



USER MANUAL

**ALL AUSTRACK HYBRID CAMPER MODELS
(2024 - 2026)**



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.

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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 hybrid campers and caravans. 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.



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Newcastle Showroom

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2324

02 4006 6833

newcastle@austrackcampers.com.au

Lansvale Showroom

286 Hume Hwy, Lansvale, NSW 2166
02 8776 6933

sydney@austrackcampers.com.au

Campbellfield Showroom

1644 Hume Highway Campbellfield, VIC 3061
03 9357 5081

Melb@austrackcampers.com.au

Pakenham Showroom

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03 5908 2229

eastmelbourne@austrackcampers.com.au

Adelaide Showroom

113-119 Morphett Road, Camden Park, SA
5038

08 7009 1018

adelaide@austrackcampers.com.au

Perth Showroom

634 Casella Place Kewdale, WA 6105
08 6252 7007

perth@austrackcampers.com.au



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austrackcampers.com.au

Suppliers, Brands, and Partners

All Offroad Equipment

AusTuff Suspension and Accessories, ARCTIC Fridges, AOE Jockey Wheels

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

1800 026 337

LogMate

Digital Logbook App

<https://awchosting.com.au/logmate/>

0494 062 330

AOE RV Service Centre

Caravan Service Centre

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

1300 349 226

McHitch Uniglide Trailer Couplings

Off Road Trailer Couplings

<https://mchitch.com.au>

Customer Service & Support: 1800 624 482

ARK

Off Road Jockey Wheels

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

Customer Service & Support 02 9678 9036

myCOOLMAN

Air Conditioning

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

1300 072 018

AU FOCUS

Diesel Heater

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

03 8597 0396

Pedders

Suspension

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

Aussie Traveller

Entry Doors and Windows

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

1300 663 868

REDARC

Electrical System

www.redarc.com.au

Technical support 1300 733 272

Cruisemaster

Off Road Trailer Couplings

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

Customer Service & Support 1300 35 45 65

RENOGY

Electrical System

<https://au.renogy.com>

1800 560 588

DOMETIC

Air Conditioning, DRS, and Refrigeration

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

Technical support 1800 21 21 21

Seaflo

Water Pumps

<https://www.seaflo.com/>

Hip Camp

Premium Camping Locations

<https://www.hipcamp.com/en-AU>

Thetford

Refrigeration

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

03 9358 0700

TRUMA

Air Conditioning, Refrigeration, and Hot Water Systems

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

Technical support 1300 072 018

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 Hybrid offroad camper.

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 or 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.

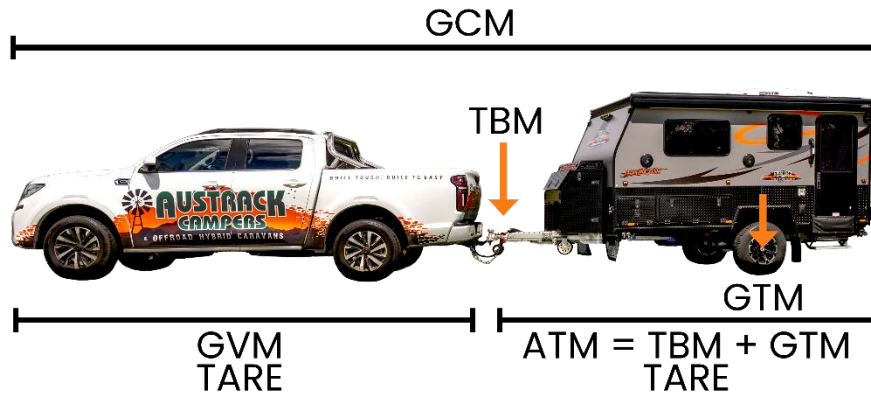
Before using this product, you need to be certain that your tow vehicle is suitably rated and equipped to tow the product safely and legally.

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.

This Hybrid camper is 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 house battery system of the Gibb. 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 caravan 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.



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- 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.

Drawbar

The drawbar forms the critical connection between your Austrack caravan and the tow vehicle. It is responsible not only for physically coupling the caravan to the vehicle, but also for integrating essential safety, braking, and electrical systems required for towing.

Mounted on or around the drawbar are several key components that enable secure attachment, controlled braking, electrical communication, and emergency safety functions. These components work together to ensure stable towing behaviour, legal compliance, and safe operation in both on-road and off-road conditions.

Because the drawbar and its associated systems are exposed to high loads, vibration, and environmental conditions, owners must be familiar with the purpose and correct operation of each component. Routine inspection, correct setup before travel, and safe use are essential to maintaining towing safety and preventing equipment failure.

This section of the Owners Manual provides operating guidance, safety information, and owner-safe inspection advice for the following drawbar-mounted components fitted to Austrack caravans:

- Coupler
- Jockey Wheel
- Trailer Plug and Wiring
- Brake-Away System
- Handbrake
- Anderson Plug

Each subsection should be read carefully before towing and reviewed regularly as part of your pre-departure checks.

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.



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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.



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- 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.
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

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

Cruisemaster Coupler

Zodiac Caravans come standard with the Cruisemaster DO35 off-road coupler, with the option to upgrade to the DO45 for higher towing capacity.

The DO35/DO45 is a fully articulated off-road coupling system designed for safe, quiet, and controlled towing across uneven terrain, steep angles, ruts, and tight manoeuvring. When correctly connected, the coupling provides smooth articulation in all directions, reducing stress on both the tow vehicle and caravan.

Cruisemaster DO35/DO45 Coupler

The DO35/DO45 uses a vertical drop-on tow pin fitted to the vehicle's tow tongue. The caravan's coupling head locates over the pin and automatically locks into place using the internal slide-lock mechanism and red lock button.

Engaging The Coupler

To assist in correct engagement, position the caravan so the coupling is directly above the tow pin. Using the jockey wheel, raise or lower the drawbar until the coupler sits slightly above the pin.

1- Unlock the Coupler

- a. Press down on the red lock button
- b. Slide the locking plate rearward
- c. The viewing port should appear clear, indicating the coupler is ready to drop on.

2- Lower The Coupler Onto The Tow Pin

- a. Use the jockey wheel to lower slowly
- b. The coupler will self-locate and drop fully onto the tow pin
- c. Press the red button to engage the locking plate forward.

3- Fit the Check-Lock Dust Cap

- a. This provides a visual confirmation that the lock is engaged
- b. The cap must fit flush; if it does not, the coupler is not locked.

In some cases, minor misalignment may occur due to terrain or vehicle angle. A small height adjustment or gentle repositioning of the drawbar may be required to allow the coupler to seat fully.

DO NOT TOW Unless:

- The red button is fully raised
- The locking plate is fully forward
- The Check-Lock cap is installed correctly
- Safety Chains, electrical plug, and breakaway cable are connected
- The handbrake is released before driving

Quick Tips

- If engagement stalls, stop and realign so the coupler and tow pin are centred
- On uneven ground, adjust the jockey wheel height to help the coupler drop cleanly
- Keep the tow pin and coupler mouth clean for smooth locking and reduced wear
- Never force the coupler down. If it doesn't drop freely, realign and try again



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Unhitching the DO35/DO45

- 1- Park on level ground where possible
- 2- Apply the handbrake
- 3- Chock the caravan wheels
- 4- Lower the jockey wheel until it supports the drawbar
- 5- Press the red lock button and slide the locking plate rearward to unlock
- 6- Raise the caravan until the coupler lifts cleanly off the tow pin
- 7- Replace the tow pin cover

Maintenance and Inspection Guide

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

Safety First

- Park on level ground; tow vehicle in park (or in gear for manuals)
- Apply the handbrake and chock wheels
- Support the drawbar with the jockey wheel or stands
- Do not heat, weld, or modify the coupler components

Service Intervals

Before Each Trip:

- Coupler, drawbar, and mounting hardware show no cracks, bending or corrosion
- Tow pin is clean, smooth, and firmly mounted
- Locking plate and red button move freely
- Safety chains, shackles, electrical plug, and breakaway cable are in good condition
- Tow pin and coupler mouth are clean and lightly lubricated.

Every Month or 1,000 km (shortened after heavy off-road use):



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- Clean away mud, sand, and grit; dry thoroughly
- Check the coupling head articulates smoothly with no binding
- Inspect the tow pin for wear, scoring, or corrosion
- Check mounting bolts for correct torque and no elongation of mounting holes
- Inspect the Check-Lock dust cap for damage

After Water Crossings / Heavy Dust / Beach Use:

- Rinse with fresh water
- Dry completely
- Re-inspect the locking mechanism and tow pin

Annually:

- Full inspection by a Cruisemaster-approved service agent
- The internal yoke pivot bolt must not be adjusted by the owner
- Replace worn components as required

Cleaning and Lubrication Policy

Cleaning:

- Use a soft brush and low-pressure water
- Avoid harsh solvents that may damage seals or internal components
- Dry thoroughly before storage or towing

Lubrication:

- Apply a light coat of grease to the tow pin before each trip



- Grease the coupler via the grease nipple at recommended intervals
- Do not over-grease. Excess grease attracts dust and grit, causing premature wear
- Keep the locking plate and red button area clean and dry at all times

Coupler Specific Checks

DO35 / DO45:

- Red button pops up positively when locked
- Locking plate moves smoothly without sticking
- Tow pin is round, smooth, and torqued to specification
- Check-Lock dust cap fits flush
- No excessive play or looseness in the coupling head
- No binding during articulation

Quick Owners Checklist

- Coupler clean and free of debris
- Red button fully raised when locked
- Locking plate fully forward
- Check-Lock dust cap installed
- Tow pin clean, smooth, and lightly greased
- No cracks, corrosion, or loose hardware
- Safety chains, shackles, electrical plug and breakaway cable connected
- Handbrake applied when parked

Jockey wheel

Your Austrack hybrid caravan is supplied with either an **ARK X0750 jockey wheel** or an **AOE JW750 jockey wheel**. Both units are heavy-duty off-road jockey wheels designed to support the caravan during coupling, uncoupling, levelling, and setup on a wide range of ground conditions.

These jockey wheels offer not only standard winding adjustment but also **multiple height adjustment positions on the outer shaft**, allowing the wheel height to be set correctly for different tow vehicles and uneven terrain. This flexibility helps maintain safe working angles and reduces strain on both the jockey wheel and drawbar.



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.

Operation and Adjustment

The jockey wheel height can be adjusted in two ways:

- **Primary winding adjustment** using the hand crank
- **Secondary height adjustment** via the outer shaft locking system

When setting up, always use the outer shaft adjustment first to achieve the correct height range, then fine-tune the height using the winding mechanism. This ensures the load remains within the jockey wheel's safe operating range.

The **handle is removable** and should be taken off before travel. Store the handle securely inside the hybrid or tow vehicle to prevent loss or vibration damage while driving.

Austrack recommends familiarising yourself with correct operation techniques. ARK provides a helpful demonstration video that applies to both the ARK XO750 and the AOE JW750 jockey wheels: <https://www.youtube.com/watch?v=lbe7zrAs0nc>

Safe Operating Limits

It is *critical* that the caravan is **never moved** when the jockey wheel is extended past the **safe moving line** marked on the extension shaft.

Once extended beyond this line:

- The safe working load capacity is reduced



- The risk of bending or structural damage increases
- Failure of the jockey wheel may occur under towing or repositioning loads

Always retract the jockey wheel fully and confirm it is securely locked and clear of the ground before moving the caravan.

Troubleshooting and Owners Checks

(Applies to both ARK XO750 and AOE JW750 models)

Because the AOE JW750 is based on the proven ARK XO750 design, general behaviour and troubleshooting are similar across both units.

Jockey Wheel Feels Hard to Wind

This may be caused by:

- Excessive load on the wheel (use outer shaft adjustment to reduce winding load)
- Uneven or soft ground causing drag
- Dirt, dust, or debris in the winding mechanism

Action:

Reduce load using shaft adjustment, reposition on firmer ground if possible, and inspect for dirt buildup.

Jockey Wheel Will Not Hold Height or Slips

This can occur when:

- Locking pins or clamps are not fully engaged
- The shaft is positioned too high beyond its optimal range

Action:

Lower the wheel, re-position the outer shaft, ensure all locking mechanisms are fully engaged, then retighten and test.

Excessive Movement or Wobble

Possible causes include:

- Operating outside the safe extension range
- Wear or loosening of mounting hardware
- Uneven or unstable footing

Action:

Retract the jockey wheel to a safer position, confirm hardware is secure, and avoid soft or sloping ground where possible.

Wheel Does Not Roll Freely

This may be due to:

- Loose stones or debris lodged in the wheel
- Bent components caused by overload or misuse
- Ground conditions unsuitable for rolling movement

Action:

Clear debris, avoid pushing the caravan with the jockey wheel under heavy load, and use the tow vehicle where repositioning is required.

IMPORTANT NOTICE

The jockey wheel is designed to **support and position the caravan only**. It must not be used to tow, drag, or manoeuvre the caravan over long distances or rough terrain.

Any signs of bending, cracking, excessive play, or mechanical failure should result in the jockey wheel being removed from service and inspected by a qualified technician.

Trailer Breakaway

Your Austrack hybrid caravan is fitted with a **trailer breakaway system**, which is a critical safety feature designed to automatically apply the caravan's brakes in the unlikely event of an accidental disconnection from the tow vehicle.

The breakaway system consists of a switch mounted on the drawbar and a **steel activation cable** with a removable pin. Under normal towing conditions, the pin remains inserted in the switch and the system remains inactive.



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 house batteries. This will leave your hybrid without power and can cause damage to the batteries.

How The Breakaway System Works

The steel breakaway cable attached to the drawbar switch must be connected to a **solid, non-detachable part of the tow vehicle**, such as a chassis-mounted recovery point or designated breakaway attachment point.

In the event the caravan becomes separated from the tow vehicle:

- The breakaway cable is pulled tight
- The pin is removed from the drawbar-mounted switch
- The caravan brakes are immediately activated

Once activated, the brakes will remain **fully applied** for as long as:

- The breakaway pin remains out of the switch, and
- There is sufficient power available in the breakaway battery system

This action significantly reduces the risk of an uncontrolled trailer movement following a disconnection.



Correct Attachment of the Breakaway Cable

It is essential that the breakaway cable is attached correctly every time you tow.

- **Do not attach the cable to the tow bar**, hitch, or safety chains
- Attach the cable directly to the **tow vehicle itself**

This ensures the breakaway system will still function if the tow coupling or tow bar assembly were ever to fail or separate from the vehicle.

The cable should have enough slack to allow full turning movements without pulling the pin during normal driving, but not so much slack that it would delay activation in the event of a separation.

Breakaway Battery and Power Supply

The breakaway system is powered by a **dedicated breakaway battery**, which is typically located under a seat inside the hybrid caravan. This battery is designed to supply sufficient power to the braking system to keep the brakes applied for **a minimum of 15 minutes**, as required by safety regulations.

The breakaway battery is automatically charged from the caravan's main (house) battery system. Under normal conditions, this means the system remains charged and ready whenever the caravan batteries are healthy.

Breakaway Control Box and Testing

The breakaway control box includes indicator lights and a test function to confirm correct operation.

- A **charging indicator light** should be visible when the system is receiving power
- Pressing the **test button** should result in a **green indicator light**, confirming normal operation

If any light other than green is displayed during testing, or if the system does not appear to be charging correctly, **do not tow until the system has been inspected**. In this case, contact the Austrack Service Department for further advice.

Important Safety Notes

- Always check the breakaway cable attachment as part of your pre-departure checks
- Never tow with the breakaway pin removed
- Do not allow the cable to drag on the ground or wrap around the coupling
- Do not rely on safety chains as a substitute for the breakaway system

The breakaway system is a **legal and safety-critical component** of your caravan's braking system and must be kept in proper working order at all times.

Handbrake

The handbrake on your Austrack hybrid caravan operates via a **mechanical cable system** that engages the trailer braking assembly. When the handbrake is applied, tension in the cable pulls on the brake actuator attached to the backing plate, forcing the primary and secondary brake shoes to spread outward until they contact the inside surface of the brake drum.

This mechanical action locks the wheels and helps prevent the caravan from rolling when stationary. Correct adjustment of the handbrake system is essential to ensure it operates effectively and safely.



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.

Handbrake Adjustment and Operation

For correct operation, the handbrake cable must be adjusted so that sufficient braking force is applied without causing constant brake drag.

As a general guide:

- When the hybrid is **unloaded**, the handbrake lever should engage firmly at approximately **one-third of its total travel**
- Once the hybrid is **fully loaded**, the handbrake should be tested again and adjusted if required



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A handbrake that is not adjusted tightly enough may still allow the caravan to move even when the handbrake is fully raised. This can create a serious safety risk, particularly on slight slopes or uneven ground.

Use of Wheel Chocks and Levelling Equipment

It is very important to understand that the handbrake is **not intended to be the sole means of securing the caravan** when stationary.

Austrack strongly recommends:

- Always using **wheel chocks** when parked
- Using **levelling ramps** as required
- Never relying solely on the handbrake, even on level ground

This is especially important during setup, hitching, unhitching, or when the caravan is unattended.

Adjusting the Handbrake

The handbrake adjustment mechanism is located on the **handbrake cable at the drawbar**.

To tighten the handbrake:

1. Locate the cable adjuster on the drawbar
2. Loosen the locking nut
3. Turn the adjuster wheel **clockwise** to increase cable tension
4. Re-tighten the locking nut once the desired adjustment is achieved



After adjustment, always test the handbrake function by attempting to move the caravan slightly and confirming that the wheels remain firmly locked.

Important Adjustment Warnings

Over-tightening the handbrake can be just as harmful as insufficient adjustment.

An over-tightened handbrake may:

- Cause the brake shoes to drag continuously inside the drum
- Generate excessive heat
- Lead to premature wear or permanent damage to braking components

If correct adjustment cannot be achieved, or if braking performance feels inconsistent, the system should be inspected by an authorised service technician.

IMPORTANT NOTICE

The handbrake forms part of the caravan's **primary safety system** and must be kept correctly adjusted and in good working order. Regular inspection as part of your pre-departure and setup routine will help ensure reliable operation and towing safety.

Anderson plug

Your Austrack caravan is fitted with an **Anderson plug connection at the drawbar**, providing a heavy-duty electrical link between the tow vehicle and the caravan's battery charging system while travelling.

This Anderson plug is wired directly to the **DC-DC charging input** of the onboard power management system, which may be either a **Redarc Manager30** or **Renogy REGO**, depending on model specification. A dedicated **circuit breaker is installed near the charger**, with its exact location varying between models. This breaker protects the charging circuit from overloads or electrical faults.



Purpose of the Anderson Plug Connection

The Anderson plug is intended **exclusively for vehicle alternator or starter-battery voltage input**. Its sole purpose is to allow the caravan's DC-DC charger to safely draw power from the tow vehicle while the engine is running, enabling efficient charging of the caravan's house battery system during travel.

This connection is **not designed for solar input** and will not function if connected to a solar panel, whether regulated or unregulated. All solar charging must be connected via the caravan's designated solar input.

Ignition Trigger Wire

The ignition trigger wire for the DC-DC charging system is **not connected as standard**. This allows flexibility to suit different tow vehicle electrical systems.

Where required, the ignition trigger can be connected by a qualified auto electrician to an ignition-controlled circuit in the tow vehicle. When configured correctly, this ensures the DC-DC charger only operates when the vehicle is running.

Battery Protection and Voltage Cut-Out

Both the **Redarc Manager30** and **Renogy REGO** systems include built-in **voltage sensing and cut-out protection**. This means the DC-DC charger will automatically stop drawing power when the tow vehicle's alternator is not actively charging.

This protection:

- Prevents discharge of the tow vehicle's starter battery
- Ensures charging only occurs under safe conditions
- Protects both vehicle and caravan electrical systems

As a result, the Anderson plug connection will remain inactive when the engine is off, even if physically connected.



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Important Usage Notes

When using the Anderson plug connection:

- Ensure the Anderson plug is fully seated and secure before travel
- Do not connect solar panels to the Anderson plug under any circumstances
- Regularly inspect the plug and cabling for damage or corrosion
- Locate and understand the circuit breaker position near the charger for your model

If the circuit breaker trips repeatedly or the caravan does not appear to be charging while driving, the electrical system should be inspected by a qualified technician.

IMPORTANT NOTES

The Anderson plug and DC-DC charging system form a critical part of the caravan's **electrical safety and battery management system**. Any modification, repair, or wiring changes must be carried out by a licensed auto electrician or authorised service provider.

Trailer Plug Wiring

Austrack hybrid caravans are fitted **as standard** with a **7-pin flat trailer plug**, which provides the required electrical connections between the tow vehicle and the caravan for lighting and auxiliary trailer functions.

The 7-pin flat plug configuration used is the industry-standard arrangement and is suitable for the majority of modern tow vehicles. Correct connection of the trailer plug is essential to ensure that all mandatory lighting and safety functions operate correctly while towing.

Wiring Configuration

This Owners Manual includes an image showing the **standard wiring diagram for the 7-pin flat trailer plug**. Owners should refer to this diagram when checking plug function, troubleshooting lighting issues, or confirming compatibility with a tow vehicle.

Always rely on the wiring diagram provided in this manual when identifying pin functions or diagnosing faults. Incorrect assumptions or improper wiring can result in malfunctioning lights, electrical damage, or non-compliance with road regulations.

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		

Alternative Plug Options

While the 7-pin flat plug is supplied as standard, **alternative trailer plug configurations can be fitted by arrangement**, including:

- 7-pin round (small)
- 7-pin round (large)

If a different plug type has been requested at the time of purchase, or if a change is required after delivery, please contact your **local Austrack showroom or the Austrack Service Department** to obtain the correct wiring diagram and discuss suitable options.

Any changes to trailer plug configuration should be carried out by a qualified auto electrician to ensure correct function and compliance with Australian standards.



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IMPORTANT NOTES

- Always ensure the trailer plug is fully inserted and securely connected before travel
- Check trailer lights as part of your pre-departure inspection
- Inspect the plug and wiring regularly for damage, corrosion, or loose connections
- Do not force incorrect plug types together using adapters unless properly wired and approved

If any trailer lighting or electrical functions are not operating correctly, refer to the wiring diagram in this manual or seek professional assistance.



Passenger Side

The passenger side of your Austrack caravan houses many of the key **external access, living, and convenience features** designed to support day-to-day operation, campsite setup, and outdoor living. Depending on model and layout, this side of the van may include refrigeration, cooking facilities, entry access, shade structures, and annex or enclosure systems.

Components located on the passenger side are intended to be **easily accessible and regularly used**, particularly during setup, meal preparation, and extended stays. Correct operation, routine inspection, and proper setup of these features are essential to ensure safety, reliability, and long-term durability.

This section of the Owners Manual provides operating guidance, safety information, and owner-safe setup advice for the following passenger-side components fitted to Austrack caravans:

- External Fridge
- External Kitchen
- Aussie Traveller Main Entry Door
- Electric Awning
- Annex

Each subsection should be read carefully before use, particularly during initial setup and whenever operating conditions change.

External Fridge

To be added

External Kitchen

The external kitchen fitted to your Austrack caravan is designed for regular outdoor use and exposure to a wide range of environmental conditions. Components such as sinks, benches, racks, and storage systems are typically manufactured from **stainless steel, powder-coated metals, and food-grade fittings**, providing durability while maintaining ease of cleaning and hygiene.



Because the external kitchen is often exposed to dust, moisture, grease, heat, and vibration, correct use and regular maintenance are essential to preserve appearance, prevent corrosion, and ensure safe food preparation.

This section outlines care and maintenance guidance for **external sinks, drainage systems, racks, stainless-steel surfaces, and gas cooking appliances** used in Austrack external kitchens.

Sink Use and Care

The external kitchen sink is intended for food preparation, utensil washing, and general campsite use. Correct care helps prevent staining, odours, and drainage issues.

Good sink-use practices include:

- Rinsing the sink after each use to remove food and residue
- Avoiding disposal of excessive food scraps, grease, or fats into the drain
- Using a sink strainer where fitted to prevent debris entering the plumbing

After use, the drain should be flushed with clean water. If the caravan is not being used for an extended period, ensure the sink is clean, free of residue, and fully dry.

Drainage, Sullage Hose, and Gray Tank Connection

The external kitchen sink is fitted with a **sullage drain hose** to manage wastewater generated during use. On current Austrack models, this hose can be **connected directly to the on-board grey water tank**, providing a cleaner and more environmentally responsible solution.

A dedicated **grey tank inlet connection is located underneath the caravan body**, directly below the external kitchen. This allows the sullage hose to be connected securely and neatly without excess hose length.

When using the grey tank connection:

- Ensure the sullage hose is firmly attached to the grey tank inlet
- Check that the hose is free from kinks or restrictions



- Confirm the connection is secure before using the sink

This setup helps prevent wastewater from draining directly onto the ground and assists with compliance at caravan parks and camping areas where grey water containment is required.

If the grey tank connection is not used, wastewater must still be managed responsibly and in accordance with local campsite regulations.

Responsible Grey Water Use

When connected to the grey tank, all external sink wastewater will be stored on board until the tank is emptied at an approved disposal point.

Austrack recommends:

- Emptying the grey tank regularly to reduce odours
- Avoiding food scraps, oils, or fats entering the drain
- Using biodegradable dishwashing products where possible

Proper grey water management helps reduce environmental impact and maintains hygiene and tank performance.

Stainless Steel Surface Care

Many external kitchen components, including sinks, benches, splashbacks, and racks, are manufactured from stainless steel. While stainless steel is corrosion-resistant, it is **not maintenance-free**, particularly in outdoor or coastal environments.

To maintain stainless steel surfaces:

- Clean regularly using warm water and mild detergent
- Wipe in the direction of the grain where visible
- Rinse thoroughly and dry with a soft cloth to prevent water spotting



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Avoid leaving salt residue, acidic substances, or food spills on surfaces for extended periods, as these may cause staining or corrosion over time.

Cleaning Warnings

Stainless steel surfaces must **not** be cleaned using:

- Abrasive pads or scourers
- Steel wool
- Chlorine-based cleaners
- Highly acidic or harsh degreasers

These products can damage the surface and compromise corrosion resistance.

Racks, Trays, and Storage Components

External kitchen racks and storage systems are designed to support cookware, utensils, and food preparation items. These components are exposed to movement, vibration, and weather during use and travel.

Best practice includes:

- Cleaning racks regularly to remove grease, dust, and residue
- Ensuring all components are dry before packing away
- Inspecting mounting points and fasteners periodically

Before travel, all items should be removed or securely stored to prevent movement, noise, or damage.



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General Cleaning and Hygiene

Outdoor cooking environments require consistent hygiene practices to ensure safe food handling.

Recommended hygiene practices include:

- Cleaning all food-contact surfaces before and after use
- Using food-safe cleaning products
- Drying surfaces thoroughly before closing or storing

In dusty, sandy, or coastal environments, increased cleaning frequency may be required.

After Use and Pack Down

Before closing or packing away the external kitchen:

- Ensure sinks, benches, and racks are clean and dry
- Remove all food scraps and waste
- Confirm the sullage hose is correctly connected or stowed
- Secure all movable components

If the caravan is to be stored for an extended period, an additional clean is recommended to prevent odours, staining, or corrosion.

Operating External Gas Appliances (Bayonet Connection)



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Austrack Hybrid Campers and Caravans are fitted with a rear-mounted (front mounted for some models) bayonet gas outlet, allowing connection of approved external gas appliances. These may include the supplied external 4-burner gas stove or, alternatively, a compatible external gas BBQ.

All appliances connected to the bayonet fitting must be designed for LPG use, fitted with an approved bayonet hose, and intended for outdoor use only.

Gas appliances must never be operated inside the camper, caravan, or any enclosed space.

Connecting an External Stove or BBQ

Before connecting any appliance, ensure it is positioned on a stable, non-combustible surface and all controls are turned off. Correct connection is essential to ensure a secure gas seal and safe operation.

To connect an external stove or BBQ:

- Confirm all appliance control knobs are in the OFF position
- Connect the appliance hose to the bayonet fitting, ensuring it locks securely into place
- Open the gas cylinder valve at the front of the camper

Lighting the Appliance

If the gas system has not been used recently, air may be present in the gas lines, which can result in a short delay before ignition.

To light an external stove or BBQ:

- Turn the selected burner control knob to the HIGH position



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- Press and hold the control knob in
- While holding the knob, press the ignition switch
- Initial ignition may take up to two minutes
- Once lit, continue holding the knob in for approximately 5 seconds

If the burner does not remain lit, turn it off, wait one minute, and try again.

Gas Flow Tip

If gas appliances have not been used for a period of time, Austrack recommends lighting an external stove or BBQ first before operating the hot water system. This helps draw gas through the lines more efficiently and can reduce ignition time.

Safe Operation

External gas appliances produce high heat and must be used with care at all times.

When operating an external stove or BBQ:

- Use only in open, well ventilated outdoor areas
- Keep flammable materials well clear of burners
- Never leave the appliance unattended while in use
- Keep children and pets well away from the cooking area
- Do not modify the appliance or use unauthorised accessories

After Use

Correct shutdown and storage of external gas appliances helps prevent damage and injury

After cooking:

- Turn all burner controls to OFF
- Turn off the gas cylinder at the front of the camper
- Allow the appliance to cool completely
- Disconnect the bayonet fitting only when cool



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- Store the appliance securely before travel

Troubleshooting – External 4 Burner Stove

This section applies only to external gas stove tops connected to the Austrack gas system via the rear bayonet fitting. The information below is intended to assist with common operating issues using owner-safe checks only.

If the issue cannot be resolved using the steps provided, discontinue use and contact an authorised service agent.

Stove Top Will Not Ignite

If the stove top does not ignite when following the correct lighting procedure, the most common causes are air in the gas line or restricted gas flow.

Check the following before attempting to relight:

- Ensure the gas cylinder valve is fully open
- Confirm the bayonet fitting is fully inserted and locked
- Check that the stove control knob is turned to the HIGH position during ignition
- If the stove has not been used recently, allow time for gas to flow through the system (initial ignition may take up to two minutes)

If ignition is unsuccessful, turn the control knob off, wait at least one minute, and try again.

Burner Lights but Will Not Stay Alight

If the burner ignites but goes out when the control knob is released, the flame failure safety device may not have had sufficient time to activate.



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Check the following:

- Hold the control knob in for longer after ignition (approximately 5 seconds)
- Ensure the burner is fully lit before releasing the knob
- If the burner goes out, wait one minute before attempting to relight

Uneven or Yellow Flame

A correctly operating stove top burner should produce a steady blue flame. A yellow, uneven, or weak flame may indicate blocked burner ports or incorrectly positioned components.

Check the following once the stove top has cooled:

- Ensure burner heads and caps are seated correctly
- Inspect burner ports for food residue, dirt, or debris
- Clean burner components as required and refit correctly

Do not continue using the stove top if abnormal flame behaviour persists.

Ignition Spark Present but Burner Does Not Light

If the ignitor produces a spark but the burner does not ignite, gas may not be reaching the burner correctly.

Check the following:

- Confirm the gas cylinder is turned on
- Ensure the bayonet fitting is secure and locked
- Check that no appliance isolation valves have been closed
- Verify appliance controls are set correctly during ignition

Smell of Gas While Using the Stove Top

If a gas smell is detected at any time during stove top operation, this may indicate a gas leak or unburnt gas.



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If you smell gas:

- Turn off all stove control knobs immediately
- Turn off the gas supply at the cylinder
- Do not attempt to relight the stove
- Do not use matches, lighters, or electrical switches
- Ventilate the area if possible
- Have the stove and gas system inspected by an authorised service agent

⚠ Never attempt to check for gas leaks using a naked flame

Professional Servicing

If the stove top continues to malfunction after performing the checks above, do not attempt repairs or adjustments yourself. Stove top servicing and gas system work must only be carried out by qualified personnel. Please visit your local AOE RV Service Centre for repairs.

IMPORTANT NOTICE

The external kitchen is designed for general outdoor food preparation and support of cooking activities. Proper care, responsible water management, and regular cleaning will maintain performance, appearance, and hygiene.

Damage caused by misuse, lack of cleaning, or inappropriate cleaning products may not be covered under warranty.

Aussie Traveller Main Entry Door

Austrack caravans are fitted with an **Aussie Traveller main entry door**, designed specifically for caravan and RV use. While several variations of this door exist across model years and hinge configurations, all operate on the same core principles and include integrated locking, sealing, and security features.



The door may be configured as either **left-hand hinge (LH)** or **right-hand hinge (RH)** depending on the layout of the caravan. Operation and maintenance requirements are fundamentally the same for both configurations, with minor differences in handle and key direction.

Aussie Traveller doors are now manufactured offshore; however, they remain supported in Australia with readily available spare parts, service documentation, and lock components through Aussie Traveller suppliers and retailers.

Normal Operation

The main entry door features:

- An external handle with integrated lock
- An internal handle and dead-lock mechanism
- Top and bottom locking tongues for security
- A flyscreen/security door where fitted

Regardless of hinge side, correct operation always requires the door to be **fully closed and properly engaged in the striker plates** before attempting to lock it.

If the door feels stiff or difficult to lock, do not force the handle or key. This usually indicates misalignment or insufficient striker engagement rather than a lock fault.

Securing the Door for Travel

Before towing, it is critical that the door is **fully secured and locked**.

Ensure that:

- The outer door and flyscreen (if fitted) are rejoined correctly
- The top and bottom locking tongues are fully engaged
- The handle has been returned to its neutral position
- The key has been used to lock the door, not just the handle

Failure to correctly secure the door may result in the door opening while driving, causing damage or injury.



Routine Maintenance

Regular maintenance will help ensure smooth operation and extend the life of the door components.

Austrack recommends:

- Inspecting the door seals periodically for damage or compression
- Keeping the hinges clean and lightly lubricated with a silicone-based lubricant
- Applying a small amount of dry graphite or silicone spray to the lock barrel (do not use oily lubricants)
- Checking striker plates for loosening or misalignment

Avoid spraying high-pressure water directly into the lock or handle assembly, as this can wash out lubrication and promote corrosion.

Troubleshooting

Door Difficult to Lock or Unlock

This is most commonly caused by:

- Door misalignment due to body movement or ground level
- Locking tongues not fully engaging the striker plates

Action:

Re-close the door firmly, ensuring it is square in the frame before locking. If the issue persists, the striker may require adjustment by a technician.

Key Turns but Door Will Not Lock

This usually indicates that:

- The handle has not pulled the locking tongues fully into position



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Action:

Operate the handle first to engage the locks, then use the key to secure the door.

Door Will Not Open or Feels Jammed

Do not force the handle or key.

Action:

Check that the flyscreen and main door are correctly aligned and that internal locking controls are fully disengaged. If the door remains jammed, professional assistance may be required.

Changing the Door Lock and Barrel

(Keyed Barrel Replacement)

The lock barrel in the Aussie Traveller main entry door is **replaceable** and can be changed if keys are lost or if you wish to match keys across multiple doors.

Replacement lock barrels are available for both **left-hand and right-hand hinge doors** and must match the hinge orientation of your door.

General Lock Barrel Replacement Procedure



1. Open the main door and separate the flyscreen/security door if fitted
2. Remove the internal and external handle screws while supporting both sides
3. Carefully separate the handle assemblies
4. Remove the retaining screw or circlip securing the lock barrel
5. Withdraw the existing lock barrel
6. Insert the new barrel with the key inserted and correctly aligned
7. Re-install the retaining hardware
8. Reassemble the internal and external handles
9. Test locking and unlocking before tightening all screws fully.

Always test the lock thoroughly before closing the door, ensuring smooth operation of the handle and key.

If the lock components do not align easily, do not force them. Incorrect assembly can prevent the door from locking correctly.

Important Safety and Service Notes

- Always confirm whether your door is **left-hand or right-hand hinged** before purchasing replacement parts
- Use only compatible Aussie Traveller replacement components
- If unsure, contact Austrack or Aussie Traveller support before proceeding
- Complex lock or striker adjustments should be carried out by qualified service personnel

Incorrect installation or adjustment of door locking components may result in unsafe operation or damage to the door assembly.

IMPORTANT NOTICE

This section provides **owner-level operation, maintenance, and guidance only**. Installation, structural adjustments, or major lock repairs must be carried out by authorised service technicians.

Outside Shade

Electric awning

Our Hybrids are 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.



Rear of the Hybrid

The rear of your Austrack Hybrid caravan is engineered to support essential **storage, recovery, and rear-body functions**, while maintaining strength, balance, and safety during both on-road and off-road travel. The design and components fitted to the rear of the hybrid are **model-specific** and are determined by the caravan's construction, intended use, and rear layout.

Depending on the Austrack model, the rear assembly may incorporate different rear bar designs, spare wheel mounting arrangements, water container holders, recovery points, or rear fold systems. These configurations are **not optional accessories**, but are built into the caravan as part of the model's design and structural requirements.

Because components mounted at the rear of the caravan affect weight distribution, access, and vehicle dynamics, owners must familiarise themselves with the specific rear configuration fitted to their hybrid. Understanding how each component is intended to be used, and its limitations, is essential for safe towing, recovery operations, and campsite setup.

This section of the Owners Manual provides operating guidance, safety information, and owner-safe inspection advice for the following **rear-mounted components**, as fitted to applicable Austrack Hybrid models:

- Spare Tyre
- Recovery Points
- Water Container Holder
- Rear Fold Assembly (Tanami and Madigan models)

Only the items applicable to your specific model will be present. Each relevant subsection should be read carefully before use.

Rear Bar Configurations

Austrack Hybrid caravans are fitted with **model-specific rear bar assemblies**, engineered as an integrated part of the caravan's structure. The rear bar design determines how rear-mounted components such as the spare tyre and water storage box are supported, accessed, and secured.

Rear bar configurations are **not optional accessories** and vary depending on the hybrid model. Each configuration is designed to balance strength, functionality, and rear weight distribution while supporting the intended use of the caravan across touring and off-road conditions.

While the physical arrangement of the rear bar may differ between models, all Austrack rear bar assemblies are designed to securely carry rear-mounted components when used correctly and maintained in accordance with this manual.

The rear bar may be configured in one of the following model-dependent layouts.

