same time. Let go of the buttons once the screen goes blank and displays EN00 on the top right of the screen. Using the dial you'll be able to scroll through the following settings:

- EN00: Display the software version of the LCD Screen.
- EN01: Displays the last error code that was recorded.
- EN02: Displays the current temperature of the outer side of the aluminium body.
- EN03: Displays the current source voltage.
- EN04: Displays the unit current running heat level
- EN05: Displays the current room temperature
- EN06: Displays the Altitude
- EN07: Displays “-P-“, This is used to prime the unit quickly on first start up after installation or if you have run out of fuel. The pump runs for 90 seconds and then goes to normal start up mode. You can do another time prime if the diesel doesn't arrive diesel heater after the first prime process, the diesel heater will fire up automatically when diesel arrives to the unit. This will not cause over priming because the Glow plug heats at the same time during this process.
- EN08: Displays “rtE” -- This is to pair a new remote control. Note: Only one key on the remoter is paired at a time. Use the following instructions to do this:  
On EN08, On the LCD Panel hold the round dial down until the display shows “P1” ,Now do the following:
  - a. Using the remote control press the “+” key. The display will then change to P2. (this means the + key is now paired and that the LCD is ready to pair the next key.)
  - b. Using the remote control press the “-“ key. The display will then change to P3. (this means the - key is now paired and that the LCD is ready to pair the next key.)
  - c. Using the remote control press the “M“ key. The display will then change to P4. (this means the M Key (Mode key) is now paired and that the LCD is ready to pair the next key.)
  - d. Using the remote control press the “Power“ key. The display will then turn off. The remote is now paired.
- EN09 – Displays the Bluetooth Password 1234. Note This password can be changed from the Bluetooth app. Note: If changing the password using the app there must be at least one number retained in the app otherwise the app will close.

**Note: The password will change to the password which you set on your phone after you long press the “round dial” on the LCD panel.**

**E01 Startup failure**

- \*The diesel heater will display “E-01” if fuel has not arrived at the chamber of if you have run out of fuel.
- \*Check the fuel tank whether is empty.
- \*Check the fuel filter is not blocked and check if diesel is moving forward or not when the pump is pumping)

- Inspect the fuel line from the tank all the way through to the unit to ensure that there is no blockage or leaks. Check that all joiners and Mini claps are correctly in position and not causing any blockage.
- E02 Lack of fuel \*Check that there is enough fuel in the tank- add fuel
- E03 Supply Voltage Over Run This usually indicates that there is not enough power for power to heat the glow plug. Check the battery output voltage is between in 9V and 16V for a 12V Heater and between 18V and 30V for 24V Heater
- E04 Outlet sensor faulty This indicates a temperature sensor issue. This sensor is found on top of the aluminium body. Check that the sensor is plugged in to the main board properly and that it is secured firmly against the aluminium body. If this fails you may need to replace the sensor.
- E05 Inlet sensor faulty Replace the ECU
- E06 Pulse pump faulty Check the pump power is plugged in properly or that there is no damage to the electric wire to the pump. Whether, if its plugged in properly then you may need to replace the fuel pump or the electric wire to the pump.
- E07 Fan fault Check that nothing is blocking the fan, try and spin it with a screw driver. Check that the fan is plugged in to the main board correctly. if this fails you may need to replace the fan.
- E08 Ignition unit fault Check that the glow plug is screwed into the aluminium casing properly and that it is plugged into the main board properly. If this fails then you may need to replace the glow plug.
- E09 Overheating Check the air inlet and outlet on the heater unit to ensure that there is no blockage.
- E10 Overheat sensor fault This indicates a temperature sensor issue. This sensor is found on top of the aluminium body. Check that the sensor is plugged in to the main board properly and that it is secured firmly against the aluminium body. If this fails you may need to replace the sensor.

### **Monthly Checks and Maintenance:**

The Aufocus Diesel heater should require very little maintenance.

- Simply start and run your heater on high for at least 15 minutes each month. This ensures everything keeps circulating and doesn't give the diesel a chance to go off.
- Check that all ducts are attached securely at least once monthly and ensure that there is no obstruction at the ducts Inlet and outlet.
- After each road trip you should inspect the undercarriage of your vehicle to ensure that there is no damage and that nothing has moved. Note: Pay special attention to the exhaust and muffler as this gets extremely hot and there should be some clearance from the start of the exhaust all the way to the muffler. (Its shouldn't be too close or touching anything that is not steel).

### **Warnings:**

- 1. Do not place any combustible or flammable dangerous goods near the exhaust pipe.**
- 2. There should be no obstructions within 100 mm from the heater's exhaust. The exhaust temperature is very high, any materials that cannot withstand high temperature may be damaged or may even potentially cause a fire.**
- 3. Do not use fuel other than diesel.**
- 4. If the heater is installed indoors, it is necessary to direct the exhaust fumes to the outside and ensure that there is no leakage. Failure to do so may result in the risk of exhaust gas poisoning or suffocation.**

**5. When turning the heater off, ensure that the heater is allowed to run through a cool down cycle. Otherwise, the remaining diesel will not be burned out of the combustion chamber which can lead to carbon build up and excessive smoke from the exhaust.**

**6. Do not modify the heater, use, repair or replace any components with non-Aufocus original parts. AU Focus company AND Auscamper Pty Ltd are not liable for any accidents or damages caused by the reasons above.**

## Air Conditioner

Some of the Camper Trailer range may come fitted with the Truma Saphir Underfloor Air Conditioner.

Some units are installed to work off the 240 V system only, meaning that it will not work unless the camper is connected to shore power; it will not work off the installed inverter.

The air conditioner will work from a generator connected through the 15 A input on the side of the hybrid. A 2.2 kVa Inverter generator is sufficient to run only the AC, however a 2.4 kVa and higher is recommended to be able to also charge the batteries at the same time.

Latter units equipped with the Renogy power systems can run off the battery/inverter systems.

Please read all instructions relevant to the Renogy system before using.

For all operating instructions, see provided manual inside the hybrid or here,

<https://www.truma.com/int/en/products/truma-air-conditioning/truma-saphir-comfort-rcstorage-box-air-conditioning-system>

For all warranty and service please contact Truma directly on 1300 07 2018 or find your nearest service agent here, <https://www.leisure-tec.com.au/services/>

Occasionally, we may substitute a different air conditioner due to stock levels. If you do not have the Truma Saphir fitted to your hybrid, please contact the service department for more details on the specific model.

## McHitch Coupler

Austrack Campers models are supplied as standard with a McHitch Drop-On Off Road Coupler and may be upgraded to the McHitch Automatic Off Road Coupler at additional cost.

McHitch Off Road Couplers are designed specifically for off-road towing conditions and provide exceptional articulation. When correctly connected, the coupler allows up to 90 degrees of movement in all directions, significantly reducing stress on the tow vehicle and camper during uneven terrain, steep inclines, ruts, and tight manoeuvring. This articulation improves towing stability, control, and overall safety when travelling off road.

To ensure correct operation, safety and long service life, the McHitch coupler must be inspected and maintained regularly.

### McHitch Drop-On Coupler

The McHitch Drop-On coupler uses a solid steel tow pin fitted to the vehicle's tow tongue. The coupler locates over the pin and is mechanically secured using the rotating head and locking pin.

To assist correct engagement, position the camper so the coupler is slightly forward of the tow pin, with the head of the coupler angled approximately 45 degrees downward toward the pin. Using the jockey wheel, slowly lower the drawbar until the coupler self-locates and drops fully onto the tow pin.

In some cases, minor misalignment may occur due to terrain or vehicle position. A gentle shake or slight repositioning of the drawbar may be required to allow the coupler head to sit fully flush against the tow tongue.