Rear Swing-Away Bar

Some Austrack Hybrid models are fitted with a **swing-away rear bar assembly**. This design allows the entire rear bar to pivot away from the rear of the caravan, providing access to rear doors, rear fold systems, or other rear-mounted features.

Swing-away rear bar assemblies typically support:

- A rear-mounted spare tyre
- A rear-mounted water storage box

The swing-away mechanism is designed to lock securely in both the closed (travel) position and the open (access) position. The bar must always be opened and closed in a controlled manner to prevent uncontrolled movement.

Fixed Rear Bar (No Swing-Away)

Other Austrack Hybrid models use a **fixed rear bar assembly**, which remains permanently mounted in position and does not pivot or swing open. This configuration is typically used on models where rear access is provided elsewhere in the caravan design.

Fixed rear bar assemblies may support:

- A rear-mounted spare tyre
- A rear-mounted water storage box

This configuration offers a simpler design with fewer moving components while still providing secure rear-mounted storage.

Minimal Rear Bar – Spare Tyre Only

Some models feature a **minimal rear bar configuration** designed specifically to support a spare tyre only. This layout does not include a water storage box and is used to minimise rear weight while still providing an essential spare wheel.

Spare Tyre

All Austrack Hybrid caravans are fitted with a **rear-mounted spare tyre**, positioned as part of the caravan's rear bar assembly. The spare tyre is provided as an emergency replacement only, enabling the caravan to be moved to a safe location or service facility in the event of a tyre failure.

The spare tyre mount is an integrated structural component and may form part of a swing-away bar, fixed rear bar, or minimal bar depending on the model.

Functional Specifications

Across all Austrack Hybrid models, the spare tyre system is designed to:

- Securely retain a full-size spare wheel
- Withstand normal touring and off-road vibration
- Provide external access for removal and refitting
- Support the spare wheel only, with no additional load carrying capability

The spare tyre should match the wheel and tyre specification fitted to the caravan axle unless stated otherwise for the model.



Accessing the Spare Tyre

Accessing the Spare Tyre

The method of access depends on the rear bar configuration.

On **swing-away rear bar models**, the bar must be:

- Fully unlatched using the locking mechanism provided
- Opened slowly and under control
- Supported until it reaches a stable open position

On **fixed rear bar and minimal rear bar models**, the spare tyre can be accessed directly once all retaining hardware is removed.

⚠ The spare wheel is heavy. Always maintain control of the wheel during removal and refitting to avoid injury or damage.

Pre-Travel Checks

As part of routine pre-departure inspections, the spare tyre and mounting system should be checked for:

- Secure fastening of all mounting points
- No visible cracks, deformation, or fatigue
- Correct tyre inflation pressure
- Smooth operation of swing-away latches where fitted
- No excessive corrosion or looseness

Any issues must be rectified before towing.



Maintenance and Care

To maintain reliable operation of the spare tyre mounting system:

- Inspect mounts and fasteners regularly, especially after off-road travel
- Keep all contact points clean and free of dirt or debris
- Lightly lubricate hinge pivots and latch points where fitted
- Remove accumulated dust, mud, and road grime

If bending, cracking, or persistent movement is observed, the vehicle should be inspected before further travel.

Troubleshooting

Spare tyre difficult to remove or refit

Possible causes:

- Corroded or overtightened fasteners
- Dirt or misalignment at mounting points

Action: Clean components and inspect hardware. Do not force removal.

Swing-away bar hard to open or close

Possible causes:

- Dirt accumulation at hinge points
- Caravan parked on uneven ground

Action: Clean hinge areas and reposition the caravan on level ground.

Excessive vibration or movement in spare tyre



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Possible causes:

- Loose hardware
- Wear in mounting points

Action: Stop and inspect before continuing travel.

SAFETY NOTICE

Rear bar assemblies and spare tyre mounts must **not** be used as:

- Recovery points
- Jacking locations
- Load-bearing supports beyond the mounted tyre

Unauthorised modification may compromise structural integrity and safety.

Water Storage Box

Some Austrack Hybrid models are fitted with a **rear-mounted water storage box**, integrated into the rear bar assembly. This holder is designed **strictly for water containers only** and provides convenient external storage.

Although commonly referred to in the industry as a “jerry can holder”, **this system must not be used for fuel or flammable liquid storage**. Rear-mounted fuel storage presents a serious safety risk and is not permitted.

Functional Specifications

Water storage boxes fitted to Austrack rear bars are designed to:

- Securely retain approved water containers



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- Withstand vibration during normal touring conditions
- Remain accessible for filling or removal
- Integrate structurally with the rear bar assembly

The holder is intended for **static storage during travel only**.

Using the Water Storage Box

When placing a water container into the holder:

- Ensure the container fits correctly and sits flat
- Secure all retaining straps, clamps, or fasteners
- Confirm there is no lateral or vertical movement
- Ensure container lids or caps are sealed before travel

Containers should be removed when not in use to reduce unnecessary rear weight.

Pre-Travel Checks

Before towing, always check that:

- The container is seated correctly
- All retention mechanisms are fully secured
- There is no cracking, corrosion, or damage to the holder
- Swing-away latches are locked where applicable

Loose or unsecured containers must not be carried.



Maintenance and Care

To maintain the water storage box:

- Clean regularly to remove dust, mud, and road grime
- Inspect mounting points and fasteners
- Check retaining straps or clamps for wear
- Remove containers periodically to inspect contact surfaces

Early attention to corrosion or fatigue will prevent long-term damage.

Troubleshooting

Container moves or rattles during travel

Possible cause:

- Retaining system loose or incorrectly positioned

Action: Stop and re-secure before continuing.

Swing-away bar difficult to operate with water fitted

Possible cause:

- Additional weight combined with uneven ground

Action: Reposition caravan or remove container before opening.



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Visible corrosion or cracking in holder

Possible cause:

- Environmental exposure or impact damage

Action: Discontinue use until inspected.

SAFETY AND LEGAL NOTICE

The rear-mounted water storage box must **never** be used to carry:

- Fuel
- Oils
- Flammable or hazardous liquids

Only water containers suitable for external storage may be used.

Recovery Points

Austrack Hybrid caravans are fitted with **dedicated rear recovery points** intended to assist in controlled recovery situations where the caravan has become immobilised in sand, mud, or similarly low-traction environments. These recovery points are engineered into the caravan structure to allow recovery loads to be applied in a predictable and managed way when correct recovery techniques are used.

Recovery operations are inherently high-risk activities. The forces involved can be extreme, unpredictable, and potentially dangerous if incorrect attachment points, techniques, or equipment are used. Because of this, recovery should only be attempted by persons with appropriate knowledge and experience, using properly rated recovery equipment and safe recovery methods.



This section explains how the rear recovery points are configured, how they are intended to be used, and—just as importantly—what **must not** be used during recovery operations.

Rear Recovery Point Configuration

Austrack Hybrid caravans are fitted with **two designated rear recovery points**, installed as part of the rear structure of the caravan.

These are positioned:

- One on the **left-hand side** of the rear of the caravan
- One on the **right-hand side** of the rear of the caravan

The recovery points are designed to work **together**, allowing recovery loads to be shared and distributed evenly across the rear structure rather than being concentrated in a single location.

Mandatory Use of a Bridle or Equaliser Strap

When performing any recovery from the rear of the caravan, **both rear recovery points must always be used together**. This is not optional.

A **bridle strap or equaliser strap** must be fitted between the two rear recovery points before attaching the recovery rope, strap, or winch line. The purpose of the bridle is to divide the recovery load evenly, minimise twisting forces, and reduce the risk of structural damage.

Using a single rear recovery point on its own:

- Introduces uneven loading
- Places torsional stress on the rear structure
- Increases the risk of recovery point or chassis failure

Under no circumstances should only one rear recovery point be used.



50mm Rear Receiver – CRITICAL SAFETY WARNING

Some Austrack Hybrid models are fitted with a **50 mm square receiver** at the rear of the caravan. This receiver is provided **for accessory mounting purposes only**.

⚠ The rear 50 mm square receiver is NOT a rated recovery point and must NEVER be used for vehicle recovery.

The rear receiver is **not designed, not tested, and not rated** to withstand the loads generated during recovery operations. It is not part of the caravan's recovery system.

If used during recovery, the rear receiver or any attached accessory can become a **high-energy flying projectile**, posing a significant risk of **serious injury, death, or damage to vehicles and equipment**.

This is not a hypothetical risk. Recovery failures caused by incorrect attachment points can result in catastrophic outcomes in a matter of seconds.

Approved Rear Recovery Method

If rear recovery of the caravan is required, the correct process is as follows:

- Connect a **bridle or equaliser strap** to both rear recovery points
- Ensure all shackles, straps, and recovery gear are correctly rated and in good condition
- Attach the recovery strap, rope, or winch line to the centre of the bridle strap
- Confirm **no attachment is made to the 50 mm rear receiver**
- Clear all persons from the recovery area
- Conduct the recovery in a slow, controlled manner

Dynamic or snatch recoveries should **only** be undertaken by experienced operators who understand the risks and limitations of recovery systems.



Pre-Recovery Inspection

Before attempting any recovery, a visual and physical inspection must be carried out to ensure all components are suitable for use.

Check that:

- Recovery points show no visible bending, cracking, or deformation
- Mounting hardware is secure
- Surrounding structure shows no signs of damage or fatigue
- Recovery straps, bridles, and shackles are undamaged and appropriately rated

If there is any doubt about the condition of a recovery point or attachment, **do not proceed** with the recovery until the system has been assessed.

Post-Recovery Inspection

After a recovery operation has been completed, the rear recovery points and surrounding structure should be inspected again.

Austrack recommends:

- Checking recovery points for distortion or movement
- Inspecting mounting areas for cracks or stress marks
- Checking that fasteners remain tight
- Inspecting all recovery equipment used

Any damage identified should be addressed before further travel.

IMPORTANT SAFETY NOTICE

Recovery operations carry a high risk of serious injury or death when performed incorrectly. Incorrect attachment points, poor technique, or unsuitable equipment can turn recovery gear into dangerous projectiles under load.



Austrack recovery points are designed **only for caravan recovery when used correctly and in accordance with this manual**. They must not be modified, overloaded, or used in any way not intended.

If unsure at any stage, do not attempt recovery. Seek assistance from experienced recovery operators or professional recovery services.

50mm Square Hitch Receiver

Some Austrack Hybrid models are fitted with a **50 mm square hitch receiver** at the rear of the caravan. This receiver is provided specifically to allow the installation of a **rear-mounted bicycle rack** for transporting bicycles during travel.

The rear hitch receiver is **not a recovery point, not a towing point**, and **not designed to accept dynamic loads**. It is intended only for light, static accessory loads and must be used strictly within its designed purpose and rating.

Understanding how this receiver works, how loads are carried, and how misuse can dramatically increase risk is essential for safe operation.

Load Rating and Intended Use

The 50 mm square hitch receiver is rated to a **maximum vertical load of 80 kg**. This figure represents the **absolute maximum combined weight** supported by the receiver and includes:

- The bike rack itself
- All bicycles mounted to the rack
- Any additional carriers, adapters, or accessories attached

Exceeding this rating places excessive stress on the receiver and rear structure, potentially resulting in cracking, deformation, or failure.

The receiver is intended **only** for bicycle rack use. It must **never** be used for:

- Recovery or towing
- Snatch straps or winching



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- Cargo trays or load platforms
- Spare wheel mounting

Fuel or water container carriage

How the Receiver Carries Load

The rear hitch receiver supports loads **behind the axle line** of the caravan. This means the weight is carried on a lever arm, which magnifies forces acting on the receiver and its mounting points.

Driving conditions that increase these forces include:

- Corrugated roads
- Sharp dips or washouts
- Braking and acceleration
- Uneven off-road terrain

Small increases in weight or distance from the receiver can result in **large increases in stress** on the mounting system. For this reason, staying well within load limits is critical.

Hitch Extenders and Load Derating

On some Austrack Hybrid models, rear geometry, spare tyre placement, rear bar design, or rear fold components may require the use of a **hitch extender** to correctly position a bike rack.

While extenders can improve clearance, they also **increase leverage**, which significantly **reduces the effective load capacity** of the receiver.

Important considerations:

- The further rearward the load is moved, the greater the bending force
- Using a hitch extender **automatically reduces the safe load limit below 80 kg**
- Longer extenders reduce load capacity more than shorter ones



Austrack strongly recommends:

- Using the **shortest possible hitch extender**
- Minimising total rack and bicycle weight
- Avoiding extenders unless absolutely necessary for fitment

ABSOLUTE PROHIBITION ON RECOVERY USE

⚠ The 50 mm square hitch receiver must NEVER be used as a recovery point.

This cannot be overstated.

The rear receiver is **not designed, not tested, and not rated** for recovery forces. Recovery loads are dynamic, violent, and often several times higher than static accessory loads.

If used during recovery, the rear receiver or any attached accessory can become a **high-energy flying projectile**, posing a significant risk of **serious injury, death, or catastrophic damage to vehicles and equipment**.

This type of failure happens without warning and at extreme speed. People have been seriously injured or killed by components launched during failed recoveries. The presence of a square receiver **does not mean it is safe to recover from**.

No strap, shackle, or clever workaround makes this safe. **Do not do it.**

Bike Rack Selection and Fitment

Because the receiver is designed specifically for bicycle transport, rack choice matters.

When selecting a bike rack:

- Choose a rack **rated for caravan or RV use**
- Avoid racks intended only for passenger vehicles
- Confirm the rack design suits high-vibration environments
- Ensure bicycles are rigidly secured with minimal movement



Bicycles must not sway, bounce, or rotate while travelling, as this rapidly increases load and fatigue on the receiver and mounting hardware.

Pre-Travel Safety Checks

Before travelling with a bike rack installed, always confirm:

- The rack is fully inserted and secured with a rated pin or locking device
- All mounting bolts and clamps are tight
- Total combined load is within allowable limits
- Any hitch extender is correctly installed and in good condition
- Bicycles are firmly restrained with no free movement
- No contact occurs between rack, bikes, rear bar, or caravan body

Checks should be repeated during long trips and after rough road sections.

Maintenance and Inspection

The rear hitch receiver is subjected to constant vibration and environmental exposure. Regular inspection is essential.

Maintenance checks should include:

- Visual inspection for cracking, bending, or distortion
- Ensuring mounting hardware remains tight
- Cleaning accumulated dust, salt, or mud
- Inspecting rack attachment points for wear

Any sign of damage or looseness requires immediate attention.



IMPORTANT NOTICE

The 50 mm square hitch receiver is rated for **light accessory loads only** and must never be repurposed beyond its design intent. Misuse, overloading, or recovery attachment may result in injury, equipment loss, or structural damage and is not covered by warranty.

Rear Fold (Tanami / Madigan Models)

(Tanami and Madigan Models – Excluding Madigan 15C)

Selected Austrack Hybrid models, including the **Tanami** and **Madigan** (excluding the Madigan 15C), are fitted with a **rear fold extension** designed to increase internal sleeping and living space during setup at camp. This rear fold system forms part of the rear body structure and is supported by hinged panels, gas struts, side wall supports, and positive locking mechanisms.

The rear fold extension must be opened and closed **in the correct sequence**. Components of the system rely on one another for support during operation, and deviating from the proper order can lead to misalignment, injury, or damage to the caravan structure.

This section explains the **correct operating procedure**, safety precautions, and inspection requirements for both opening and closing the rear fold extension.

Critical Safety Information before Operation

The rear fold extension incorporates **large structural panels** that move through an arc and are partially supported during deployment. These panels are heavy and, although assisted, **do not operate automatically**.

Before operating the rear fold extension:

- The caravan must be parked on **firm, level ground**
- The handbrake must be applied and wheels chocked



- All persons, pets, and loose items must be clear of the rear of the caravan
- The rear swing-away bar **must be fully opened and secured** out of the way

Never attempt to operate the rear fold extension with the rear bar closed or partially opened.

Opening the Rear Fold Extension

Opening the rear fold extension must be performed **methodically and in order**, allowing each component to support the next stage of movement.

Step 1 – Open the Rear Swing-Away Bar

All Tanami and Madigan models are fitted with a **rear swing-away bar** that carries the spare tyre and water container holder.

To begin:

- Unlatch and swing the rear bar fully open
- Ensure the bar is stable and secured clear of the rear wall
- Confirm there is unobstructed access to the rear of the van

The rear fold **must not** be operated with the rear bar closed.

Step 2 – Release the Lower Rear Fold Locks

At the bottom of the rear wall are **black locking mechanisms** that hold the rear fold securely in the travel position.

- Release all lower rear fold locks
- Confirm the rear wall is free to move

Once unlocked, the rear wall is no longer restrained.

Step 3 – Raise the Rear Wall / Roof Section

The rear wall of the caravan becomes the **roof section** during opening. Once unlocked:

- Begin guiding the rear wall upwards
- The panel is **gas strut assisted** and will lift part-way on its own
- The panel **will not lift fully without assistance**

During this stage:

- Support the roof manually
- The roof may rest briefly on your hands or head while transitioning
- Do not allow the panel to fall or move uncontrolled

Guide the roof upward until the side walls can be deployed.

Step 4 – Release and Open the Side Walls

Inside the caravan, in the centre of the rear opening, is a **T-handle locking mechanism** that restrains the side walls during travel.

To release the side walls:

- Pull the T-handle outward
- Twist it into the **vertical position**
- This disengages the lock holding the side walls closed

Once released:

- The side walls will open outward
- The side walls provide **structural support for the roof**
- Ensure both side walls are fully deployed and stable

The roof must not be left unsupported without the side walls opened.

Step 5 – Lower the Floor Base

With the roof supported by the side walls, the floor base can now be deployed.

- Locate the locking latches in the **upper corners**
- Release the corner locks
- Lower the floor base from **vertical to horizontal** under control

Ensure the floor base is fully lowered and resting evenly.

Step 6 – Secure the Internal Rear Wall

Once the floor base is in position:

- Fold the internal rear wall upward
- Secure it using the **over-centre latches**
- Engage the **slide locking pins** to lock the wall firmly in place

At this point, the rear fold extension is fully deployed.

Closing the Rear Fold Extension

Closing the rear fold extension is performed **in the exact reverse order** of opening. Correct sequencing is essential to avoid damage.

General Closing Procedure

Before closing:

- Remove bedding and loose items
- Ensure nothing is trapped along seals or hinges
- Confirm the caravan is still level and stable



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Then:

1. Disengage slide locking pins and over-centre latches
2. Fold the rear wall down
3. Lift the floor base back to vertical and engage corner locks
4. Support the roof while closing the side walls
5. Rotate and lock the T-handle back into the travel position
6. Carefully guide the roof/rear wall downward
7. Engage all lower black rear fold locks
8. Return the rear swing-away bar to the closed, locked travel position

Never force any component closed. Resistance indicates misalignment or obstruction.

Pre-Travel Checks

Before towing, always confirm:

- All rear fold locks are engaged
- The T-handle is locked in its travel position
- Side walls are fully restrained
- The rear wall is flush and sealed
- Rear bar is closed and locked

Failure to secure the rear fold correctly can result in movement during transit, seal damage, or structural failure.

Routine Inspection and Maintenance

Austrack recommends periodic inspection of:



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- Hinges and pivot points
- Gas struts for smooth operation
- Side wall locking hardware
- Seals for compression or damage
- Latches and slide pins for positive engagement

Light lubrication may be applied to hinges if required. Avoid contaminating seals.

IMPORTANT SAFETY NOTICE

The rear fold extension is a **structural component** of the caravan. It must only be operated as described in this manual.

- Never force panels or latches
- Never operate out of sequence
- Never travel with the rear fold unsecured

Damage caused by incorrect operation, uncontrolled movement, or improper locking may not be covered by warranty.



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Driver Side

The driver side of your Austrack caravan houses a range of **service, utility, and daily-use systems** that support water supply management, hygiene, storage, and campsite setup. These components are positioned for regular access and are commonly used when setting up at camp, refilling water tanks, managing onboard facilities, or connecting external services.

Depending on model and specification, the driver side may include external washing facilities, water tank and mains water inlets, a water tank change valve, storage compartments, access to the toilet cassette system, and **ventilation for the hot water system**. Hot water system ventilation layout will vary depending on whether the caravan is fitted with a **Truma hot water system** or a **WLF hot water system**, and must remain unobstructed at all times.

Several of these components may be located within shared external compartments—most commonly the external shower enclosure—and should be understood as part of an integrated system rather than as isolated features.

Correct operation, regular inspection, and appropriate maintenance of all driver-side components are essential to ensure reliable performance, safe water management, proper ventilation, and long-term durability.

This section of the Owners Manual provides operating guidance, safety information, and owner-safe maintenance advice for the following **driver-side components**, as fitted to applicable Austrack caravan models:

- External Shower
- Toilet Cassette (*overview only – full operating instructions are covered in the Toilet section*)
- Hot Water System Ventilation (*layout varies depending on Truma or WLF system fitted*)
- Shower Awning
- Water Tank Inlets
- Mains Water Inlets

Only the components fitted to your specific model will be present. Each relevant subsection should be read carefully before use, particularly when managing water systems, accessing sanitation components, or operating appliances that require external ventilation.



External Shower System

The external shower fitted to your Austrack caravan provides a convenient outdoor washing facility for campsite use. It is intended for tasks such as rinsing off after swimming, washing equipment, cleaning footwear, or general outdoor hygiene where internal facilities are not required.

The external shower is typically located within a **lockable compartment on the driver side** of the caravan. On most models, this compartment also contains additional water system components, such as the **water tank change valve**, which should be treated as part of the same shared service area.

The external shower operates from the caravan's **pressurised fresh water system** and may supply both cold and hot water, depending on system configuration and whether the hot water system is active.

Important Drainage Information – READ BEFORE USE

⚠ The external shower does NOT drain into the onboard grey water system.

All water used by the external shower **drains directly to the ground**. There is **no internal grey-water connection** for this outlet.

Because of this:

- Use of the external shower must comply with campsite and local regulations
- Water runoff must be managed responsibly
- Soaps and detergents should be used with care

This distinction is critical and differs from internal shower or sink systems fitted to some models.

Intended Use and General Safety

The external shower is designed for **short-duration, supervised use only**. It must not be left running unattended or used in a way that allows uncontrolled water runoff.

When using the external shower:



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- Always supervise water flow
- Do not leave the shower head on the ground while running
- Be aware of slippery ground conditions
- Keep electrical items and power leads well clear

The surrounding ground surface may become slippery during use.

Hot and Cold Water Operation

The external shower draws water from the caravan's onboard water tanks and, when enabled, the hot water system.

Before use:

- Ensure the water pump is switched on
- Confirm sufficient water is available in the selected tank
- If hot water is required, ensure the hot water system is operating

⚠ Water temperature may become very hot, particularly at initial flow. Always test temperature before directing water onto skin.

Sudden temperature changes may occur if:

- Other taps are opened inside the caravan
- The water tank selection is changed
- The water pump cycles on and off

Adjust flow gradually to avoid scalding.

Shower Hose and Head Use

The external shower is fitted with a flexible hose and handheld shower head that can be attached to the shower awning.



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For safe and reliable use:

- Avoid kinking or twisting the hose
- Keep the hose clear of sharp edges
- Return the shower head to its holder after use
- Ensure the hose is not trapped when closing the compartment door

Improper stowing can damage fittings, seals, or the compartment door.

Environmental Considerations

Because external shower water drains to ground:

- Use **biodegradable soaps only**, if needed
- Minimise water usage
- Avoid creating runoff paths that may affect neighbouring campsites
- Do not allow water to pool beneath the caravan

In some locations, the use of an external shower may be restricted or prohibited. Always check local requirements before use.

Water Tank Change Valve (Location Reference)

On many Austrack models, the **water tank change valve is located inside the external shower compartment.**

While detailed operation is covered in a dedicated section, note that:

- Changing tank selection may affect water availability and temperature
- Valves should not be forced



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- Tank selection should be verified before shower use

Care should be taken not to disturb valve settings accidentally while using the shower.

After Use and Pack Down

After using the external shower:

- Turn off the tap or mixer completely
- Switch off the water pump if no longer required
- Allow residual water to drain from the hose
- Neatly stow the hose and shower head
- Wipe excess moisture from the compartment if required

Ensure the compartment door closes freely and seals correctly

Routine Inspection and Maintenance

Regular checks help prevent leaks and water damage.

Austrack recommends inspecting:

- Hose condition and fittings
- Tap or mixer operation
- Compartment seals for signs of moisture ingress
- Mounting points and hose holder security

If leaks, reduced flow, or stiffness are observed, the system should be inspected before continued use.



Common Issues and Troubleshooting

Low water flow

- Low tank level
- Partially open tap
- Hose restriction

Action:

Check tank selection, pump operation, and hose routing.

Very hot water at start-up

- Hot water standing in line

Action:

Test temperature before use and adjust gradually.

Water inside compartment

- Hose or fitting not seated correctly

Action:

Stop use and inspect immediately.

IMPORTANT NOTICE

The external shower forms part of the caravan's fresh water system. Misuse, unattended operation, or failure to manage ground drainage responsibly may result in water damage, environmental impact, or non-compliance with site regulations.

Repairs or modifications to plumbing components must be carried out by qualified service personnel.



Shower Awning

Some Austrack caravan models are fitted with a **shower awning** on the driver side to provide privacy and weather protection when using the external shower. The shower awning creates an enclosed or partially enclosed space that allows the external shower to be used comfortably while maintaining privacy at camp.

The shower awning is designed as a **detachable accessory**, giving owners the flexibility to either leave it mounted to the caravan or remove it when not required. This allows the awning to be configured to suit individual travel styles, trip duration, and fuel efficiency priorities.

Detachable Design and Travel Considerations

The shower awning can be:

- **Hard mounted** to the caravan for regular or extended use, or
- **Removed entirely** when not required

While the awning can safely remain fitted during travel, **Austrack recommends removing the shower awning when it is not needed**, particularly for long trips or frequent towing. Removing the awning reduces:

- Overall vehicle weight
- Wind resistance
- Drag during travel

This can contribute to improved fuel efficiency and reduced wear on mounting points over time.

When removed, the awning should be stored securely inside the caravan or tow vehicle to prevent damage.

Using the Shower Awning

The shower awning is intended to be deployed **only when the caravan is stationary and set up at camp**.



Before deploying the awning:

- Ensure the caravan is parked on level ground
- Confirm there is sufficient space beside the caravan
- Check ground conditions for stability and drainage

During deployment, the awning should be opened fully and secured as designed so that it remains stable during use. Do not use the shower awning in strong winds or storm conditions where lifting or flapping may occur.

Integrating the External Shower

The external shower head is designed to integrate with the shower awning for practical use.

When using the shower awning:

- The shower head can be **attached inside the awning** using the provided fixture or mounting point
- Position the shower head so water flows within the awning area
- Ensure the hose is not kinked or under tension

Always confirm water temperature before use, and ensure the hose and shower head do not contact sharp edges or hot surfaces.

Water Management and Ground Conditions

As the external shower drains directly to ground, extra care must be taken when using the shower awning.

When showering:

- Use minimal water where possible
- Be mindful of runoff direction and pooling
- Avoid creating muddy or slippery ground conditions



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- Use biodegradable soaps only, if required

Local campsite rules may restrict ground drainage, and it is the owner's responsibility to comply with all site regulations.

After Use and Pack Down

After finishing use of the shower awning:

- Turn off the external shower and water pump
- Allow water to drain fully
- Remove the shower head from its awning mount
- Dry the awning if possible before packing away

If packing away while wet, the awning should be dried at the earliest opportunity to prevent mould, mildew, or fabric deterioration.

Cleaning and Maintenance

Regular care will extend the life of the shower awning.

Austrack recommends:

- Cleaning the fabric using mild soap and clean water only
- Avoiding harsh chemicals or pressure washing
- Inspecting mounting points and fasteners periodically
- Ensuring the awning is fully dry before long-term storage

If any damage, stitching failure, or mounting looseness is observed, the awning should not be used until inspected.



IMPORTANT SAFETY NOTICE

The shower awning is a convenience and privacy feature and is not a structural shelter. It must not be used in high winds, storms, or as a load-bearing support.

Failure to deploy, secure, or stow the awning correctly may result in damage that is not covered by warranty.

Mains water connection

Austrack caravans are fitted with a **mains water connection** that allows the onboard water system to be supplied directly from an external pressurised water source, such as town water at a caravan park or serviced campsite.

When connected, mains water **bypasses the caravan's water pump** and supplies water to taps and appliances using the pressure provided by the external source. This reduces wear on the water pump and provides a convenient water supply when mains water is available.

The mains water inlet fitted to Austrack caravans uses a **Seaflo water inlet**, which requires a hose connection with an **American-thread fitting**. Owners should ensure they have the correct hose or adaptor before attempting connection.

Connecting to Mains Water

To connect mains water to the caravan:

- Use a suitable town water hose fitted with an **American-thread connector**
- Connect the hose securely to the Seaflo water inlet on the caravan
- Slowly turn on the water supply at the campsite outlet
- Check all plumbing points for leaks before use

Once connected correctly, water is supplied directly to the caravan without drawing from the onboard tanks.

Water Pressure Variations and Noise

Water pressure from mains supplies can vary significantly between campsites. Some locations provide high pressure, while others supply **very low or inconsistent pressure**, particularly in older parks or where multiple users are drawing water simultaneously.

At some campsites, low or unstable mains pressure can cause a **whining or vibrating noise** from the water inlet or internal plumbing while water is flowing. While this noise does not indicate a fault with the caravan, it can become annoying for occupants or nearby campers.

If this occurs, Austrack recommends:

- Disconnecting from the mains water supply
- Switching to **onboard tank water** using the internal pump
- Using the mains water hose **only to fill the onboard water tanks**, rather than running directly on town pressure

This eliminates the noise and provides a more consistent water supply.

Water Pressure Protection

Because some caravan parks supply water at excessively high pressure, Austrack recommends the use of a **pressure-regulating valve** when connecting to mains water. This helps protect internal plumbing, fittings, and appliances from pressure-related damage.

Always ensure hoses, fittings, and regulators are in good condition.

Water Pump – CRITICAL WARNING

⚠ When connected to mains water, the onboard water pump must be switched OFF at the control panel.

If the pump remains switched on:

- The system may attempt to draw water from onboard tanks
- Mains pressure and pump pressure may act on the system at the same time



- If water tanks are empty, the pump may run dry

Running the pump without water can cause **permanent damage** to the pump, seals, and internal components.

Always confirm the pump switch is **OFF** before turning on the mains supply.

Using Onboard Tanks instead of Mains Water

When operating from onboard tanks:

- Water pressure is generated by the caravan's pump
- Flow is typically more stable than some mains supplies
- Noise associated with low-pressure mains water is eliminated

When switching back to tank use:

- Turn off the mains supply
- Disconnect the hose
- Switch the pump back on
- Confirm correct water tank selection if a change valve is fitted

Disconnecting from Mains Water

When disconnecting:

- Turn off the water supply at the park outlet
- Open a tap briefly to relieve pressure
- Disconnect the hose from the caravan
- Store the hose clean and dry



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Do not leave the caravan connected to mains water unattended for extended periods unless all fittings are secure and compliant.

Inspection and Maintenance

Austrack recommends periodic inspection of:

- The Seaflo water inlet for debris or damage
- Hose threads and sealing washers
- Signs of leaks at fittings or inside compartments

Any leaks or pressure issues should be addressed before continued use.

IMPORTANT NOTICE

The mains water connection is designed for **regulated town water supplies only**. It must not be connected to unregulated pumps, bore systems, or high-pressure sources.

Damage caused by incorrect connection, excessive pressure, or running the water pump while connected to mains water may not be covered under warranty.

Toilet Cassette – Overview

Austrack caravans fitted with an onboard toilet system include externally accessible **toilet cassette storage**, typically located on the **driver side** of the caravan. The cassette provides removable waste



containment and allows hygienic emptying at approved dump points without needing to access the interior of the van.

The toilet cassette system forms part of the caravan's sanitation setup and is designed to be:

- Easily removed for emptying
- Securely sealed during travel and use
- Accessed from outside the caravan only

While the cassette access point is located on the driver side, **all detailed operating instructions**, including use of the toilet inside the caravan, cassette removal, emptying, cleaning, and chemical use, are covered in the dedicated **Toilet** section of this Owners Manual.

External Cassette Access

The cassette compartment is normally secured with an external hatch or door. This hatch provides direct access to the cassette tank for removal and reinsertion.

General points to note:

- The cassette hatch should remain closed and locked during travel
- The cassette must be fully seated before closing the hatch
- Access must only be carried out when the toilet slide valve is closed

Do not force the cassette in or out of the compartment. Resistance usually indicates the slide valve is open or the cassette is not aligned.

Hygiene and Environmental Responsibility

Toilet cassette contents must only be emptied at **approved dump points**. Disposal of toilet waste in stormwater drains, toilets not designed for cassette waste, on the ground, or in waterways is strictly prohibited.

Always observe:



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- Local and campground regulations
- Appropriate hygiene practices
- Correct use of toilet chemicals

Failure to dispose of waste correctly may result in fines and environmental harm.

Relationship to the Full Toilet Section

This overview is intended only to familiarise owners with the **location and purpose** of the toilet cassette.

For detailed information covering:

- Toilet operation inside the caravan
- Cassette removal and refitting
- Emptying procedures
- Cleaning and maintenance
- Chemical selection and use
- Common faults and troubleshooting

please refer to the **Toilet** section later in this Owners Manual.

IMPORTANT NOTICE

The toilet cassette is part of a sealed sanitation system. Misuse, incorrect handling, or improper disposal of waste may result in hygiene issues, damage to components, or non-compliance with regulations.



Water Tank Inlets

Austrack caravans are fitted with **dedicated water tank inlet ports** for filling the onboard fresh water tanks. These inlets are designed to provide a simple and reliable method of replenishing water supplies while travelling or at camp.

The water tank inlets operate as **gravity fill points** and are fitted with a **breather system** to allow air to escape as the tank fills. This breather plays an important role in preventing pressure build-up during filling and normal operation.

Unlike the mains water connection, the water tank inlets are **not designed for direct hose attachment**, and correct filling technique is required.

Filling the Water Tanks

The water tank inlet does not lock a hose in place.

When filling the tanks:

- Insert a small-diameter hose into the filler opening, **or**
- Hold the hose securely in position while filling
- Fill at a steady, controlled flow rate
- Monitor the fill process visually

Because the inlet is a gravity fill, the hose must be supported by the user to prevent it slipping out during filling.

Do not force oversized hoses into the filler opening, as this may damage seals or surrounding components.

Breather Port Operation and Overfilling Behaviour

Austrack water tank inlets have a **breather port** above the main inlet to allow displaced air to escape as the tank fills.

When the water tank becomes full:



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- Excess water will typically **spit or trickle out of the breather outlet**
- This is a normal indication that the tank has reached capacity
- The spitting usually occurs for a short period and then subsides

⚠ This behaviour is **normal** and does not indicate a fault or damage to the tank.

Once water is seen exiting the breather, the tank is full and filling can be stopped. Overfilling does **not** damage the tank, provided filling pressure is reasonable and controlled.

Austrack recommends not standing directly in front of the breather port if you wish to remain dry.

Locking Filler Cap and Key Operation

Each water tank inlet is fitted with a **key-locked filler cap** to help prevent contamination and unauthorised access.

Some owners may experience:

- A stiff or tight lock barrel
- Difficulty turning the key
- Resistance when opening or closing the cap

This is commonly caused by dust ingress, dry lock barrels, or infrequent use.

Tips for Stiff Filler Cap Locks

If the filler cap lock is difficult to operate:

- Ensure the cap is seated squarely before turning the key



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- Apply gentle pressure and avoid forcing the key
- Use a **small amount of graphite powder or silicone-based lubricant** in the lock barrel
- Operate the lock several times to distribute lubricant

Do **not** use oil-based or sticky lubricants, as these attract dust and can worsen the problem over time.

Recommended Use of a Water Filter

Although not supplied as standard, Austrack **strongly recommends the use of a water filter** when filling onboard water tanks.

Using a suitable inline or hose-end filter helps:

- Reduce sediment and debris entering the tank
- Improve taste and odour
- Support cleaner plumbing components
- Provide better quality water for drinking and cooking

This is particularly important when filling from:

- Caravan park taps of unknown quality
- Rural or remote water supplies
- Older infrastructure that may carry sediment

Water Quality and Best Practices

To maintain clean onboard water:

- Use potable (drinking-grade) hoses only
- Store hoses clean and capped when not in use



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- Replace damaged or contaminated hoses promptly
- Periodically flush tanks if water is stored for long periods

Good filling habits help keep tanks hygienic and extend component life.

After Filling

Once filling is complete:

- Remove the hose carefully
- Allow any residual water to drain from the filler area
- Ensure the filler cap is free of dirt or debris
- Secure and lock the cap fully

A properly sealed cap prevents contamination and water ingress during travel.

Common Questions and Observations

Water coming out from the top of the inlet while filling

This is normal once the tank is full and water exits via the breather.

Key difficult to turn in filler cap

Typically resolved with proper alignment and dry lubrication.

Concern about water quality

Use a filter and clean hoses to improve quality.



IMPORTANT NOTICE

The water tank inlet is designed for manual gravity filling. Normal breather discharge during filling is expected and does not indicate a fault.

Damage caused by forced hose insertion, incorrect locking, or poor maintenance may not be covered under warranty.

Hot Water System Ventilation

Austrack caravans are fitted with a gas or gas/electric **hot water system (HWS)** that requires adequate external ventilation to operate safely and efficiently. The ventilation opening for the hot water system is located on the **driver side** of the caravan and must remain unobstructed at all times.

The ventilation arrangement and access requirements differ depending on whether the caravan is fitted with a **Truma hot water system** or a **WLF hot water system**. Owners must understand which system is installed and how ventilation for that system is intended to function.

This section provides **ventilation-specific information only**. Full operating instructions, servicing procedures, and safety requirements are covered in the dedicated **Hot Water System** section later in this Owners Manual.

General Ventilation Requirements

All hot water systems rely on correct ventilation to:

- Supply combustion air
- Discharge exhaust gases and heat
- Prevent overheating of internal components

For all system types:

- Ventilation openings must **never be covered, taped, or obstructed**
- No items are to be stored against or inside ventilation areas
- Vents must be kept clear of dust, mud, leaves, insects, and debris



Operating the hot water system without proper ventilation is unsafe and may result in damage, faults, or hazardous conditions.