Once the coupler is seated correctly:

1. Rotate the coupler head clockwise to tighten and clamp securely onto the tow pin.
2. Insert the supplied locking pin through the front hole of the coupler.
3. Secure the locking pin using the R-Clip and Key Barrel supplied.

The locking pin provides a secondary safety mechanism and acts as a deterrent against unauthorised removal.

**DO NOT TOW unless the coupler is fully seated, tightened, and the locking pin and R-clip are correctly installed.**

### Quick Tips:

- If engagement stalls, stop, pull forward slightly, and realign to keep the receiver and shaft in a straight line.
- On uneven ground, a small height adjustment with the jockey wheel can help alignment.
- Keep the receiver and shaft clean for smooth auto-locking and reduced wear.

## McHitch Automatic Coupler

The McHitch Automatic Coupler provides full off road articulation with a horizontal, reverse on engagement system for quick, repeatable hitch-ups.

The tow vehicle is fitted with a square receiver on the tow tongue. The camper's coupler features a horizontal engagement shaft at the front of the coupler (ahead of the uni-joint). There is no vertical operation when connecting.

1. Align the vehicle so the square receiver is in line with the coupler's horizontal engagement shaft.
2. Reverse slowly. As the receiver contacts and slides straight onto the shaft, the locking handle auto-lifts and snaps into its locked position.
3. Continue reversing until the receiver seats firmly against the coupler body and the handle remains positively locked (it should not move freely).
4. Insert the locking pin through the aligned holes in the receiver and shaft.
5. Secure with the R-clip and key barrel to prevent accidental removal.

The locking pin acts as a secondary safety lock and deters unauthorised disconnection.

### Post Connection Checks:

- Handle is fully locked and cannot be moved out of lock.
- Receiver is fully seated against the coupler shaft.
- Locking pin + R-clip installed.
- Safety chains crossed and connected, electrical plug and breakaway cable attached.

**DO NOT TOW unless handle is locked and the locking pin and R-clip are installed.**

## Maintenance and Inspection Guide

This maintenance and inspection guide applies to both the Drop-On and Automatic Coupler.

Regular maintenance ensures safe operation and long service life, especially after off road use such as dust, mud, corrugations and water crossings.

### Safety First

- Level ground, tow vehicle in park (or in gear for manuals), handbrake on.
- Chock wheels, support drawbar with jockey wheel and/or stands.
- Wear eye protection. Do not heat, weld, or modify coupler components.

### Service Intervals

#### Before each trip

- Coupler, drawbar, and mounting hardware have no cracks, bending or corrosion.
- Pins & R-clips present, straight and secure.
- Safety chains, shackles, electrical plug, and breakaway cable in good condition.
- Engagement faces (pins/receiver/shaft) are clean and dry (no grease).

**Every month or 1,000km (shortened after heavy off road use):**

- Clean away mud, sand, and grit; dry thoroughly.
- Check main shaft (both couplers) rotates freely but no vertical or side play.
- Inspect nylon bushes for wear.
- Drop-On: Inspect vehicle tow pin; Automatic: Inspect vehicle square receiver – both secure and unworn.

**After water crossings / heavy dust / beach use:**

- Rinse with fresh water, dry completely, re-inspect.

**Annually**

- Full coupler and uni-joint inspection; replace any worn pins, clips bushes or hardware.

**Cleaning and Lubrication Policy**

- Cleaning: Soft brush + low pressure water; avoid harsh solvents that can damage nylon. Dry fully.
- Lubrication:
  - o **Do not** lubricate external engagement faces such as tow pin, receiver, horizontal shaft, or locking handle. Keep clean and dry.
  - o **Uni-joint only:** grease at normal service intervals; wipe away excess
  - o **If main shaft is removed, or nylon bushes are replaced:** Apply a light, even coat of grease inside the coupler bore and on the shaft during reassembly; wipe excess. External faces remain dry.

**Main Shaft and Nylon Bushes – Check and Adjustment:**

Both the Drop-On and Automatic couplers have a central/main shaft running through nylon bushes. This shaft should rotate smoothly with no vertical or lateral play. If you can feel the head move up/down or rattle, adjust as below.

**Symptoms of Bush/Nut Looseness:**

- Noticeable up/down or side play when you lift/push on the coupler head.
- Rattle or clunk through the coupler during towing or hitching.
- Engagement feels inconsistent even when externally clean and dry.

**Tools:**

- Correct size spanner/socket for the rear nut.

- Allen key for the grub screw.
- Clean rags.
- Grease only if removing the shaft or replacing bushes.

**Procedure – Tighten Main Shaft Nut & Lock Grub Screw:**

1. Secure the camper. Ensure access to the rear of the main shaft.
2. Locate the main nut at the rear of the shaft and its grub screw.
3. Loosen the grub screw slightly with the Allen key.
4. Tighten the main nut with a spanner/socket until all free play is eliminated, while the shaft still rotates smoothly in the bushes.
  - a. Do not over tighten. Over preload can bind the shaft and damage the bushes.
5. Re-tighten the grub screw against the nut to lock it in and prevent loosening.
6. Function test – Rotate the head and check again for zero play and smooth movement.

**If play persists, inspect nylon bushes for wear or ovalisation. Replace bushes if worn, then repeat the adjustment and re-lock the grub screw.**

**Nylon Bushes – Inspection & Replacement**

**Inspect:**

- Bush ID not ovalised, no cracking, or glazing. Correct clearing to shaft.
- Shaft surface is smooth, free of burrs/scoring that would damage new bushes.

**Replace (overview)**

1. Camper unhitched and supported; clean the area.
2. Loosen the grub screw and remove the rear main nut and retainers/washers.
3. Withdraw the main shaft carefully.
4. Remove nylon bushes; clean the bore and the shaft.
5. Apply a light coat of grease to the bore and shaft, fit new bushes.
6. Reinsert the shaft, refit washers and main nut; adjust to zero free play with smooth rotation.
7. Lock the grub screw onto the main nut.
8. Wipe away any excess grease; leave external engagement faces dry.

**Uni-Joint – Excessive Slack / Movement**

If the coupler head exhibits excessive movement slack at the uni-joint (beyond normal articulation), you can take up the slack by tightening the uni-joint dust caps:

**Procedure**

1. Support the drawbar; ensure safe access to the uni-joint.
2. Using a ¼" drive ratchet (and appropriate socket/bit), tighten the dust caps carefully and evenly.
3. Check articulation remains smooth, without binding.



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

4. Do not overtighten — overtightening can restrict movement and increase wear.

**If slack persists after adjustment, or if movement feels notchy/binding, stop and have the uni-joint inspected for bush or cap wear and replace components as needed.**

## Coupler Specific Checks

### Drop-On Coupler

- Rotating head clamps securely on the tow pin; threads clean, no galling.
- Vehicle tow pin is round, smooth, and mounted to spec.
- Locking pin hole round; R-clip retains positively.
- External parts clean/dry.

### Automatic Coupler

- Vehicle square receiver firmly mounted; internal faces clean, no burrs.
- Horizontal reverse-on action locks the handle positively.
- Locking pin aligns and inserts without force; R-clip secure.
- External parts clean/dry.

## Quick Owner Checklist

- Coupler clean/dry; no cracks or corrosion of concern
- Main shaft: rotates smoothly, no vertical/side play
- Grub screw locked against the tight main nut
- Nylon bushes in good condition (no ovalisation)
- Uni-joint greased; no excessive slack (dust caps set)
- Locking pin & R-clip present and secure
- Vehicle tow pin/receiver sound and firmly mounted
- Safety chains, shackles, electrical plug, breakaway cable OK

## Braking Systems

### Electric Brakes

Austrack units come fitted with electric brakes which require a brake controller installed into the towing vehicle that can be controlled from the driver's seat. There are many systems available which can either be permanently installed into the tow vehicle or Bluetooth units that are mounted to the trailer and have a remote to control from the driver's position. You must have a brake controller installed in the vehicle or a Bluetooth unit on the day of handover otherwise the camper will not be released to you.