TRUMA Hot Water System Ventilation

If your Austrack caravan is fitted with a **Truma hot water system**, the external ventilation arrangement includes a **removable cover**.

For Truma systems:

- The external vent cover **must be removed before operating** the hot water system
- The system must **never** be operated with the cover fitted
- The cover is designed for **travel and protection only**

Failure to remove the Truma ventilation cover during operation can:

- Restrict airflow
- Cause overheating
- Melt the plastic cover
- Cause carbon monoxide build up
- Trigger safety shutdowns or fault codes

Once the system has been switched off and allowed to cool, the cover should be refitted before travel.

WLF Hot Water System Ventilation

If your Austrack caravan is fitted with a **WLF hot water system**, the ventilation design is different.

For WLF systems:

- The ventilation opening is **built into the access door**
- A **fixed grille** is fitted over the vent to prevent debris or objects from entering



- There is **no removable ventilation cover**

⚠ The WLF hot water system access door must remain CLOSED during operation.

The door is designed to:

- Allow correct airflow through the integrated vent grille
- Protect the internal components from the elements
- Prevent foreign objects from entering the appliance

The door should only be opened for **inspection, servicing, or maintenance access** and must be securely closed before operating the hot water system.

Inspection and Maintenance Access

For both Truma and WLF systems:

- Ventilation areas should be inspected regularly
- Built-up dust, insects, or debris should be removed carefully
- Access doors or covers should open and close freely
- Seals and grilles should remain intact and undamaged

If excessive soot, corrosion, heat discolouration, or damaged grilles are observed, the system should be inspected before further operation.

Travel and Storage Considerations

Before travelling:

- Ensure Truma vent covers (if fitted) are correctly reinstalled
- Ensure WLF access doors are closed and latched
- Confirm nothing is stored against ventilation openings



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Never travel with loose or partially secured hot water system covers or doors.

Relationship to the Hot Water System Section

This section addresses **ventilation requirements only**.

For detailed information covering:

- Operating procedures
- Ignition and shutdown
- Gas and electrical requirements
- Maintenance instructions
- Fault codes and troubleshooting

refer to the dedicated **Hot Water System** section later in this Owners Manual

Important Safety Notice

Hot water systems operate at high temperatures and involve combustion processes. Restricting ventilation or operating the system incorrectly can present serious safety risks.

Always ensure ventilation requirements for your specific hot water system type are correctly understood and followed before operation.

Interior

The interior of your Austrack caravan is designed to provide a **comfortable, functional, and self-contained living environment** suited to both short trips and extended remote travel. Interior systems and furnishings are selected and arranged to support everyday living, rest, climate control, hygiene, and entertainment while maintaining durability in touring conditions.

Depending on model and specification, the interior may include kitchen appliances, sleeping areas, an ensuite, climate and dust management systems, heating, laundry capability, and entertainment features. While layouts and inclusions vary between models, all interior components are intended to be used in a manner consistent with safe operating practices and manufacturer guidelines.

Correct use, routine care, and an understanding of each internal system will help ensure reliable operation, comfort, and long-term performance.

This section of the Owners Manual provides operating guidance, safety information, and maintenance advice for the following **interior components**, as fitted to applicable Austrack caravan models:

- Internal Kitchen and Appliances (*including Microwave*)
- Ensuite (*including Toilet*)
- Mattress
- Bunks (*bunk models only*)
- Optional Third Bunk (*15B models only*)
- Air Conditioning
- Dust Reduction System
- Diesel Heater
- Washing Machine
- Smart TV
- Aussie Traveller Windows
- Skylight

Only the items fitted to your specific model will apply. Each relevant subsection should be read carefully prior to use, particularly when operating electrical appliances, climate control systems, or sleeping arrangements.



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Internal Kitchen and Appliances

Austrack caravans and hybrid campers are equipped with a range of internal kitchen appliances designed to provide safe, practical, and reliable cooking and food storage while travelling. Depending on model and layout, this may include a refrigerator, internal gas stove top, built-in cooker, microwave, or other fixed appliances intended for use inside the caravan.

All internal appliances fitted by Austrack are selected specifically for recreational vehicle use and are installed to comply with relevant Australian gas, electrical, and safety standards. While these appliances are designed to operate in mobile environments, their correct use relies on proper ventilation, electrical supply, and adherence to safety guidelines.

Because appliance types, brands, and control layouts may vary between models, owners must familiarise themselves with the specific appliances fitted to their vehicle. This section of the Owners Manual provides **appliance-specific operating instructions, safety information, electrical and gas considerations, and owner-safe troubleshooting guidance** for all internal kitchen appliances fitted by Austrack.

Where appliances are not fitted to a particular model, the corresponding subsection does not apply.

Internal Fridges

Austrack Hybrid Campers and Caravans are fitted with high-quality **12-volt compressor refrigerators**, selected for reliability, efficiency, and suitability for Australian touring conditions.



These refrigerators are designed to operate from the vehicle’s onboard electrical system and provide consistent cooling performance during both on-road and off-road travel.

Due to the variety of Austrack layouts and build specifications, **the brand, model, and size of internal fridge fitted may vary** between vehicles. While all refrigerators operate using similar principles, each manufacturer uses different control methods, operating modes, battery protection systems, and fault indicators.

For this reason, it is important that owners familiarise themselves with the **specific refrigerator brand and model fitted to their vehicle**.

This section of the Owners Manual provides **operating guidance, safety information, troubleshooting assistance, and fault explanations** for all internal fridge models currently used by Austrack.

Fridge Model Fitment by Vehicle Guide

Austrack installs different fridge models depending on the caravan model, floorplan, and build configuration. The table below identifies which refrigerator is fitted to each Austrack model.

Hybrid Camper/Caravan	Fridge	Built In?
Madigan 11	NOT AVAILABLE	-
Madigan 13	ISOTHERM	OPTIONAL
Madigan 15C	ICECO	STANDARD
Madigan 15B	ISOTHERM	OPTIONAL
Tanami X11	NOT AVAILABLE	-
Tanami X13	ISOTHERM	OPTIONAL
Tanami X13B	NOT AVAILABLE	-
Tanami X15	ISOTHERM	OPTIONAL
Tanami X15B	ISOTHERM	OPTIONAL
Tanami X15L	DOMETIC	STANDARD

Talawana 11LT	ISOTHERM	STANDARD
Talawana X13	ISOTHERM	STANDARD
Talawana X13 LOW	ISOTHERM	STANDARD
Talawana X15	ICECO	STANDARD
Talawana X16B	ICECO or THETFORD	STANDARD
GIBB 14	THETFORD	STANDARD
GIBB 16	THETFORD	STANDARD
GIBB 16B	THETFORD	STANDARD
CANNING X19	THETFORD	STANDARD
GUNBARREL X19	THETFORD	STANDARD

General Fridge Safety – ALL MODELS

All internal refrigerators fitted by Austrack are designed **solely for the storage of food and beverages**. They must not be used for any other purpose.

Safe operation of any fridge relies on adequate ventilation, correct electrical supply, and proper use. Owners must not attempt to modify or repair refrigerator components outside of basic cleaning and inspection.

Safety Guidelines

The following rules apply to **all internal fridge models**, regardless of brand:

- Do not store flammable, explosive, or corrosive materials
- Do not store aerosol cans, fuels, solvents, or electrical appliances
- Do not store live animals inside the refrigerator
- Children must not play with fridge doors or controls
- Cleaning and maintenance must only be carried out by adults

All refrigerators contain a **sealed refrigerant system under pressure**. This system must never be opened or interfered with. Refrigerant and electrical repairs must only be performed by authorised service technicians.

THETFORD T2000 SERIES Refrigerators

Thetford T2000 Series refrigerators are premium 12-volt compressor fridges designed specifically for recreational vehicles. Depending on the model fitted, these fridges include fresh-food storage, freezer compartments, electronic temperature control, and automatic safety protections.

Switching the Refrigerator ON and OFF

The fridge is operated using the internal control panel. For best performance, the refrigerator should be switched on well before loading food.

- Press and hold the **ON/OFF** button until the indicators illuminate
- The control panel will lock automatically after a short period
- To switch the fridge off, press and hold the **ON/OFF** button again

Austrack recommends turning the fridge on **at least four hours before use** wherever possible.

Temperature Control and Night Mode

Temperature is set electronically and may differ between the fridge and freezer compartments depending on model. Higher settings provide colder operation but increase power consumption.

Many models are fitted with **Night Mode**, which reduces operating noise. Night Mode may slow cooling performance and should only be used when interior temperatures are below approximately 30 °C.

Use While Travelling

Before travelling, the fridge must be secured to prevent movement, spills, or damage.



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- Ensure contents are secured
- Bottle retainers and dividers are correctly positioned
- Fridge door is fully closed
- Travel lock is engaged where fitted

Cleaning and Storage

Always switch the fridge off before cleaning. Use only mild detergent and a soft cloth. Abrasive cleaners or sharp tools must not be used.

If ice buildup exceeds approximately 3 mm, defrosting is required. For long-term storage, empty the fridge, clean thoroughly, and leave the door **slightly open using the vent/storage position**.

Troubleshooting

If cooling performance is reduced:

- Confirm the fridge is switched on
- Check 12-volt power supply is available
- Ensure ventilation openings are clear
- Increase cooling level and allow time to stabilise

Persistent faults require professional servicing.

DOMETIC CRX SERIES Refrigerators

Dometic CRX Series refrigerators are robust, compressor-driven fridges designed specifically for mobile touring and marine environments. These units are commonly fitted in Austrack vans due to their durability, efficient power usage, and reliable cooling performance in varying ambient conditions.

Depending on the model fitted, Dometic CRX refrigerators may include a freezer compartment, fast-cooling function, or winter mode (ACDC models). All CRX fridges are electronically controlled and protected against low voltage and overheating to help safeguard both the refrigerator and the vehicle's electrical system.

Normal Operation

The refrigerator is operated using the internal control panel. Press the **ON/OFF** button to power the fridge. The temperature is adjusted by repeatedly pressing the temperature selection button, which cycles through a series of LED-indicated cooling levels.

- Higher cooling levels provide colder temperatures
- Lower settings reduce power consumption
- Allow time for the compressor to cycle before assessing performance

For best results, avoid placing hot food into the fridge and minimise door opening time.

LED Fault Code System

Dometic CRX refrigerators use a **flashing LED diagnostic system** to indicate faults. The number of flashes in a repeating sequence identifies the fault type.

Dometic CRX – LED Fault Codes

LED Flashes	Fault Description	Likely Cause
1	Low Voltage	Battery voltage outside safe operating range
2	Fan Overload	Fan drawing excessive current
3	Compressor Failed to Start	Compressor rotor jammed or system pressure too high
4	Compressor Speed Too Low	Cooling system overloaded or restricted

5	Electronics Over-Temperature	High ambient temperature or poor ventilation
Constant Light	Temperature Sensor Fault	Sensor failure

If the same fault code repeats after basic checks, the refrigerator should be inspected by an authorised service agent.

Troubleshooting

If cooling performance is reduced or the fridge stops operating:

- Confirm the fridge is switched on
- Check the vehicle battery voltage
- Ensure all ventilation openings are clear
- Allow time for the compressor to restart after low-voltage shutdown

Continued faults or repeated LED codes require professional servicing.

ICECO YCD SERIES Refrigerators

ICECO YCD Series refrigerators are 12/24-volt compressor fridge-freezers featuring digital temperature control and built-in battery protection. These fridges are designed for off-grid use and automatically protect the vehicle battery from excessive discharge.

The digital control panel allows precise temperature adjustment and provides clear error codes should a fault occur.

Normal Operation

The refrigerator is switched on using the **POWER** button on the control panel. Temperature is adjusted using the ▲ and ▼ buttons. Changes are shown directly on the digital display.

ICECO fridges may include Night Mode, which reduces operating noise but can slow cooling performance.

Battery Protection System

ICECO refrigerators continuously monitor input voltage. If voltage drops below the selected protection threshold, the fridge will shut down automatically. Once voltage recovers, normal operation can resume.

Battery protection levels are user-selectable and designed to balance cooling performance with battery longevity.

ICECO Error Codes

If a fault occurs, the ICECO control panel will display an error code.

ICECO – Error Code Table

Error Code	Description	Likely Cause
E1	Low Voltage	Battery voltage too low
E2	Fan Fault	Fan not operating correctly
E3	Compressor Start Failure	Compressor unable to start
E4	Compressor Overload	Excessive load or high ambient temperature
E5	Temperature Sensor Fault	Faulty or disconnected sensor
E6	Controller Over-Temperature	Poor ventilation or sustained high temperatures



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Troubleshooting

If the refrigerator is not cooling correctly:

- Confirm the fridge is switched on
- Check battery voltage and charge level
- Increase the temperature setting and allow time to stabilise
- Ensure ventilation paths are not obstructed

If error codes persist, professional servicing is required.

ISOTHERM Refrigerators

Isotherm refrigerators are premium compressor fridges designed specifically for mobile and marine environments. These units are widely used in caravans, motorhomes, and boats due to their reliability, compact design, and low power consumption.

Depending on the model fitted, Isotherm refrigerators may feature:

- Digital thermostat controls
- Digital temperature display controls
- Mechanical thermostat dials

While control styles differ, operating principles remain consistent across the Isotherm range.

Operating the Isotherm Refrigerator

The refrigerator is switched on using the **ON/OFF control** located on the thermostat or display panel. Once powered on, the cooling level or temperature can be adjusted to suit ambient conditions and usage.

Digital models allow step-by-step adjustment, while mechanical thermostat models use a numbered dial.



Mechanical Thermostat Guidance

- Lower numbers = warmer operation
- Higher numbers = colder operation
- Position **0** switches the fridge off

Allow adequate time after adjusting settings before reassessing cooling performance.

Isotherm General Fault Behaviour

Isotherm refrigerators do not typically display coded error messages. Instead, faults are usually related to power supply, ventilation, or thermostat settings.

Common symptoms and causes include:

Symptom	Possible Cause
Fridge not running	No 12 V supply or low battery voltage
Poor cooling	Thermostat set too low or poor ventilation
Intermittent operation	Battery protection engaging on low voltage

Troubleshooting

If cooling performance is reduced:

- Confirm the fridge is switched on
- Increase the cooling setting
- Check that ventilation openings are clear
- Verify battery voltage



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If the fridge repeatedly fails to operate or does not cool at all after these checks, it must be inspected by an authorised service agent.

When To Seek Professional Service

Stop using the refrigerator and contact an authorised service technician if:

- The refrigerator repeatedly shuts down
- Fault codes persist after basic checks
- The refrigerator does not cool at all
- Unusual smells, excessive heat, or abnormal noises are detected

IMPORTANT NOTICE

This Owners Manual provides **operational guidance and owner-safe troubleshooting only**. All refrigerator electrical repairs and refrigerant servicing must be carried out by **qualified and authorised technicians**.

Internal Built In Gas Cooker

(Select Austrack Models Only)

Some Austrack caravan models are fitted with a **built-in internal gas cooker**, comprising a stove top (hotplate), oven, and grill in a single integrated unit. This appliance is designed specifically for use in recreational vehicles and operates using a combination of **LPG gas and low-voltage or mains electrical power**, depending on configuration.

Because internal gas cooking introduces additional safety considerations, this appliance is fitted only to select models and must be used strictly in accordance with the instructions contained in this manual. Correct ventilation, supervision, and safe operation are essential at all times.

This section provides **complete operating guidance, safety information, electrical function descriptions, and owner-safe troubleshooting** for the MC101 and MC102 cooker units.



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Intended Use and Safety Overview

This appliance is designed **only for cooking food**. It must not be used for heating the interior of the caravan or for any purpose other than its intended use.

The cooker generates heat, moisture, and combustion gases. Improper use may result in fire, injury, or unsafe air quality.

The following safety requirements **must always be observed**:

- Do not use or store flammable materials near the appliance
- Do not spray aerosols in the vicinity while the appliance is operating
- Do not modify the appliance in any way
- Do not leave cooking unattended, particularly when using oils or fats
- Accessible surfaces may become hot during use
- Young children must be kept well clear during operation

If the caravan is left unused for an extended period, Austrack recommends turning off the gas supply at the main gas cylinder.

Ventilation Requirements

This appliance must only be used in a **well-ventilated environment**.

Before operating the cooker:

- Ensure all fixed vents are unobstructed



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- Open windows, roof hatches, or doors as required
- Use any fitted rangehood or extraction fan if available

Extended or intensive cooking may require **additional ventilation**, particularly when using the oven or grill.

Glass Lid (Where Fitted)

Some stove tops are fitted with a glass lid. The lid is designed to protect the cooking surface when not in use and is interlocked with the appliance for safety.

- Always fully raise the glass lid before igniting any burner
- Never operate the stove, oven, or grill with the lid closed
- Ensure burners are fully extinguished and cooled before closing the lid
- Remove all spills from the lid before opening

Glass lids may shatter if exposed to heat or if liquids are trapped on the surface while hot.

Control Knobs and Appliance Functions

The cooker control panel uses rotary knobs to control the various functions:

- Stove top (hotplate) burners
- Oven burner
- Grill burner
- Electric hotplate (where fitted)
- Electrical switches (ignition, oven light, fan where fitted)

Symbols printed on the control panel identify which function each knob controls. Flame intensity and temperature are adjusted by rotating the knob between high and low positions.



Stove Top (Hotplate) Operation

Cookware Selection

Correct cookware size ensures safe and efficient operation:

- Small burner: minimum 10 cm, maximum 20 cm
- Large burner: minimum 12 cm, maximum 20 cm

The flame must never extend beyond the edge of the pan. Pans must sit centrally and stably on the pan supports.

Igniting a Stove Top Burner

Electronic Ignition (Where Fitted)

1. Ensure the glass lid is fully open
2. Confirm there are no pans or objects on the burner
3. Turn the burner control knob to the ignition position
4. Press the ignition button while holding the knob in
5. Once lit, continue holding the knob briefly to stabilise the flame

Manual Ignition

If electronic ignition is unavailable:

1. Turn the knob to **high flame**
2. Hold the knob in and apply a match or gas lighter
3. Keep the knob pressed briefly once the flame is established

If ignition fails, check gas supply and cylinder level. If still unsuccessful, turn off the gas and contact an authorised service agent.



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Flame Regulation

Once lit, the flame can be adjusted between high and low settings to suit the cooking task. Never leave the stove unattended during use.

Oven Operation

Safety Notes for Oven Use

- The oven must only be ignited **with the oven door fully open**
- Shelves and trays must be correctly positioned to avoid contact with the flame
- If the flame goes out, wait at least one minute before re-igniting

Electronic Ignition Oven

1. Open the oven door fully
2. Turn the oven control knob to the highest temperature setting
3. While holding the knob in, press the ignition button
4. Once lit, keep the knob pressed briefly to stabilise the flame

Manual Ignition Oven

If electronic ignition fails:

1. Open the oven door fully
2. Turn the control knob to maximum temperature
3. While holding the knob in, light the burner manually
4. Hold the knob briefly once ignition is achieved



Allow the oven to preheat before placing food inside.

Grill Operation

Important Grill Safety

- The grill must only be operated **with the door fully open**
- The grill heat shield must be pulled out during use
- Never operate the grill for longer than 25 minutes
- The grill is not designed to be used as an oven

Accessible parts become extremely hot during grill operation. Children must be kept well away.

Electronic Ignition Grill

1. Open the grill door fully
2. Turn the grill control knob to **high flame**
3. While holding the knob in, press the ignition button
4. Hold the knob briefly once lit to stabilise the flame

Manual Ignition Grill

If electronic ignition is unavailable:

1. Open the grill door fully
2. Turn the control knob to high flame
3. Hold the knob in and light the burner manually

Electrical Functions of the Cooker

Electrical Power Supply



Depending on configuration, the cooker may use:

- **12-volt DC power** (for ignition, lights, fan)
- **230–240 V AC power** (for electric hotplate or internal electrical components)

Electrical power does **not** provide heating for gas burners. It supports ignition, lighting, indicators, and auxiliary functions only.

Electronic Ignition System

Electronic ignition uses electricity to generate a spark at the burner. If electrical power is unavailable, **manual ignition remains possible** for all gas burners.

Oven Light (Where Fitted)

Some models include an oven interior light powered by electricity. The light is controlled via a dedicated switch on the control panel.

Always ensure the appliance is switched off before replacing the lamp.

Fan Function (Where Fitted)

Where fitted, an electric fan assists air circulation in the oven for more even cooking. The fan is powered electrically and does not operate independently of the oven flame.

Electric Hotplate (Where Fitted)

Some models include a single **electric hotplate**.

- Controlled by a numbered rotary dial (0–6)
- Position 0 = off
- Higher numbers increase temperature
- Indicator light illuminates when hotplate is on



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Before first use or after long periods of inactivity, run the hotplate for 30 minutes on a low setting to remove moisture.

Only flat-bottom cookware should be used.

After Use

After cooking:

- Turn all control knobs to **OFF**
- Allow burners and surfaces to cool
- Turn off the gas supply if the appliance will not be used again that day

Cleaning and Maintenance

The cooker requires no routine maintenance beyond cleaning, but cleanliness is essential for safety.

Before cleaning:

- Turn off all burners
- Disconnect electrical power
- Allow appliance to cool fully

Cleaning guidelines:

- Use warm water and mild detergent only
- Do not use abrasive cleaners, steel wool, or harsh chemicals
- Do not use steam cleaners
- Avoid cold water on hot surfaces
- Remove pan supports carefully for cleaning

Annual servicing by authorised personnel is recommended.



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Troubleshooting

Abnormal Operation

The appliance may require service if:

- Gas valves become difficult to turn
- Burners fail to ignite or stay lit
- Flames are unstable or irregular
- Gas smell is detected

If abnormal operation occurs:

1. Turn all controls off
2. Turn off the gas supply
3. Ventilate the area
4. Contact an authorised service agent

Servicing and Repairs

All servicing must be carried out by **authorised and licensed personnel only**.

Owners must not attempt to dismantle, adjust, or repair any part of the appliance. Unauthorised work may create serious safety risks and void warranties.

IMPORTANT NOTICE

This Owners Manual section provides **operating guidance and owner-safe information only**. Installation, gas work, and electrical servicing must be completed in accordance with Australian standards by qualified professionals.



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Internal Induction Cooktop

Some Austrack caravan models are fitted with an **internal induction cooktop** as an alternative to traditional gas cooking. This appliance uses modern induction heating technology to provide fast, efficient, and controllable cooking while eliminating an open flame inside the caravan.

Induction cooking operates by generating heat directly in compatible cookware using an electromagnetic field. Unlike gas or conventional electric cooking, the cooktop surface itself does not generate heat. Instead, heat is produced within the cookware, with the glass surface becoming warm only through contact with the hot pan.

This appliance is designed to operate from a **230–240 V AC electrical supply** and must only be used when adequate electrical power is available, such as when connected to mains power, an inverter of suitable capacity, or a generator approved for induction loads.

This section provides **complete operating instructions, safety information, electrical requirements, fault explanations, and owner-safe troubleshooting guidance** for the internal induction cooktop fitted to select Austrack caravans.

Intended Use and General Safety

The induction cooktop is designed **for cooking food only** and must not be used for any other purpose. The absence of an open flame does not eliminate risk, as high temperatures and electrical energy are still involved.

For safe operation, the following principles must always be observed:

- The cooktop must only be used by responsible adults
- Children must be kept clear during and immediately after use
- The glass surface may remain hot after cooking
- The appliance must not be modified or repaired by the owner

The cooktop must be switched off and allowed to cool before cleaning or when not in use.

Electrical Safety and Power Requirements

The induction cooktop is a **high-draw electrical appliance**. It relies entirely on external electrical power and will not operate without a suitable AC supply.

Key electrical considerations include:

- Operates on 220–240 V AC, 50–60 Hz
- Maximum combined power output of approximately 2000 W
- Power is shared automatically between cooking zones

Because of its power requirements, the induction cooktop should only be used when:

- Connected to mains power
- Supplied by a correctly sized inverter
- Powered by a suitable generator

Do not connect the cooktop to damaged outlets or overloaded circuits. Do not operate with wet hands or in wet environments.

Understanding Induction Cooking

Induction cooking works by transferring energy directly into the base of the cookware through electromagnetic vibration. The glass surface does not heat directly; instead, it is warmed by the hot pan.

This method offers several benefits:

- Rapid heating and responsive control
- Improved energy efficiency
- No open flame
- Reduced residual heat on the cooking surface



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Because induction relies on magnetic properties, **only compatible cookware can be used.**

Compatible Cookware Requirements

The induction cooktop will only operate when suitable cookware is detected.

Cookware must:

- Be magnetic (a magnet must stick to the base)
- Have a flat, smooth base
- Be sized appropriately for the cooking zone

Suitable Cookware Materials

- Cast iron
- Enameled iron
- Magnetic stainless steel
- Flat-bottom pans between approximately 12–22 cm diameter

Unsuitable Cookware Materials

- Aluminium without magnetic base
- Copper
- Glass or ceramic
- Porcelain or earthenware
- Rounded-bottom cookware

Always lift cookware off the surface rather than sliding it, to avoid scratching the glass



Cooktop Controls and Touch Operation

The cooktop is operated using a **touch-sensitive control panel**. Controls respond to light fingertip contact and do not require pressure.

Important touch-control notes:

- Use the ball of your finger, not the fingertip
- Ensure controls are clean and dry
- Moisture or spills on the control panel may prevent operation
- Audible beeps confirm successful input

The cooktop features independent left and right cooking zones, each with adjustable power levels and LED displays.

Powering On and Basic Operation

When the cooktop is first connected to power, an audible tone may sound to indicate it is ready for use.

To begin cooking:

1. Touch the **ON/OFF** control to activate the cooktop
2. Select the desired cooking zone
3. Adjust the power level using the + or – controls
4. Place suitable cookware centrally on the cooking zone

Each cooking zone offers multiple power levels. By default, the cooktop may start at a mid-range power level.

Power Sharing Between Cooking Zones

The induction cooktop features **automatic power sharing** to manage total electrical load.



When using one cooking zone:

- That zone may operate at full power

When using both cooking zones simultaneously:

- Power is shared automatically
- Increasing power on one zone may reduce power on the other
- This is normal operation and protects the electrical system

This feature ensures safe operation within the cooktop's maximum power capacity.

Switching Off the Cooktop

Switching Off the Cooktop

The cooktop can be switched off in two ways:

- Turn off an individual cooking zone using its controls
- Switch off the entire appliance using the **ON/OFF** button

After cooking, the display may show a **residual heat indicator ("H")**, meaning the surface is still hot. Do not touch the cooking area until this indicator disappears.

Timer Function

The induction cooktop includes a built-in timer for controlled cooking.

Key timer features:

- Adjustable from 1 to 99 minutes
- Set independently for each cooking zone
- Automatically turns the selected zone off when time expires

To use the timer, select the cooking zone first, then adjust the timer using the + or – controls. The timer will confirm automatically after a short delay.

Child Safety Lock

A child safety lock function is fitted to prevent accidental operation.

When activated:

- All controls are disabled
- Cooking zones cannot be turned on
- Useful when children are present or during travel

Refer to the control panel markings for activating and deactivating this function.

Troubleshooting

If the cooktop detects an abnormal condition, an error code will be displayed.

Induction Cooktop Error Codes

Error Code	Description	Likely Cause
E0	No cookware detected	No pan, or unsuitable cookware
E1	Low voltage	Insufficient supply voltage
E2	High voltage	Supply voltage too high
E3	Temperature sensor overheating	Excessive heat or sensor fault
E4	Temperature sensor fault	Open circuit or damaged sensor
E5	Power module (IGBT) overheating	High load or poor ventilation
E6	Power module fault	Electronic component failure



E8	Control panel spill protection	Liquid covering control surface
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If an error occurs, remove cookware, switch the cooktop off, and allow it to cool. If the error persists, disconnect power and contact an authorised service agent.

Abnormal Operation

The induction cooktop should operate quietly and predictably. Abnormal operation may include:

- Failure to detect cookware repeatedly
- Frequent error codes
- Unresponsive touch controls
- Unexpected shut-downs

If abnormal operation is observed:

1. Switch the cooktop off
2. Disconnect power
3. Allow the unit to cool
4. Contact an authorised service provider

Cleaning and Care

Regular cleaning keeps the induction cooktop safe and reliable.

Before cleaning:

- Switch off the appliance
- Disconnect electrical power



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- Allow the surface to cool completely

Cleaning guidelines:

- Use a soft cloth or sponge with mild detergent
- Do not use abrasive cleaners, scourers, or sharp tools
- Do not immerse the appliance in water
- Do not use steam cleaners
- Clean ventilation openings gently to remove dust

Do not allow spills to bake onto the glass surface, as this makes cleaning more difficult.

Installation and Servicing

Installation, electrical connection, and any servicing **must only be carried out by qualified technicians** in accordance with Australian electrical standards.

Owners must not attempt to dismantle or repair the induction cooktop. Unauthorised repairs may result in electric shock, fire risk, or permanent damage to the appliance.

IMPORTANT NOTICE

This section of the Owners Manual provides **operational guidance and owner-safe information only**.

Electrical installation, fault diagnosis, and internal repairs must be performed by licensed and authorised professionals.

Rangehoods

Some Austrack caravan models are fitted with an **internal rangehood** to assist with the extraction of cooking vapours, heat, moisture, and airborne grease generated during indoor cooking. The rangehood is designed specifically for recreational vehicle use and operates on the caravan's **12-volt electrical system**, making it suitable for both mains-connected and off-grid operation where adequate battery capacity is available.



The primary function of the rangehood is to **improve air quality and visibility** in the internal kitchen area while cooking. It is not designed to replace natural ventilation and should always be used in conjunction with open windows, roof hatches, or other ventilation provisions as required.

This section of the Owners Manual provides **operating guidance, electrical information, cleaning instructions, and owner-safe troubleshooting** for the internal rangehood fitted to select Austrack caravans.

Intended Use and Safety Overview

The internal rangehood is intended **only for ventilation during cooking activities**. It must not be used for any other purpose, such as drying items, heating the interior, or extracting flammable vapours.

For safe and reliable operation, the following principles must always be observed:

- The rangehood must only be operated by responsible adults
- Children must not play with the rangehood or its controls
- The appliance must not be modified or repaired by the owner
- Flammable or explosive materials must not be stored near the rangehood
- The rangehood must be switched off before cleaning or maintenance

If any signs of electrical damage, abnormal noise, or malfunction are detected, the rangehood must be switched off immediately and inspected by a qualified technician.

Electrical Supply and Power Requirements

The internal rangehood operates from a **12-volt DC electrical supply**, which powers the ventilation fan and integrated LED lighting where fitted. The rangehood is a low-draw appliance and is suitable for use when connected to mains power, battery power, or an approved auxiliary power system.

Key electrical characteristics include:

- 12-volt DC operation
- Typical current draw approximately 1.75 A



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- Approximate power consumption 21 W

The rangehood must never be connected to 230–240 V AC directly. Electrical connections and wiring must remain dry and undamaged, and the power supply must be isolated before any servicing or cleaning is carried out.

Rangehood Controls and Functions

The rangehood control panel provides simple and direct operation of all functions. Controls may vary slightly depending on model configuration but typically include:

- Main power switch
- Fan speed control or fan on/off control
- LED light switch

The fan control regulates the speed of the extraction fan, allowing the user to increase airflow during heavy cooking or reduce noise during light use. The LED light provides illumination of the cooking surface and may be operated independently of the fan.

Touch or switch operation should always be performed with clean, dry hands.

Ventilation Outlet Options

The rangehood is designed to vent cooking fumes through a dedicated outlet connected to a ducting system. Depending on installation, the outlet may be configured in different orientations to suit the cabinetry and wall layout.

Ventilation arrangements may include:

- Rear or side ducted outlet
- Top-venting outlet
- Ducted connection to an external vent

The rangehood is supplied ready for ducted installation, however **ducting and external vents are not supplied by the manufacturer**. All ducting must be installed so that airflow is unrestricted and secure.

Removable Grease Filter

The rangehood is fitted with a **removable grease filter** designed to trap airborne grease particles before they enter the fan and ducting system. This filter plays a critical role in maintaining airflow efficiency and reducing fire risk.

The filter can be removed by releasing the retaining latch, allowing it to be cleaned and refitted easily. Regular cleaning of the filter is essential to ensure proper operation of the rangehood.

Operating the Rangehood

To use the rangehood effectively, switch it on **before commencing cooking**, particularly when using gas appliances. Early operation helps establish airflow and reduces the spread of cooking vapours.

General operating guidance:

- Switch the fan on prior to cooking
- Select a higher fan setting for heavy cooking
- Operate the LED light as required
- Leave the rangehood running briefly after cooking to clear residual vapours

The rangehood should always be used alongside natural ventilation, such as open windows or roof hatches.



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Cleaning and Routine Care

Regular cleaning of the rangehood is essential for safety, performance, and longevity. Accumulated grease can become a fire hazard if left unmanaged.

Before cleaning:

- Switch the rangehood off
- Isolate the electrical supply
- Allow all components to cool

Cleaning guidelines include:

- Remove and clean the grease filter using warm water and mild detergent
- Dry the filter completely before refitting
- Wipe external surfaces with a soft, damp cloth
- Do not use abrasive cleaners, harsh chemicals, or steel wool
- Do not use steam cleaners
- Do not immerse the appliance in water

Ventilation inlet and outlet areas should be kept clear of dust and debris.



Abnormal Operation

The rangehood should operate quietly with consistent airflow. Abnormal operation may include:

- Fan not operating
- Reduced airflow
- Unusual noise or vibration
- LED light not functioning

If abnormal operation is observed:

1. Switch the rangehood off immediately
2. Check power supply and fuse condition
3. Inspect for blocked filters or obstructions
4. Contact an authorised service agent if the issue persists

Do not continue using the rangehood if it is not operating correctly.

Servicing and Repairs

All servicing and repairs to the internal rangehood must be carried out by **qualified and authorised personnel only**. This includes electrical repairs, motor replacement, or internal component servicing.

Owners must not attempt to dismantle or modify the appliance, as doing so may result in electric shock, fire risk, or loss of warranty coverage.

Important Notice

This section of the Owners Manual provides **operating guidance and owner-safe information only**. Electrical installation, wiring, and servicing must be carried out in accordance with Australian standards by licensed professionals.



Microwaves

TO BE ADDED

Internal Ensuite

Most Austrack caravan models are fitted with a fully equipped **internal ensuite**, designed to provide a comfortable and self-contained hygiene space when travelling or set up at camp. The ensuite allows for showering, hand washing, and toilet use, all within a purpose-built, water-resistant environment.

With the exception of the **GIBB 16 (Couples)** and **Canning X19**, Austrack models feature a **fully integrated toilet, shower, and sink combination** within a single bathroom space. The GIBB 16 (Couples) and Canning X19 models differ only in layout and utilise **separate toilet and shower compartments**. Functionally, the systems operate in the same manner across all models.

This section covers the entire internal ensuite, including **shower operation, ventilation, drainage, toilet use, and general care**.

Ensuite Layout Variations by Model

Combined Toilet / Shower Ensuite

(Most Austrack models)

Most Austrack models use a **combined ensuite layout**, where the toilet, shower, and sink are housed in a single wet-area space with a **one-piece moulded floor**.

In this layout:

- Shower water drains through the moulded floor
- The toilet itself does not drain water but is designed to tolerate normal moisture exposure
- All walls, fittings, and surfaces are intended for bathroom use when operated correctly

Separate Toilet and Shower

(GIBB 16 (Couples) and Canning X19)

The GIBB 16 (Couples) and Canning X19 models utilise **separate toilet and shower compartments**.

Key differences include:

- The toilet compartment **does not have a draining floor**
- The shower compartment uses a **single moulded shower base**
- Shower water must remain confined to the shower compartment

Aside from physical separation, system operation remains consistent with other Austrack models.

Shower Operation

The internal shower operates from the caravan's **pressurised fresh water system** and, when enabled, the onboard hot water system.

Before shower use:

- Ensure the caravan is parked on level ground
- Confirm the water pump is switched on (unless using mains water)
- Ensure sufficient water is available in the selected tank
- If hot water is required, confirm the hot water system is operating

⚠ Water temperature may vary depending on other water usage within the caravan. Always test temperature before full use.

Shower Head and Hose Management

The internal shower is fitted with a flexible hose and handheld shower head, commonly mounted **high on the wall or ceiling** during use.

During use:



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- Ensure the shower head is securely positioned
- Avoid allowing the hose to kink or catch on fittings

Stowing the Shower Head Before Travel

Before towing, and especially **before lowering the roof**:

- Remove the shower head from any overhead mount
- Lower it to its designated holder
- Ensure the hose is relaxed and not under tension

Failure to stow the shower head correctly can result in hose damage, roof interference, or internal damage.

Bathroom Ventilation – Roof Hatch and Light

Austrack internal ensuites are fitted with a **roof hatch vent**, typically incorporating a **built-in light**.

During shower use:

- Opening the roof hatch is strongly recommended
- Ventilation reduces condensation and moisture build-up

After showering:

- Leave the hatch open briefly to clear humidity
- Wipe down surfaces if required

Before travel:

- Ensure the roof hatch is fully closed and locked
- Ensure the light is switched off



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Drainage and Water Management

In combined ensuite models:

- Shower water drains via the molded floor
- Some water overspray is normal

In separate ensuite models:

- Only the shower compartment drains
- The toilet compartment must be kept dry

Do not obstruct floor drains or use excessive force cleaning drain areas.

Thetford Toilet System

Austrack Hybrid caravans are fitted with a **Thetford cassette toilet system**, designed to provide a hygienic, self-contained toilet solution while travelling or set up at camp. Depending on model specification and build year, your caravan will be equipped with either a **Thetford C200 Series** or a **Thetford C402 Series** toilet.