Electric trailer brakes are designed to assist your vehicle brakes to stop in a safe and effective manner. It is important that both your vehicle and the trailer are serviced regularly. The trailer brakes will have a run-in period that will vary trailer to trailer, but it is important to have the trailer brakes inspected and adjusted by a qualified professional in line with the maintenance schedule.

During your regular services, a qualified professional will complete a visual inspection of the brake shoes to determine if they require replacement. Replacement will be necessary when the lining is worn down to approx. 1.5mm, or abnormally scored or gouged.

Scouring and gouging of the brake shoe lining is generally due to overheating of the brake system or dirt caught in between the shoe and the hub. It is important to ensure that the brakes are adjusted correctly and cleaned thoroughly after each trip, especially if there were water crossings involved.

### Trailer Plug Wiring

Austrack units come fitted standard with a 7-pin flat trailer plug.

Pin No.	Circuit	Colour	Cable Entry View	
1	Left-Hand Turn	Yellow		
2	Reversing Signal	Black		
3	Earth Return	White		
4	Right-Hand Turn	Green		
5	Service Brakes	Blue		
6	Stop Lamps	Red		
7	Rear Lamps, Clearance & Side Marker Lamps	Brown		

If a different plug configuration has been requested, please reach out to your local showroom or the service department to obtain a copy of the wiring diagram.

### Anderson plug

Austrack units have an Anderson plug connection at the drawbar. Depending on your electrical set up, this may be wired to the DC-DC connection of the RENOGY ONE system with circuit breaker, or may be wired directly to the batteries with a circuit breaker installed under the bed or seat. The ignition trigger wire has not been connected; this can be connected by an auto electrician to suit your vehicle. This connection is exclusively for a vehicle alternator/battery voltage on the RENOGY ONE systems, it will not work with a solar panel whether regulated or not. The RENOGY ONE system



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

has a voltage cut out for the DC-DC charger, meaning that it will preserve the started vehicle battery when the alternator is not providing charge.

## Trailer Breakaway

Most camper trailer models come fitted with a Breakaway switch. The steel cable attached to the drawbar switch is designed to attach to a solid part of your vehicle. In the event of a trailer disconnection, this will pull out the pin from the switch and activate the trailer brakes. The brakes will stay locked on as long as the pin is removed from the drawbar switch and there is power in the battery system of the hybrid. **It is important that the breakaway cable is not attached to the tow bar, but instead to the vehicle itself, in the event the tow bar comes loose.**

The breakaway system has a battery fitted under the seat; this is designed to supply the breakaway system with power to lock the brakes on for at least 15 minutes when the pin is removed from the drawbar switch. The breakaway battery charges from the camper batteries fitted to the camper, and as such will always show a charging light on the control box. When the test button is pushed, it should display a green light. If any other light is displayed, please contact the service department for more advice.



**Do not** use the breakaway system as an alternative to the handbrake or remove the pin from the breakaway switch as an anti-theft measure, this will cause a rapid discharge of your camper batteries. This will leave your camper without power and can cause damage to the batteries.

## Handbrake

The handbrake is operated mechanically by means of a cable. The cable attaches to the backing plate and when the handbrake is applied the cable creates a force on the primary and secondary brake shoe. This causes them to spread until they contact the brake drum surface.

The cable adjuster needs to provide enough tension that the handbrake is 1/3 raised when the hybrid is unloaded. Once the hybrid is loaded, test and adjust if necessary. Insufficiently adjusted handbrake will still allow the hybrid to move when the handbrake is fully raised.



It is very important to always use wheel chocks and levelling ramps, **do not** rely solely on the handbrake even if on a level surface.

To adjust the handbrake, there is an adjuster attached to the cable at the drawbar. To tighten the handbrake, loosen off the nut and turn the adjuster wheel in a clockwise direction. Ensure that the nut is re-tightened after the adjustment. Overtightened handbrakes can cause the brake shoes to drag on the inside of the drum, causing permanent damage.



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

## Regular checks

### Wheel Nuts

Wheel nuts should be checked on a regular basis using a torque wrench and tightened to **140 Nm**.

It is not recommended to use a rattle gun, as there is no way to know how tight the nuts are. Overtightening will damage the studs and will cause them to fail prematurely. Under tight wheel nuts will cause vibration of the wheel and will eventually cause the studs or nuts to fail.

Initially, you will need to check the wheel nuts at **50kms, 100kms, 250 kms** and **500kms**, and then regularly after that. During travel on especially bumpy or corrugated roads, the wheel nuts will need to be checked more often.

### Hitch

The bolts securing the hitch to the trailer are a high tensile bolt and should be checked with a torque wrench every **2500 – 5000kms**, depending on the road conditions.

### Suspension bolts

The suspension bolts should be visually inspected daily to make sure they have not moved. They should otherwise be serviced as per the [maintenance schedule](#). These bolts should be tightened to **180 Nm**.

## Setting up campsite

Picking a spot that is relatively level, gets sun during the day and is not under any large tree's, especially Gum trees, is important. If you are free camping, do not set up too close to a river or in an area that is prone to flash flooding.

### Stabiliser Legs

Levelling ramps will need to be used if excessive side to side levelling is required. Front to back levelling is done using the jockey wheel. Once the camper is level, drop down the stabiliser legs. These are only designed to be used for reducing the movement in the camper when set up, these are not to be used for levelling. Using a drill or any power tool to adjust the height of the stabiliser leg will damage the internal components of the leg and will void the warranty.

### Jockey wheel

The camper is supplied with either the Ark XO750 jockey wheel, or AOE JW750 Jockey Wheel. These jockey wheel not only winds up and down, but it also has adjustments available in the outer shaft, so no matter what vehicle or ground level you are setting up on, you can safely adjust the jockey wheel.

The handle is removable, keep this somewhere inside your hybrid or vehicle when travelling.

Check out the video from Ark to properly use your jockey wheel -

<https://www.youtube.com/watch?v=lbe7zrAs0nc>



It is important however, to never move the hybrid when the jockey wheel is extended past the safe moving line on the extension shaft. The safe working load limit reduces past this line, and it may cause the jockey wheel to bend or break under the load.



## Camper & Canvas Care

### Seasoning the canvas

The camper trailer canvas is pre-seasoned; however, this is before the camper has been assembled and sewn together. This means that before you take the camper out for the first time, it will need to be seasoned to avoid any leaks.

To season the camper, you need to set it up fully, with all windows and door canvas zipped closed. Hose off the camper, ensuring that the canvas is fully soaked. Let it dry completely and repeat this process approx. 3-5 times. Ensure to season the annex as well as the main tent. If you continue to experience water seeping through the seams, you can apply a wax stick to the seams once the canvas has fully dried.

### Setting up the tent

When setting up the canvas tent is important to not overtighten using the poles. When adjusting the tent, it should be taut but not tight. If you can see exposed stitching in the seams, it is too tight. There may be rippling of the canvas tent when fully set up, this is a nature of the canvas. Forcing the poles out to remove the rippling will cause leaking and will overstretch the canvas and this is irreparable.

When packing away the camper, it is important to ensure that the mesh screen windows are fully zipped up, and the canvas coverings on the inside and outside are closed over the top to avoid any accidental damage. Mesh screen damage is considered to be misuse and as such is not covered under warranty.

### Closing the camper

When closing the camper it is important to make sure that the door is closed and locked using the key to ensure a good compression seal to reduce water and dust ingress.

It is also important to ensure that there is no material sitting between the camper edge and the compression seal on the lid. If there is anything between, this will cause water and dust ingress inside the camper.

Always ensure that the cushions are laid flat inside the camper and that if there is more resistance than normal when closing the camper, not to force it closed. Always check to see the reason for the resistance, generally this will either be too much height on the cushions or a pole has not be retracted fully. If the camper is forced closed and poles are bent, this is considered to be misuse and is not covered under warranty.

### Wet weather camping

During periods of wet or windy weather, you will need to reduce the height of the end poles inside the main camper to give the tent more pitch and also to drop the corners of the annex to give the water somewhere to run off. Pooling water is extremely heavy and will stretch the canvas and if left

for long enough, bend/break the poles. This damage is considered to be storm damage and is not covered under warranty.

## Toilet

Our Camper Trailers come with either a Seaflo Portable Toilet, or are fitted with the Thetford C200 Series. They have a waste tank for longer trips and draws flush water from the water tanks. Full usage and care instructions can be found here:

C200: <https://www.thetford.com/app/uploads/C200-EN-UM.pdf>

Seaflo: <https://www.seaflo.com/uploads/soft/20220905/1-220Z5152455459.pdf>

### Filling the Flush Tank

- Rotate the waste tank emptying spout 90 degrees and remove the water filling extension (you will find it positioned beneath the handle closest to the emptying spout).
- Rotate the water fill funnel outwards, remove the cap and place the extension on the water fill funnel. Add the stated amount of Thetford fresh water additive to the water tank. This ensures a better and cleaner flush and keeps the water in the flush tank fresh.
- Fill the water tank with clean water. Warning: Keep water level below the top of the water filling funnel.
- Remove the extension and return to its original position on the waste tank.

### Preparing the waste tank

- Remove the waste tank by pulling the safety catch upwards.
- Pull the waste tank outward to the stop. Tip it slightly and take the tank fully out.
- Place the tank upright and turn the emptying spout upwards.
- Remove the cap, with the measuring cup inside, from the emptying spout and pour the stated quantity of toilet fluid into the waste tank. This avoids unpleasant smells in the waste tank and keeps the inside of the waste tank clean.
- Add approximately 2 litres of water - enough to ensure that the bottom of the waste tank is covered. Screw the cap back onto the emptying spout. Turn the emptying spout back to its original position. o Warning! Never add toilet fluid via the valve blade or via the toilet bowl.
- Slide the waste tank back into its original position via the access door.
  - o Note! Never use force if you cannot get the tank back into place easily. This may cause serious damage.
- Make sure that the waste tank is secured with the safety catch. Shut the access door and lock it

### Use of the toilet

- Run water into the bowl by pressing the flush knob briefly or open the valve blade by turning the handle anti-clockwise. Your Thetford toilet is now ready for use.
- After use, open the valve blade (if still closed) by turning the handle anti-clockwise.
- Flush the toilet by pressing the flush knob for several seconds.
  - o TIP! The flush of your toilet will be more effective if you pulsate the flush by pressing the flush button several times in a row.
- Close the valve blade after use.

- Note! Do not leave water in the bowl if the toilet is not being used. This does not help to reduce unpleasant smells and only leads to flooding.
- Note! To prevent clogging, we recommend using Aqua Soft, Thetford's quickly dissolving toilet paper

### Emptying the flush tank

The waste tank has a capacity of 19 litres and must be emptied at the latest when the red light in the level display lights up. The indicator lamp will light up when the waste tank can still take about 2 litres, which is about 3 uses. It is advisable to empty the waste tank earlier. Note! Do not allow the waste tank to become too full.

- Make sure that the valve blade is closed. Open the access door located outside the vehicle. Pull the safety catch upwards and remove the waste tank.
- Remove the water filling extension first to avoid it getting lost during emptying of the waste tank.
- Stand the waste tank upright (Pull-out handle at the top, wheels at the bottom). Press the handle down and move it away from the waste tank until it snaps out of its locked position.
- Pull the handle up and wheel the waste tank to an authorised waste dump.
- Push the handle back. Turn the emptying spout upwards and remove the cap from the spout. Hold the waste tank by the upper handle with one hand, while placing your other hand by the rear handle so that during emptying you can operate the vent plunger with your thumb. To empty the tank without splashing, depress the vent plunger while emptying the tank.
  - Note! The vent plunger should only be pressed once the emptying spout is pointing downwards!
- After emptying, flush the tank thoroughly with water. Also clean the valve blade with water.
- If required, make the toilet ready for use once again. Return the water filling extension to its original position on the waste tank. Slide the waste tank into the toilet and close the access door

### Preparing the toilet for storage

It is important that you follow the instructions below if you do not expect to use the Thetford toilet for a long period.

- Completely empty the water tank through the drain tube, which also serves as a level indicator. Take the drain tube out of the clamp and carefully pull it downwards from the upper plug. Direct the drain tube out through the access door opening to allow water to flow out. Afterwards, be sure the drain tube is placed back into the clamp first and then pushed back into the upper plug.
- Open the valve blade by turning the handle on the toilet anti-clockwise. Press the blue knob until water stops flowing into the bowl. Close the valve blade.
- Open the access door on the outside of your caravan or camper and turn the water filling funnel outwards. Remove the cap and empty the water filling funnel by turning it a quarter turn anticlockwise.
- Remove the waste tank and empty this at an authorised waste dump. Follow the instructions for cleaning and maintenance.

- Replace the waste tank and open the valve blade by moving the handle on the toilet to the left.

See instruction manual inside your hybrid for detailed cleaning and maintenance instructions.

## Gas System

Our camper trailers are fitted with plumbed gas, with the gas cylinder holders mounted at the front either behind a stone guard, or inside a ventilated tool box. The gas hoses have the LCC27 connection and requires the matching gas cylinder to be able to use the system.

Once the gas cylinders are connected, you can connect the external stove top to the dedicated bayonet fitting using the attached hose. Once the stove top is connected, turn on the gas cylinder. The control knob for the stove top needs to be turned to the high position and held in whilst pressing the ignition switch. It can take up to 2 mins for the gas to flow to the burner from the gas cylinders. Once the burner has lit, continue holding the control knob down for a further 5 secs to ensure it stays lit.

When travelling the gas supply MUST be turned off, and it is recommended to purge the lines of gas before travel.

- Light the external kitchen gas burner
- Turn off the gas cylinder
- Allow the burner to go out
- Wait until the burner is touch cool before closing the kitchen

## Outside Shade

### Electric awning

The Stockton range is fitted with an electric awning as standard. This is controlled by the 3-way awning rocker switch in the [control panel](#).



It is important to use the legs to support the awning when opening, closing and when the awning is fully extended. Failure to support the awning will cause bending and breaking of the awning components and mounting brackets and is not covered under warranty.



### Wet weather camping

The electric awning is not designed to be used in high winds or heavy/extended periods of rain. In light rain, ensure one side of the awning is lower to give the water somewhere to run off. In heavy rain or extended periods of rain, the chance of water pooling greatly increases. Pooling water is extremely heavy and can cause damage to the awning in a very quick amount of time, and this damage is not covered under the warranty.

The canvas annex can be left up during inclement weather, however it is important to drop the front poles and the corners of the awning to prevent the water from pooling on top of the canvas.





1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

## AusTuff Roof Top Tent

The Austrack Campers Simpson X comes standard with the AusTuff Roof Top Tent, a durable hard-shell, side opening rooftop tent designed for fast setup and pack-down. The tent is factory installed and calibrated to the camper, so no mechanical assembly or alignment is required.

The AusTuff tent is designed for the harsh and varied Australian environment and provides elevated sleeping comfort for two people.

### Before You Begin

Although the tent is already mounted, please take note of the following general guidelines:

- Ensure the camper is parked on level ground before deploying the tent.
- Check that there are no overhead obstructions (branches, awnings, structures).
- Confirm the ladder can reach the ground safely at a stable angle (~60 – 70 degrees).

### Opening the Tent

The AusTuff tent on the Simpson X opens to the driver side of the camper.