While there are minor differences in appearance and layout between these models, their overall operation, maintenance requirements, and day-to-day use are fundamentally the same. Both systems utilise:

- A removable external waste cassette
- A sealed slide-valve mechanism
- A dedicated flush water supply
- Chemical treatment to control odours and hygiene

This section provides **complete, practical operating guidance** for normal use, cleaning, storage, and waste handling. Manufacturer manuals are available for further technical reference, but **all essential operating information is contained here.**



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Understanding the Cassette Toilet System

The cassette toilet system is designed so that waste is collected in a **removable tank (cassette)** located beneath the toilet bowl. This cassette is accessed from the outside of the caravan and can be wheeled to an authorised dump point for hygienic emptying.

Key system features include:

- A **flush system** that draws water from the caravan's water tanks
- A **slide valve** that seals the bowl from the waste tank
- A **level indicator** that alerts when the waste cassette is nearing capacity

The toilet is designed for use **only when the caravan is stationary and level.**

Filling the Flush Water Tank

The toilet flush system uses a dedicated flush water reservoir, which must be filled before use.

To fill the flush water tank:

- Rotate the flush tank filling spout **90 degrees**
- Remove the **water filling extension**, normally stored beneath the handle nearest the emptying spout
- Remove the cap and place the extension onto the fill funnel
- Add the recommended amount of **Thetford fresh water additive**
- Fill the flush tank with **clean water**, taking care not to exceed the funnel height
- Remove the extension and return it to its original storage position



Using the correct flush additive helps keep the flush water fresh, improves rinsing performance, and reduces mineral build-up within the system.

Preparing the Waste Tank for Use

Before first use—or after emptying—the waste cassette must be prepared correctly.

To prepare the waste cassette:

- Open the external cassette access door
- Release the safety catch by pulling it upward
- Pull the waste tank outward until it stops
- Tilt slightly and remove the cassette fully
- Stand the cassette upright
- Rotate the emptying spout upward
- Remove the cap (which includes a measuring cup)
- Add the recommended amount of **Thetford toilet fluid**
- Add approximately **2 litres of clean water**, enough to cover the bottom of the tank
- Refit the cap securely
- Return the spout to its original position
- Slide the cassette back into place carefully
- Ensure the safety catch engages fully
- Close and lock the external access door

⚠ Important:

Never add toilet fluid through the toilet bowl or via the slide valve. Doing so can cause seal damage and system malfunction.



Using the Toilet

Before using the toilet:

- Ensure the slide valve is fully closed
- Briefly press the flush button to add water to the bowl

To use the toilet:

- Open the slide valve by turning the handle **anti-clockwise**
- Use the toilet as normal

After use:

- Ensure the slide valve is fully open
- Flush the toilet by pressing the flush button for several seconds
(Pulsing the flush button several times improves bowl rinsing)
- Close the slide valve fully after flushing

⚠ Do not leave water standing in the bowl when the toilet is not in use. Standing water does not reduce odour and may cause spillage during travel.

Austrack recommends the use of **quick-dissolving toilet paper**, such as Thetford Aqua Soft, to minimise the risk of blockages and build-up.

Waste Tank Level Indicator

The waste cassette has a capacity of approximately **19 litres**.

When the **red indicator light** illuminates:

- Approximately **2 litres of capacity remain**
- This equates to around **2–3 toilet uses**
- Emptying should be planned as soon as practical



Do not allow the waste cassette to become over-full, as this can cause leaks or difficulty removing the cassette.

Emptying the Waste Tank

Waste cassettes must only be emptied at **authorised dump points**.

To empty the cassette:

- Ensure the slide valve is **fully closed**
- Open the external access door
- Release the safety catch and remove the cassette
- Remove the water filling extension and store securely
- Stand the cassette upright (handle at top, wheels at bottom)
- Release the handle and extend it fully
- Wheel the cassette to the dump point
- Rotate the emptying spout upward and remove the cap
- Hold the upper handle firmly
- Position your other hand to operate the **vent plunger**
- Point the spout downward and **press the vent plunger while emptying**

⚠ The vent plunger must only be pressed once the spout is pointing downward to avoid splashing.

After emptying:

- Rinse the cassette thoroughly with clean water
- Rinse the slide valve area
- Re-prepare the cassette for use if required
- Reinsert the cassette and secure it



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- Close and lock the access door

Preparing the Toilet for Long-Term Storage

If the toilet will not be used for an extended period, proper storage preparation is essential.

To prepare the toilet for storage:

- Completely drain the flush water tank using the drain tube
- Remove the tube from its clamp and pull it down carefully
- Allow all water to drain
- Return the tube to the clamp and reseal it in the upper plug
- Open the slide valve
- Flush until no water remains
- Close the valve blade
- Remove and empty the waste cassette
- Clean the cassette thoroughly
- Reinsert the empty cassette
- Leave the slide valve **open** during storage

Leaving the valve open prevents seal compression and helps maintain longevity.



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Reference Information

Your caravan may be fitted with:

- **Thetford C200 Series**, or
- **Thetford C402 Series** toilet

Manufacturer manuals are available for additional technical reference; however, **all essential operating information has been provided above.**

IMPORTANT NOTICE

The toilet system is a hygiene-critical appliance. Incorrect use, poor maintenance, or improper disposal of waste may result in odour issues, component damage, or regulatory non-compliance.

Always use authorised dump points and follow the procedures outlined in this section.

This concludes the toilet segment of this Owners Manual.

Ensuite Cleaning and Care

To maintain hygiene and longevity of the ensuite:

- Use mild, non-abrasive cleaners only
- Avoid harsh chemicals that may damage surfaces
- Rinse surfaces after use where required
- Dry fittings and corners periodically

Avoid directing high-pressure spray at seals, fixtures, or joins.

Moisture Control and Best Practice

Bathrooms naturally generate humidity. To minimise moisture-related issues:

- Use ventilation during and after showering



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- Avoid storing wet towels or mats long-term
- Dry the space before travel where practical

Good moisture management helps prevent odours, mould, and premature wear.

IMPORTANT NOTICE

The internal ensuite is designed for use **only when the caravan is stationary and level**. Improper use, inadequate ventilation, or failure to stow components correctly before travel may result in damage not covered by warranty.

Mattress

Austrack caravans are designed to provide a comfortable and supportive sleeping environment while maintaining the flexibility required for touring, storage access, and multi-use interior layouts. Mattress size, configuration, and construction vary depending on model, but all mattresses are selected and built to balance comfort, durability, and usability in a mobile environment.

Most Austrack models are supplied with a **full-width mattress**, while some models utilise split or convertible sleeping arrangements to maximise internal space. In many cases, the mattress is designed with **integrated fold sections**, allowing it to move and articulate as required without compromising comfort when laid flat.

This section explains the different mattress configurations across the Austrack range, how folding and convertible layouts are intended to be used, and how to properly care for and maintain the mattress.

Mattress Sizes and Model Variants

King Size Mattress

(Most Austrack Models)

The majority of Austrack caravans are fitted with a **king-size mattress**, providing generous sleeping space and comfort. These mattresses are paired with fixed or hinged bed bases depending on model and may incorporate folding sections as required by the layout.

Queen Size Mattress

(GIBB models, Canning, and Gunbarrel)

The **GIBB models**, **Canning**, and **Gunbarrel** are fitted with a **queen-size mattress**, selected to suit the internal layout while still providing comfortable sleeping space.

The **Canning model** features an **island bed layout**, allowing access to the bed from both sides. This layout improves ease of movement and makes tasks such as entering, exiting, and making the bed more practical.

Talawana 11LT – Twin Single Beds with King Conversion

The **Talawana 11LT** uses a different sleeping arrangement from other Austrack models. It is fitted with **two single beds** as standard, providing separate sleeping areas and increased internal walk-through space.

The Talawana 11LT also includes a **convertible bed system**, allowing the two singles to be transformed into a full **king-size sleeping surface** when required.

Why the Mattress Folds

(All models except Talawana 11LT)

On all Austrack models fitted with a full-width king or queen mattress, the mattress is manufactured with **purpose-designed integrated fold sections**. These folds are a deliberate design feature and are essential to how the caravan functions.

The mattress is constructed so that it can **fold cleanly through its full depth**, allowing sections of the mattress to flip completely over when required. This allows the mattress to move smoothly in line with the bed base and internal furniture without needing to remove or split the mattress.

The folding design exists to allow:

- Full access to under-bed storage compartments



- Folding of the mattress to expose seating or internal mechanisms beneath the bed in applicable models
- Repositioning of the mattress to allow access to, or storage of, **rear fold components** on **Tanami and Madigan models**

When laid flat, the mattress functions as a single continuous sleeping surface. The fold does not affect comfort during normal use and should not be considered a fault or weakness.

Using the Folding Mattress Sections

When lifting or folding the mattress:

- Support the mattress evenly using both hands
- Allow the mattress to follow its natural fold line
- Flip or fold the mattress smoothly without forcing it

Avoid sharply creasing, twisting, or over-stressing the fold area. The mattress is designed to move in a controlled manner at the fold points and should not be bent outside of its intended range of movement.

Do not jump, stand, or place heavy loads on a partially folded mattress section.

Talawana 11LT – Converting Twin Single Beds to a King Bed

The Talawana 11LT includes a **built-in conversion system** to create a king-size sleeping area from the two single beds.

Conversion Procedure

To convert the twin single beds into a king bed:

1. Remove bedding from both single mattresses
2. Lower the internal table into the designated bed-base position
3. Position the supplied infill cushions over the lowered table



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4. Ensure all cushions sit flat and align with the existing mattresses
5. Make up the bed using appropriately sized bedding

To return to twin single beds:

- Remove bedding and infill cushions
- Raise the table back to its original position
- Reconfigure bedding for individual beds

Ensure all components are secured properly before travel.

Mattress Handling and Travel Considerations

Before towing the caravan:

- Ensure all mattress sections are fully laid flat or positioned as designed
- Confirm no bedding or mattress material is trapped in hinges or mechanisms
- On Tanami and Madigan models, ensure the mattress is folded correctly when rear fold components are stored beneath

Incorrect positioning during travel may damage mattress foam, fabric, or supporting hardware.

Cleaning and Mattress Care

Proper care of the mattress will help maintain comfort, hygiene, and longevity.

Routine Cleaning

Austrack recommends:

- Regularly removing bedding to allow the mattress to air
- Vacuuming the mattress surface using a clean upholstery attachment
- Spot-cleaning spills immediately with a damp cloth and mild detergent



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Avoid saturating the mattress, as excess moisture can damage internal foam and springs.

Moisture Management

Caravans are susceptible to condensation due to temperature changes.

To minimise moisture:

- Lift or fold mattresses periodically to allow airflow beneath
- Avoid placing wet items directly on the mattress
- Use ventilation when sleeping, particularly in cool or humid conditions

What to Avoid

To prevent damage:

- Do not use harsh chemicals or bleach
- Do not steam-clean the mattress
- Do not fold the mattress outside its designed fold points
- Do not store heavy items on top of the mattress during travel

Storage and Long-Term Care

If the caravan will be stored for an extended period:

- Remove all bedding
- Allow the mattress to air before closing the caravan
- If possible, lift or fold the mattress slightly to improve airflow

These measures help prevent odours and moisture-related issues.



IMPORTANT NOTICE

The mattress and bed base form part of the caravan's interior furniture system. Damage caused by misuse, excessive force, moisture exposure, or incorrect folding or storage may not be covered under warranty.

Always operate mattress folds and conversion features exactly as intended.

Bunk Beds

Several Austrack caravan models are designed to accommodate families or groups by providing **dedicated bunk-bed sleeping areas** in addition to the main bed. These bunks are purpose-designed to maximise internal space while maintaining comfort, safety, and ease of access within a compact touring environment.

Bunk beds in Austrack caravans are integrated into the interior furniture system and are engineered specifically for sleeping use. Depending on model, bunk configurations may include a **single bunk**, **twin bunks**, or an **optional triple bunk arrangement**. In some models where permanent bunks are not fitted, flexible sleeping solutions are provided through convertible furniture layouts.

This section explains which models include bunk beds, how those bunks are intended to be used, important safety considerations—particularly regarding upper bunks and ladder use—and how to care for mattresses and bedding within these spaces.

Austrack Models Fitted With Bunk Beds

The following Austrack caravan models are fitted with factory-designed bunk beds as part of their interior layout:

- **Tanami X13B** – One fixed bunk
- **Tanami X15B** – Two fixed bunks
- **Talawana X16B** – Two fixed bunks (*optionally available as a triple bunk layout*)
- **GIBB 16B** – Two fixed bunks (*optionally available as a triple bunk layout*)
- **Madigan 15B** – Two fixed bunks



Bunk layouts are model-specific and are not interchangeable between models. The number of bunks, their orientation, and their placement within the caravan are determined during manufacture and must not be altered by the owner.

Optional and Convertible Sleeping Arrangements

Tanami X15L – Convertible Lounge Bed

The **Tanami X15L** does not include permanent bunk beds. Instead, it offers a **club-style lounge** that can be converted into a **single sleeping area** when required. This design provides flexibility for occasional guests or children without permanently dedicating space to bunks.

To convert the lounge into a sleeping area:

- Lower the table into the designated bed-base position
- Use the couch cushions and supplied infill cushions to create a flat surface
- Arrange bedding suitable for a single sleeper

When not in use as a bed, the lounge should be returned to its seating configuration. All cushions and the table must be securely repositioned before travel.

Bunk Bed Design and Intended Use

Austrack bunk beds are designed **exclusively for sleeping**. Frames, platforms, and mattresses are sized and supported to suit their intended occupants while minimising weight and maximising airflow.

General characteristics of Austrack bunk beds include:

- Lightweight yet rigid support structures
- Mattresses sized specifically for bunk frames
- Vertical stacking in multi-bunk configurations
- Designed sleeping heights to allow safe access



Upper bunks are typically accessed using a ladder and may be fitted with guard rails or barriers to reduce the risk of movement during sleep.

Bunks should not be used as seating, steps, or storage platforms.

Ladder Use and Safety Considerations

Upper bunks are accessed via a **dedicated ladder**, which may be fixed or removable depending on model.

When using the ladder:

- Ensure it is correctly positioned and seated before climbing (if ladder is detachable)
- Always face the ladder while ascending or descending
- Maintain three points of contact where possible
- Step carefully and deliberately on each rung

⚠ Injury Risk Notice: Improper ladder use may result in slips or falls, particularly in low-light conditions or if footwear is wet. Children should always be supervised when accessing or sleeping in upper bunks.

Before travel, detachable ladders should be either securely stowed or locked in their travel position to prevent movement.

Upper Bunk Safety

Upper bunks must be used with additional care due to their height.

Important safety guidance includes:

- Only one occupant per bunk unless designed otherwise
- Do not allow children to play, jump, or stand on bunks
- Do not exceed the intended occupant weight
- Ensure guard rails, if fitted, are always in place



Upper bunks are not designed to support dynamic loads, physical, multiple occupants or physical activities.

Bedding and Mattress Care in Bunks

Bunk mattresses are designed specifically to fit their frames and should always sit flat without curling or overhanging edges.

Recommended practices include:

- Removing bedding regularly to allow mattresses to air
- Ensuring mattresses are not folded or forced into shape
- Using appropriately sized fitted sheets to avoid bunching

Avoid placing heavy items or sharp objects on bunk mattresses.

Moisture Management and Ventilation

Because bunks are often enclosed or elevated, airflow is particularly important.

To manage moisture:

- Ensure ventilation is used during sleep
- Encourage occupants to keep bedding dry
- Periodically lift mattresses slightly to allow airflow beneath

Good moisture management reduces condensation, odours, and the risk of mould.

Cleaning and Ongoing Care

Austrack recommends the following care practices for bunk sleeping areas:

- Vacuum mattresses and frames using a soft upholstery attachment



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- Spot-clean spills immediately with a damp cloth and mild detergent
- Avoid soaking mattresses with water
- Keep ladders, rails, and frames clean and dust-free

Do not use steam cleaners or harsh chemicals on bunk mattresses or frames.

Travel and Storage Considerations

Before towing the caravan:

- Ensure bunk beds are unoccupied
- Remove loose items, toys, or personal effects from bunks
- Confirm ladders and any movable components are secured

Loose items left on bunks during travel may shift, fall, or cause internal damage.

IMPORTANT NOTICE

Bunk beds and additional sleeping areas form part of the caravan's interior furniture system. Injury or damage resulting from misuse, overloading, lack of supervision, or failure to secure components before travel may not be covered under warranty.

Always use bunks, ladders, and convertible sleeping areas strictly as intended.

Optional 3rd Bunk (Tanami X15B and Madigan 15B Only)

Certain Austrack caravan models are capable of being fitted with an **optional third bunk**, providing additional sleeping capacity for families or occasional guests. This option is **available only on the Tanami X15B and Madigan 15B models** and is not compatible with any other Austrack models.

The optional third bunk is designed as a **retro-fittable option**, meaning it can be purchased and installed after delivery, provided the caravan was manufactured with the required internal mounting points. When not in use as a bed, the bunk can be folded upward to maintain comfortable head clearance in the seating area below.



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Correct installation, safe use, and proper preparation for travel are essential to ensure occupant safety and to prevent damage to the caravan interior.

Model Compatibility - IMPORTANT

⚠ The optional third bunk is compatible ONLY with the following models:

- **Tanami X15B**
- **Madigan 15B**

No other Austrack models can accept the optional third bunk.

Additionally:

- The caravan **must have been built with the factory wall mounting points**
- If these internal mounting points are not present, the bunk **cannot be installed**
- The bunk cannot be adapted, modified, or retrofitted to non-compatible models

Always confirm compatibility before purchasing the optional third bunk.

Installation and Mounting

The optional third bunk is mounted directly to factory-installed structural points within the caravan.

Installation details:

- The bunk is secured using **eight bolts total**
- Four bolts are fitted at each end of the bunk frame
- Mounting is into pre-engineered hard points within the wall structure

Because the caravan is pre-engineered to accept the bunk, installation and removal are relatively straightforward when compatibility requirements are met.



Load Rating and Occupancy Limits

The optional third bunk is designed **strictly as a sleeping surface** and has a **maximum load rating of 80 kg**.

⚠ This weight limit must not be exceeded.

The load rating applies to:

- One occupant only
- No additional allowance for sitting, storage, or movement

The third bunk must **not** be used for:

- Seating
- Storage of equipment or personal items
- Standing, kneeling, or play

Exceeding the load rating may result in structural damage or personal injury and may not be covered under warranty.

Bunk Folding and Head Clearance

The optional third bunk is positioned **above the main seating area** and incorporates a folding mechanism to maintain interior comfort when the bunk is not in use.

When the bunk is not required:

- It can be **folded upward**
- This increases head clearance for occupants using the seating below
- The bunk must be fully secured in its folded position before seating use

The folding or lowering of the bunk should only be carried out when the caravan is stationary and level.



Ladder Use and Storage

Access to the optional third bunk is via a **removable ladder**, supplied as part of the bunk system.

When using the ladder:

- Ensure it is correctly positioned and stable
- Always face the ladder when climbing
- Use both hands and step carefully
- Children must be supervised at all times

Ladder Storage During Travel

Because the ladder is removable:

- It **must be removed before travel**
- It must be stored securely in a suitable storage location
- It must not be left loose inside the caravan

Unsecured ladders can move during transit and cause injury or interior damage.

Travel Cushion and Roof Clearance

The optional third bunk is supplied with a **dedicated travel cushion**, which is essential for safe transport.

The purpose of the travel cushion is to:

- Prevent the bunk from contacting the ceiling during travel
- Protect roof lining and finishes
- Prevent impact with the **air conditioning unit**

Before towing:

- Fold the bunk into its travel position



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- Fit the travel cushion correctly
- Ensure the cushion is securely positioned

⚠ Travelling without the travel cushion fitted may result in damage to the roof or air conditioner.

Bedding and Daily Use

When using the optional third bunk:

- Remove loose bedding before folding
- Ensure bedding does not interfere with hinges or locking points
- Use appropriately sized bedding for the bunk dimensions

Bedding and personal items should never be left unsecured on the bunk during travel.

Inspection and Maintenance

Austrack recommends periodic inspection of:

- Mounting bolts for tightness
- Folding mechanisms for smooth operation
- Ladder condition
- Travel cushion condition

Clean surfaces using a soft cloth and mild detergent. Avoid abrasive cleaners.

Travel Safety Checklist

Before travelling with the optional third bunk installed:

- Bunk is **folded into travel position**



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- Travel cushion is correctly fitted
- Ladder is removed and securely stored
- All bedding and loose items are removed
- Mounting bolts are secure

IMPORTANT NOTICE

The optional third bunk forms part of the caravan's internal furniture system. Incorrect installation, overloading, misuse, or failure to prepare the bunk correctly for travel may result in damage or injury and may not be covered under warranty.

Always use the optional third bunk strictly within the limitations outlined in this section.

Air Conditioner

Austrack Hybrid caravans may be equipped with a roof-mounted air conditioning system designed to provide reliable internal climate control across a wide range of Australian environments, from humid coastal regions to hot inland conditions. Because Austrack has produced caravans over multiple build periods and configurations, the air conditioning system fitted to any particular caravan may differ in brand, electrical integration, and operating method.

It is critical that owners understand that air conditioning behaviour is **not universal across all Austrack Hybrids**. How the air conditioner operates, what power source it requires, and whether it can be run when camping off-grid depends on the specific unit installed and how it has been configured within the caravan's electrical system. Incorrect assumptions—particularly relating to inverter operation—can result in flat batteries, electrical interruption, or frustration during use.



This section is written to explain **how to correctly use, how to correctly power, and how to correctly support** the air conditioning system fitted to your Austrack Hybrid, with practical guidance designed to reflect real-world use rather than theoretical capability.

Electrical Power Systems – Essential Understanding Before Use

All Austrack Hybrids are fitted with an integrated electrical management system, using either **REDARC** or **Renogy** components, depending on model and build period. In caravans fitted with REDARC systems, an **automatic power-transfer relay** is installed. This relay automatically manages switching between shore power (when connected) and inverter power, allowing the caravan to seamlessly change power sources without manual intervention.

However, it is extremely important to understand that **this relay does not determine whether an air conditioner can run from batteries**. The role of the relay is to manage power distribution—not to alter the operating requirements of individual appliances.

Whether an air conditioner can run from the inverter is governed entirely by **how the air conditioner itself is wired and configured**. Some air conditioners are wired strictly for external 240-volt operation. Others are wired specifically to allow inverter operation, subject to battery capacity, inverter rating, and system condition.

This distinction applies regardless of whether the caravan uses a REDARC or Renogy electrical system.

Dometic Air Conditioner

Some Austrack Hybrids are fitted with a **Dometic roof-mounted air conditioner**, most commonly from the Harrier Lite family. These units are purpose-built for caravan and RV applications and are designed to deliver reliable cooling (and heating, where applicable) when supplied with a stable external 240-volt AC power source.

In Austrack Hybrids, Dometic air conditioners are **configured as mains-powered appliances only**. While the caravan itself may be capable of switching between different power sources automatically, the Dometic air conditioner is intended to operate exclusively when external AC power is available. This design choice prioritises consistency, reliability, and longevity of the air conditioning system.



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How to Use a Dometic Air Conditioner

Before operating a Dometic air conditioner, the caravan must be stationary, level, and connected to a suitable external power source. This is a deliberate safety and performance requirement, not a limitation. Roof-mounted air conditioners draw significant power and rely on stable voltage to operate correctly.

Once external power is connected—either through a caravan park power outlet or a portable generator—the air conditioner may be turned on using the supplied wall controller or remote control. Temperature selection should be realistic and aligned with ambient conditions. Attempting to set extremely low temperatures in very high heat will not cool the caravan faster and will only increase electrical load.

For best results, the air conditioner should be allowed to stabilise gradually, maintaining temperature rather than attempting rapid cooling of a heavily heat-soaked interior.

Generator Use with Dometic Air Conditioners

When camping off-grid without access to shore power, a **portable generator is required** to operate a Dometic air conditioner. This is not optional; inverter or battery power alone will not run the unit.

In practice, while smaller generators may operate the air conditioner alone under ideal conditions, Austrack recommends using the **AusTuff 3.3 kVA inverter-style generator** whenever possible. This provides sufficient capacity not only to run the air conditioner, but also to support battery charging and other onboard systems at the same time.

A generator of this size ensures smoother operation, reduced strain on electrical components, and improved reliability during extended use.

Operational Limitations

It is important to operate the system strictly within its intended design parameters:

- The air conditioner **cannot be powered by the inverter**



- Battery power alone will not support operation
- Generator or shore power is always required

Attempting to operate the system outside these limits may result in power interruption or fault protection activation.

Troubleshooting

If the air conditioner does not operate as expected, the issue is usually power-related rather than a fault with the unit itself.

Unit does not turn on:

Confirm that external 240 V power is present, the inlet is connected correctly, and no circuit protection devices have tripped.

Cooling performance is reduced:

Inspect air filters, reduce heat ingress using blinds and awnings, and allow additional time for cooling during extreme weather.

Generator overload or shutdown:

This typically indicates that the generator is undersized or that multiple high-load appliances are operating simultaneously.

myCOOLMAN Air Conditioner

Some later Austrack Hybrids are fitted with the **myCOOLMAN 3 kW roof-mounted air conditioner**, which utilises modern inverter compressor technology. This design allows the unit to dynamically vary compressor speed based on demand, providing more efficient operation, reduced startup current, and improved suitability for off-grid use.

In Austrack Hybrids, myCOOLMAN air conditioners are **intentionally wired to operate from the inverter system**, making them suitable for use when camping without access to mains power—provided the electrical system supporting them is managed correctly.



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How to use a myCOOLMAN Air Conditioner

Prior to operation, owners should ensure that the inverter is switched on and that battery capacity is adequate. Doors, windows, and roof vents should be closed to minimise heat ingress and maximise efficiency.

Once powered, the unit can be set to cooling or heating mode as required. Setting a reasonable target temperature—typically around 22 to 23 °C—allows the inverter compressor to operate efficiently rather than continuously at maximum output. Fan speed may be adjusted to suit comfort and power consumption preferences.

Unlike traditional fixed-speed systems, the myCOOLMAN unit automatically adjusts its operation to maintain internal temperature once reached.

Battery Powered Operation

Running an air conditioner from batteries is entirely achievable, but it requires awareness and planning. The myCOOLMAN air conditioner places a **significant but manageable load** on the battery system, typically drawing between approximately 60 and 80 amps per hour under moderate conditions.

Owners should actively monitor battery charge levels during use and be aware that all other electrical loads will reduce total runtime. Overnight operation or extended use without charging input may result in depleted batteries.

Generator Use with myCOOLMAN

Even though the myCOOLMAN air conditioner is inverter-capable, Austrack **strongly recommends carrying a suitable generator** when travelling off-grid for extended periods.

A **3.3 kVA inverter generator**, such as the **AusTuff 3.3 kVA**, provides the ideal balance of capacity, portability, and reliability. When used alongside the myCOOLMAN system, a generator allows the air conditioner to operate while simultaneously topping up battery levels—particularly valuable in shaded campsites, overcast conditions, or during hot evenings when solar generation is limited.

Using a generator in this way preserves battery health, extends usable runtime, and reduces reliance on deep battery discharge.



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Efficiency Tips for myCOOLMAN

Effective air conditioning is as much about managing heat load as it is about raw cooling power. Owners who plan use carefully will experience significantly improved performance and battery efficiency.

- Begin cooling early in the day
- Use blinds, curtains, and awnings
- Seal the caravan against external air
- Keep filters clean and vents unobstructed
- Avoid extreme temperature settings

These practices dramatically improve comfort and system longevity.

Troubleshooting

System shuts down unexpectedly:

Battery voltage may have dropped below safe operating limits. Recharge batteries or connect an external power source.

Cooling output seems weak:

Check airflow, reduce heat ingress, and temporarily increase fan speed to assist stabilisation.

Unit does not start:

Confirm inverter status and verify sufficient battery charge is available.



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General Safety Notes (All Systems)

Air conditioners must only be operated when the caravan is stationary. Roof-mounted units, electrical wiring, and associated systems must not be modified. Power sources must always be appropriate to the system installed.

Always confirm which air conditioning configuration your caravan is fitted with before off-grid use.

IMPORTANT NOTICE

Air conditioning capability in an Austrack Hybrid depends on **the unit installed and how it has been integrated into the electrical system**, not purely on caravan model or electrical brand. For reliable cooling when camping off-grid—whether powering a mains-only system or supporting inverter-based operation, the **AusTuff 3.3 kVA Generator is strongly recommended**.

Dust Reduction System

When travelling on unsealed or dusty roads, fine airborne dust can enter a caravan through doors, seals, vents, hatches, and other unavoidable openings. Over time, this dust settles throughout the interior, coating furniture, bedding, appliances, and storage compartments. For travellers exploring Australia's outback, regional tracks, or long stretches of gravel road, managing dust ingress becomes one of the biggest comfort and maintenance challenges of off-road touring.

To address this, Austrack offers the **Dometic Dust Reduction System (DRS)** as an **optional extra**, designed specifically to significantly reduce the amount of dust entering the caravan while travelling. The DRS is **not supplied as standard** on Austrack caravans, however it is a highly recommended upgrade for owners planning regular off-bitumen travel.

Austrack supports both factory-style and post-sale installation of the DRS, with **after-sale installations professionally handled through AOE RV Service Centre**, who are fully equipped to supply, install, and support the system.

What the Dometic Dust Reduction System Does

The Dometic DRS is a **roof-mounted, non-powered dust-control device** designed to reduce the ingress of airborne dust, pollen, and other fine particles during travel. Rather than sealing the



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caravan completely—which is impractical—the system works by **creating a slight positive air pressure inside the caravan while driving**, which prevents dust from being drawn in through small gaps and seals.

Unlike fans or electric ventilation systems, the DRS:

- Has **no motors**
- Uses **no electrical power**
- Requires **no switching on or off**
- Operates automatically whenever the caravan is in motion

This makes it exceptionally well suited to off-road and remote touring, where reliability and simplicity are critical.

How the Dometic DRS Works

The Dometic DRS uses aerodynamic airflow created naturally as the caravan moves forward. As air flows over the roof, the DRS intake captures clean air and passes it through a **replaceable PM10 air filter**, which traps fine dust particles before allowing air into the caravan interior.

Once this filtered air enters the caravan, it slightly raises the internal air pressure. This pressure difference is the key to dust reduction. Because the pressure inside the caravan is marginally higher than outside, dust-laden air is **pushed outward**, rather than being sucked in through door seals, vents, or gaps.

Extensive manufacturer and industry testing has shown dramatic reductions—up to **97% less airborne dust inside the caravan** in certain real-world driving conditions when a Dometic DRS is installed and functioning correctly.



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Important Characteristics of the DRS

Understanding how the DRS behaves is essential to setting correct expectations.

The DRS:

- Operates **only while the caravan is being driven**
- Does **not function when stationary**
- Does **not ventilate or pressurise the caravan at camp**
- Does **not use fans or power**
- Will not prevent dust already inside from settling

Its purpose is preventative — reducing dust entry **during travel**, not removing dust that is already present.

Why the DRS Is an Optional Extra

Dust exposure varies significantly depending on:

- Where you travel
- How often you drive unsealed roads
- How closely you follow other vehicles

Because not all Austrack owners travel regularly on dusty tracks, the DRS is offered as an **optional upgrade**, allowing owners to tailor their caravan to their travel style.

For owners planning:

- Outback touring
- Long gravel-road expeditions
- Station hopping or remote tracks



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- Travel behind convoys on dirt roads

the Dometic DRS is considered one of the most effective comfort upgrades available.

Installation – After Sale Fitment via AOE RV Service Centre

Austrack proudly partners with **AOE RV Service Centre** to handle **post-sale DRS installations**. AOE are specialists in Austrack caravans and off-road touring accessories, with the experience and equipment required to install the DRS correctly.

Professional installation is critical. Incorrect positioning can reduce airflow effectiveness or compromise roof integrity. AOE RV Service Centre ensures:

- Correct positioning for optimal airflow
- Proper roof sealing and weatherproofing
- Integration with existing roof components
- Compliance with caravan roof structure requirements

Owners wishing to add the DRS after purchase are encouraged to contact **AOE RV Service Centre** directly to discuss suitability, scheduling, and installation.

Using the DRS – What Owners Need to Do

One of the biggest advantages of the Dometic DRS is that **there is nothing to operate**.

Once installed:

- No switches need to be turned on
- No electrical system interaction is required
- No preparation is needed before driving

The system begins working automatically the moment the caravan is in motion.

However, best results are achieved when:



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- Doors and hatches are fully closed during travel
- Window seals are in good condition
- Roof openings are properly sealed

Filter Maintenance and Ongoing Care

The DRS uses a **replaceable PM10 filter**, designed to capture fine dust and airborne particles without restricting airflow. Over time, this filter will accumulate dust and will need replacement to maintain effectiveness.

Maintenance considerations:

- Filter inspection frequency depends on how dusty your travel routes are
- Filters are easily accessible from inside the caravan
- Replacement takes only minutes and requires no tools

Austrack recommends inspecting the filter regularly during extended dirt-road travel and replacing it as required to maintain system performance.

What the DRS Will Not Fix

It is important to understand that while highly effective, the DRS is not a magic seal for every scenario.

The DRS will not:

- Eliminate all dust under every condition
- Remove dust once inside the caravan
- Work when stationary
- Compensate for damaged door or hatch seals

It is most effective when used as part of an overall well-maintained caravan.



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Troubleshooting

Dust still present after dusty travel

Check door and hatch seals and inspect the DRS filter for blockage.

Reduced airflow noise or effectiveness

Filter may be heavily loaded with dust and require replacement.

Water ingress concerns

The DRS is designed to prevent rain entry during normal conditions, but roof sealing should be inspected periodically by a service centre.

Why Austrack Recommends the Dometic DRS

Austrack selects the **Dometic Dust Reduction System** due to:

- Proven real-world effectiveness in Australian conditions
- Non-powered, fail-safe operation
- Minimal maintenance requirements
- Compatibility with off-road caravans
- Industry-wide adoption and support

It aligns with Austrack's philosophy of reliable, practical systems suited to genuine off-grid travel.



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IMPORTANT NOTICE

The Dometic Dust Reduction System is a **travel-time dust-prevention system only** and does not operate when stationary. It is supplied as an optional upgrade and must be professionally installed to ensure roof integrity and performance. Incorrect installation or failure to maintain filters may reduce effectiveness.

For post-sale installation, Austrack strongly recommends **AOE RV Service Centre** for professional supply and fitment.

AUfocus Diesel Heater

Austrack caravans may be fitted with an **AUFOCUS diesel heater**, designed to provide efficient, dry, and reliable space heating for cool to cold conditions. Diesel heaters are well suited to off-grid touring due to their low electrical demand, high thermal output, and ability to operate independently of LPG systems.

The AUFOCUS diesel heater draws fuel from a dedicated diesel supply and uses a controlled combustion process to heat air, which is then circulated into the caravan interior. Combustion gases are exhausted externally, meaning that only clean, heated air enters the living space when the system is operating correctly.

This section provides **complete operating instructions, setup guidance, error explanations, and maintenance requirements**, written specifically for Austrack owners. While the AUFOCUS heater



itself is a manufacturer product, correct use and understanding of the control interface is critical to safe and effective operation.

General operating Principles

Before using the diesel heater, it is important to understand how the system behaves.

The AUFOCUS heater:

- Uses diesel fuel to generate heat
- Requires a stable electrical supply for startup and control
- Automatically runs a startup ignition cycle
- Automatically runs a cooldown cycle after shutdown
- Must never be force-powered off during combustion

Diesel heaters operate differently from LPG heaters. They are **not instant-on** devices, and they rely on correct startup, controlled burn, and proper shutdown to prevent carbon build-up, smoke, or component damage.

Powering the Heater On and Off

To turn the heater **on** or **off**, perform a **short press of the Power button** on the LCD control panel.

When powering on:

- The heater will begin a startup sequence
- The glow plug will ignite fuel in the combustion chamber
- Fan speed will gradually increase
- Warm air will begin to flow after ignition stabilises

When powering off:

- The heater will not shut down immediately

- The system will enter a **cool-down cycle**
- Fuel combustion stops
- The fan continues to run to cool internal components



Important:

Never disconnect power during shutdown. Interrupting the cooling cycle can cause carbon build-up and excessive exhaust smoke.

Heating Modes – Manual Heat Mode vs Temperature Mode

The AUFOCUS heater features two operating modes. Understanding the difference between these modes is critical to using the system effectively.

To change between modes:

- Short-press the **round dial**
- Observe the display switching between **ROOM** and **SET**

Manual Heat Mode (ROOM)

Manual Heat Mode allows the heater to operate at a **constant output level**, independent of room temperature. This mode is best suited to:

- Very cold conditions
- Drying moisture inside the caravan
- Situations where constant heat is preferred

In this mode:

- Turning the dial increases or decreases output
- Levels range from **Level 1 to Level 10**
- The heater maintains a consistent fan speed and burn rate



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This mode does not attempt to regulate temperature automatically.

Temperature Mode (SET)

Temperature Mode allows the heater to automatically regulate its output based on a **target room temperature**.

To use this mode:

- Turn the dial to set a temperature between **8 °C and 36 °C**
- Once selected, the set temperature flashes, then returns to current room temperature
- The heater will automatically adjust output

When the set temperature is reached:

- The heater steps down
- Fuel combustion stops
- The fan continues circulating air

When the temperature drops:

- The heater automatically reignites
- The cycle repeats

This mode is ideal for overnight use and maintaining comfort efficiently.

Accessing General Settings (F-Series)

To enter the general settings menu:

- Press and hold the **Settings** button
- Use the dial to scroll between options



F0 – Clock Settings

Displays the current time. The clock resets to **12:00** if power is disconnected.

To adjust:

- Press the dial to switch between hours and minutes
- Rotate the dial to change values

F1 / F2 / F3 – Timer Functions

These functions allow the heater to:

- Start automatically at a preset time
- Run for a preset duration
- Enable or disable timer control

These functions are useful for:

- Pre-warming the caravan
- Conserving fuel overnight

F4 – Language and Voice Settings

Allows selection of:

- English (E)
- Chinese (C)
- Russian (R)
- Voice prompts on or off



F5 – Room Temperature Calibration

The controller senses temperature locally, which may vary slightly from actual room temperature.

This setting allows calibration from **-9 °C to +9 °C** so displayed temperature more accurately matches perceived room conditions.