#### Steps to deploy

- 1- Undo the exterior latches securing the hard shell.
- 2- Lift the shell upward. Gas struts will assist and continue opening automatically.
- 3- The ladder is already installed. Pull it out and extend fully.
- 4- Use the ladder as leverage to unfold the extension floor until it locks into the open position.
- 5- Position the ladder on firm, level ground.
- 6- Adjust the ladder angle so it is stable and secure.

### Installing Tension Rods

Your tent includes tension rods for the window hoods.

- 1- Insert each rod through the eyelet in the window hood.
- 2- Angle the rod down into its receiver point on the tent base
- 3- Repeat for the remaining windows as needed.

### Tent Lighting System (USB Powered White + Orange)

Your AusTuff Roof Top Tent includes two lighting zones:

#### Internal Tent Light

- Powered via USB cable connected to the campers USB outlets.
- Lighting modes:
  - o White: Bright illumination for general use.
  - o Orange: Low-glare, insect friendly light.

#### Under Tent Base Light

- Provides ambient lighting for ladder access and the area under the tent.



- Also USB Powered, controlled from the same inline switch.

### Inside the Tent

Your tent comes equipped with:

- A comfortable sleeping platform for two
- Ventilated side windows
- Insect proof mesh
- Lighting system.

### Packing Down the Tent

To close the tent safely:

- 1- Turn off and unplug the USB lights.
- 2- Remove all tension rods and store them.
- 3- Check that all bedding is arranged flat so nothing interferes with the hinges.
- 4- Fold the extension floor upward using the ladder for leverage.
- 5- Tuck all canvas and mesh inward so nothing protrudes
- 6- Guide the hard shell downward until the struts close fully.
- 7- Secure the shell using all latches.
- 8- Perform a final check that no fabric is caught between the shell.

### Safety Guidelines

- Always ensure the ladder is properly locked and positioned at a safe angle (~60–70°).
- Do not use open flames, fuel lanterns, or heaters inside the tent. The fabric is not fireproof.
- Keep the tent ventilated to avoid condensation buildup.
- Check all latches and struts before towing the camper.

### Care & Maintenance

To keep your tent in top condition:

- Allow the tent to dry completely before packing away long term.
- Clean fabric with mild soap and water only.
- Lubricate struts and hinges periodically.
- Inspect seals and straps for wear.
- Ensure USB ports and cables remain clean and dry.

## Troubleshooting

Issue	Possible Cause	Solution
Hard shell won't close smoothly	Canvas caught between shell	Re-open slightly, tuck fabric in, close evenly.
Ladder feels unstable	Wrong angle or uneven ground	Reposition to a 60-70 degree angle. Move camper if needed.
Lights not turning on	USB Cable not fully inserted, or CIG Socket Switch turned off on camper.	Check cable, power source, or try a different cable.
Tent difficult to open	Wind resistance	Open slowly and maintain grip until struts take over or fully open.

## AusTuff Batwing Awning

Your Simpson X is equipped with the AusTuff 270° Batwing Awning with Built-in Lights, providing rapid, wrap-around shade and shelter covering the entire side and rear of the camper. It is designed for solo setup, fast deployment, and rugged Australian conditions.

When the Aussie sun is unforgiving or the weather turns, this awning provides instant, reliable cover without fuss.

### Before You Deploy

Although the awning is pre-installed at the factory, please ensure:

- The camper is parked on level ground.
- There is enough side and rear clearance for the awning to swing open in a full 270° arc.
- Wind conditions are suitable — avoid deploying in strong winds and never leave the awning unattended in changing weather.
- Pegs or guy ropes can be secured into the ground when required, especially in windy or soft soil conditions.

### Deploying the AusTuff Batwing Awning

- 1- Unzip the awning bag along the outer edge.
- 2- Swing the awning arms outward in sequence, allowing the frame to unfold around the rear of the camper.
- 3- If required, extend the drop-down support legs (AusTuff awning supports both freestanding use and stabilised use depending on conditions).
- 4- Secure the awning using the supplied guy ropes and pegs in windy or unstable ground conditions.
  - o Guy ropes must always be used when wind is present.
- 5- Adjust tension using guy ropes as needed until the fabric is smooth and taut.



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

The AusTuff Batwing Awning is designed for quick, single-person setup with minimal effort, giving you instant cover with no fiddling

### **Built In Lighting System (White & Orange)**

Your awning includes integrated LED lighting — perfect for night cooking, camp setup, or soft ambient illumination.

#### Lighting Features

- White mode: Bright general lighting
- Orange mode: Low-glare, insect-friendly lighting
- USB-powered: Plug into your camper's USB port.

#### Using the Lights

- Connect the USB cable to a suitable power source.
- Use the inline controller to switch between light modes.
- When packing away, disconnect power and ensure the cable is not caught in the awning arms.

### **Wind, Weather & Safety**

To ensure the longevity of your awning and the safety of your campsite:

- Always use guy ropes when the awning is deployed in any wind.
- Do not leave the awning open unattended, as weather can change rapidly.
- Avoid pitching in strong winds. Stow the awning if gusts pick up.
- If camping on sand, use appropriate sand screws or anchors.
- Do not use the awning to support body weight or as a climbing aid.
- Shae offers partial UV protection only. Always use sunscreen and hats outdoors.

### **Packing Down the Awning**

- 1- Turn off and disconnect the LED lights.
- 2- Remove and store any pegs, ropes or support legs.
- 3- Fold each awning arm back towards the camper in the reverse order of deployment.
- 4- Ensure the awning fabric is NOT bunched up excessively before rolling it into the bag.
  - a. Roll neatly to protect fabric integrity.
- 5- Close the awning bag zip fully to protect fabric during travel.

## Storage & Maintenance

To keep your AusTuff Awning in optimal condition:

- Dry thoroughly before storage to prevent mould, mildew, or fabric deterioration.
- Regularly inspect fabric, stitching, and arm hinges.
- Clean with mild soap and fresh water only. No harsh chemicals.
- Avoid storing long term while wet.

## Troubleshooting

Issue	Possible Cause	Solution
Awning fabric sagging	Arms not fully extended, or ropes not tensioned.	Re-extend arms and tighten guy ropes.
Lighting flickers	Loose USB connection	Re-seat plug or use alternative USB port or cable.
Difficult to fold away	Fabric bunching	Smooth out canvas before rolling, fold arms sequentially.
Awning unstable	Wind or soft soil	Deploy support legs and use guy ropes + additional anchors.

## Care Advice

### External Paint

The external surface requires regular maintenance in the same way as your vehicle. Only use mild, ammonia free detergents paired with a non-abrasive wash pad or sponge to wash the hybrid.

Only use wax-based polishes, do not use cutting compounds or abrasive pastes. These will leave scratches and may expose the base material.

### Corrosion Protection

Australia has some of the most beautiful areas to explore, but unfortunately these areas are also the most harsh on your vehicle and trailer. Water crossings and beach driving are some of the harshest areas that your trailer will be used and without proper maintenance, your trailer will suffer. It is important that after any water crossing or beach driving that the trailer is thoroughly cleaned, top to bottom, including a flush to the chassis.

After all uses of the trailer, it is important to complete a full clean, inside, and out to keep everything at tip top condition.

Products like Lanotec, WD40 and Inox do a great job of protecting the metal surfaces of the trailer, it is important to use these regularly on the fittings of the trailer.

## Internal surfaces

Benches, walls, and other solid internal surfaces should be cleaned with a damp, soft cloth. If needed, a mild detergent can be used. Do not use any ammonia based or caustic cleaners.

## Condensation/Mould

Condensation is a normal part of living in Australia, and this is highlighted when camping. The temperature difference inside and outside a hybrid camper can be quite significant, and with the moisture in the Australian air and the smaller living area of a hybrid camper, condensation can build up overnight. While this can be quite disconcerting, it is totally normal. Ensure that there is sufficient air flow in the camper to allow the moisture to escape overnight.