F6 – Fuel Tank Size and Level Display

Allows you to set tank capacity (5 L, 10 L, 15 L, etc.), enabling the system to estimate remaining fuel.



Important:

This function requires a reset **every time the tank is refilled**.

To reset fuel level:

- With the heater ON
- Press and hold **Fuel Level Reset** for 7 seconds

F7 – Pump Rate

Controls fuel delivery rate:

- AUFOCUS heaters are preset to **22U**
- This equates to 22 ml per 1,000 pump pulses
- This value **should not be adjusted** under normal operation

Advanced Settings and Diagnostic Information (EN-Series)

To access diagnostic information:

- With heater ON
- Press and hold **Settings**, then **Power**
- Release when display changes to **EN00**



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This menu provides live system readings.

Key entries include:

- Software version
- Last recorded error
- Heater body temperature
- Supply voltage
- Current heat level
- Altitude reading
- Fuel priming
- Remote pairing
- Bluetooth password

Fuel Priming (EN07)

This function is critical after:

- First installation
- Running the heater dry
- Fuel line maintenance

When activated:

- The pump runs for 90 seconds



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- Diesel is delivered to the heater
- Glow plug remains active
- The unit automatically ignites once fuel arrives

This process is safe and will not over-prime.

Error Codes and Fault Handling

AUFOCUS heaters will display error codes when faults are detected. These are safety systems designed to protect the heater and the caravan.

Common errors include:

- **E01 / E02 – Fuel delivery issues**
Check fuel level, filter, lines, clamps, and pump operation.
- **E03 – Voltage fault**
Ensure supply voltage is within:
 - 9–16 V (12V system)
 - 18–30 V (24V system)
- **E07 – Fan fault**
Check fan rotation and wiring.
- **E08 – Ignition fault**
Inspect glow plug seating and connection.
- **E09 / E010 – Overheat faults**
Inspect air inlet, outlet, and exhaust clearance.

Maintenance and Monthly Operation

AUFOCUS diesel heaters require minimal maintenance but **regular operation**.



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Austrack recommends:

- Running the heater on **high output for 15 minutes each month**
- Inspecting ducts for tight fittings
- Inspecting exhaust and muffler after road travel

Diesel heaters that sit unused for long periods may suffer from fuel degradation or carbon build-up.

Safety Warnings and Exhaust Considerations

⚠ Diesel heater exhaust is **extremely hot**.

Critical safety rules:

- No flammable materials within **100 mm** of exhaust
- Exhaust must vent fully outside
- Heater must never operate without proper exhaust routing
- Allow full cooldown cycle on shutdown

Never modify the heater or replace components with non-AUFOCUS parts.

IMPORTANT NOTICE

Diesel heaters are combustion devices. Incorrect installation, interrupted shutdown cycles, voltage instability, or improper fuel use can result in faults, smoke, or component damage.

Austrack and AUFOCUS accept no responsibility for damage caused by misuse, modification, or operation outside the guidance provided in this manual.

Washing Machine – MOBO RV 2.5kg

Some Austrack caravans are fitted with a **MOBO RV 2.5 kg front-loading washing machine**, designed specifically for compact, mobile environments such as caravans and recreational vehicles. This washing machine provides a convenient solution for completing light laundry tasks while travelling, helping reduce reliance on public laundromats and improving self-sufficiency when camping for extended periods.

Unlike full-size domestic washing machines, this unit is engineered for **small, controlled loads**, reduced water usage, and operation alongside caravan electrical and plumbing systems. For reliable performance and long-term durability, it is essential that the washing machine is operated exactly as intended, with correct load sizes, correct detergent, and appropriate power and water conditions.

This section provides full operating instructions, cycle selection guidance, troubleshooting explanations, and maintenance advice tailored specifically for Austrack owners.

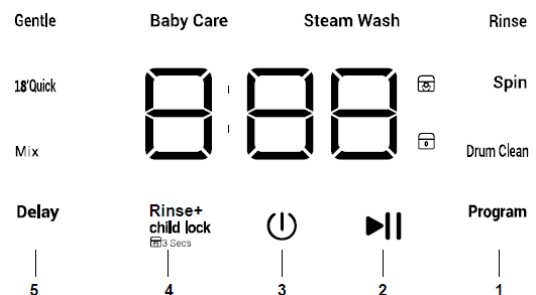
Appliance Identification and Control Panel Layout

The MOBO RV 2.5 kg washing machine is operated via a **front-mounted digital control panel** with a selector dial and function buttons.

Control Panel Components

(Refer to Diagram WM-01)

1. **Program Selector Dial**
Used to select the desired wash program
2. **Start / Pause Button**
Starts, pauses, or resumes a wash cycle
3. **Power Button**
Turns the washing machine on or off





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4. **Rinse / Child Lock Button**
Activates rinse functions or child lock (press and hold)
5. **Preset (Delay) Button**
Sets delayed start timing

Power, Water, and Installation Considerations

Before operating the washing machine, owners must be aware of the systems supporting it.

The MOBO RV washing machine:

- Operates on **240 V AC power**
- Draws water from the caravan's fresh water system
- Drains into the caravan's grey water system
- Requires the caravan to be **level** for correct operation

When used off-grid, the washing machine places a **high electrical load** on the inverter and battery system and should only be used when sufficient power is available or when connected to external power or a generator.

Operating the washing machine while the caravan is in motion is **not permitted**.

Preparing and Starting a Wash Cycle

Correct startup procedure is critical for good wash results and to prevent faults.

Step 1 – Load the Drum

Open the door and place laundry evenly inside the drum.

Do not exceed the **maximum dry load of 2.5 kg**, and always match the load size to the selected wash program.

Avoid washing:

- Single very small items by themselves
- Heavy, water-retaining items exceeding capacity

Close the door firmly until it locks.

Step 2 – Power On

Press the **Power button** once. The control panel will illuminate, indicating the washing machine is ready to accept a program selection.

Step 3 – Select Wash Program

Press the **Program Selector** to the desired program. The display will update to reflect the selected wash mode.

Step 4 – Start the Cycle

Press the **Start / Pause button**.

The door will lock automatically, and the washing machine will begin the selected cycle.

To temporarily pause the cycle, press **Start / Pause** again.



Wash Programs and Recommended Load Limits

The MOBO RV washing machine features multiple programs designed for different fabric types and usage scenarios.

Recommended Programs

Program	Maximum Load	Typical Use
Mix	2.5 kg	Mixed cotton and synthetic fabrics
18-Minute Quick	≤ 1.5 kg	Lightly soiled garments
Gentle	≤ 1.5 kg	Delicate fabrics
Baby Care	2.5 kg	Infant clothing
Steam Wash	2.5 kg	Hygiene-focused washing
Rinse	2.5 kg	Rinse only
Spin	2.5 kg	Spin only
Drum Clean	N/A	Internal drum cleaning

⚠ Important:

Exceeding recommended load limits may cause imbalance, extended cycle time, increased noise, or fault codes.

Normal Operating Behaviours (Not Faults)

New owners may observe behaviours that appear unusual but are completely normal for modern front-loading washing machines.

These include:



- **Low water usage** (front loaders require far less water)
- **Automatic water top-ups mid-cycle**
- **Partial drainage during wash cycles**
- **Remaining time increasing during spin correction**

These functions are automatic and designed to protect the machine and improve wash performance.

Child Lock Function

The washing machine includes a **Child Lock** function to prevent unintended operation.

To activate or deactivate:

- Press and hold the **Rinse / Child Lock button** for approximately **3 seconds**

When active, most control buttons will be disabled.

Detergent Requirements

Only **low-foaming detergent designed for front-loading washing machines** must be used.

Using incorrect detergent may result in:

- Excess foam
- Poor drainage
- Error codes
- Reduced cleaning performance

Use **minimal detergent**, especially for small loads.

Troubleshooting

The washing machine includes self-protection logic and will display error codes when faults are detected. In many cases, the cause is related to water supply, drainage, load imbalance, or power stability.

If faults persist or if the cause is unclear, **Austrack strongly recommends contacting AOE RV Service Centre** for assessment and advice.

If AOE RV Service Centre is not accessible due to location, a suitably qualified caravan or RV service technician should be consulted.

Error Codes and Corrective Actions

Error Code	Fault Description	Possible Cause	Recommended Action
E1	Water inlet fault	Water supply tap turned off, low water pressure, frozen inlet hose, or blocked inlet valve filter	Ensure the water tap is turned on, allow frozen lines to thaw, and clean the inlet valve filter. If the issue persists, contact AOE RV Service Centre for advice. If AOE RV Service Centre is not nearby, consult a suitably qualified caravan or RV service technician.
E2	Door fault	Door not fully closed when the cycle was started	Open and firmly close the door until it latches. Restart the cycle.
E3	Drainage failure	Blocked or kinked drain hose, frozen drain line, or debris in grey water system	Check and clear the drain hose, ensure the drain hose height is less than 1 m, and allow frozen lines to thaw. If drainage problems continue, contact AOE RV Service Centre or a qualified RV service technician if AOE is not accessible.

E4	Continuous water filling	Fault with water inlet control or sensor	Turn off the water supply immediately and unplug the washing machine from power. Contact AOE RV Service Centre for inspection and repair. If not accessible, seek assistance from a suitably qualified caravan or RV service technician.
E6	Heating fault	Internal heating system fault	Turn off the water supply and unplug the washing machine. Do not continue operation. Contact AOE RV Service Centre for assessment. If AOE is not accessible, consult a suitably qualified caravan or RV service technician.

Notes for Owners

- Some faults may appear intermittently due to **low water pressure, load imbalance, or unstable power supply**.
- Repeated error codes should **not** be ignored.
- Continuing to operate the washing machine with unresolved faults may cause further damage not covered under warranty.

Routine Care and Maintenance

To maintain reliable performance, Austrack recommends:

- Running **Drum Clean** periodically
- Inspecting inlet and drain hoses
- Ensuring the caravan is level during operation
- Avoiding repeated very small or single-item loads
- Keeping detergent use minimal



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Travel and Storage Precautions

Before travelling:

- Ensure the drum is empty
- Ensure the door is fully closed
- Ensure no standing water remains inside the drum
- Do not secure heavy items against the washing machine door

The washing machine must never be operated while the caravan is in motion.

Service and Support

For any persistent faults, error codes, water leaks, electrical concerns, or performance issues, **Austrack recommends contacting AOE RV Service Centre as the primary service provider**, as they are familiar with Austrack caravan systems and installations.

If AOE RV Service Centre is not accessible due to geographic location, assistance should be sought from a suitably qualified caravan or RV service technician.

IMPORTANT NOTICE

The MOBO RV 2.5 kg washing machine is a compact appliance designed for controlled use in a caravan environment. Damage caused by overloading, incorrect detergent, unstable power supply, poor drainage, or misuse may not be covered under warranty.

Always operate the machine in accordance with this section.

ENGLAON Smart TV

Our hybrids are fitted with an ENGLAON Smart TV. This will require a Wi-Fi connection to use all the features. Internet connection may not be available in all areas of the country, so there is a USB and HDMI connection on the rear to connect your external sources.



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You will not have access to free to air channels unless an external antenna is connected.

For full instructions, please see user manual in your hybrid.

Setup your ENGLAON Smart TV

When you set up your tv, there are a few things to consider when you set up your tv.

TV antenna

Network connection, this can be either a phone hotspot or Wi-Fi router and

Google account, If you don't have a Google account yet and need to create one, we recommend using your phone or computer to do so.

The whole process is easy and will take about 5 minutes.

Welcome Screen

Next, you'll see on the welcome screen, select next then use the arrow buttons to select the language you want to use and then press the 'OK' button.

Quickly set up your TV with your Android phone

You'll see a menu asking if you'd like to 'Quickly set up your TV with your Android phone?'

If you have an iPhone, or you want to complete this step later please press the Skip Button, which we recommend.



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If you have an Android Phone and wish to do so you can press Continue. The screen will display the instructions for setting up your TV, just follow the instructions on your Android phone to complete the setup

Select your Wi-Fi network

If you're on the go, it's probably your phone's hotspot, though it could be your caravan router,

Scroll through and select the network you want. Enter your password, like so. With that, you're connected.

Make the most of your TV

Now you'll see a Google screen that says: 'Make the most of your TV.' You can choose to sign in using your phone or computer, but we really recommend selecting the 'Use your remote' option. This will be quicker and easier for you.

We recommend signing in, as it does give you full access to the Google Play Store which is where you can download all your favourite apps such as Foxtel and Stan.

Terms and Conditions

Accept the Google Terms and Conditions and then be asked to accept the Google Services Agreement. On this screen, you can choose to turn off Location settings and Help Improve Android

Google Assist



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When the Google Assist screen is displayed, Press continue. You will also be able to allow your TV to search across all your apps, for your favourite shows or music. If you would like to be able to do this press Allow.

If you would like to get personal results, receive personalised recommendations, and more, select Turn On.

You will now be given a little tour of the features of your Englaon TV, press the right arrow key to scroll through the pages.

Where are you?

Select your country, Australia, this allows you to receive the local time, weather information, and more! You will be asked to set your time zone. You can either select Australia again or the state you are in.

Channel Installation

If you wish to tune your TV now, select Antenna, otherwise select Skip.

If you choose Antenna in the previous step, we recommend only selecting Digital.

Your TV will now start tuning the free-to-air channels.

Once the tune has been completed you will be asked to confirm the Channel installation, select Next, and then confirm the details on the next screen, if they're correct select Start Now.

You have now finished setting up your TV.



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Live TV

The first time you load the Live TV App, or select Antenna from the source menu, you will be asked to run through a quick little guide. Press the right arrow key to go through the options.

Customise your channel line-up

Press Get Started to continue.

Parental Password

You'll be prompted to set a password. Enter any 4-digit combination you would like, except for 0000. Now, pick your time zone. Then, of course, select Home mode for your TV.

This may take a while, but after it's done, your TV is set up and ready for you to enjoy!

Using the PVR Function on the ENGLAON Smart TV

Your Englaon TV is able to record your favourite shows from the Free-to-air channels.

Before you start please make sure you have set up your USB device and it's using the File system type of FAT32. See the following article on how to do this: [Format USB to use FAT32](#) Also, turn on the Network Standby Switch by pressing the Menu button on the remote then navigate to System>Power>Network Standby. Please note: Enabling this option may result in higher power consumption.

How to set PVR to record.

1. Open the Antenna input, or select the Live TV App.
2. Press Guide on the remote control, to bring up the Electronic Program Guide.
3. Select the Program you wish to record, and press the Silver Button (or OK Button).
4. Select Timer Rec.
5. Confirm the Date of the program.
6. If you would like to create repeat scheduled recordings you can adjust the option for Repeat recording, your options are Once/Weekly/Everyday/Mon-Fri/Mon-Sat.
7. Set Start/End time for the program, and press Set Timer.



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- a. Hint: You can also adjust this so it starts a little earlier than the scheduled time and finishes a little later as well.

How to Cancel PVR recording.

If the program is running

1. Press Guide on the remote control, to bring up the Electronic Program Guide
2. Select the Program you are recording, and press the Silver Button (or OK Button).
3. Select View. A pop-up will appear on the screen stating "TV will cancel scheduled recording, starts in Do you wish to exit?" Select the Yes option.

If you wish to cancel the scheduled recording before it has started

1. Press the Silver Button (or OK Button) while watching live TV.
2. You will see the following options at the bottom of the screen
3. Select Recorded Programs
4. You will see the following options on the left side of the screen
5. Select Scheduled Recordings
6. Select the Scheduled Recording you wish to cancel and press the Silver Button (or OK Button).
7. You will see a confirmation window pop-up asking if you want to "Remove the scheduled recording?"
8. Select Yes.

Use your phone as the remote for your ENGLAON Smart TV

No remote? No problem.

Now you can use your Smartphone as your virtual remote for Englaon Android TV.

Thanks to the partnership with Google, you can navigate and voice control your tv, turn the tv on or off, change the volume, enter text to perform searches, or quickly type complicated passwords.



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Setting up your virtual remote is easy, watch the video, or read below to see just how easy it is to set up.

Watch the [how to video](#)

Aussie Traveller Windows

Austrack caravans are fitted exclusively with **Aussie Traveller EuroVision series windows**, either the original **EuroVision** design or the later **EuroVision 2 (EV2)** variant, depending on the model and build period of the caravan. At different stages of production, Austrack transitioned from EuroVision to EuroVision 2 windows, resulting in some owners having the earlier design and others having the updated version.

From an operational standpoint, both EuroVision and EuroVision 2 windows function in the same manner and are intended to be used and maintained identically. Any differences between the two systems are primarily cosmetic or external profile changes and do not affect how owners should open, close, secure, or care for the windows.

This section applies fully to **both EuroVision and EuroVision 2 windows** fitted to Austrack caravans.

Window Design and Construction

EuroVision and EuroVision 2 windows are premium, European-style caravan windows designed for Australian touring conditions. Each window consists of a **double-glazed, UV-resistant tinted acrylic panel**, mounted within a powder-coated aluminium frame. This design provides improved thermal insulation, reduced glare, better condensation performance, and increased comfort compared to older single-glazed caravan windows.

Each window assembly incorporates:

- A push-out awning-style acrylic window panel
- Internal support struts to hold the window open
- An integrated **flyscreen**



- An integrated **privacy (block-out) blind**
- Sealing systems to limit dust and water ingress

These components are designed to work together as a single system, and correct operation of each part is essential for long-term reliability.

Opening EuroVision & EuroVision 2 Windows

To open the window, release the internal locking handle and push the bottom of the window outward evenly. The support struts will engage automatically and allow the window to be held open at fixed positions. Multiple opening positions are available to allow airflow while maintaining protection from light rain and wind, depending on conditions.

Windows should always be opened slowly and evenly, without forcing any part of the mechanism.

Correctly Closing the Window and Disengaging the Struts

One of the most commonly misunderstood aspects of EuroVision and EuroVision 2 window operation is how the **struts disengage** when closing the window. There is no separate lever, latch, or switch required to release the struts.

To disengage the struts correctly, **the window must first be pushed fully upward**. This upward motion automatically disengages the struts from their holding position. Once the struts are disengaged, the window can then be guided smoothly downward into the closed position.

The correct closing procedure is as follows:

1. Push the window **fully upward** to disengage the struts
2. Once disengaged, guide the window **downward evenly**
3. Seat the window fully into the frame
4. Secure the window using the internal locking handle

This process should feel smooth and controlled. If resistance is felt at any point, stop and reassess the window position. Force should never be required.



Attempting to pull the window closed without pushing it fully upward first can place strain on the struts, cause misalignment, and lead to damage of the window mechanism.

Flyscreen and Privacy Screen – Travel Position is Critical

The integrated flyscreen and privacy (block-out) blind are designed primarily for use **while the caravan is stationary**. They operate using light tension and track systems that perform exceptionally well at rest but **are not designed to withstand vibration while travelling**.

For this reason, **both the flyscreen and the privacy screen must always be fully retracted before towing the caravan**. If left even partially extended during travel, road vibration can cause these components to rattle, walk out of their tracks, twist, or sustain permanent damage.

Leaving screens extended during travel is one of the most common causes of torn mesh, jammed blinds, and misaligned rollers.

Proper Use of the Flyscreen

The flyscreen is made from lightweight mesh designed to provide airflow while preventing insects from entering the caravan. Because the mesh and track assembly are lightweight by design, the flyscreen must be handled gently and evenly at all times.

When extending or retracting the flyscreen:

- Move it slowly and with even pressure
- Keep the screen square within its tracks
- Avoid pulling one side faster than the other
- Never snap or flick the screen into place

The flyscreen should always be **fully retracted before closing the window**. Closing the acrylic window against an extended flyscreen can tear the mesh or force it out of its track.



Proper Use of the Privacy (Block Out) Screen

The privacy screen operates on a roller-spring tension system and is designed to provide adjustable light control and privacy. To prolong its life and maintain smooth operation:

- Pull the blind straight down using even pressure
- Stop gently at the desired height
- Allow it to retract slowly and under control
- Never release it suddenly and allow it to snap upward

Repeated sudden releases can disturb the roller tension and cause uneven retraction over time.

Common Owner Related Issues and How to Avoid Them

Many reported window, screen, and blind issues are the result of incorrect handling rather than component failure. The most common problems include:

- Flyscreens popping out of tracks due to travel with screens extended
- Torn mesh caused by closing windows with screens still extended
- Blinds retracting unevenly due to snapping upward repeatedly
- Windows failing to close due to struts not being fully disengaged
- Rattling noises during travel caused by partially extended screens

All of these issues are preventable by following correct operation procedures.

Best Practice Summary for Owners

Austrack strongly recommends adopting the following habits:

- Always retract **both flyscreen and privacy screen before towing**
- Always push the window **fully upward before closing**



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- Close windows slowly and deliberately
- Never force struts, screens, or locking handles
- Supervise children when operating windows
- Confirm all windows are **fully closed and locked before travel**

These simple practices dramatically reduce damage and service requirements.

Service, Adjustment, and Repairs

If a window does not close correctly, a strut becomes stiff or bent, a flyscreen tears, a blind jams, or a window no longer seals properly, **Austrack recommends contacting AOE RV Service Centre as the primary point of contact.** AOE RV Service Centre is familiar with Austrack caravans and Aussie Traveller EuroVision and EuroVision 2 window systems and can correctly assess, adjust, repair, or replace components as required.

If AOE RV Service Centre is not accessible due to geographic location, assistance should then be sought from a suitably qualified caravan or RV service technician.

Continued operation of damaged windows, screens, or blinds is not recommended, as further damage may occur.

IMPORTANT NOTICE

EuroVision and EuroVision 2 windows, including their struts, flyscreens, and privacy blinds, are precision components forming part of the caravan's weather-sealing and structural integrity system. Damage resulting from incorrect closing procedures, screens left extended during travel, forced operation, or misuse may not be covered under warranty.

Correct operation prevents the vast majority of window-related issues.

Skylight

Austrack caravans are fitted with a **roof-mounted skylight**, designed to provide natural light, passive ventilation, and privacy control within the caravan interior. The skylight is a non-powered



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ventilation and light management system and is intended to improve interior comfort without adding complexity or electrical load beyond integrated lighting.

Depending on the caravan model, the skylight may be supplied in **one of two sizes**. Aside from overall dimensions, **all skylights operate in the same manner**, use the same control systems, and require the same care and handling procedures. No functional differences exist between sizes.

This section applies to **all Austrack-fitted skylights**, regardless of size.

Skylight Design and Features

The Austrack skylight is a hinged, upward-opening roof hatch supported by **gas struts**, allowing the lid to open smoothly and remain securely held in the open position without manual support.

Key features include:

- Gas-strut-assisted lid opening
- Internal pull-down handle for opening and closing
- Multi-stage locking latches for controlled ventilation
- Integrated **fly mesh** to prevent insect entry
- Integrated **privacy screen** to block light when required
- Built-in interior light
- Single on/off light switch located on the underside of the skylight
- No ventilation fan (passive airflow only)

The skylight is designed for **stationary use only** and must be properly secured before travel.

Opening and Closing the Skylight Lid

Opening the Skylight

The skylight lid is opened manually using the **internal pull-down handle**, with assistance from the gas struts.

To open the skylight:

1. Release the locking latches
2. Use the handle to push the lid upwards
3. Allow the gas struts to take over and support the lid
4. Open the lid to the desired position

Once opened, the gas struts will hold the lid securely without the need for external supports.

Closing the Skylight

To close the skylight:

1. Use the handle to pull the lid downward
2. Guide the lid gently into the closed position
3. Engage the locking latches fully
4. Confirm the lid is seated flush and secure

⚠ Important:

Never allow the skylight lid to slam shut. Always guide it down under control to protect the hinges, gas struts, and sealing surfaces.

Staged Ventilation Using Locking Latches

One of the key features of the skylight is its ability to provide **controlled ventilation without fully opening the lid**. This is achieved through **multi-stage locking latches**, which allow the lid to be held slightly open in predefined positions.

This feature is particularly useful for:

- Gentle airflow during mild weather
- Ventilation overnight



- Reducing condensation
- Allowing warm air to escape without fully exposing the opening

When using staged ventilation:

- Always ensure the lid is securely latched in a defined position
- Do not rely on friction alone to hold the lid open
- Never leave the skylight partially open while driving

Fly Mesh and Privacy Screen Operation

The skylight includes **two internal screens** designed to work together:

- A **fly mesh** to prevent insects entering while allowing light and airflow
- A **privacy screen** to block light and improve thermal comfort

These components are intended for **stationary use only**.

Fly Mesh

The fly mesh allows skylight ventilation without insect ingress. It should be used:

- When the skylight is open or partially vented
- When parked and stationary

The mesh is lightweight and should be moved gently to avoid tearing or dislodging it from its track.

Privacy Screen

The privacy screen reduces incoming light and helps regulate internal temperature.

Best practices:

- Extend and retract slowly
- Keep the screen aligned within its tracks
- Avoid forcing the mechanism if resistance is felt



- Retract fully when not required

Travel Position – Critical Information

Before towing the caravan:

- The skylight lid **must be fully closed**
- All latches **must be fully engaged**
- Both the fly mesh and privacy screen **should be fully retracted**

Leaving the skylight open, partially latched, or unsecured during travel can result in:

- Damage to the lid or hinges
- Water and dust ingress
- Wind noise
- Failure of gas struts
- Loss of sealing integrity

⚠ The skylight **must never be left open or vented while towing**, even slightly.

Integrated Lighting

The skylight includes a built-in interior light, designed to provide convenient overhead illumination.

Lighting features include:

- Integrated light located in the skylight frame
- Single on/off switch located on the underside of the skylight
- No dimming or fan function

The light operates independently of the skylight's open or closed position and may be used at any time.



Ventilation Expectations and Limitations

Because the skylight is a **passive system without a fan**, airflow depends on:

- External wind conditions
- Temperature difference between inside and outside
- Position of other windows or vents

For best passive ventilation:

- Open a nearby window slightly to create airflow
- Use the skylight in conjunction with wall windows
- Avoid relying on the skylight alone in hot, still conditions

Common Owner Issues and How to Avoid Them

Most skylight problems arise due to incorrect use or failure to secure it properly.

Common mistakes include:

- Forgetting to lock the skylight before travel
- Letting the lid slam shut
- Forcing screens when misaligned
- Leaving screens extended during travel
- Attempting to tow with the skylight partially open

All of these issues are avoidable through deliberate operation and pre-departure checks.

Routine Inspection and Care

Austrack recommends periodically checking:

- Lid seals for signs of wear or contamination
- Latches for positive engagement



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- Gas struts for smooth movement
- Screens for damage or misalignment
- Light operation and switch function

Cleaning should be performed using:

- Mild soapy water
- A soft cloth
- No abrasive or solvent-based cleaners

Service, Adjustment, and Repairs

If the skylight becomes difficult to operate, fails to seal correctly, shows signs of water ingress, has damaged screens, faulty latches, or gas struts that no longer hold the lid open, **Austrack recommends contacting AOE RV Service Centre as the primary point of contact.**

AOE RV Service Centre is familiar with Austrack caravan installations and can assess, adjust, or repair skylight components correctly.

If AOE RV Service Centre is not accessible due to geographic location, assistance should then be sought from a suitably qualified caravan or RV service technician.

IMPORTANT NOTICE

The skylight is a structural roof component and part of the caravan's weather-sealing system. Damage resulting from improper operation, unsecured travel, forced mechanisms, or misuse may not be covered under warranty.

Always ensure the skylight is fully closed, latched, and secured before towing.

Electrical System

Austrack caravans are equipped with professionally designed electrical systems intended to support a wide range of touring styles, from connected caravan park use through to extended off-grid travel. Because Austrack caravans have been produced across multiple model years and configurations, the electrical system fitted to your caravan may differ in brand, layout, and capability. Regardless of configuration, all electrical systems are designed to balance usability, safety, and reliability when operated correctly.

This Electrical section provides an overview of how power is generated, stored, managed, and distributed throughout the caravan. It explains how the system behaves under different conditions, including when connected to external 240-volt mains power, when operating from battery and solar input, and when supplementary charging sources are used. Understanding how these components work together is essential to using the caravan efficiently, protecting electrical equipment, and avoiding unnecessary battery depletion or system faults.

The following sections will explain each part of the electrical system individually, including **RENOGY systems, REDARC systems, solar charging, 240-volt mains power,** and the **additional solar input via the rear Anderson plug.** Owners are encouraged to read this section in full to gain a clear understanding of how their specific electrical system operates and how to use it correctly in real-world touring conditions.

REDARC SYSTEM

Many Austrack caravans are equipped with a **REDARC-based electrical system**, designed to manage battery charging, power distribution, and energy monitoring across a wide range of travel scenarios. The REDARC system has been selected for its reliability, safety, and ability to automatically manage multiple power inputs without the owner needing to manually change settings or select charging sources.

The REDARC system is designed to work whether the caravan is connected to vehicle power while driving, parked and charging via solar, plugged into 240-volt mains power, or operating independently from battery and inverter power. Understanding how this system behaves is essential to using the caravan efficiently, protecting batteries, and avoiding unnecessary flat-battery situations.

This section explains how the REDARC system is laid out, how each component works, how to operate the inverter safely, and what to expect during normal operation.

Battery Management System – Manager 30

Austrack caravans fitted with a REDARC electrical system use the **REDARC Manager30 Battery Management System (BMS)**. The Manager30 acts as the central “brain” of the electrical system and automatically manages charging and power distribution without any intervention required from the owner.

The Manager30 effectively combines multiple electrical devices into one integrated system. It performs the functions of:

- A DC-DC charger from the tow vehicle while driving
- A 240-volt battery charger when connected to mains power
- An MPPT solar regulator for solar input
- A battery isolator
- A load disconnect controller
- A remote battery monitoring system

Because all of these functions are handled internally by the Manager30, owners **do not need to select charging sources manually**. The system automatically prioritises **solar power first**, then supplements charging from vehicle input or 240-volt mains power when available and required.

All charging inputs are permanently wired, and the Manager30 intelligently balances them to maintain battery health and efficiency.





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Understanding the REDARC Manager 30 Display

The REDARC Manager30 screen provides real-time feedback on the state of the electrical system. This display allows owners to monitor:

- Battery charge percentage
- Battery voltage
- Charging source activity (solar, vehicle, or mains)
- System status and warning messages

The display is intended primarily as an **information tool**, not a control interface. In normal operation, the system does not require adjustment or intervention.

Sudden changes in voltage displayed on the screen may occur briefly when high-current loads (such as the inverter) are used. This is normal behaviour and does not indicate a fault.

Inverter System – 2000w Pure Sinewave

Some Austrack caravans fitted with the REDARC system also include a **REDARC 2000 W pure sine wave inverter** combined with an **automatic change-over relay**. This allows 240-volt appliances to be powered either from battery/inverter supply or from external mains power without manual rewiring.

The inverter allows common low-to-moderate-power 240-volt appliances to be used while free camping, provided sufficient battery capacity is available.

Turning the Inverter On and Off

The inverter is controlled by a dedicated button located on the control panel near the entry door.

To operate the inverter:

- Press the inverter button to turn the inverter **ON**
- A **red indicator light** will illuminate to confirm the inverter is active
- Press the button again to turn the inverter **OFF**



When the inverter is on, selected 240-volt circuits inside the caravan will be supplied from battery power.

Automatic Change-Over Operation (240V)

When the caravan is connected to external **240-volt mains power**, an automatic change-over relay will automatically switches the 240-volt circuits to mains power. In this situation:

- The inverter does **not** need to be turned on
- All compatible appliances will operate from mains power
- The batteries will be charged via the Manager30

When mains power is disconnected, the system automatically reverts back to inverter supply if the inverter is turned on.

This switching process is automatic and does not require user input.

Important Inverter Usage Notes

When operating the inverter:

- Maximum power output is **2000 W**
- High-wattage appliances should be used cautiously
- Multiple appliances running together may exceed inverter capacity
- Battery voltage may dip temporarily during high load use

When the inverter is **not required**, it should always be turned off using the inverter control button. Even when not actively powering an appliance, an inverter draws standby current and can slowly drain batteries if left on unnecessarily.



Lithium Iron Phosphate (LiFePO₄) Batteries

Austrack caravans fitted with a REDARC electrical system utilise **Lithium Iron Phosphate (LiFePO₄) batteries**. These batteries are specifically chosen for caravan and off-grid use due to their high usable capacity, stable chemistry, fast charging capability, and long service life when managed correctly.

While lithium batteries require significantly less day-to-day maintenance than traditional lead-acid batteries, **they are not maintenance-free**, and incorrect storage, misuse, or neglect can still result in reduced capacity, repeated shutdowns, or permanent damage. Understanding how these batteries protect themselves — and how to work with those protections — is critical to reliable operation.

Integrated Battery Management System (Internal BMS)

Each lithium battery installed in the caravan is equipped with its own **internal Battery Management System (BMS)**. This internal BMS operates independently of the REDARC Manager30 and exists purely to protect the battery itself.

The internal BMS will automatically:

- Disconnect the battery if voltage drops too low
- Disconnect the battery if voltage rises too high
- Protect against excessive current draw
- Protect against unsafe temperature conditions

When the internal BMS activates, the battery may appear “dead” or unresponsive, even though it is not faulty. This is a **protective condition**, not a failure.

Low Voltage Shutdown and Battery Recovery

If the lithium batteries are discharged to approximately **10–10.5 V or lower**, the internal BMS may place the battery into **low-voltage protection mode**. When this occurs:

- The batteries will stop supplying power

- The REDARC display may go blank or show no battery data
- Normal charging may not resume automatically

To address this, Austrack caravans are supplied with a **battery activation (wake-up) button**, located within the electrical system.

Battery Wake Up Procedure

If the batteries have entered protection mode:

1. **Connect the caravan to a power source**
This may be:
 - 240 V mains power
 - A generator
 - Tow vehicle charge input
2. **Press the battery activation button briefly**
Only one battery needs to be activated — this will awaken the entire battery bank.



3. **Allow the REDARC Manager30 to resume charging automatically**

Once the batteries reach a safe voltage, normal operation will resume.



⚠ Important:

Repeated deep discharges to shutdown level will reduce long-term battery life. Battery shutdown should be viewed as a recovery mechanism, not a normal operating condition.

Using External Power to Recover Deeply Discharged Batteries

In rare cases where batteries have been left disconnected or neglected for extended periods, additional recovery steps may be required. This process must be approached carefully to avoid damage.

Basic recovery principles include:

- Disconnecting all loads
- Applying a controlled low-current DC source, such as an external battery charger (typically 13.8–14.2 V)
- Monitoring voltage rise before reconnecting the normal charging system
- Never exceeding manufacturer-specified voltage limits

⚠ Safety Notice:

Battery recovery beyond the activation button should only be performed by qualified personnel. If you are unsure, **do not attempt manual recovery**.

For battery recovery assistance, **Austrack recommends contacting AOE RV Service Centre as the primary support provider**. If AOE RV Service Centre is not accessible, assistance should be sought from a suitably qualified caravan or RV service technician familiar with lithium systems.

Day to Day Battery use – What is “Normal”

Under normal use, owners may observe:

- Rapid voltage drop when high-current appliances are switched on
- Voltage recovering shortly after appliances are turned off
- Battery percentage changing more noticeably under inverter loads

These characteristics are **normal behaviour** with lithium batteries and inverter systems and do not indicate a fault.



Inverter Use and Battery Health

Using the inverter places the **highest physical demand** on the battery system, particularly with high-wattage or multiple appliances.

Good practice includes:

- Running only one high-draw appliance at a time
- Avoiding prolonged inverter use without charging input
- Monitoring battery levels during extended inverter operation
- Switching the inverter off when not required

Leaving the inverter switched on when it is not actively being used will slowly drain the batteries due to standby current draw.

Long Term Storage Considerations

Lithium batteries **must not be left unattended without a charging source** for extended periods.

Even when the caravan's control panel is switched off, background electrical loads will continue to draw power.

Recommended Storage Practices

When storing the caravan:

- Keep it connected to **240 V mains power** where possible
- Or ensure **unobstructed solar input** is available
- Use the REDARC **storage mode** where applicable
- Check battery condition regularly

If the caravan:

- Is stored under shelter



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- Has a fitted cover
- Is parked in shade for extended periods

then **solar input alone will not be sufficient**, and an external power source must be connected to maintain battery health.

Solar Reliance – Important Reality Check

Solar charging is an excellent everyday charging source, but it:

- Varies significantly with weather
- Is affected by shade, dirt, and sunlight angle
- May not keep up with hidden background loads during storage

Solar should be considered **supportive**, not guaranteed, particularly during long storage periods.

Battery Care Summary – Owner Best Practices

Austrack strongly recommends the following habits to maximise battery lifespan and reliability:

- Avoid allowing batteries to reach shutdown voltage
- Monitor battery status regularly via the REDARC display
- Turn the inverter off when not required
- Ensure a charging source is present during storage
- Use solar thoughtfully and understand its limitations
- Address abnormal behaviour early rather than repeatedly “resetting” batteries

Service and Support

If you experience:

- Repeated battery shutdowns



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- Inability to recover batteries
- Unexpected or rapid battery drain
- Abnormal charging behaviour
- System warnings that do not resolve

Austrack recommends contacting AOE RV Service Centre as the primary point of contact. AOE RV Service Centre understands Austrack electrical layouts, REDARC integration, and lithium battery behaviour.

If AOE RV Service Centre is not accessible due to geographic location, assistance should then be sought from a suitably qualified caravan or RV service technician.

Important Notice

Lithium batteries are sophisticated energy storage devices with built-in safety systems. Damage caused by repeated deep discharge, incorrect recovery attempts, improper storage, or unauthorised modification may not be covered under warranty.

Correct battery care ensures safe operation, long service life, and reliable off-grid performance.

240V Power Behaviour and System Notes

In REDARC-equipped Austrack caravans:

- Three internal breakers typically protect the system: **Mains, Inverter** and **Air Conditioning**
- General 240-volt outlets are connected through an automatic relay, switching between mains input and inverter power
- The onboard charger is powered directly from mains power and does not rely on the inverter

Under normal conditions, the system will seamlessly transition between power sources without interruption.

If 240-volt power is unavailable when expected, diagnosis should be carried out methodically. Any testing involving live 240-volt circuits must only be performed by a **licensed electrician**.

Austrack REDARC Control Panel Layout

The main Austrack control panel for REDARC-equipped caravans includes water tank monitoring, appliance switches, and electrical system controls.

1. Front water tank gauge
2. Rear water tank gauge
3. Grey water tank gauge
4. Electric Roof Switch
5. Push Button Controls
6. 3-way Electric awning switch (Open/Off/Close)
7. Stereo
8. 2-way Step switch (Open/Close)
9. Truma hot water system gas switch
10. Switch for hot water system on 240 v
11. Redarc Manager 30 main screen
12. Inverter power switch
13. 3-way Electric Roof Switch (Up/Off/Down) (Not shown)



Exact layout may vary slightly by model, but function remains consistent.

Service and Diagnostics

The REDARC electrical system is highly reliable when used correctly. However, if abnormal behaviour is observed — such as charging failure, inverter faults, unexplained battery drain, or system warnings — professional assessment is recommended.

Austrack strongly recommends contacting AOE RV Service Centre as the primary point of contact for any electrical system diagnostics, upgrades, or repairs. AOE RV Service Centre is familiar with Austrack electrical layouts and REDARC system integration.



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If AOE RV Service Centre is not accessible due to geographic location, assistance should then be sought from a suitably qualified caravan or RV service technician.

IMPORTANT NOTICE

Electrical systems contain both high current DC circuits and hazardous 240-volt AC power. Incorrect use, unapproved modifications, or unauthorised repairs may result in damage, injury, or voided warranties.

Always operate the REDARC system as described and seek professional assistance when required.

RENOGY SYSTEM

Some Austrack caravans are fitted with a **RENOGY-based electrical system**, incorporating the RENOGY ONE ecosystem, distributed charging components, battery monitoring hardware, and digital control interfaces. This system is designed to provide detailed insight into energy production, storage, and consumption through a combination of hardware, software, and user interaction.

Unlike electrical systems that operate primarily through background automation, the RENOGY system places significant emphasis on **active user involvement, system configuration, and interface management**. Correct operation relies not only on physical installation but also on correct pairing, software state, and precise configuration of multiple independent system elements.

This means that while the RENOGY system is capable of presenting a wide range of electrical information, achieving accurate and predictable behaviour requires owners to understand how each component interacts with the others, and how system behaviour may change based on settings, charging conditions, and connectivity.

General System Philosophy and Design Approach

The RENOGY system is best understood as a **modular digital electrical environment**, rather than a single integrated controller. Each major function — charging, monitoring, display, and control — is handled by a separate device that communicates electronically with the others.

This design approach offers flexibility and configurability, but also introduces multiple dependencies. System accuracy and stability depend on:

- Correct device pairing
- Consistent network connectivity

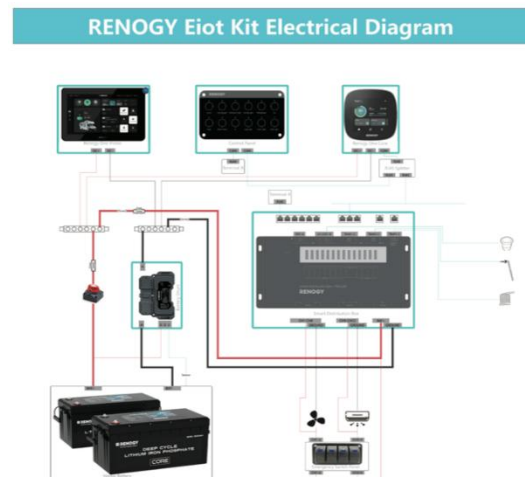
- Proper shunt configuration
- Accurate battery capacity data
- Appropriate charging profile selection
- Ongoing verification of system state after changes

Because of this, owners may need to regularly review system settings to ensure displayed data accurately reflects real-world battery and charging behaviour.

RENOGY System Components and Relationships

A typical RENOGY electrical installation in an Austrack caravan may consist of the following interconnected components:

- **RENOGY ONE Core display module**
- **RENOGY ONE Vision touchscreen module**
- **Battery shunt (RENOGY RSHST series)**
- **RENOGY DC/DC charger**
- **RENOGY inverter (where fitted)**
- **Mobile device running the RENOGY App**



Each of these components performs a specific role and relies on communication with others in order to present meaningful information or allow user control.

Failure or misconfiguration of any one component can affect system-wide behaviour, even if other components remain operational

Renogy ONE Core – System Control Hub

The **RENOGY ONE Core** acts as the primary configuration and monitoring hub for the system. It is responsible for displaying battery data, system status, and charging information derived from other connected components.

The Core does not directly manage charging hardware; instead, it **interprets data provided by:**

- The battery shunt
- The DC/DC charger
- Solar inputs
- Inverter status

Because of this, the accuracy of the information displayed on the Core is dependent on:

- Proper shunt calibration
- Correct battery capacity input
- Consistent communication with connected devices

The Core also manages system network functions, including WLAN connectivity and hotspot broadcasting.

RENOGY ONE Vision – User Interface Extension

Where fitted, the **RENOGY ONE Vision** provides a secondary touchscreen interface designed for direct interaction with system controls and loads.



The Vision screen allows:

- Visualisation of power flow
- Control of DC outputs



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- Navigation between system overview pages
- Access to pairing and hotspot menus

The Vision screen does not replace the Core; rather, it operates as an **additional interface layer**, and must be correctly paired with the Core to function as intended.

Because the Vision relies on internal wireless communication, its behaviour may be affected by:

- Network state
- Software synchronisation
- Initial startup sequence

Core ↔ Vision Wireless Interconnection

When both a RENOGY ONE Core and Vision are installed, they must be connected to each other using WLAN.

This internal wireless link allows:

- Shared system data
- Mirrored control states
- Unified system snapshots

The connection is established manually by selecting the Vision network from within the Core's WLAN menu. Once connected, the two devices must remain within operational wireless range to maintain synchronisation.

System Ownership Expectations

Because the RENOGY electrical system distributes responsibility across hardware, displays, and software, owners should expect to:

- Spend time navigating multiple menus
- Verify system configuration after changes

- Confirm displayed metrics periodically
- Understand that displayed data reflects calculated values, not direct measurements
- Recognise that behaviour may vary depending on system state

This is normal behaviour within a digitally managed electrical environment.

Service and Professional Support

Due to the configurational nature of the RENOGY system, diagnosing concerns may require reviewing both hardware condition and software settings.

For any issues relating to:

- Inconsistent readings
- Charging behaviour
- Connectivity problems
- Unexpected system responses

Austrack recommends contacting AOE RV Service Centre as the primary point of support, as they are familiar with Austrack installations and RENOGY system layouts.

If AOE RV Service Centre is not accessible due to geographic location, owners should seek assistance from a suitably qualified caravan or RV service technician experienced with RENOGY systems.

RENOGY Mobile Application – Extended Interaction Layer

The RENOGY mobile application provides yet another interface layer through which the user can view system data and issue commands.



The application allows:

- Monitoring of battery state of charge
- Viewing of charging inputs
- Control of selected loads
- Access to system configuration menus

However, the mobile application does not function independently. It requires:

- Prior successful pairing with the Core or Vision
- Correct network conditions
- Active user account login
- Proper app permissions

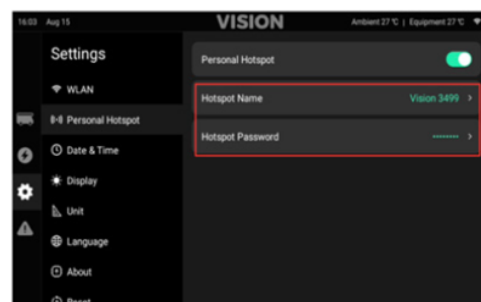
Because the application operates through wireless communication, its responsiveness and accuracy may vary depending on connectivity and software state.

Network Behaviour and Dependency Awareness

A key aspect of the RENOGY system is its reliance on **temporary local Wi-Fi networks** during initial setup and pairing.

During pairing:

- The RENOGY device broadcasts a local hotspot
- The user's phone must disconnect from normal internet access
- Mobile data must be disabled manually
- WLAN and hotspot modes must not conflict



Failure to perform these steps in the correct order may prevent pairing or result in incomplete device registration.

This requirement exists because many mobile devices will prioritise cellular data over local Wi-Fi networks, preventing proper communication between the app and the RENOGY hardware.

Initial Pairing – Vision Screen to Mobile Device

Pairing a mobile device with the RENOGY electrical system is a **multi-stage process** that relies on correct network selection, temporary changes to your phone’s connectivity settings, and QR-code-based authentication. The RENOGY system does not use your normal home or mobile internet connection during initial setup. Instead, it creates a **temporary local Wi-Fi hotspot** that must be joined manually.

Correct pairing depends heavily on completing each step **in the correct order**. Skipping steps, enabling conflicting network settings, or leaving mobile data enabled during pairing may prevent successful connection.

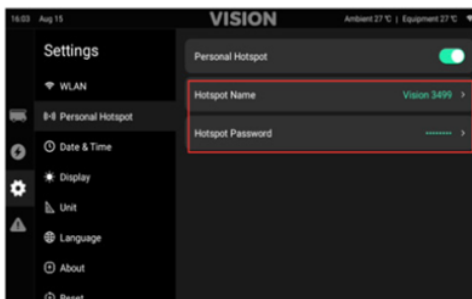
Step-by-Step Pairing Procedure

(RENOGY ONE Vision → Mobile Phone)

Step 1 – Enable Personal Hotspot on the RENOGY ONE Vision

On the RENOGY ONE Vision screen:

1. Tap the **Settings (Cog Wheel)** icon (third button down on the left-hand side of the screen).
2. Select **Personal Hotspot**.
3. Ensure the **Personal Hotspot switch is turned ON**.



⚠ Important:

Do **NOT** turn on **WLAN** at this stage. Enabling WLAN will automatically disable the Personal Hotspot and prevent pairing.

Take note of:

- **Hotspot Name**
- **Hotspot Password** (commonly set to 12345678 unless changed)

Step 2 – Prepare Your Phone for Initial Connection

On your mobile phone:

1. **Disable Mobile Data**

This is critical, as mobile data signals are typically stronger than the Vision’s Wi-Fi signal and may block the connection process.

2. Open your phone’s **Wi-Fi settings**.

3. Locate the hotspot broadcast by the RENOGY ONE Vision (e.g. *VISION-000##*).

4. Connect to the hotspot using the password shown on the Vision screen.

Your phone is now directly connected to the Vision screen via local Wi-Fi only.

Step 3 – Open the RENOGY Mobile App

Once connected to the Vision hotspot:

1. Open the **RENOGY App** on your phone.

2. If prompted, log in to your RENOGY account or complete account setup.

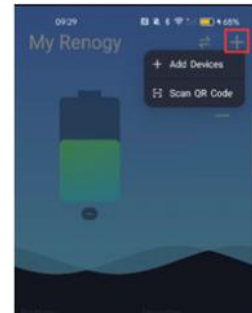


Renogy
Renogy DC Home

Step 4 – Add a New Device in the App

Within the RENOGY App:

1. Tap the “+” (**Add Device**) icon in the top-right corner of the app.
2. Select **Scan QR Code**.



The app is now waiting for a QR code from the RENOGY system.

Step 5 – Display the QR Code on the RENOGY ONE Vision

On the RENOGY ONE Vision screen:

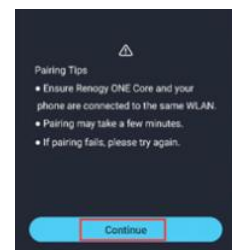
1. Tap the **System Wheel** (bottom-right corner of the screen).
2. Tap the **System Box** to expand the menu.
3. Scroll down and select **Pair with App** (approximately three-quarters of the way down).



The Vision screen will now display a QR code.

Step 6 – Scan the QR Code Using Your Phone

1. Hold your phone steady and allow the RENOGY App to scan the QR code displayed on the Vision screen.
2. Once scanned, tap **Continue** in the app.
3. Follow any on-screen prompts.



Step 7 – Confirm Successful Pairing

If pairing is successful:

- The app will display a “**Paired Successfully**” confirmation screen.

Tap **Done** to complete the process.



Step 8 – Finalise the Connection

To complete pairing:

- Close the RENOZY App completely** (do not leave it running in the background).
- Re-open the app.
- Confirm that system data and controls are now visible.
- Re-enable Mobile Data** on your phone.

The RENOZY App is now paired with your caravan’s electrical system.

After Pairing – What Should Work

Once pairing is complete, you should be able to:

- View battery and charging information
- Monitor solar and vehicle charging inputs
- Control DC loads mapped to the Vision system
- Access system snapshots and status information



Controls can now be accessed via:



- The RENOGY ONE Vision screen
- The RENOGY mobile app

Important Notes and Common Pairing Issues

- Pairing **must** be done using the Personal Hotspot, not WLAN
- Mobile data **must be disabled** during initial pairing
- WLAN and Personal Hotspot cannot be active simultaneously
- Closing and reopening the app is required to stabilise the connection
- If pairing fails, restart the process from Step 1

If repeated pairing attempts fail or behaviour appears inconsistent, **Austrack recommends contacting AOE RV Service Centre as the primary point of support.** If AOE RV Service Centre is not accessible, assistance should be sought from a suitably qualified caravan or RV service technician familiar with RENOGY systems.

Battery Monitoring Fundamentals within the RENOGY Ecosystem

Within the RENOGY electrical system, battery monitoring is not derived directly from the battery itself, but instead relies on **interpretation of current flow data** via a **separate external battery shunt**. This shunt functions as the primary data source for calculating battery State of Charge (SOC), voltage trends, and historical energy usage.

It is important to understand that the RENOGY system does **not** inherently “know” the condition of the batteries. Instead, it performs calculations based on:

- User-entered battery capacity values
- Measured current flowing into and out of the battery
- Voltage thresholds
- Historical charge and discharge behaviour

As a result, the accuracy of all battery-related data depends heavily on **correct initial configuration** and **ongoing calibration discipline.**



RENOGY Battery Shunt – Role and Limitations

The RENOGY battery shunt acts as a current-sensing device that tracks all electrical flow into and out of the battery bank. In Austrack installations, this is commonly listed in the system as a device identifier such as:

RSHST-B02P300-G1

The shunt itself does not store energy, control charging, or regulate battery behaviour. Its sole purpose is data collection, which is then interpreted by the RENOGY ONE Core and Vision interfaces.

Because the shunt is passive and calculation-based:

- Any incorrect capacity input will scale SOC values inaccurately
- Any wiring imbalance can skew measurements
- Any load that bypasses the shunt will not be reflected in system data

Manual Entry of Battery Capacity – A Required Step

Unlike systems that automatically recognise battery chemistry and capacity, the RENOGY system requires **manual input of total battery capacity**. This step is critical and directly affects:

- SOC percentages
- Remaining runtime estimates
- Charge acceptance calculations
- Alarm thresholds

Battery capacity must be entered via the system design menus accessed through the RENOGY ONE Core interface.

If capacity is:

- Entered incorrectly
- Not entered at all
- Adjusted without recalibration



then the battery data presented across all interfaces may become progressively less reliable over time.

State of Charge (SOC) Calculation Behaviour

SOC within the RENOXY system is a **derived value**, not a direct measurement. It is calculated based on cumulative amp-hours in versus amp-hours out, starting from a reference point that must be defined by the user.

This reference point is established through **SOC calibration**, which typically requires a full battery charge cycle.

Until this calibration has been correctly completed:

- SOC values may fluctuate unexpectedly
- Displayed percentages may not correspond to actual usable capacity
- System behaviour tied to SOC thresholds may not perform as intended

SOC accuracy degrades further if:

- Batteries are only partially recharged for extended periods
- Inverter loads are heavy and irregular
- Solar input varies significantly day-to-day

SOC Source Selection – Internal vs External Logic

Within the RENOXY system menus, the user must explicitly select the **SOC source**. This selection determines whether SOC calculations are derived from:

- Internal battery logic (used by some RENOXY batteries)
- External battery shunt only

In Austrack installations not using RENOXY-branded batteries with internal shunts, this setting must be configured to **“From Battery Shunt Only.”**

Failure to configure this correctly may result in:

- Conflicting SOC values



- Unstable charge percentage reporting
- Unexpected behaviour during charging or discharge events

This setting is not auto-detected and must be manually confirmed.

Full Charge Calibration – Why It Matters

A **full charge calibration** is required to synchronise the calculated SOC with actual battery capacity. This occurs when:

- Batteries reach 100% charge under controlled conditions
- Charging current tapers appropriately
- The system is allowed to complete its charging algorithm uninterrupted

For best results, this calibration should be performed:

- While connected to stable 240 V mains power
- With minimal load activity
- After SOC and capacity settings are verified

Skipping this step or performing it under fluctuating conditions may lock inaccurate reference data into the system.

RENOGY Inverter Interaction with Battery Logic

Where a RENOGY inverter is installed, it introduces a significant load source that directly affects battery behaviour and SOC calculation.

Inverter operation requires:

- Correct REM mode selection at the inverter
- Correct frequency (50 Hz for Australia)
- Adequate battery discharge capability

High inverter loads will:

- Rapidly draw current through the shunt



- Cause visible voltage sag
- Influence SOC calculation accuracy if calibration is incomplete

Battery Discharge vs Battery Capacity

In inverter-based systems, **discharge capability** is often more critical than total capacity.

RENOGY systems do not automatically enforce inverter-to-battery suitability. Owners must ensure that:

- Battery discharge ratings are sufficient for inverter demand
- Parallel battery configurations are balanced
- Wiring resistance is minimised

SOC values alone do not indicate whether the system can sustain high-load inverter operation.

Battery Discharge Depth and Longevity

While lithium batteries allow deeper discharge than older chemistries, RENOGY system users are encouraged to manage depth of discharge proactively.

General guidance recommends:

- Avoiding discharge below **20% SOC**
- Recharging promptly after heavy usage
- Avoiding repeated deep-discharge cycles

Although battery protection systems may prevent complete depletion, reliance on these protections as a routine operating condition is not recommended.



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Behaviour Under Heavy Load

During high-load events (e.g. heating appliances, cooking devices, or air conditioning where supported), owners may observe:

- Rapid drops in displayed SOC
- Alarms triggered by voltage sag
- Increased charger activity following load removal

These behaviours are expected within the RENOXY system and must be interpreted in context with battery configuration and charging availability.

RENOGY DC/DC Charger – Behavioural Overview

Austrack caravans fitted with RENOGY systems utilise a **RENOGY RBC50D1S-AU DC/DC charger**, designed to manage charging from the tow vehicle alternator and solar input.

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)*

This unit does not charge batteries continuously at a fixed rate. Instead, it operates within a **conditional logic framework** that prioritises and balances available inputs based on voltage thresholds and configured profiles.

DC/DC Charging Logic While Driving

When the caravan is connected to the tow vehicle and in motion:

- Alternator input becomes available
- The DC/DC charger monitors system voltage
- Charging current is progressively applied up to rated capacity

If solar panels are also connected:



- Solar contribution is evaluated first
- When solar output reaches approximately **25 amps or greater**, alternator charging is reduced or paused
- Below this threshold, solar and alternator inputs may be combined

This behaviour is dynamic and may change continuously while driving depending on:

- Sun angle
- Panel shading
- Vehicle speed
- Alternator output characteristics

DC/DC Charging at Night or Without Solar

If:

- Driving occurs at night
- Solar panels are disconnected
- Solar output is insufficient

then the DC/DC charger will default to supplying up to **50 amps** from the vehicle alternator, subject to battery acceptance limits and charge stage.

Charging will reduce automatically as batteries approach their absorption or float stages.

DC/DC Charger Indicator Interpretation

The RENOGY DC/DC charger uses multiple indicator lights to communicate operating status. These lights must be interpreted correctly to understand charging behaviour.

Indicators typically represent:

- Alternator input presence
- Solar input presence
- Battery charging state



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- Battery chemistry selection

Because these indicators do not display numerical values, owners must rely on **combined interpretation** of:

- Charger LEDs
- RENOGY ONE display data
- Mobile app metrics

Understanding charger state therefore requires cross-checking multiple interfaces.

Summary of User Responsibility in Battery Management

Due to the calculation based nature of the RENOGY battery monitoring system, owners are responsible for:

- Correct initial configuration
- Periodic verification of capacity and SOC settings
- Understanding that displayed values are estimates
- Recognising the limitations of calculated SOC
- Avoiding reliance on a single data point

Accurate system operation depends on informed ownership.

Solar Input within the RENOGY System – General Characteristics

Solar charging within the RENOGY electrical system is highly dependent on environmental conditions, system wiring configuration, and regulator logic. Unlike fixed-output charging sources, solar input is inherently variable and must be interpreted within the context of real-world conditions rather than nominal panel ratings.

RENOGY systems typically integrate solar charging through one of two pathways:

- Via the DC/DC charger's internal solar regulator
- Via a standalone RENOGY solar regulator



In either case, solar input is subject to prioritisation rules that influence how charging current is distributed across available inputs.

Real World Solar Expectations

Although solar panels are rated under standard test conditions, actual output during use varies significantly. Under ideal conditions, most caravan-sized panels typically generate **approximately 9–11 amps per panel**, but sustained output at these levels is rarely achieved.

Factors affecting solar performance include:

- Angle of sunlight
- Time of day
- Geographic latitude
- Seasonal variation
- Weather conditions
- Panel cleanliness
- Partial shading
- Cable length and conductor size

The RENOGY system does not normalise solar output based on these variables; instead, it reports instantaneous conditions that must be interpreted by the user.

Solar Priority Logic in Combined Charging Scenarios

When a RENOGY DC/DC charger with integrated solar regulation is used, the system follows a conditional priority logic.

While driving:

- Solar input is evaluated continuously
- Once solar current reaches a defined threshold (commonly around 25 A), alternator contribution may be reduced or suspended
- Below this threshold, alternator and solar inputs may be combined



This behaviour is dynamic and subject to frequent transition as conditions change. As a result, displayed charging values may fluctuate rapidly, particularly when driving in intermittent shade or variable weather.

External Solar Blankets and Regulator Interaction

When using **external portable solar blankets** with a RENOGY-equipped Austrack caravan, additional consideration is required due to differences between RENOGY's general system recommendations and Austrack's specific electrical design.

External solar blankets commonly include:

- Integrated solar regulators
- Long extension leads
- Panels designed for manual repositioning and orientation adjustment

In a typical RENOGY system configuration where an external solar connection is wired **directly to the RENOGY solar input**, RENOGY recommends that any regulator supplied with a portable solar blanket be **bypassed**. This is because the RENOGY system expects to manage solar regulation internally, and the presence of multiple regulators in series can result in:

- Regulator conflict
- Reduced charging efficiency
- Input voltage levels too low to trigger charging logic
- Inconsistent or absent solar input readings on the display

However, **Austrack caravans are configured differently.**

Austrack Rear Anderson Plug – Design Intent

In Austrack installations using the RENOGY electrical system, the **rear Anderson plug is not wired to the RENOGY solar input**. Instead, the rear Anderson plug is connected **directly to the battery system**, bypassing the RENOGY solar regulation pathway entirely.

This design choice allows the rear Anderson plug to function as a **dual-purpose input/output connection**, enabling:

- Connection of regulated portable solar blankets

- Connection of external charging sources
- Flexible power exchange without altering internal system configuration

Because the Anderson plug is connected directly to the batteries, **any external solar source connected at this point must retain its own regulator**. In this configuration, the regulator supplied with the portable solar blanket **must not be bypassed**, as it is responsible for ensuring safe and appropriate charge voltage to the battery bank.

Important Operational Clarification

- RENOGY's recommendation to bypass external regulators applies **only** when connecting solar panels directly to a RENOGY-controlled solar input.
- Austrack's rear Anderson plug is **not** a RENOGY solar input.
- External solar connected via the rear Anderson plug **must remain regulated at the source**.
- Solar input connected this way may **not be fully visible or interpreted** by the RENOGY system in the same manner as internally regulated rooftop solar.

Owners should be aware that this is an intentional and considered design choice by Austrack and does not indicate incorrect system operation.

Owner Awareness Note

Because charging via the rear Anderson plug occurs **outside the RENOGY solar regulation path**, the RENOGY display may not always accurately reflect the contribution of portable solar blankets connected in this manner. This is expected behaviour and does not indicate a fault or misconfiguration.

Understanding the distinction between **RENOGY-managed solar inputs** and **Austrack-managed battery inputs** is essential for correct interpretation of system behaviour.

Voltage Drop and Wiring Loss Considerations

Solar energy is particularly sensitive to wiring length and conductor size. In RENOGY systems:

- Longer cable runs increase resistance
- Resistance reduces available charging voltage

- Reduced voltage may prevent charging activation

This is especially relevant when:

- Panels are roof-mounted with long cable runs
- External blankets are used with extended leads
- Multiple connection points are involved

The system does not compensate automatically for voltage drop, requiring manual assessment if charging performance appears reduced.

Battery Expansion – Compatibility and Uniformity Requirements

If additional lithium batteries are added to a RENOGY-equipped system, strict compatibility guidelines must be followed to prevent imbalance and premature degradation.

Best practice requires that additional batteries:

- Are of the **same brand**
- Have the **same capacity**
- Use the **same cell chemistry**
- Are manufactured within a similar timeframe

Mixing batteries of different capacities or ages can result in unequal charging and discharging, impacting system behaviour and long-term reliability.

Parallel Battery Wiring and Load Distribution

In parallel battery configurations, wiring layout has a direct impact on how current is shared.

Correct practice dictates:

- Positive connection taken from one end of the battery bank
- Negative connection taken from the opposite end
- Equal-length conductors where possible



This arrangement helps ensure balanced charge and discharge across all batteries. Incorrect wiring may cause certain batteries to work harder than others, distorting SOC calculations and reducing lifespan.

Inverter Sizing and Discharge Capability

Inverter performance within the RENOGY system is tied not only to inverter wattage rating but also to **battery discharge capability**.

Indicative discharge requirements include:

- 2000 W inverter → ~175–200 A discharge
- 3000 W inverter → ~250–300 A discharge

Battery capacity alone does not guarantee adequate discharge performance. Total system discharge must account for:

- Battery internal resistance
- Parallel battery count
- Wiring losses
- Temperature effects

RENOGY systems do not automatically enforce inverter-to-battery suitability

Simultaneous Appliance Load Behaviour

When multiple 240 V appliances are used simultaneously:

- Inverter load increases cumulatively
- Battery discharge demand escalates rapidly
- Voltage sag may occur
- Protective alarms may activate

These effects are normal within high-load scenarios and reflect system limits rather than faults



Alarm Behaviour and Breaker Operation

Inverter alarms serve as warnings of approaching operational limits. These may indicate:

- Low battery voltage
- Excessive load
- Thermal stress

Ignoring alarms may result in:

- Inverter shutdown
- Tripped breakers
- Loss of 240 V supply

Although alarms can sometimes be disabled, this does not remove the underlying system constraints.

System Scalability Considerations

The RENOGY system offers multiple pathways for expansion and modification; however, each change introduces additional complexity.

Common scaling considerations include:

- Wiring upgrades for higher current
- Shunt recalibration after capacity changes
- Reconfiguration of SOC settings
- Increased monitoring requirements

The system does not auto-reconfigure after hardware changes.

Interpretation of Displayed Data

All values displayed in the RENOGY environment represent interpreted information derived from multiple inputs. Users should be aware that:

- Displayed values are not direct measurements of remaining energy
- SOC is an estimate



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- Charging currents reflect instantaneous conditions only

Cross-checking information across interfaces may be necessary to understand system behaviour accurately.

“End Consumer Awareness” – Practical Responsibility

Owners should be aware that:

- The RENOGY system rewards attentive configuration
- Behaviour may differ after updates or resets
- Discrepancies may arise without calibration
- Understanding system logic improves outcomes

Time spent familiarising oneself with menus, settings, and system interactions is considered part of normal ownership.

Service, Review, and Ongoing Support

Due to the configurational and software-dependent nature of the RENOGY system, addressing concerns may require methodical review rather than component replacement.

For assistance with:

- Charging inconsistency
- Battery reporting anomalies
- Pairing or connectivity concerns
- System expansion review

Austrack recommends contacting AOE RV Service Centre as the primary point of support, as they are familiar with Austrack electrical installations and RENOGY architectures.

If AOE RV Service Centre is not geographically accessible, owners should seek assistance from a suitably qualified caravan or RV service technician experienced with RENOGY systems.



IMPORTANT NOTICE

The RENOGY electrical system relies on correct configuration, active monitoring, and user awareness. Variations in behaviour may occur due to environmental conditions, system settings, and connectivity state. Incomplete configuration or misunderstanding of system logic may result in inaccurate information or reduced system performance.

Owners are encouraged to review this section in full and consult professional support when required.

System State Awareness and Operational Context

The RENOGY electrical system operates within a continuously changing operational context. Unlike systems that function independently once installed, RENOGY requires periodic awareness of **system state**, which is influenced by variables such as:

- Active charging sources
- Network connectivity
- User-defined configuration settings
- Software state across display modules
- Load demand and discharge rate

As a result, the same user action may lead to different system responses depending on prevailing conditions. Owners should not assume that system behaviour is static or predictable without checking current conditions.

Understanding “Normal” vs “Expected” Behaviour

Within the RENOGY environment, it is important to distinguish between behaviour that is:

- **Normal** (operating within design parameters)
- **Expected** (operating in the way the user anticipates)

These two are not always the same.

For example:

- A sudden drop in displayed SOC may be *normal*, but not *expected*
- Solar charging showing intermittent values may be *normal*, but not *intuitive*



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- Inverter alarms activating under moderate load may be *normal*, but not *desirable*

Understanding this distinction reduces unnecessary fault reporting and improves long-term system confidence.

Software-Dependant Behaviour and Assumptions

RENOGY systems rely heavily on firmware and software-level logic to interpret electrical data. As with all software-dependent systems, behaviour may change depending on:

- Firmware version
- Display module state
- App version
- Pairing order
- System reset history

No assumption should be made that behaviour observed today will remain unchanged following updates, resets, or re-pairing processes.

Power Cycling and Reset Implications

Power cycling parts of the RENOGY system may affect:

- SOC reference values
- Pairing persistence
- Display synchronisation
- Network behaviour

While power cycling is sometimes necessary, it should not be relied upon as a routine troubleshooting method without understanding which components are being reset and which are not.



Display Data Interpretation Discipline

Owners are encouraged to interpret RENOGY display data **contextually rather than absolutely**.

Examples include:

- Using voltage trends instead of single voltage values
- Observing charging direction rather than instantaneous current
- Using SOC as a general reference rather than a precise indicator
- Reviewing multiple screens to confirm behaviour

No single screen or app page should be considered authoritative in isolation.

Redundancy in Monitoring Interfaces

Because data is available via:

- RENOGY ONE Core
- RENOGY ONE Vision
- Mobile application

Owners may encounter situations where:

- Values differ slightly between interfaces
- Updates appear delayed on one device
- Certain controls are accessible in one location but not another

These differences are a consequence of device communication timing and should be interpreted accordingly.

Continuity of Configuration After Changes

Any change to system configuration may alter behaviour elsewhere.

Examples include:

- Updating battery capacity affecting SOC tracking



- Changing SOC source affecting displayed percentage
- Modifying inverter settings influencing battery alarms
- Altering solar wiring affecting charging logic

After any configuration change, the system should be observed over a full charge and discharge cycle to confirm steady-state behaviour.

Operational Changes During Travel

Electrical behaviour may differ significantly between:

- Stationary use
- Driving conditions
- Engine-on vs engine-off states

This is particularly noticeable when:

- DC/DC charging begins or ends
- Solar input fluctuates rapidly
- Vehicle alternator supply is intermittent

Owners should expect system values to change dynamically during travel without necessarily indicating faults.

Environmental Influence on System Behaviour

Environmental factors influence multiple aspects of the RENOXY system, including:

- Battery acceptance rates
- Solar panel output
- Inverter efficiency
- Cooling of power electronics

Cold temperatures, for instance, may reduce charge acceptance or alter charging stage timing, which can affect SOC behaviour and displayed metrics.



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Load Management as an Ownership Responsibility

RENOGY systems do not prevent users from over-requesting power. Instead, load management relies on user awareness.

Owners should be mindful of:

- Total inverter load
- Simultaneous appliance usage
- Available battery discharge capability
- Charging availability during load usage

Failure to manage load appropriately may result in protective shutdowns or alarms.

Alarm Interpretation and Owner Response

Alarms within the RENOGY system are informational by design and may require interpretation.

Common alarm triggers include:

- Low voltage conditions
- Over-current situations
- Peak inverter load events

Owners should treat alarms as indicators to **review system state**, not automatically as component failures.

Persistence of Historical Data

Some displayed data within the RENOGY system reflects accumulated historical values rather than live conditions. These values may not reset automatically and should be reviewed with an understanding of their time basis.



Long-Term Ownership Considerations

Over time, RENOGY system owners should expect to:

- Periodically review configuration settings
- Re-verify battery capacity values
- Confirm SOC accuracy after prolonged storage
- Check pairing integrity after power interruptions

This ongoing involvement forms part of normal ownership of a digitally managed electrical system.

Storage Behaviour and Background Loads

Even when the caravan is not actively in use, RENOGY system components may continue to draw small amounts of power.

Owners should:

- Ensure a charging source is available during storage
- Monitor battery state regularly
- Avoid long-term storage without solar or mains input

Failure to do so may result in unexpected battery depletion.

Responsibility for System Literacy

The RENOGY system provides a high level of information and configurability. Extracting value from this capability requires a degree of system literacy on the part of the owner.

Austrack encourages owners to:

- Read this section in full
- Become familiar with system menus
- Understand inter-component relationships
- Seek clarification before making changes



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Service, Review, and Professional Support

Given the complexity and configurational nature of the RENOGY system, professional assessment may be beneficial when behaviour is unclear.

For configuration review, diagnostics, or system performance concerns, **Austrack recommends contacting AOE RV Service Centre as the primary point of support.**

AOE RV Service Centre is familiar with:

- Austrack electrical layouts
- RENOGY ONE systems
- Battery integration practices
- Charging logic across multiple sources

If AOE RV Service Centre is not accessible due to geographic location, assistance should then be sought from a suitably qualified caravan or RV service technician experienced with RENOGY systems.

Concluding Operational Notice

The RENOGY electrical system is capable of supporting a wide range of travel scenarios when configured and managed correctly. At the same time, it requires careful interaction, thorough configuration, and ongoing awareness.

Owners are encouraged to treat the RENOGY system as an active component of caravan operation rather than a passive background system.



Solar

Austrack caravans are fitted with **roof-mounted solar panels** designed to provide ongoing battery charging during daylight hours. The solar system serves as a primary charging source when the caravan is stationary and is an essential component of off-grid operation.

Depending on the electrical system fitted, the solar panels are connected to either:

- The **MPPT solar regulator within the REDARC Manager30 Battery Management System**, or
- The **solar regulation input within the RENOGY system**

In all configurations, solar charging is fully automatic. When the panels are exposed to sufficient sunlight, the system will begin charging the batteries without any action required from the owner.

⚠ *Solar panel number, layout, and total output vary between caravan models and production periods. Solar specifications may be updated or changed at the factory without notice. This section applies generically to all Austrack-fitted solar systems.*

How Solar Charging Works

When sunlight strikes the solar panels, electrical energy is generated and passed through an MPPT (Maximum Power Point Tracking) solar regulator. This regulator optimises the incoming solar energy and delivers appropriate charging current to the battery system based on battery state and demand.

The solar regulator:

- Automatically adjusts charging output
- Prioritises battery safety and longevity
- Reduces charge rate as batteries approach full capacity

No switches or manual selectors are required for normal operation.



Normal Solar Performance Expectations

Under typical conditions, the rooftop solar system is **sufficient to maintain battery charge for normal daily usage**, including lighting, water pumps, refrigeration, and general 12 V appliances.

However, solar performance is influenced by multiple factors, including:

- Sun angle and time of year
- Cloud cover and weather conditions
- Shade from trees, buildings, or nearby vehicles
- Panel cleanliness
- Daily electrical consumption

Even partial shading on a single panel can significantly reduce overall output.

Situations Where Solar Alone May Not Be Sufficient

While the solar system is designed to support off-grid operation, there are circumstances where solar input may not be able to replace the energy being used each day.

These situations may include:

- Prolonged overcast or rainy conditions
- Camping in heavily shaded areas
- High inverter usage
- Operating additional fridges or freezers
- Extended stays without vehicle movement or external power

In these cases, **supplementary charging** may be required to maintain battery voltage and capacity.

Use of External Solar Panels

Austrack caravans are equipped to allow connection of **external portable solar panels** when additional charging capacity is required. This is commonly done via the rear Anderson plug, which provides a convenient method for supplementing rooftop solar.

External panels are typically used to:



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- Improve charging in shaded campsites
- Increase total daily solar input
- Offset higher-than-normal power usage

Owners should ensure portable panels are:

- Correctly regulated (depending on connection method)
- Positioned for optimal sun exposure
- Monitored periodically to confirm charging is occurring

Solar and Battery Monitoring

Battery charge status and charging activity can be monitored via:

- The main electrical display (REDARC or RENOGY, depending on system)
- Associated system interfaces

Displayed values represent real-time conditions and may fluctuate throughout the day as sunlight intensity and electrical loads change. It is normal for charging rates to increase and decrease as clouds pass or loads are switched on and off.

Owner Best Practice Guidelines

To maximise solar performance, Austrack recommends:

- Parking with panels exposed to direct sunlight where possible
- Avoiding shade over any part of the roof when relying on solar
- Cleaning panels periodically to remove dust or debris
- Being mindful of inverter and high-draw appliance use
- Monitoring battery state during extended off-grid stays

Solar is most effective when energy consumption is balanced with available sunlight rather than relying on solar recovery after heavy use.



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Service and Support

Solar systems generally require minimal maintenance. If solar charging does not appear to be occurring under suitable conditions, or if system readings appear inconsistent, **Austrack recommends contacting AOE RV Service Centre as the primary point of contact** for assessment.

If AOE RV Service Centre is not accessible due to geographic location, assistance should then be sought from a suitably qualified caravan or RV service technician.