If you do encounter a build up of condensation in the camper, make sure to wipe this up in the morning to avoid the moisture building up in the soft furnishings, especially mattresses.

It is recommended to place moisture absorbing tubs in the camper especially when it is in storage and change these out on a regular basis to avoid mould growing.

## Mirrors

A soft, clean cloth is generally all you will need to clean the mirror, add some warm water if required. Do not use any chemicals or solvents, as these can break down the backing of the mirror leading to the discolouration of the edges, otherwise known as “creep”. Once this starts, it cannot be reversed or stopped.

## Troubleshooting

Category	Issue	Troubleshooting Steps
Electrical - AC	AC not turning on	<ul style="list-style-type: none"> <li>● Check mains power is connected</li> <li>● Check RCD not tripped on incoming power supply</li> <li>● Check RCD not tripped in hybrid</li> <li>● Replace remote batteries</li> <li>● Contact Dometic service centre for more advice</li> </ul>
	AC not cooling/Heating	<ul style="list-style-type: none"> <li>● Make sure correct temp setting is selected</li> <li>● Snowflake for cooling, Sun for heating</li> <li>● Contact Dometic service centre for more advice</li> </ul>
Electrical - 12 v	Not Charging from 240 V	<ul style="list-style-type: none"> <li>● Check mains power is connected</li> <li>● Check RCD not tripped on incoming power supply</li> <li>● Check RCD not tripped in hybrid</li> <li>● Check charger is plugged into power point next to batteries and turned on</li> </ul>

		<ul style="list-style-type: none"> <li>● Make sure batteries are above 10 v</li> <li>● Contact Service department or Redarc for more advice</li> </ul>																
Electrical 12 v	- No power	<ul style="list-style-type: none"> <li>● Check main 12V switch is turned on</li> <li>● Make sure batteries are charged</li> <li>● Check fuse box for any blown fuses</li> </ul>																
Electrical 12 v	- Power dropping too quickly	<ul style="list-style-type: none"> <li>● Ensure inverter is not left on all the time</li> <li>● Ensure that breakaway pin is not removed from switch on the drawbar</li> <li>● If running off grid, make sure that appliances and lights are not left on all the time.</li> <li>● Make sure fridge is set to a temp so that the compressor is not running all the time and that the lids are not being opened all the time/left open</li> </ul>																
Electrical – Inverter	- Inverter no power at remote	<ul style="list-style-type: none"> <li>● Make sure switch on inverter is set to the = position, which is down on the rocker switch on the inverter</li> </ul>																
Electrical Inverter	- Inverter no power at inverter	<ul style="list-style-type: none"> <li>● Ensure sufficient battery voltage, at least 12.2 v</li> <li>● Check RCD switch has not tripped</li> </ul>																
Electrical Inverter	- Inverter switches off when in use	<ul style="list-style-type: none"> <li>● Too much power being drawn from inverter, ensure total appliance wattage is under 2000 w</li> </ul>																
Electrical Inverter	- Any other error	<p>2.1.2.3 Inverter Status &amp; fault conditions</p> <table border="1"> <thead> <tr> <th>Status</th> <th>LED Status</th> </tr> </thead> <tbody> <tr> <td>Normal</td> <td></td> </tr> <tr> <td>Over Current Protection / Over Load Protection (AC output short and overload)</td> <td></td> </tr> <tr> <td>Under Voltage Protection (Input DC voltage under spec) Recovery Points: 12.5V (12V Models) / 25.0V (24V Models)</td> <td></td> </tr> <tr> <td>Over Voltage Protection (Input DC voltage over spec) Recovery Points: 14.5V (12V Models) / 29.0V (24V Models)</td> <td></td> </tr> <tr> <td>Device Startup process abnormal</td> <td></td> </tr> <tr> <td>Under Temperature (Heatsink temperature under -20°C) Recovery point: &gt; 0°C</td> <td></td> </tr> <tr> <td>Over Temperature (Heatsink temperature over 80°C) Recovery point: &lt; 60°C</td> <td></td> </tr> </tbody> </table>	Status	LED Status	Normal		Over Current Protection / Over Load Protection (AC output short and overload)		Under Voltage Protection (Input DC voltage under spec) Recovery Points: 12.5V (12V Models) / 25.0V (24V Models)		Over Voltage Protection (Input DC voltage over spec) Recovery Points: 14.5V (12V Models) / 29.0V (24V Models)		Device Startup process abnormal		Under Temperature (Heatsink temperature under -20°C) Recovery point: > 0°C		Over Temperature (Heatsink temperature over 80°C) Recovery point: < 60°C	
Status	LED Status																	
Normal																		
Over Current Protection / Over Load Protection (AC output short and overload)																		
Under Voltage Protection (Input DC voltage under spec) Recovery Points: 12.5V (12V Models) / 25.0V (24V Models)																		
Over Voltage Protection (Input DC voltage over spec) Recovery Points: 14.5V (12V Models) / 29.0V (24V Models)																		
Device Startup process abnormal																		
Under Temperature (Heatsink temperature under -20°C) Recovery point: > 0°C																		
Over Temperature (Heatsink temperature over 80°C) Recovery point: < 60°C																		
Water	- No water to taps	<ul style="list-style-type: none"> <li>● Make sure water pump is on</li> <li>● Make sure there is water in the tank selected</li> <li>● Swap water tank used</li> <li>● Let tap run for approx. 20 secs to clear the air from the lines</li> </ul>																
Water	- Water pump not turning on	<ul style="list-style-type: none"> <li>● Check “pump” switch is turned on</li> </ul>																

		<ul style="list-style-type: none"> <li>● Check fuse is not blown</li> </ul>
Water	Water pump is running nonstop	<ul style="list-style-type: none"> <li>● Ensure water in the tank selected</li> <li>● Check for air locks in the system by opening all taps and purging the hot water system</li> <li>● Check for any leaks in the system – especially in cabinets and under the seat</li> <li>● Contact service department for more advice</li> </ul>
Hot Water	No hot water to taps	<ul style="list-style-type: none"> <li>● Ensure hot water system is lit – See <a href="#">hot water system section</a></li> <li>● Ensure taps in outside shower are turned off tight</li> <li>● Adjust tempering valve under seat to increase max temperature to system</li> </ul>
Gas	External cooker not lighting	<ul style="list-style-type: none"> <li>● Make sure bayonet hose is connected to the fitting on the rear of the hybrid</li> <li>● Check gas hose is not kinked</li> <li>● Make sure there is gas in the cylinder</li> <li>● Make sure the correct gas cylinder is selected on the regulator</li> <li>● Hold down button on cooktop to pull the gas through the lines</li> </ul>
Gas	No spark from cooktop ignition	<ul style="list-style-type: none"> <li>● Make sure power cable is plugged in for the ignition</li> <li>● Make sure 12 v power is turned on in the control panel</li> </ul>
Gas	Cooktop not staying lit	<ul style="list-style-type: none"> <li>● Make sure there is enough gas in the cylinder</li> <li>● Reduce wind by setting up windbreak</li> <li>● Hold down the ignition button for 2 secs after the flame starts</li> </ul>
Fridge	Not switching on	<ul style="list-style-type: none"> <li>● Make sure “fridge” switch is on</li> <li>● Check fuse in fusebox</li> <li>● Try a different lead</li> <li>● Check fuse in cigarette socket end</li> </ul>
Fridge	E1 error code	<ul style="list-style-type: none"> <li>● Make sure fridge is set to V<sub>L</sub></li> <li>● Make sure battery voltage is above 12.0 v</li> <li>● Use Anderson lead for fridge</li> </ul>

For any further issues or troubleshooting, please call the Service & Warranty department.