IMPORTANT NOTICE

Solar performance varies based on environmental conditions and usage patterns. Solar systems are intended to **supplement and maintain battery charge**, not guarantee unlimited power availability under all circumstances.

Understanding the limitations of solar charging is key to reliable off-grid operation.

Mains Power (240 V)

All Austrack caravans are fitted as standard with a **240 V mains power input**, allowing the electrical system to be supplied directly from an external power source such as a caravan park power outlet or suitable household supply (via an approved adapter).

Mains power provides the most stable and continuous source of electrical energy for the caravan and is used to:

- Power 240 V appliances and outlets
- Charge the onboard battery system
- Reduce reliance on solar and battery power when connected

When mains power is connected, the caravan's electrical system will automatically distribute power as designed, depending on whether the caravan is fitted with a REDARC or RENOGY electrical system.

Mains Power Inlet Location

The **240 V mains power inlet** is located on the **driver's side of the caravan**, externally mounted for easy access.

Although the image provided shows an earlier white inlet with a clear weather cover, current Austrack caravans are fitted with a **black mains inlet and black weather cover**. The function, rating, and operation remain exactly the same regardless of colour.



15 Amp Mains Connection Requirement

Austrack caravans are fitted with a **15 amp (15 A) inlet**, which is specifically designed for caravan and RV use. A 15 A connection is identified by:

- A **larger earth pin** than standard household plugs
- Matching larger earth pins on both ends of a 15 A extension lead

Because of this, a standard household extension lead **cannot be connected directly** to the caravan.

To connect mains power correctly, you must use:

- A **15 A caravan extension lead**, or
- A **10 A to 15 A adaptor** (commonly referred to as an Amphibian lead or safety adaptor)

Any 10 A to 15 A adaptor used **must incorporate a safety switch (RCD)**. These adaptors are widely available from camping, caravan, and hardware retailers.

Using a 10 A Power Outlet Safely

If the caravan is being connected to a **standard household 10 A power outlet**, the following rules apply:

- A **10 A-15 A adaptor with an integrated safety switch must be used**
- The adaptor must be in good condition and correctly rated
- The power point supplying the adaptor must be known to be in safe working order

⚠ Important Safety Warning:

Attempting to connect the caravan directly to a 10 A outlet **without an approved adaptor** is



extremely dangerous and may result in serious injury or death. Incorrect use can also cause damage to electrical equipment and wiring.

Residual Current Device (RCD) Safety Switch

For protection against electrical faults, Austrack caravans are fitted with an **RCD (Residual Current Device) safety switch** for the 240 V circuits.

The RCD safety switch is located:

- **Internally**, at the **outside end of the main bed**

The RCD is designed to:

- Detect electrical leakage
- Immediately disconnect power in the event of a fault
- Reduce the risk of electric shock

Owners should familiarise themselves with the RCD location and test its operation periodically using the test button.

Normal Operation on Mains Power

When 240 V mains power is connected and available, system behaviour differs depending on the **electrical platform fitted to the caravan**.

REDARC Equipped Caravans

In caravans fitted with a **REDARC electrical system**, mains power operation is fully automatic.

When mains power is connected:

- 240 V outlets become active
- High-draw appliances may be operated (within system limits)
- Battery charging begins automatically
- The inverter does **not** need to be turned on

These systems use an **automatic change-over relay**, which seamlessly switches the caravan from inverter supply to mains power without any user input.



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No manual switching is required to “select” mains power on REDARC-equipped caravans.

RENOGY Equipped Caravans

n caravans fitted with a **RENOGY electrical system**, operation differs.

RENOGY systems **do not incorporate an automatic 240 V change-over relay**. As a result, connecting mains power alone does not automatically energise all 240 V circuits.

When mains power is connected on RENOGY-equipped caravans:

- Battery charging via the mains charger may occur automatically
- Some 240 V appliances may still require the **inverter to be turned ON manually**
- The RENOGY system relies on **user-initiated control** via the screen, switch panel, or mobile app

Owners of RENOGY-equipped caravans must ensure the inverter and relevant outputs are correctly enabled when operating on mains power, as system behaviour is not fully automated.

Important Owner Note

Because mains power behaviour differs between REDARC and RENOGY systems, owners should familiarise themselves with the specific electrical platform fitted to their caravan to ensure appliances operate as expected and unnecessary inverter use is avoided.

If unsure, **Austrack recommends contacting AOE RV Service Centre** for clarification or system orientation. If AOE RV Service Centre is not accessible due to location, assistance should be sought from a suitably qualified caravan or RV service technician.



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Disconnecting Mains Power

Before disconnecting mains power:

- Turn off major appliances if in use
- Switch off the supply at the power outlet
- Disconnect the extension lead from the caravan inlet
- Store leads and adaptors in a dry location

Always disconnect power **before relocating the caravan.**

Service and Safety Support

If there are any concerns regarding:

- Mains power connection
- Tripping RCDs
- Burnt plugs, leads, or inlets
- Intermittent 240 V supply

Austrack recommends contacting AOE RV Service Centre as the primary point of contact for inspection and rectification. AOE RV Service Centre is familiar with Austrack electrical systems and caravan wiring standards.

If AOE RV Service Centre is not accessible due to geographic location, assistance should then be sought from a suitably qualified 240 V electrician or RV service technician with a 240 V electrician.

Rear Anderson Plug – External Power & Solar Input

Austrack caravans are fitted with an **Anderson plug located at the rear of the caravan**, typically on the **driver's side behind the driver-side wheel**. This plug is designed as a **12V DC input and output connection**, most commonly used to connect **external portable solar panels** to supplement the rooftop solar system.



The rear Anderson plug provides additional flexibility when camping off-grid, particularly in shaded environments or during periods of increased electrical demand. It also allows controlled power flow into or out of the caravan's battery system when used correctly.

Intended Purpose of the Rear Anderson Plug

The rear Anderson plug is primarily intended for:

- Connection of **regulated portable solar panels or solar blankets**
- Supplementary battery charging when rooftop solar is limited
- Controlled DC power transfer where appropriate

This plug is wired **directly to the battery system**, not to the caravan's internal solar regulator input. As a result, power supplied through this Anderson plug bypasses onboard solar regulation and is delivered straight to the batteries.

Because of this configuration, **any solar source connected to the rear Anderson plug must be regulated.**

Solar Charging via the Rear Anderson Plug

When using external solar panels through the rear Anderson plug:

- **A solar regulator is required**
- The regulator may be built into the solar panel or blanket, or supplied as a separate in-line unit
- Only **regulated output** is safe to connect to the caravan batteries

⚠ Important Safety Warning:

Connecting an **unregulated solar panel** directly to the rear Anderson plug may result in **over-voltage charging**, which can cause serious damage to the battery system and associated electrical components.

Always confirm that any external solar panel connected to the rear Anderson plug:

- Has a functioning regulator, and
- Is configured correctly for the battery chemistry and system voltage.

Regulator Placement Clarification

Because the rear Anderson plug connects directly to the batteries:

- The **external solar regulator must remain active**
- Regulators built into portable solar panels **must not be bypassed** when using this plug

This differs from solar panels wired directly into an internal solar regulator. The rear Anderson plug is not designed as a raw solar input to the onboard MPPT system.

Circuit Protection – 50 A DC Circuit Breaker

The rear Anderson plug is protected by a **50 A, 12 V DC circuit breaker**, installed within the caravan.

This circuit breaker is:

- Located **inside the van**, within the **electrical system compartment**
- Designed to protect the wiring and battery system from over-current conditions
- Automatically triggered in the event of excessive current draw or short circuit

If the circuit breaker trips:

- Power flow through the rear Anderson plug will be interrupted
- External solar input or accessory power will stop
- The breaker must be investigated and reset once the cause has been identified and addressed

⚠ Frequent tripping of this breaker indicates an electrical issue, incorrect equipment, or excessive load and should not be ignored.



Input and Output Functionality

The rear Anderson plug is designed as a **dual-purpose input/output connection**.

This means it may be used as:

- A **charging input**, most commonly from regulated external solar
- A **12 V accessory output** for suitable external equipment

Owners should be aware that:

- Power drawn from this plug comes directly from the batteries
- Loads connected here are not individually managed through the internal control panel
- Excessive use may deplete the batteries faster than expected

Do Not Confuse with the Front Anderson Plug

Some Austrack caravans are also fitted with an **Anderson plug at the front of the caravan**, typically associated with:

- Tow-vehicle charging
- DC/DC charger input
- Alternator-based charging systems

⚠ The **rear Anderson plug and front Anderson plug serve different purposes** and are **not interchangeable**.

- **Rear Anderson plug:** external solar and accessory input/output
- **Front Anderson plug:** vehicle charging input only

Incorrect use may result in charging faults or electrical damage.

Best Practice Guidelines for Owners

Austrack recommends:

- Using **regulated solar panels only**



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- Confirming correct polarity before connection
- Monitoring battery levels during use
- Disconnecting external equipment before towing

Seeking advice if unsure of compatibility

Service and Support

If there is any uncertainty regarding:

- Solar regulator suitability
- Anderson plug wiring
- Circuit breaker operation
- Charging behaviour through the rear Anderson plug

Austrack recommends contacting AOE RV Service Centre as the primary point of contact. If AOE RV Service Centre is not accessible due to geographic location, assistance should then be sought from a suitably qualified caravan or RV service technician.

IMPORTANT NOTICE

The rear Anderson plug is wired directly to the caravan's battery system and is protected by a 50 A DC circuit breaker. Incorrect use, connection of unregulated power sources, reversed polarity, or repeated breaker tripping may result in damage or safety risks.

Always ensure external equipment is correctly regulated and suitable before connection.



Gas System

Austrack Hybrid Campers and Caravans are equipped with a professionally installed LPG gas system designed to safely supply approved external gas appliances only. There are only select models with a gas stove fitted inside, and internal gas cooking is not permitted for those without under any circumstances.

The gas system has been designed with safety, simplicity, and flexibility in mind, allowing owners to use approved external cooking appliances via the rear-mounted (front for some models) bayonet gas outlet. Correct operation and adherence to the guidelines in this manual are essential for safe use.

Gas Cylinders and Connections

LPG gas cylinders are securely mounted in the front-mounted gas bottle holders, which are specifically designed to allow safe ventilation and easy access. The system is fitted with a single LCC27 gas hose connection, suitable only for compatible LPG cylinders approved for use in Australia.

Austrack hybrids are not fitted with an automatic gas bottle changeover or switching valve. Gas is supplied from one cylinder at a time, and manual connection is required when changing bottles.

To ensure safe operation of the system:

- Only compliant LPG cylinders may be used
- Ensure the LCC27 connection is fully tightened before opening the cylinder valve
- When a cylinder is empty, turn the gas off before disconnecting the hose
- Manually reconnect the hose to a full cylinder before resuming use

Gas Bottle Holder Safety

The front gas bottle holders are gas-only compartments and must never be used for general storage.

LPG gas is highly flammable. In the unlikely event of a gas leak, gas can accumulate rapidly. Even a minor ignition source — including static electricity — can cause fire or explosion, resulting in serious injury or damage.

For this reason, the following rules must always be followed:

- Do NOT store tools, recovery gear, electrical items, or loose equipment in the gas bottle compartment

- Ensure gas cylinders are correctly secured at all times
- Regularly inspect hoses and fittings for damage, wear, or leaks



The front toolbox that houses the gas cylinders **MUST** not be used to store anything but the gas cylinders. In the event of a gas leak, a spark as small as static electricity can cause the gas to ignite, causing an explosion.

Hot Water System Gas Isolation

The hot water system is supplied from the main LPG gas system and is fitted with a manual isolation valve located underneath the hybrid. This valve allows the hot water system to be isolated when required.

For the hot water system to operate correctly, the isolation valve must be positioned correctly. Incorrect alignment will prevent gas flow.

Before operating the hot water system, ensure:

- The isolation valve is positioned in line with the gas hose
- The gas cylinder valve is open
- No gas smell is present

Ventilation and Safe Use

All LPG gas appliances produce heat and combustion gases. Adequate ventilation is critical whenever the gas system is in use.

Before operating any gas appliance, the camper or caravan must be set up correctly to allow airflow:

- All appliance covers must be removed
- The vinyl cover on the lower main door vent must be removed
- No ventilation openings are obstructed

Failure to ventilate correctly may result in unsafe operating conditions

Travelling With Gas

For safety and compliance, the gas supply must be turned off at the gas cylinder before travel.

Austrack strongly recommends purging gas from the system prior to travelling to reduce risk. This is done by allowing the gas already in the lines to burn off.

To purge the gas lines safely:

- Light the external kitchen gas burner or connected appliance
- Turn off the gas cylinder valve in the front gas bottle
- Allow the flame to extinguish naturally
- Wait until the appliance is cool to the touch
- Close and stow the kitchen or appliance

Gas System Modifications

Any modification to the gas system may compromise safety and compliance. Under Australian regulations, all gas system alterations are considered gas work and must only be carried out by a licensed gas fitter.

This includes, but not limited to:

- Changes to the gas piping, hoses, or regulators
- Installation of alternative appliances
- Addition or modification of ventilation or covers

Unauthorised modifications may void warranties and create serious safety risks.



Any changes to the gas system, including the addition of vent covers, is considered to be gas work and must be completed by holder of a gas work licence.



Water System

Austrack caravans are equipped with a **self-contained water system** designed to support both on-grid and off-grid travel. Each caravan includes dedicated **fresh water storage** and a **grey water system**, allowing extended stays without reliance on external facilities while maintaining compliance with caravan park and environmental requirements.

Fresh water is supplied to the kitchen, bathroom, and external outlets as fitted, while grey water collects waste water from internal sinks and showers for controlled disposal. System layout, tank capacity, and configuration vary slightly between models; however, the operating principles remain consistent across the Austrack range.

This section explains how the water system is configured, how tanks are selected and filled, and how grey water is managed during use.

Water Tanks

Austrack caravans are fitted with dedicated **fresh water and grey water tanks** designed to support extended travel while maintaining a clear separation between clean water supply and waste water collection. Tank capacities and layouts vary by model, however all systems follow the same operating principles, including independent fresh water tanks, controlled tank selection, and managed grey water disposal. Understanding the configuration and correct operation of these tanks is essential for reliable water supply, accurate monitoring, and responsible waste management during both on-grid and off-grid use.

Water Tank Capacities by Model

The table below outlines the standard fresh and grey water tank capacities fitted to each Austrack model. Tank configurations are fixed per model at the time of manufacture.

Model	Front Fresh Water Tank	Rear Fresh Water Tank	Grey Water Tank
CANNING RANGE			
Canning X19	120 L	120 L	80 L
GUNBARREL RANGE			
Gunbarrel X19	120 L	120 L	80 L
GIBB RANGE			
GIBB 16B	120 L	120 L	80 L
GIBB 16B Triple	120 L	120 L	80 L
GIBB 16	120 L	120 L	80 L
GIBB 14	120 L	120 L	80 L
TALAWANA RANGE			
Talawana X16B	120 L	120 L	80 L
Talawana X16B Triple	120 L	120 L	80 L
Talawana X15	120 L	120 L	80 L
Talawana X13	120 L	120 L	80 L
Talawana X13 Low	120 L	120 L	80 L
Talawana 11LT	120 L	-	50 L
TANAMI RANGE			
Tanami X15	120 L	120 L	80 L
Tanami X15B	120 L	120 L	80 L
Tanami X15L	120 L	120 L	80 L
Tanami X13B	120 L	120 L	80 L
Tanami X13	120 L	120 L	80 L
Tanami X11	120 L	50 L	50 L
MADIGAN RANGE			
Madigan 16	120 L	120 L	80 L
Madigan 15B	120 L	120 L	80 L
Madigan 15C	120 L	120 L	80 L
Madigan 13	120 L	120 L	80 L
Madigan 11	120 L	50 L	50 L

Models with a dash (-) indicate a single fresh water tank configuration.



Fresh Water Tank Operation

Where two fresh water tanks are fitted, **the tanks are not interconnected**. Only one fresh water tank can be used at any given time, with tank selection controlled via a **manual tank-selector valve**.

Depending on model and layout, the tank-selector handle is located:

- Under an internal seat inside the caravan, **or**
- Inside the external shower compartment

The **blue selector handle** is designed to clearly indicate which tank is currently in use. The handle points in the direction of the selected tank:

- Handle pointing **forward** = front tank in use
- Handle pointing **rearward** = rear tank in use

For consistent water supply and accurate monitoring, Austrack recommends **fully emptying one fresh water tank before switching to the other**, rather than drawing from both tanks intermittently.

Filling Fresh Water Tanks

Each fresh water tank must be **filled independently** using its designated filler inlet. Water does not transfer between tanks.

Each filler is equipped with a **breather hole**, which allows air to escape as the tank fills. If this breather becomes blocked:

- Water may back up at the inlet
- The tank will not fill correctly

A fresh water tank is considered **full when water begins to exit the breather hole**.

Grey Water System

The grey water tank collects waste water from:

- The internal ensuite basin, and
- The internal ensuite shower
- The Internal Kitchen Sink



- The External Kitchen Sink (When connected)

Grey water is **not suitable for drinking** and must be disposed of responsibly.

To empty the grey water tank:

1. Connect an appropriate hose to the grey water outlet
2. Open the **red drain valve**
3. Allow the tank to drain fully
4. Close the valve securely before travel

Grey water must only be discharged:

- At approved dump points
- In caravan parks as directed by management
- In accordance with National Parks or local authority regulations

IMPORTANT NOTICE

The fresh water and grey water systems are designed for controlled use. Incorrect tank selection, blocked breathers, or improper grey water disposal may result in system faults or environmental penalties.

If any issues arise relating to tank selection, water supply, filling, or drainage, **Austrack recommends contacting AOE RV Service Centre as the primary point of support.** If AOE RV Service Centre is not accessible due to geographic location, assistance should be sought from a suitably qualified caravan or RV service technician.

Water Pump

Austrack caravans are fitted with a **SeaFlo 12 V pressure water pump**, rated at **11.3 litres per minute**, which supplies pressurised fresh water throughout the caravan. The pump draws water from the selected fresh water tank and delivers it to taps, the shower, and the hot water system as required.

The pump is designed specifically for caravan and RV use and operates automatically based on water demand. It is powered by the caravan's 12 V electrical system and does not require mains power to operate.



Water Pump On/Off Switch – Purpose and Use

The water pump is fitted with a **dedicated on/off switch**, typically located on the main internal control panel. This switch gives the user direct control over pump operation and plays an important role in protecting the water system.

The pump switch should be used to:

- Prevent the pump from running constantly if a fresh water tank runs empty
- Stop the pump in the event of a plumbing leak
- Allow controlled troubleshooting if an airlock occurs
- Disable the pump when the caravan is not in use or unattended

Austrack strongly recommends switching the water pump **off**:

- When travelling on rough or corrugated roads
- When the caravan is not occupied
- If abnormal pump behaviour is observed

Leaving the pump switched on in these situations can result in unnecessary pump wear or damage.

How the Water Pump Operates

The SeaFlo pump is a **pressure-activated system**. When water pressure in the plumbing drops, the pump turns on automatically. When pressure is restored, the pump stops.

Normal operation sequence:

- Open a tap or shower → pressure drops → pump turns on
- Close the tap → pressure builds → pump pressurises and stops

If all taps are closed and the system is working correctly, the pump **should pressurise and then switch off**.

If the pump continues running with all taps closed, this indicates an issue that must be addressed.



Tank Selection and Pump Operation

The pump draws water only from the **currently selected fresh water tank**.

Where multiple fresh water tanks are fitted:

- Only one tank may be used at a time
- The pump does not automatically switch between tanks

If the selected tank runs out of water:

- Water flow will stop
- The pump may continue to run as it attempts to build pressure

If this occurs, turn the pump **off immediately**, select the next tank, and then turn the pump on again once water is available.

Airlocks – Identification and Correction

An **airlock** may occur after:

- Switching fresh water tanks
- Running a tank dry
- Draining the water system
- First use after storage

When an airlock is present, the pump may:

- Run continuously
- Sound louder than normal
- Fail to shut off even when taps are closed
- Deliver uneven or spluttering water flow

Clearing an Airlock

To clear an airlock:

1. Ensure a fresh water tank containing water is selected



2. Turn the **water pump ON**
3. Open any tap fully
4. Allow water and air to **spatter and surge** from the tap
5. Keep the tap open until a **smooth, continuous flow** of water is achieved
6. Close the tap

Once the tap is closed, the pump should:

- Re-pressurise the system
- Automatically switch off

If the pump fails to stop after this process, turn the pump off and repeat the procedure.

Dry-Running and Pump Protection

The SeaFlo water pump is not designed to operate without water for extended periods.

Allowing the pump to run dry or against an airlock may:

- Increase wear on internal components
- Cause overheating
- Lead to premature pump failure

The on/off switch is provided specifically to prevent this and should be used whenever abnormal operation is observed.

Noise, Vibration, and Normal Behaviour

Some pump noise or vibration is normal, particularly:

- During initial priming
- When clearing air from the system
- When water demand changes rapidly

Excessive or continuous noise may indicate:



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- An airlock
- Low tank level
- A loose plumbing connection
- A leak in the system

These conditions should be investigated promptly.

Service and Support

If the water pump:

- Fails to pressurise
- Runs continuously with no taps open
- Cannot be cleared of airlocks
- Stops delivering water

Austrack recommends contacting AOE RV Service Centre as the primary point of support. AOE RV Service Centre is familiar with Austrack plumbing systems and pump installations.

If AOE RV Service Centre is not accessible due to geographic location, assistance should be sought from a suitably qualified caravan or RV service technician.

IMPORTANT NOTICE

The water pump is a critical component of the fresh water system. Damage caused by dry-running, unresolved airlocks, leaks, freezing, or incorrect operation may not be covered under warranty.

Always use the pump on/off switch as intended and address abnormal pump behaviour immediately.



Mains Water

Austrack caravans are equipped with a **mains water inlet**, allowing the caravan's internal plumbing system to be supplied directly from an external pressurised water source, such as a caravan park tap. This provides convenient, on-demand water supply without drawing from the onboard fresh water tanks.

The mains water system operates independently of the fresh water tanks and water pump and is intended for use primarily when connected to permanent or semi-permanent water supplies.

Mains Water Inlet

The mains water inlet fitted to Austrack caravans is a **SeaFlo mains water inlet**, designed specifically for caravan and RV applications. The inlet includes an integrated pressure regulation and non-return functionality suitable for connection to standard water taps when used correctly.

The inlet is externally mounted on the caravan for easy access and connection using a potable water hose.

Critical Requirement – Water Pump Must Be Turned OFF

When using mains water, the **12 V water pump must be switched OFF** at the control panel.

This is essential because:

- Mains water supplies pressurised water to the plumbing system
- The onboard pump is not required and must not operate simultaneously
- Leaving the pump on may cause unnecessary cycling or damage

⚠ Important:

Failure to turn off the water pump while connected to mains water can lead to water system faults, pump damage, or abnormal operation. Always switch the pump off before connecting mains water.

How Mains Water Works

When mains water is connected:

- Pressurised water is supplied directly to the caravan's plumbing
- Taps, shower, and appliances operate from the external supply
- The onboard water pump remains inactive (when correctly switched off)



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Mains water **bypasses the fresh water tanks entirely.**

Mains Water Does NOT Fill Fresh Water Tanks

It is important to understand that **mains water does not fill the onboard fresh water tanks.**

Key points:

- Fresh water tanks must still be filled manually via their dedicated tank fillers
- Connecting mains water only supplies the internal plumbing system
- Tank levels will not increase while connected to mains water

This is normal system behaviour and is not a fault.

Tank Selection When Using Mains Water

While mains water is in use:

- Fresh water tank selection position does not matter
- Water is not being drawn from the tanks
- Tank levels remain unchanged

Once mains water is disconnected and the pump is switched back on, the system will resume drawing water from the selected fresh water tank.

Connecting Mains Water

Connecting Mains Water

To connect mains water:

1. Ensure the **water pump is switched OFF**
2. Connect a **drinking-water-grade hose** to the mains water tap
3. Connect the hose to the caravan's mains water inlet
4. Slowly turn on the tap
5. Check all fittings for leaks



6. Open a tap inside the caravan to confirm water flow

Austrack recommends using a **pressure-regulated hose or in-line pressure reducer** where water pressure is unknown or high.

Disconnecting Mains Water

To disconnect mains water:

1. Turn off the water supply at the tap
2. Open a tap inside the caravan to release pressure
3. Disconnect the hose from the caravan inlet
4. Store hoses clean and dry
5. Switch the **water pump back ON** only if reverting to tank water use

Failing to repressurise correctly may result in air entering the system, which can be cleared using the airlock procedure outlined in the Water Pump section.

Common Issues and Owner Awareness

Common mistakes when using mains water include:

- Forgetting to turn off the water pump
- Expecting mains water to fill fresh water tanks
- Using non-potable or damaged hoses
- Exposing the system to excessive pressure

Understanding the difference between **mains water supply** and **tank-based water supply** is essential for correct system operation.

Service and Support

If issues arise such as:

- Water hammering or pulsing
- Leaks when connected to mains water



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- No water flow despite correct connection
- Pump cycling unexpectedly on mains water

Austrack recommends contacting AOE RV Service Centre as the primary point of support. AOE RV Service Centre is familiar with Austrack plumbing layouts and SeaFlo inlet systems.

If AOE RV Service Centre is not accessible due to geographic location, assistance should be sought from a suitably qualified caravan or RV service technician.

IMPORTANT NOTICE

Mains water systems operate under pressure. Incorrect connection, leaving the pump switched on, or exposing the plumbing system to excessive pressure may result in damage not covered under warranty.

Always turn the water pump off when using mains water and follow correct connection procedures.

Hot Water System

Austrack caravans are fitted with one of two **onboard hot water systems**, depending on the model and configuration of the van. These systems are designed to provide reliable hot water for the ensuite shower, basin, and kitchen use, whether travelling off-grid or connected to services.

Across the Austrack range, hot water is supplied by either:

- The **Truma Ultra-Rapid Hot Water System**, or
- The **WLF Instantaneous Hot Water System**

Both systems serve the same purpose but operate in **very different ways**, with distinct design principles, heating methods, and usage considerations. As such, it is important that owners understand which hot water system is fitted to their caravan before operation.

The following sections describe each system individually, outlining how they work, how to operate them correctly, and what to be aware of during normal use.

WLF Instantaneous Hot Water System

Some Austrack caravans are fitted with a **WLF Instantaneous Hot Water System**. This system heats water **on demand**, meaning hot water is produced only when a tap is opened, rather than being

stored in a tank. As a result, hot water supply is continuous (within system limits) and does not rely on stored volume.

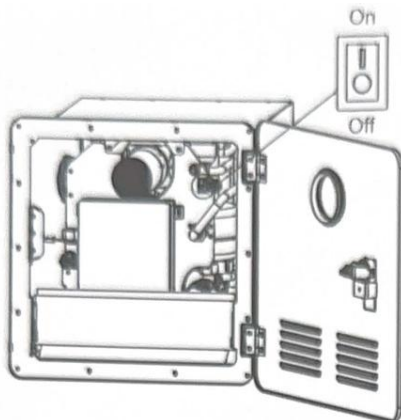
Because this system operates differently from storage-type heaters, it is important that owners understand the correct startup procedure, control operation, and temperature-setting methods before use.

System Power and Safety Isolation

The WLF hot water system includes **two separate power control points**:

1. A **master on/off switch located on the hot water unit itself**
2. A **wall-mounted control screen** used for everyday operation and temperature control

Appliance Master Switch (Kill Switch)



The on/off switch located in the hot water appliance acts as a **master isolation (kill) switch**. This switch:

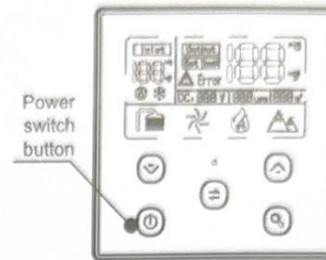
- Supplies or isolates power to the hot water system entirely
- Should be switched **off** when the system is not required
- Should be switched **off** during long-term storage or servicing

This switch must be **turned on** before the wall controller will operate the system.

Wall Mounted Control Screen

The wall-mounted control screen is used for:

- Turning the system on and off for normal use
- Setting the desired hot water temperature
- Selecting temperature display units (°C or °F)



The system must pass a basic functional check each time the caravan and water system are set up for use.

Operating the WLF Hot Water System

Powering the System On

1. Ensure the **master on/off switch on the hot water unit** is turned **ON**
2. On the wall controller, touch the **Power button**
3. The display will illuminate and show the **current temperature setting**

When powered on, the system is ready to heat water when a hot tap is opened.

Temperature Display Selection (°C / °F)

- Touch the **°C / °F button** to toggle between temperature units
- The corresponding indicator on the display will confirm the selected unit

Austrack recommends using **°C** for consistency with other systems in the caravan.

Adjusting Water Temperature

- Use the **“+” and “-” buttons** on the control screen to set the desired water temperature
- Adjustable temperature range:
 - **35 °C (95 °F) minimum**
 - **51 °C (124 °F) maximum**

The selected temperature will be maintained automatically by the system while hot water is in use.

Turning the System Off



- Touch the **Power button** on the wall controller to place the system into shutdown mode
- If the hot water system will not be used for an extended period, also switch the **master on/off switch on the unit itself to OFF**

This ensures the system is fully isolated.

Methods of Using the WLF Hot Water System

The WLF Instantaneous Hot Water System may be used in **two different operating methods**, depending on user preference.

Method 1 – Point-of-Use Mixing (Recommended)

This method involves setting the heater to a higher output temperature and mixing hot and cold water at the tap.

Procedure:

1. Set the controller temperature to approximately **46 °C (115 °F)**
2. Open the hot water tap
3. Once hot water is flowing steadily, add **cold water at the tap** to achieve a comfortable temperature

Benefits:

- More flexible temperature control
- Familiar operation for most users
- Better control at the shower or basin

Method 2 – Single-Point Use (No Mixing)

This method involves setting the heater to the exact temperature required at the tap, without mixing cold water.

Procedure:

1. Set the controller temperature to the desired bathing or washing temperature



2. Open the hot water tap only
3. The system will maintain the set temperature automatically

Important Note:

This method requires accurate temperature selection and may be more sensitive to flow rate changes.

Normal Operating Characteristics

During use, it is normal for the system to:

- Require water flow to activate heating
- Temporarily stop heating if water flow is interrupted
- Adjust heating output based on flow rate and inlet water temperature

Hot water will only be produced **when a hot tap is opened**.

Service and Support

If the WLF hot water system:

- Fails to power on
- Does not maintain temperature
- Shuts down unexpectedly
- Displays abnormal behaviour

Austrack recommends contacting AOE RV Service Centre as the primary point of support. AOE RV Service Centre is familiar with Austrack plumbing and hot water installations.

If AOE RV Service Centre is not accessible due to geographic location, assistance should be sought from a suitably qualified caravan or RV service technician.

IMPORTANT NOTICE

The WLF Instantaneous Hot Water System is designed for controlled operation with clean water and appropriate power supply. Incorrect use, failure to isolate the system when not in use, or operation without water flow may result in damage not covered under warranty.

Always ensure the system is switched off when not required.



Truma Ultra-Rapid Hot Water System

Some Austrack caravans are fitted with a **Truma Ultra-Rapid Hot Water System**, which provides reliable hot water via either **gas** or **240 V mains electricity**. This is a **storage-type hot water system**, heating and storing water in an internal tank before delivery to taps and the shower.

The Truma system is designed for flexibility, allowing owners to select the most appropriate energy source depending on whether they are free camping or connected to mains power.

⚠ The Truma hot water system **cannot operate on inverter power**.

Energy Sources and Operating Modes

The Truma Ultra-Rapid system can be operated using:

- **Gas** (from the caravan's plumbed gas system), or
- **240 V mains power**

Only one energy source is used at a time. Selection is made via switches located on the internal control panel.

Operating the Truma hot Water System on Gas

To operate the Truma hot water system on gas, follow the steps below carefully.

Before Igniting on Gas

1. Ensure the **correct gas cylinder is selected** and turned on
2. Confirm the caravan has water supply by:
 - Turning the **water pump ON**, or
 - Connecting to **mains (town) water**
3. Remove the **external vent cover** from the Truma hot water system outlet
4. Ensure the system is **full of water** before ignition

⚠ Never ignite the system unless it is fully filled with water.

Igniting the System on Gas

1. Ignite the **gas burner on the outside kitchen**
2. Open a **hot water tap** on the external kitchen
3. Allow water to run until it flows **smoothly without air or spluttering**
4. Inside the caravan, turn on the **Truma gas switch** on the control panel
5. Select the desired temperature setting:
 - **60 °C**, or
 - **70 °C**
6. Once ignition is confirmed, turn **off the external kitchen burner**

The system will now heat the stored water to the selected temperature.

Operating the Truma Hot Water System on 240 V Mains Power

To operate the Truma system on mains electricity:

Before Switching On

1. Ensure the caravan is **connected to 240 V mains power**
2. Confirm the water system is pressurised by:
 - Turning the **water pump ON**, or
 - Connecting to **mains water**
3. Confirm the hot water system is **full of water**

Switching On (240 V)

1. Open a **hot water tap** (external kitchen recommended)
2. Allow water to run smoothly until all air is cleared
3. Turn on the **240 V hot water switch** (white switch) on the control panel



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4. The system will automatically heat the water to approximately **70 °C**

⚠ The Truma hot water system will **not operate on inverter power**.

General Usage and Best Practices

- Always ensure the hot water system is **filled with water** before switching it on
- Never operate the system dry
- Do not operate the hot water system **while the vehicle is in motion**
- Use caution at higher temperature settings to avoid scalding
- Hot water availability depends on tank capacity and usage

Draining and Refilling the Hot Water System

Normal Operating Position

- The **yellow drain valve** must remain in the **closed position**, aligned with the water hose, during normal operation

Draining the System (Storage or Frost Conditions)

To drain the Truma hot water system:

1. Turn the **water pump OFF**
2. Set the **yellow drain valve to the upright position**
3. Open **hot water taps inside the caravan**
4. Allow all water to drain completely

⚠ Water **must be drained** if there is any risk of frost.
Damage caused by frozen water is **not covered under warranty**.



Refilling the System

To refill after draining:

1. Turn the **water pump ON** or connect to mains water
2. Open a **hot water tap**
3. Allow the tap to remain open until water flows smoothly
4. Once water is flowing consistently, the system is full and ready for use

Maintenance and Care

Regular maintenance is essential to ensure reliable operation and water hygiene.

Austrack recommends:

- **Descaling the system at least twice per year**
- Using suitable commercial cleaning and descaling products
- Heating the system to **70 °C regularly** to reduce micro-organism growth

Safety Valve and Drain Valve Operation

- The **P&T safety valve** and **drain valve** should be operated periodically
- This helps remove lime deposits and ensures correct valve operation

External Cover Removal Tool

The external cover of the Truma hot water system can be difficult to remove by hand.

Austrack recommends purchasing a **Truma cover removal tool**, available from **AusTuff**, to:

- Easily remove the cover
- Prevent injury to hands or fingers



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Service and Support

If the Truma hot water system:

- Fails to ignite
- Does not heat correctly
- Trips repeatedly
- Leaks or drains unexpectedly

Austrack recommends contacting AOE RV Service Centre as the primary point of support. AOE RV Service Centre is familiar with Truma installations in Austrack caravans.

If AOE RV Service Centre is not accessible due to geographic location, assistance should be sought from a suitably qualified caravan or RV service technician.

IMPORTANT NOTICE

Incorrect operation, failure to drain under frost conditions, dry-firing the system, or unauthorised modification may result in damage not covered under warranty.

Always operate the Truma hot water system in accordance with these instructions.

Chassis, Running Gear & Structural Systems

This section covers the **core mechanical and structural systems** that support safe towing, stability, and operation of your Austrack caravan. These systems form the foundation of the caravan's performance both on-road and off-road and require regular awareness and inspection by the owner.

Topics in this section include the **braking system, wheels and wheel nuts, suspension, tyres, hubs, and stabiliser legs**, as well as **electric and manual roof mechanisms** where fitted. Understanding how these systems operate — and how to check them before, during, and after travel — is essential for safety, reliability, and long-term durability.

The information provided here is intended to help owners recognise normal operation, perform basic checks, and identify when professional service is required.

Braking Systems

Austrack caravans are fitted with **electric drum brakes**, designed to operate in conjunction with the towing vehicle's braking system to provide safe, controlled stopping performance. These brakes reduce the load placed on the tow vehicle and improve stability during braking under a wide range of conditions.

Because electric trailer brakes rely on signals from the tow vehicle, correct setup, adjustment, and ongoing maintenance are essential for safe operation.

Electric Trailer Brakes

All Austrack caravans are equipped with **electric override brakes**, which require a **brake controller** to be installed and operational in the towing vehicle.

The brake controller allows the driver to:

- Control the amount of braking force applied to the caravan
- Adjust braking response to suit load, road conditions, and driving style
- Manually apply trailer brakes if required

Brake controllers may be:

- Permanently installed in the tow vehicle, or



- Wireless / Bluetooth-based units mounted on the caravan and controlled remotely from the driver's seat

⚠ Important Handover Requirement:

A functioning brake controller **must be installed and operational** in the towing vehicle on the day of handover. Austrack caravans will **not be released** without confirmation that trailer braking can be controlled from the driver's position.

How Electric Trailer Brakes Work

Electric trailer brakes operate by:

1. Receiving a braking signal from the tow vehicle brake controller
2. Energising electromagnets inside the brake drums
3. Applying brake shoes against the inner surface of the drum
4. Creating controlled friction to slow the caravan

This system is designed to **assist**, not replace, the tow vehicle brakes. Maximum braking performance depends on correct brake controller setup and proper brake adjustment.

Brake System Type – Drum Brakes with Brake Shoes

Austrack caravans use a **12-inch electric drum brake system**, which incorporates **brake shoes** rather than brake pads.

Brake shoes are curved friction linings located inside the brake drum. When braking is applied, the shoes press outward against the inside of the drum to generate stopping force.

This design is robust and well-suited to touring and off-road use but requires periodic inspection and adjustment to maintain optimal performance.