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

## Warranty T&C's

The following relates to warranties offered by Auscamper Pty Ltd (**Austrack Campers**). Please read this information carefully, and should you have any questions, please contact Austrack Campers Head Office by telephone: (07) 5498 3888 or email: [service@austrackcampers.com.au](mailto:service@austrackcampers.com.au).

By purchasing an item from Austrack Campers, you agree to all terms and conditions of warranty below. Austrack Campers registered business address is 73 Lear Jet Drive, Caboolture, QLD, 4510.

### Trailer Limited Warranty

Austrack Campers warrants to the original retail purchaser that this Austrack Campers product is free from defects in material and workmanship under normal use and maintenance from the date of retail purchase for the applicable Warranty Period. This Warranty may not be transferred to any subsequent purchaser of this Austrack Campers product. Certain components (e.g., wheel bearings) are excluded from coverage, and other limitations apply, as described in this document. Austrack Campers will repair or replace at its discretion, any defective product or part covered by the Limited Warranty, free of charge at any authorised Austrack Campers outlet using original OEM Austrack Campers replacement parts, subject to the limitations and exclusions described below. Austrack Campers does not offer an over-the-counter exchange program.

Disclaimers, limitations and exclusions:

1. **WARRANTY DISCLAIMER.** THIS LIMITED WARRANTY IS THE SOLE EXPRESS WARRANTY PROVIDED BY AUSTRACK CAMPERS AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, EXCEPT AS MAY BE PROVIDED BY AUSTRALIAN CONSUMER LAW. THIS WARRANTY IS GIVEN ONLY BY AUSTRACK CAMPERS, AND MAY BE MODIFIED ONLY BY AUSTRACK CAMPERS. THIS LIMITED WARRANTY IS THE FINAL EXPRESSION OF OUR AGREEMENT AND IS A COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THAT AGREEMENT. THIS LIMITED WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS UNDER AUSTRALIAN CONSUMER LAW.

For hybrid campers and campers trailers the warranty period is **12 months** except for Austrack Campers' hybrid campers and camper trailer's draw bar and chassis which are covered by a **lifetime** structural warranty for **fatigue only**.

2. **LIMITED DURATION.** ANY WARRANTY THAT MAY BE IMPLIED BY LAW (INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR USE AND IMPLIED WARRANTY OF MERCHANTABILITY) IS LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD UNDER THIS LIMITED WARRANTY.
3. **CERTAIN OTHER COMPONENTS ARE NOT COVERED.** THIS LIMITED WARRANTY DOES NOT COVER ANY OF THE FOLLOWING:

Expendable Parts. This limited warranty does not cover general maintenance parts and items (“Expendable Parts”), including without limitation wheel bearings, bulbs, filters, tires, drainage hoses.

4. **OWNERS (YOUR) RESPONSIBILITIES.** To preserve your rights under this Limited Warranty, you must exercise reasonable care and use of the product, including following the preventative maintenance schedule and storage.

In addition, you must cease using the product immediately upon any failure or damage. The product should be taken to an authorised Austrack Campers outlet prior to any further use.

5. **Damages resulting from normal aging, wear and tear or neglect are not covered.** The limited Warranty does not cover damage other than that resulting from defects in material or workmanship. The following are NOT considered defects in material or workmanship, and therefore are NOT covered:
- a) tyres damaged by external punctures.
  - b) damage to undercarriage by way of contact with rocks, or other structures; and
  - c) natural discoloration of materials due to ultraviolet light.
6. This Limited Warranty does not cover damages, malfunctions or failures resulting from abuse or neglect of the product related to or including any of the following:
- a) failure to provide or perform required maintenance services as prescribed.
  - b) abuse, neglect, misuse, modifications, alterations, normal wear, improper servicing, use of unauthorised attachments, lack of lubrication.
  - c) damage to stabiliser legs or jockey wheels because of incorrect operation or failure to raise prior to movement.
  - d) tampering with manufacturer fitted safety devices.
  - e) any removed/damaged air vents, excessive dirt, abrasives, salt water, moisture, corrosion, rust, varnish or any other adverse reaction due to incorrect storage procedures.
  - f) failures due to improper set up, repair by anyone other than an authorised Austrack Campers outlet during the warranty period; and
  - g) continued use of the product after initial operational problem or failure occurs.

### **Canvas Limited Warranty**

Austrack Campers warrants to the original retail purchaser that this Austrack Campers product is free from defects in material and workmanship under normal use and maintenance from the date of retail purchase for the applicable Warranty Period. This Warranty may not be transferred to any subsequent purchaser of this Austrack Campers product. Certain components (e.g., Zippers) are excluded from coverage, and other limitations apply, as described in this document. Austrack Campers will repair or replace at its discretion, any defective product or part covered by the Limited Warranty, free of charge at any authorised Austrack Campers outlet using original OEM Austrack



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

Campers replacement parts, subject to the limitations and exclusions described below. Austrack Campers does not offer an over-the-counter exchange program.

Disclaimers, limitations and exclusions:

1. **WARRANTY DISCLAIMER.** THIS LIMITED WARRANTY IS THE SOLE EXPRESS WARRANTY PROVIDED BY AUSTRACK CAMPERS AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, EXCEPT AS MAY BE PROVIDED BY AUSTRALIAN CONSUMER LAW. THIS WARRANTY IS GIVEN ONLY BY AUSTRACK CAMPERS, AND MAY BE MODIFIED ONLY BY AUSTRACK CAMPERS. THIS LIMITED WARRANTY IS THE FINAL EXPRESSION OF OUR AGREEMENT AND IS A COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THAT AGREEMENT. THIS LIMITED WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS UNDER AUSTRALIAN CONSUMER LAW.

The warranty period for all Canvas products is **12 months** from the **date of purchase**.

2. **LIMITED DURATION.** ANY WARRANTY THAT MAY BE IMPLIED BY LAW (INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR USE AND IMPLIED WARRANTY OF MERCHANTABILITY) IS LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD UNDER THIS LIMITED WARRANTY.
3. **CERTAIN OTHER COMPONENTS ARE NOT COVERED.** THIS LIMITED WARRANTY DOES NOT COVER ANY OF THE FOLLOWING:

Expendable Parts. This limited warranty does not cover general maintenance parts and items ("Expendable Parts"), including without limitation zippers, mesh, aluminium poles, screens.

4. **OWNERS (YOUR) RESPONSIBILITIES.** To preserve your rights under this Limited Warranty, you must exercise reasonable care and use of the product, including following the preventative maintenance schedule and storage.

In addition, you must cease using the product immediately upon any failure or damage. The product should be taken to an authorised Austrack Campers outlet prior to any further use.

5. **Damages resulting from normal aging, wear and tear or neglect are not covered.** The limited Warranty does not cover damage other than that resulting from defects in material or workmanship. The following are NOT considered defects in material or workmanship, and therefore are NOT covered:
  - a) canvas damaged by storm or acts of nature.
  - b) failure to air canvas after becoming wet; and
  - c) natural discoloration of materials due to ultraviolet light.



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

6. This Limited Warranty does not cover damages, malfunctions or failures resulting from abuse or neglect of the product related to or including any of the following:
  - a) failure to provide or perform required maintenance services as prescribed in the Maintenance Schedule.
  - b) abuse, neglect, misuse, modifications, alterations, normal wear, improper servicing, use of unauthorised attachments.
  - c) failures due to improper set up, repair by anyone other than an authorised Austrack Campers outlet during the warranty period; and
  - d) continued use of the product after initial operational problem or failure occurs.

### **Australian Consumer Law Prevails**

Austrack Campers consumers have rights under the *Competition and Consumer Act 2010* (Cth), which includes the *Australian Consumer Law 2010* (Cth) and accompanying regulations. Austrack Campers notes that these warranty terms act as an express warranty and do not impact any consumer rights under the relevant legislation. If an inconsistency emerges between these express warranties and any right under law, then the relevant law will prevail.

Austrack Campers also notes that the benefits conferred by this Warranty Terms are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

1. to cancel your service contract with us; and
2. to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

### **Exclusions**

Items not covered under warranty include:

1. rust.
2. wheels and tyres.
3. paint.
4. travel covers and straps; and
5. general consumables (bearings, light bulbs etc).

### **Factory Seconds, Ex-Demonstration and Damages Goods**



Occasionally, Austrack Campers may offer items for sale deemed to be “factory seconds”, “ex-demonstration”, or “damaged”. Such items are sold on an “as is” basis.

No warranties, refunds, credits, exchanges or similar associated apply to “factory seconds”, “ex-demonstration”, or “damaged” items. Upon selling these items, Austrack Campers will attempt to provide all relevant information with regards to the item, including faults, defects, or similar. Note, there may be instances where minor defects or imperfections have been overlooked. Understand this is unintentional and in no way alters the nature of the sale.

“Ex-demonstration”, “factory seconds” or “damaged”, due to their nature, it is reasonable to expect that some imperfections or flaws may exist including were not initially apparent. By purchasing a “factory seconds”, “ex-demonstration”, or “damaged”, you agree to this statement in full and accept that there are no warranties implied or expressed.

### **Claims Validity**

1. Warranties are only available to the original purchaser of the item.
2. Warranties are valid from the original date of purchase only.
3. Warranties apply only to items sold as "new".
4. Warranties do not extend to items deemed to be “factory seconds”, “ex-demo” or “damaged”. Unless specifically stated otherwise by Austrack Campers in writing, warranties will only apply to items as expressed in Claims Validity 1, 2 and 3 above.
5. Warranties do not apply to items sold via auction.
6. Warranties are not transferable under any circumstances.
7. Should an item be sold by the original purchaser to a third party, all warranties immediately become null and void. The original purchaser will make no claims or be eligible for any claims on behalf of the new owner.
8. Warranties do not extend to any products purchased from Austrack Campers that are used in hire schemes or as rentals.
9. Austrack Campers will not cover damage caused as a result of unauthorised modifications, misuse, abuse, incorrect assembly, improper and irregular maintenance, or accident or collision.
10. Any warranty repairs performed via an authorised warranty claim approved by Austrack Campers must be performed by Austrack Campers, or by an authorised representative of Austrack Campers. In certain circumstances Austrack Campers may authorise repairs by other repairers on a case-by-case basis. Authorisation for these repairs will only be with the express written permission of Austrack Campers.
11. Any affiliates, representatives, associates, agents, suppliers, resellers or similar of Austrack Campers do not have the authority to authorise or deny warranty claims on behalf of Austrack Campers. Austrack Campers Head Office are the only ones who are able to authorise warranty claims.
12. Austrack Campers are not liable, (in part or whole) for any warranties, either express or implied, made by agents or resellers on behalf of Austrack Campers without the knowledge



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

or express written permission of Austrack Campers. Any such unauthorised claims shall be the responsibility of the agent or reseller only.

### **Shipping Damages**

Shipping damage must be filed with the carrier upon receipt of shipment. Where the shipping damage is hidden or unnoticed upon receipt of the good, Austrack Campers Head Office will require the following information as soon practicable:

1. Photos of the damaged goods; and
2. Any other relevant evidence of the shipping damage of the Austrack Campers good.

### **Warranty Procedures**

1. All claims must be lodged by the customer, via our website using our online [Warranty Claim Form](#).
2. All claims must be made within the relevant warranty period for that good type as set out by the terms of these Warranty Terms.
3. The customer bears the responsibility of providing adequate evidence of the failure which amounts to a warranty claim. Austrack Campers may require additional evidence to be produced by the customer in the event Austrack Campers Head Office is not satisfied upon first inspection as to the validity of the claim.
4. Third-party warranty repairs:
  - a. If a customer is situated in a remote location or a location where Austrack Campers cannot fix or repair a good with a valid warranty claim under these Warranty Terms, it may authorise a third-party to carry out the repairs.
  - b. The customer must have written authorisation from Austrack Campers prior to the commencement of any repair work being undertaken on Austrack Campers behalf.
  - c. Any customer who authorises and third-party repair to an Austrack Campers product without prior written approval from Austrack Campers Head Office will bare all associated costs related to the repair and Austrack Campers will not be held liable for reimbursement to the customer or for any payment to a third-party repairer.
  - d. Customers who have had authorised third-party repairs will be required to submit to Austrack Campers Head Office any invoices or associated expenses to the repair prior to any reimbursement being made to the customer or 3rd party repairer.
  - e. Reimbursements will be paid by direct deposit to the customer or third-party repairer's nominated bank account only.



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

### **Make Contact**

For questions relating to warranties, please contact us on 1800797797 or [service@austrackcampers.com.au](mailto:service@austrackcampers.com.au).

Business address: 73 Lear Jet Drive, Caboolture, QLD, 4510.

### **Warranty Claim Form QR code**





1800 797 797  
 sales@austrackcampers.com.au  
 austrackcampers.com.au

## Maintenance Schedule

ITEM	RECOMMENDED INTERVALS								
	3 months or 1,000km	2,500km	6 months or 5,000km	7,500km	12 months or 10,000km	12,500km	18 months or 15,000km	17,500km	24 months or 20,000km
BATTERY CONDITION	Test	Test	Test	Test	Test	Test	Test	Test	Test
LIGHTS	Test	Test	Test	Test	Test	Test	Test	Test	Test
SWITCHES	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect
BATTERY TERMINALS/LEADS	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
WATER PUMPS/HOSES	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Clean	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Clean
GAS HOSES/OUTLETS	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect
LOCKS	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Clean	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Clean
HINGES	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect/Lubricate
SEALS	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean
BRAKE CABLE	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust/Lubricate	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust/Lubricate
BRAKE LININGS	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust/Clean	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust/Clean
CHASSIS LUBE	Inspect	Inspect	Inspect	Inspect	Inspect/Lubricate	Inspect	Inspect	Inspect	Inspect/Lubricate
HITCH	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate
JOCKEY WHEEL	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect
STABILISER LEGS	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect
WINCHES	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Clean	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Clean
SUSPENSION BUSHES	Inspect	Inspect	Inspect	Inspect	Inspect/Lubricate	Inspect	Inspect	Inspect	Inspect/Lubricate
WHEEL ALIGNMENT	Inspect/Adjust	Inspect	Inspect	Inspect	Inspect/Adjust	Inspect	Inspect	Inspect	Inspect/Adjust
WHEEL BEARINGS	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust	Inspect/Adjust/Replace
WHEEL NUTS	Inspect/Adjust	Inspect	Inspect/Adjust	Inspect	Inspect/Adjust	Inspect	Inspect/Adjust	Inspect	Inspect/Adjust
TYRES	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect	Inspect
TYRE PRESSURE	Adjust	Adjust	Adjust	Adjust	Adjust	Adjust	Adjust	Adjust	Adjust
GAS STRUTS	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect/Lubricate
SHOCK ABSORBERS	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect	Test/Inspect
FRIDGE FAN FILTER (X2)	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean
WATER TANKS	Test/Inspect	Test/Inspect	Test/Inspect/Clean	Test/Inspect	Test/Inspect/Clean	Test/Inspect	Test/Inspect/Clean	Test/Inspect	Test/Inspect/Clean



1800 797 797  
sales@austrackcampers.com.au  
austrackcampers.com.au

## Quick Links

### Austrack Academy

Scan here for videos, tips and tricks, maintenance schedule and troubleshooting guide.



### Spare parts request form



### Austrack Campers Blog