Brake Bedding-in (Run-in Period)

New trailer brakes require an initial **bedding-in (run-in) period**.

During this period:

- Brake shoes gradually seat against the drum surface
- Braking effectiveness will increase progressively



- Brake controller settings may need adjustment

The length of the run-in period can vary depending on load and driving conditions.

Brake Inspection, Adjustment, and Servicing

Trailer brakes must be **inspected and serviced at regular intervals** to ensure safe and effective operation.

Austrack recommends that brake inspection, adjustment, and servicing be carried out **in accordance with the Caravan Service Schedule**, which is located **near the end of this manual (second-last page)**.

During scheduled servicing, a qualified professional will:

- Inspect brake shoes for wear
- Check drum condition
- Confirm correct brake adjustment and operation

Brake shoes typically require replacement when:

- The friction lining is worn to approximately **1.5 mm**
- The lining shows abnormal or uneven wear

The lining is scored, cracked, or contaminated

Brake Shoe Wear, Scoring, and Gouging

Scoring or gouging of brake shoe linings may occur due to:

- Overheating from incorrect adjustment
- Prolonged heavy braking
- Dirt, sand, or debris entering the drum
- Water crossings without subsequent cleaning

After off-road use or water crossings, Austrack strongly recommends that the brakes be **cleaned and inspected** in line with the service schedule to prevent premature wear and maintain braking performance.



Service Responsibility and Safety

Both the **tow vehicle braking system** and the **caravan braking system** must be properly maintained for safe towing. Trailer brakes should only be adjusted or serviced by **qualified professionals** familiar with electric drum brake systems.

Important Safety Notes

- Trailer brakes rely entirely on a functioning brake controller
- Incorrect adjustment can result in poor braking or overheating
- Reduced braking performance significantly increases stopping distance
- Operating the caravan with ineffective brakes may create unsafe towing conditions

If braking performance feels weak, inconsistent, or unpredictable, towing should be discontinued until the system has been inspected.

Service and Support

If you experience:

- Uneven braking
- Excessive brake controller settings
- Noise or heat from hubs or brakes
- Reduced braking performance

Austrack recommends contacting AOE RV Service Centre as the primary point of support. AOE RV Service Centre is familiar with Austrack chassis, axle, and braking systems.

If AOE RV Service Centre is not accessible due to geographic location, assistance should be sought from a suitably qualified caravan or trailer brake specialist.

Wheel Nuts

Wheel nuts are a **critical safety component** of the caravan's running gear and must be checked and maintained correctly to ensure safe towing. Incorrect wheel nut tension or poor installation



technique can lead to wheel vibration, stud damage, or wheel separation, all of which present a serious safety risk.

Austrack caravans are fitted with **6-stud wheel hubs**, and correct tightening sequence and torque are essential.

Torque Specification

All wheel nuts must be tightened using a **calibrated torque wrench** to a torque setting of:

140 Nm

This torque ensures the wheel is securely seated against the hub without overstressing the studs or wheel nuts.

Use of Power Tools (Rattle Guns)

Austrack **does not recommend** using rattle guns or impact tools to tighten wheel nuts.

Rattle guns:

- Do not provide accurate torque readings
- Make it impossible to confirm correct tightening force
- Can easily over-tighten wheel nuts

Over-tightening may:

- Stretch or weaken wheel studs
- Damage wheel nuts
- Cause premature stud failure

Under-tightening may:

- Allow wheel movement
- Cause vibration
- Lead to loosening of wheel nuts
- Result in stud or nut failure over time



For these reasons, wheel nuts should always be tightened and checked using a torque wrench.

Wheel Nut Tightening Pattern (6-Stud Hubs)

Wheel nuts **must be tightened in a star (criss-cross) pattern**, not in a circular sequence.

Tightening in a star pattern:

- Ensures the wheel seats evenly against the hub
- Prevents wheel distortion
- Reduces stud stress
- Provides accurate torque readings

Checking Wheel Nut Torque (Routine Inspection)

For routine wheel nut checks:

- It is **recommended** to lightly lift the caravan so that not all weight is on the wheels, if practical
- However, wheel nut torque **can still be checked with the full weight on the ground** for convenience and ease of access

When checking wheel nuts:

- Use a torque wrench set to **140 Nm**
- Do not loosen the nut first — simply confirm it is correctly torqued
- Tighten in a **star pattern**

Wheel nut checks should be performed in accordance with the recommended check schedule and more frequently during rough or corrugated road travel.

Changing a Wheel – Correct Installation and Tightening Procedure

The following procedure applies **only when fitting or refitting a wheel**, such as after a tyre change.

Wheel Installation

1. Ensure the **hub face and wheel mounting surface are clean and free of debris**

2. Lift the wheel onto the hub and confirm it sits **flush against the hub both top and bottom**
 3. Install the **bottom wheel nut first** and wind it on **finger-tight all the way**
 - This supports the wheel and prevents it from popping off the hub
 4. Fit the remaining wheel nuts **finger-tight only**
 - These do **not** need to be fully wound in by hand
-

Initial Tightening

With the caravan:

- **Jacked up**, and
- **Handbrake engaged** to prevent wheel rotation,

tighten the wheel nuts evenly using a wheel brace or socket **just enough to seat the wheel firmly**, without allowing the wheel to rotate.

Final Torque Tightening

1. Lower the caravan so the tyre **just contacts the ground**, but **does not carry the full weight**
2. Using a **calibrated torque wrench**, tighten the wheel nuts to **140 Nm**
3. Tighten in a **star (criss-cross) pattern**

Once complete:

- Fully lower the caravan to the ground
 - Remove the jack
 - Recheck torque after initial travel
-

Use of Power Tools

Austrack **does not recommend** using rattle guns or impact tools to tighten wheel nuts.

Rattle guns:



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- Do not provide accurate torque control
- Can easily over-tighten wheel nuts

Over-tightening may stretch or weaken wheel studs.
Under-tightening may cause vibration and loosening.

Always use a **torque wrench** for final tightening.

Initial Wheel Nut Check Schedule

When the caravan is new, or after wheels have been removed and refitted, wheel nuts must be re-checked at:

- **50 km**
- **100 km**
- **250 km**
- **500 km**

After this period, wheel nuts should be checked regularly and more often during off-road or corrugated road travel.

Wheel Nut and Stud Variations

Wheel nut and stud sizes may vary depending on axle, hub, and wheel configuration.

If replacements are required:

- Measure existing components
- Check any size or specification markings
- Ensure replacements match the original specifications

Service and Support

If wheel nuts:

- Will not maintain correct torque
- Continually loosen



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- Show signs of damage
- Are associated with vibration or noise

The caravan should be inspected before further towing.

Austrack recommends contacting AOE RV Service Centre as the primary point of support. If AOE RV Service Centre is not accessible, assistance should be sought from a suitably qualified caravan or trailer service technician.

Important Notice

Correct wheel nut torque, tightening sequence, and installation method are essential for safe towing. Damage caused by incorrect installation, tightening, or neglect may not be covered under warranty.

Always torque wheel nuts correctly before travel.

Suspension

Austrack caravans are fitted with a **heavy-duty independent suspension system** designed specifically for touring and off-road conditions. The suspension system plays a critical role in ride quality, handling, tyre contact, braking effectiveness, and overall durability of the caravan.

Austrack caravans utilise **AusTuff swing arm suspension**, combined with **AusTuff coil springs**, **AusTuff-supplied Pedders shock absorbers**, **limiting straps**, and **serviceable suspension bushes**. This system is engineered to provide controlled vertical wheel movement while maintaining correct wheel alignment and stability under load.

Suspension System Components

The Austrack suspension system consists of the following primary components:

- **AusTuff Swing Arms**
- **AusTuff Coil Springs**
- **AusTuff / Pedders Shock Absorbers (Foam Cell type)**
- **Suspension Limiting Straps**
- **Serviceable Suspension Bushes**



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- **Toe and Camber Adjustment Pins**

All components are designed to operate as a complete system and should not be modified independently.

AusTuff Swing Arm Suspension

Austrack caravans are fitted with **AusTuff swing arms**, a robust, chassis-mounted independent suspension design.

Unlike some suspension systems that allow sideways articulation, AusTuff swing arms are designed to:

- Articulate **parallel to the chassis**
- Control **vertical wheel movement only**
- Maintain consistent wheel alignment under load

This design prioritises:

- Towing stability
- Predictable handling
- Reduced lateral stress on suspension and chassis mounting points

Coil Springs and Shock Absorbers

Caravan load support is provided by **AusTuff coil springs**, which carry the weight of the caravan and allow controlled suspension movement.

Damping is provided by **Pedders shock absorbers**, manufactured in partnership with AusTuff and supplied to Austrack:

- Manufactured by **Pedders**
- Distributed via **AusTuff**
- Identified by **orange paint and AusTuff branding**
- **Foam Cell shock absorbers**, suitable for off-road heat control and durability

Shock absorbers:



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- Control spring movement
- Reduce bounce and oscillation
- Improve tyre contact with the ground
- Reduce shock loads transferred to the chassis

Suspension Limiting Straps

The suspension system incorporates **limiting straps** to prevent over-extension of the swing arms.

Limiting straps:

- Control maximum downward suspension travel
- Protect shock absorbers from topping out
- Reduce stress on suspension mounts
- Prevent damage during extreme articulation or uneven terrain

Limiting straps are a critical protective component and must not be removed, adjusted, or bypassed.

Suspension Bushes and Lubrication

The AusTuff swing arm suspension uses **serviceable suspension bushes** at key pivot points.

These bushes:

- Allow controlled movement of the swing arms
- Reduce vibration and wear
- Maintain correct suspension geometry

Bush Maintenance

- Suspension bushes **require regular greasing**
- Greasing reduces wear and extends bush life
- Lack of lubrication may result in:
 - Squeaking or noise



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- Accelerated wear
- Increased suspension movement
- Reduced ride quality

Bushes should be greased **in accordance with the Caravan Service Schedule**, located **near the end of this manual (second-last page)**, and more frequently when operating in dusty, wet, or off-road environments.

Suspension Alignment – Toe and Camber

The AusTuff swing arm suspension includes **adjustment pins** that allow for:

- **Toe-in adjustment**
- **Camber adjustment**

Correct alignment:

- Improves tyre life
- Enhances tracking stability
- Maintains predictable towing behaviour

Alignment adjustments should only be carried out by **qualified caravan or suspension specialists**, as incorrect adjustment may negatively impact handling and tyre wear.

Suspension Bolt Inspection and Torque

All suspension mounting bolts must be:

- **Visually inspected regularly**
- Checked for any signs of movement, loosening, or damage

Austrack recommends a **visual inspection before travel**, particularly after off-road or corrugated road use.

Suspension mounting bolts must be tightened to:

180 Nm

⚠ Suspension bolts must not be over-tightened or under-tightened, as incorrect torque can lead to component damage or movement.



Servicing and Maintenance

The suspension system must be serviced **in accordance with the Caravan Service Schedule**, located **near the end of this manual (second-last page)**.

Scheduled servicing includes:

- Inspection of swing arms and mounting points
- Checking bolt torque
- Greasing suspension bushes
- Inspecting coil springs
- Checking shock absorbers for leaks or damage
- Inspecting limiting straps for wear or stretching

Off Road and Corrugated Road Use

After extended travel on rough, corrugated, or off-road terrain, Austrack recommends:

- Visual inspection of all suspension components
- Checking bush condition and lubrication
- Checking suspension bolt torque

Early identification of issues helps prevent more serious damage.

Important Safety Notes

- Suspension components are safety-critical and load-bearing
- Suspension modifications may affect handling and warranty
- Bush lubrication is essential for long-term reliability
- Alignment should only be adjusted by qualified professionals

If abnormal noises, uneven tyre wear, or changes in handling are observed, the suspension system should be inspected before further towing.



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Service and Support

For suspension-related concerns such as:

- Noises or squeaks
- Uneven tyre wear
- Loose or damaged components
- Alignment concerns

Austrack recommends contacting AOE RV Service Centre as the primary point of support. AOE RV Service Centre is familiar with Austrack suspension geometry and AusTuff installations.

If AOE RV Service Centre is not accessible due to geographic location, assistance should be sought from a suitably qualified caravan suspension specialist.

Tyres & Wheels

Austrack caravans are fitted with **heavy-duty alloy wheels and off-road-rated tyres**, selected to suit touring, off-road travel, and Australian conditions. Correct tyre selection, inflation pressure, inspection, and maintenance are essential for safe towing, suspension performance, braking effectiveness, and long-term durability.

This section covers general information on the wheels and tyres supplied with Austrack caravans, along with essential owner responsibilities regarding their use and care.

Wheels

Austrack caravans are supplied with **alloy wheels** as standard.

Wheel characteristics:

- **Alloy construction**
- **Zero (0) offset**

A zero-offset wheel places the wheel centreline directly in line with the hub mounting surface. This configuration:

- Maintains correct suspension geometry
- Ensures even load distribution through wheel bearings and hubs



- Reduces unnecessary stress on suspension and axle components

Any replacement wheels must match the original specifications to ensure correct fitment and safe operation.

Tyres

Austrack caravans are supplied with **Goodride off-road tyres**, selected depending on model and intended use.

Standard Fitment

- **Goodride Radial M/T (Mud Terrain)** tyres are fitted to most Austrack models

These tyres are designed to:

- Provide strong off-road traction
- Resist damage from rough terrain
- Withstand extended remote touring conditions

Alternative Fitment

- **Goodride A/T (All Terrain)** tyres may be fitted to select models, such as the **11LT**, or where specified at the time of manufacture

All-terrain tyres offer:

- Improved on-road comfort and lower noise
- Balanced performance for mixed sealed and unsealed road use
- Longer tread life under highway conditions

Tyre fitment may vary depending on model and build specification.

Tyre Pressure Guidelines

Correct tyre pressure is critical for safety and performance and must always be adjusted to suit conditions and load.

Standard Road Use



Under **normal conditions on sealed roads**, Austrack recommends:

Minimum tyre pressure: 60 PSI

This pressure is suitable when:

- Travelling on sealed roads
- Carrying typical touring loads
- Operating under standard conditions

Tyre pressures **must not be set below 60 PSI for sealed road use**, as under-inflation can lead to excessive heat build-up, irregular wear, reduced handling, and increased risk of tyre failure.

Off Road and Variable Conditions

Tyre pressures may need to be **adjusted from the standard road setting** when:

- Travelling off-road or on corrugated surfaces
- Driving on sand, gravel, or uneven terrain
- Operating with unusually heavy or light loads

Pressure adjustments should be made with care and only within appropriate limits based on:

- Tyre manufacturer recommendations
- Load carried
- Speed and terrain

Tyres should be returned to **road-appropriate pressures** before resuming sealed road travel.

Tyre Inspection and Care

Tyres should be inspected regularly for:

- Tread depth and even wear
- Cuts, cracks, or damage to sidewalls
- Embedded stones or debris in tread blocks



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- Signs of pressure loss

After off-road or corrugated travel, Austrack recommends:

- Visual inspection of all tyres
- Pressure checks
- Re-checking wheel nut torque

Tyre Rotation and Replacement

Tyres should be:

- Rotated periodically to promote even wear
- Replaced when tread depth approaches legal or manufacturer limits
- Replaced immediately if damaged beyond safe repair

Replacement tyres should:

- Match the original size and load rating
- Be suitable for caravan use
- Maintain compatibility with suspension and braking systems

Compatibility and Changes

Changing tyre or wheel specifications may affect:

- Suspension geometry
- Wheel bearing and hub life
- Braking performance
- Towing stability

Austrack recommends consulting **AOE RV Service Centre** before changing wheel or tyre specifications. If AOE RV Service Centre is not accessible, seek advice from a suitably qualified caravan or tyre specialist.



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Service and Support

If you experience:

- Uneven tyre wear
- Vibration while towing
- Repeated pressure loss
- Damage after off-road travel

Austrack recommends contacting AOE RV Service Centre as the primary point of support. If AOE RV Service Centre is not accessible due to geographic location, assistance should be sought from a suitably qualified caravan or tyre professional.

IMPORTANT NOTICE

Tyres and wheels are safety-critical components. Incorrect tyre pressures, incompatible replacements, or neglect may result in reduced handling, increased stopping distances, or tyre failure.

Always maintain correct tyre pressures for the conditions and inspect tyres before travel.

Hubs

The wheel hubs fitted to Austrack caravans are a **critical mechanical component**, supporting the wheels, housing the braking system, and allowing the caravan to roll smoothly under load. The hub assembly also plays a central role in braking performance, wheel alignment, and overall towing safety.

Austrack caravans utilise **traditional trailer hub assemblies with electric drum brakes**, incorporating **TIMKEN tapered roller bearings**. Correct inspection, lubrication, and servicing of the hubs and bearings is essential to safe and reliable operation.

Hub and Bearing Design

Austrack hubs are fitted with **TIMKEN tapered roller bearings**, chosen for their durability, load-carrying capability, and reliability in touring and off-road conditions.

These bearings:

- Support the weight of the caravan



- Allow the hub and wheel to rotate smoothly
- Maintain correct hub alignment under load
- Form an integral part of the hub assembly

The hub is retained on the spindle by the **inner and outer bearings**, meaning the bearings physically **locate and secure the hub in position**.

Brake Drum and Hub Relationship

Austrack caravans are fitted with **drum brakes**, with the brake drum integrated into the hub assembly.

Important points to understand:

- The **brake drum cannot be removed independently of the hub**
- To remove the brake drum, the **hub must be removed from the spindle**
- To remove the hub, the **outer bearing must first be removed**
- Brake shoe inspection, drum inspection, or replacement requires hub and bearing removal

Because of this design, **hub, bearing, and brakes are all serviced together**.

TIMKEN Bearings – Inspection and Maintenance

The TIMKEN bearings used in Austrack hubs are **serviceable bearings**, meaning they require:

- Periodic inspection
- Cleaning
- Re-greasing
- Correct re-adjustment during reassembly

Bearing maintenance is essential to:

- Prevent overheating
- Avoid premature wear or failure
- Maintain safe braking and wheel operation



Service Intervals

Hub and bearing servicing must be carried out in accordance with the **Caravan Service Schedule**, located **near the end of this manual (second-last page)**.

This includes:

- Bearing inspection
- Bearing cleaning and re-greasing
- Seal replacement if required
- Hub nut adjustment
- Brake inspection while hubs are removed

Failure to service hubs at the required intervals may lead to bearing failure, wheel loss, or brake damage.

Signs of Hub or Bearing Issues

Owners should be alert for early warning signs of hub or bearing issues, including:

- Excessive heat from a hub after travel
- Grinding, rumbling, or squealing noises
- Grease leakage from the hub or seal
- Wheel play when rocked by hand
- Vibration or resistance while towing

If any of these symptoms are observed, **do not continue towing** until the issue has been inspected.

Owner Responsibility and Limitations

While owners may visually inspect hubs and check for heat during stops, **hub disassembly and bearing servicing should only be performed by qualified professionals**.

Incorrect bearing adjustment or contamination can:

- Cause rapid bearing failure



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- Damage the hub or spindle
- Result in wheel loss
- Compromise braking performance

Austrack does not recommend owners attempt bearing removal or hub disassembly without proper tools, training, and experience.

Post Trip Inspection Recommendations

After off-road travel, water crossings, or extended corrugated road use, Austrack recommends:

- Visual inspection of hubs and seals
- Checking for grease leakage
- Feeling hubs for abnormal heat during stops

Water crossings in particular can introduce moisture into bearings, which may require earlier servicing.

Service and Support

For any concerns related to:

- Hub heat
- Bearing noise
- Grease leakage
- Brake inspection requiring hub removal

Austrack recommends contacting AOE RV Service Centre as the primary point of support. AOE RV Service Centre is familiar with Austrack hub, brake, and bearing assemblies and their correct service procedures.

If AOE RV Service Centre is not accessible due to geographic location, assistance should be sought from a suitably qualified caravan, trailer, or bearing service technician.



Important Notice

Hub and bearing systems are safety-critical. Damage caused by lack of lubrication, incorrect adjustment, contamination, or improper servicing may not be covered under warranty.

Always service hubs and bearings in accordance with the service schedule and ensure only qualified personnel perform disassembly and adjustment.

Stabiliser Legs

Austrack caravans are fitted with **four stabiliser legs**:

- **Two stabiliser legs at the front**, and
- **Two stabiliser legs at the rear**

These stabiliser legs are designed to **reduce movement and increase stability** once the caravan has been correctly positioned and levelled at camp. They are **not designed to level the caravan or support load**, and must only be used for stabilisation purposes.

Levelling the Caravan (Before using Stabiliser Legs)

Correct levelling **must be completed before** deploying the stabiliser legs.

Side-to-Side Levelling

- Use **levelling ramps** if side-to-side adjustment is required
- Stabiliser legs must **never** be used to correct side-to-side level

Front-to-Back Levelling

- Front-to-back levelling is achieved using the **jockey wheel**
- Adjust the jockey wheel until the caravan is level

Once the caravan is correctly levelled, the stabiliser legs may be deployed.

Operating the Stabiliser Legs

After levelling:

1. Lower the **front stabiliser legs** until they firmly contact the ground



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2. Lower the **rear stabiliser legs** until they firmly contact the ground
3. Adjust each leg evenly so they provide **light support only**

The stabiliser legs are designed to:

- Reduce movement when walking inside the caravan
- Improve stability during general use
- Increase comfort when set up at camp

They are **not designed to lift, level, or carry the weight of the caravan.**

What Stabiliser Legs Must NOT Be Used For

⚠ Stabiliser legs must **never** be used for:

- Levelling the caravan
- Lifting the caravan
- Supporting axle or suspension weight
- Changing wheels or tyres

Using stabiliser legs for any of the above purposes may result in damage to the legs, mounting points, or chassis.

Use of Power Tools (Strictly Prohibited)

Austrack **does not permit the use of drills, rattle guns, or any power tools** to raise or lower stabiliser legs.

Using power tools:

- Can damage internal gears and threads
- May cause uncontrolled movement
- Will **void the stabiliser leg warranty**

Stabiliser legs must always be adjusted **by hand only.**



Retracting Stabiliser Legs Before Travel

Before towing the caravan:

- Fully retract **all four stabiliser legs**
- Confirm they are secured in the stowed position
- Ensure no part of the legs is hanging below the chassis

Failure to fully retract stabiliser legs before travel may cause serious damage.

Inspection and Care

Stabiliser legs should be:

- Visually inspected during setup and pack-down
- Checked for smooth operation
- Inspected after rough or off-road travel

If a stabiliser leg becomes stiff, bent, or difficult to operate, it should not be forced.

Service and Support

If stabiliser legs:

- Will not extend or retract smoothly
- Appear bent or damaged
- Do not provide stable support

Austrack recommends contacting AOE RV Service Centre as the primary point of support. If AOE RV Service Centre is not accessible, assistance should be sought from a suitably qualified caravan service technician.

IMPORTANT NOTICE

Stabiliser legs are designed solely to reduce caravan movement when stationary. Damage caused by misuse, over-loading, levelling attempts, or power tool use may not be covered under warranty.

Always level the caravan correctly before deploying stabiliser legs and operate them by hand only.



Electric Roof

The Austrack Hybrid Campers use an Electric Actuating System for most models, allowing for an easier way to raise and lower the roof without breaking a sweat. Your Austrack camper may be fitted with one of the following:

Version 2 – Version 4 Roof Modules

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.



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- 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.

Version 5 Roof Modules (WEGIC)

Austrack Hybrid Campers are fitted with a WEGIC Electric Pop-Top Roof Lift System, designed to provide smooth, reliable roof operation with minimal effort. The system allows the pop-top roof to be raised and lowered vertically, increasing internal headroom when stationary and maintaining a low travel height when lowered.

System Overview

The electric roof lift system operates using two electric actuators and gas struts controlled by a central controller. The roof can be operated using any of the following:

- Touchscreen control panel
- Rocker switch
- Remote control

A complete lift or lower cycle typically takes less than 35 seconds.

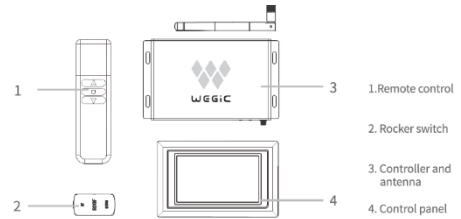
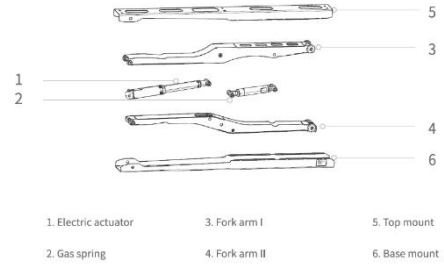
Key Features

- One-touch pop-top roof operation
- Increased interior headroom when raised
- Industrial-grade electric actuators with gas struts
- Load capacity of up to 210 kg
- Designed for 10,000+ operating cycles
- Quiet operation (below 80 dB)
- Waterproof and wind-resistant design
- Manual lowering function in case of power loss

System Components

The roof lift system consists of:

- Electric actuators (x2)
- Gas struts
- Lifting arms
- Base mounts and top mounts
- Central controller
- Touchscreen control panel
- Rocker switch
- Remote control



Technical Specifications

Specification	Value
Maximum Load Capacity	Up to 210kg
Maximum Extended Height	850 mm
Collapsed Height (loaded)	110 mm
Lift / Lower Time	≤ 35 seconds
Input Voltage	12 V DC
Operating Temperature	-40°C to 70°C

Control Methods

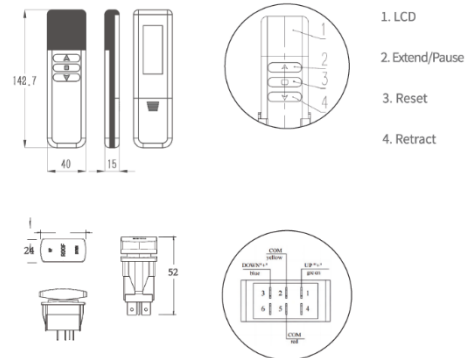
1- Remote Control Operation

- a. Waking the Remote:
 - i. Press any button to wake the remote from sleep mode. The display will illuminate briefly

- b. Raising the Roof:
 - i. Briefly press the UP button
 - ii. The roof will rise to the preset height
 - iii. Press again during movement to pause
 - iv. Press again to resume

- c. Lowering the Roof
 - i. Press and hold the DOWN button for more than 1 second
 - ii. Release to pause lowering
 - iii. Press and hold again to continue

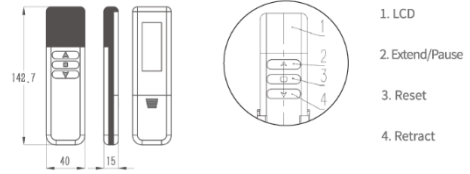
- d. Reset (Calibration)
 - i. Press and hold the RESET button
 - ii. Allow the roof to descend fully
 - iii. Continue holding for 3 seconds
 - iv. The roof will briefly rise and settle at zero
 - v. A confirmation beep indicates reset is complete



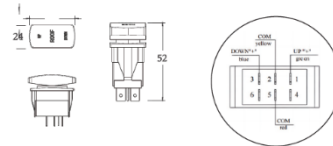
2- Rocker Switch Operation

- a. Raising the Roof
 - i. Briefly press the UP side of the switch

- ii. Blue LED indicates upward movement
- iii. Press again to pause
- iv. Press again to resume



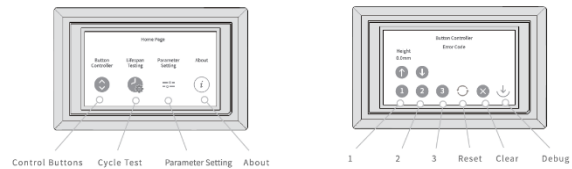
- b. Lowering the Roof
 - i. Press and hold the DOWN side of the switch
 - ii. Amber LED flashes during the lowering
 - iii. Release to pause, press and hold again to continue



3- Touch Screen Control Panel Operation

- a. Main Screen:
The home screen displays current roof height and system status.
- b. Roof Position Buttons
 - i. Position 1: Fully Lowered
 - ii. Position 2: Intermediate Height
 - iii. Position 3: Fully Raised

- c. Manual Control
 - i. Tap UP to raise the roof
 - ii. Press and hold DOWN to lower the roof



- d. Reset Function
 - i. Press and hold RESET
 - ii. Allow full descent
 - iii. Continue holding 3 seconds after reaching zero
 - iv. Reset completes automatically

- e. Alarms
 - i. Press the red X icon to clear alarms after resolving the fault

⚠ The Debug function is for technician use only and should not be used by owners.

Electrical Protection Features

The controller continuously monitors system operation and includes:

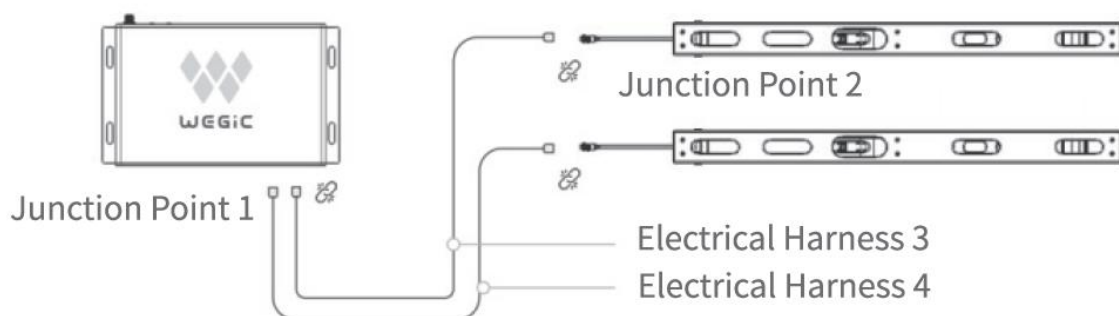
- Over-current protection
- Over-voltage protection (above 14.6 V)
- Under-voltage protection (below 10 V)

If any fault is detected, the system will stop and display an alarm code.

Manual Roof Lowering (EMERGENCY USE)

If power is unavailable or the system cannot operate electrically:

- 1- Ensure there are no obstructions in the roof's movement path
- 2- Disconnect the motor wiring connectors from the controller
- 3- Manually press or pull the roof down evenly
- 4- Once power is restored, reconnect wiring and perform a system reset before use



Reset and Remote Pairing

- **Reset Checks (Before Reset)**
 - o Wiring harness connected securely
 - o Roof mechanism securely fastened
 - o No foreign objects in the lifting area
- **Reset Procedure**
 - o Press and hold RESET

- Roof descends fully
 - Continue holding until roof rebounds slightly
 - Reset completes when height displays 0 mm
 - △ Error codes during reset (E05–E08) are normal — continue the reset process.
- **Remote Pairing**
- Press and hold the FRQ (Pairing) button on the controller
 - Red and green lights flash together
 - Press any button on the remote
 - Green light remains – Pairing complete

Fault Codes & Troubleshooting

Code	Description
E02	Actuator Synchronisation Fault
E03	Power Supply Undervoltage
E04	Power Supply Overvoltage
E05	Channel 1 Rising Overcurrent Warning
E06	Channel 2 Rising Overcurrent Warning
E07	Channel 1 Lowering Overcurrent Warning
E08	Channel 2 Lowering Overcurrent Warning
E09	Controller Over-current
E10 / E11	Actuator Signal Fault
E16	Power Lost During Operation

General Troubleshooting

- Remove any obstructions
- Check power supply
- Inspect wiring connectors
- Perform a system reset



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Important Safety Warnings

⚠ Do NOT operate the roof if:

- An error code is active without identifying the cause
- The roof is obstructed
- One side of the roof latch is engaged
- Mounting bolts are loose
- The controller is installed near strong magnetic fields

Failure to follow these warnings can result in structural damage to the roof mechanism.

Manual Lift Up Roof



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The manual lift-up roof system is designed to provide a simple, reliable, and low-maintenance way to increase interior space when setting up the camper. The roof is raised and lowered by hand, with assistance from gas struts and lift mechanisms to reduce effort.

The roof is raised and lowered using a two-handle system:

- A main lifting handle (often at the rear, but can be found in the front for some models) for the initial movement
- A secondary smaller handle to complete the lift or closure smoothly.

Elastic straps fitted around the canvas outside assist with drawing the canvas inward when lowering the roof.

Safety Information

Operating the lift up roof correctly is essential for both personal safety and to prevent damage to the camper. The roof is heavy and under assisted tension, so it must always be handled with care and in the correct sequence.

Please follow these safety rules at all times:

- Ensure the camper is parked on level ground
- Apply the handbrake before operating the roof
- Lower and secure stabiliser legs
- Never force the roof if resistance is felt
- Keep hands clear of hinges, scissor arms, and lift points
- Do not operate the roof in strong winds
- Children must be supervised at all times
- Safety lynch pins MUST be installed when the roof is fully raised
- Ensure all roof latches are fully secured before travel

Failure to follow these instructions may result in injury or damage.



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Before Raising the Roof

Before lifting the roof, the camper must be properly prepared. Taking a few moments to check setup conditions will ensure the roof lifts smoothly and safely.

Complete the following checks before lifting:

- 1- Park the camper on stable, level ground
- 2- Apply the handbrake
- 3- Lower all stabiliser legs
- 4- Remove any external travel straps or locks
- 5- Release all roof latches
- 6- Check for overhead clearance

Raising the Manual Lift-Up Roof

The roof must be raised using the correct handle sequence. This reduces strain on the lifting mechanism and keeps the movement controlled and balanced.



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⚠ The roof must always be lifted using the correct handle sequence.

Follow these steps to raise the roof:

- 1- Stand at the main lifting handle
- 2- Lift the roof using steady, even pressure (*This handle must always be used first*)
- 3- Once the roof has cleared its initial travel, install safety lynch pins to prevent roof from coming back down, and then move to the secondary handle
- 4- Continue lifting until the roof reaches its fully upright position
- 5- Ensure the lift arms and gas struts are fully extended

Safety Lynch Pins (CRITICAL STEP)

The safety lynch pins are an essential part of the lift up roof system. They are designed to help prevent the roof from unintentionally lowering once it is in the raised position.

When the roof is raised:

- Safety Lynch Pins must always be engaged when the roof is up
- Pins help prevent the roof from unexpectedly lowering
- Never enter or occupy the camper with the roof raised unless the pins are installed
- Visually confirm both pins are fully seated and secure

⚠ Operating without lynch pins engaged is unsafe and may lead to serious injury or damage.

Internal Setup After Roof Is Raised



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Once the roof is raised and secured, the internal canvas and living area can be set up. This ensures the soft walls sit correctly and are not placing stress on the lift components.

Once the roof is secure:

- Check canvas is seated evenly and is tight
- Ensure fabric is clear of scissors, struts, and hinges
- Zip or fasten internal walls as required
- Complete bed or interior setup

Lowering the Roof

Lowering the roof requires the same care as raising it and must always be done in the correct order. Proper preparation and use of the handles will protect the canvas and lift mechanisms.

⚠ Always reverse the lifting process in the correct order.

To lower the roof:

- 1- Remove all items that may interfere with closing
- 2- Zip up all open canvas windows if they are open
- 3- Ensure elastic canvas straps are positioned correctly and are not fraying
- 4- Remove safety lynch pins from the primary handle
- 5- Begin lowering the roof from the primary handle first, ensuring it is done slowly to prevent the roof from crashing down hard
- 6- Once the roof reaches the final section of travel, switch to the second lifting handle
- 7- Begin to pull the roof down slowly. Roughly half way, use both hands to apply slight upward pressure while slowly pulling down. The struts on the roof will disengage and the remaining raised weight of the roof will be on your hands. Lower safely with your legs, keeping your back straight until fully lowered.
- 8- Check to ensure the elastic straps pulled the canvas in correctly all round the camper
- 9- Engage all roof latches evenly to secure the roof down



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Canvas & Elastic Strap Care

The canvas and elastic strap system is designed to make roof operation easier, but it relies on correct use and care.

- Elastic straps assist canvas retraction. Do not remove or bypass them
- Ensure straps are free and not twisted before lowering
- Never trap canvas in roof seals or latches
- Avoid forcing canvas in cold, wet or dirty conditions
- Fully dry canvas before storage whenever possible

Maintenance Guidelines

Regular inspection and basic maintenance will ensure long service life and reliable operation of the lift up roof system.

Before Each Trip

- Check roof latches operate smoothly
- Inspect lynch pins for damage
- Check lift handles and hinges



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Every 6 Months

- Lightly lubricate hinges and scissor arms
- Inspect elastic straps for wear or loss of tension
- Check fasteners and mounting points

Annually

- Inspect gas struts for reduced pressure
- Check roof alignment and seal condition

Storage Recommendations

Correct storage helps protect the roof, canvas, and seals when the camper is not in use.

- Always store with roof fully lowered and latched
- Ensure canvas is dry
- Keep seals clean
- Vent camper periodically during long-term storage



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Care Advice

Regular care and maintenance of your Austrack caravan will help preserve its appearance, durability, and functionality over time. Touring environments, weather conditions, and storage methods can all affect the condition of the caravan if not managed correctly.

This section outlines general care recommendations for key external and internal areas of the caravan and should be followed as part of normal ownership.

External Paint

The external surfaces of the caravan require regular care, similar to that of a tow vehicle.

Austrack recommends:

- Washing using **mild, ammonia-free detergents**
- Using a **non-abrasive sponge or wash pad**
- Rinsing thoroughly to remove dirt, dust, and contaminants

Only **wax-based polishes** should be used on the exterior finish.

Do **not** use:

- Cutting compounds
- Abrasive polishing pastes
- Harsh or aggressive cleaners

These products can scratch the surface and may expose the underlying material, leading to premature wear or damage.

Corrosion Protection

Australia offers some of the most unique and remote touring environments, however many of these conditions are harsh on vehicles and trailers.



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Beach driving and water crossings are particularly aggressive due to:

- Salt exposure
- Moisture retention
- Sand and debris accumulation

After any water crossing or beach driving, it is essential that the caravan is:

- Thoroughly cleaned **from top to bottom**
- Flushed underneath, including the **chassis and running gear**

After all uses of the caravan, Austrack recommends a complete clean both internally and externally to maintain condition and prevent long-term issues.

Protective products such as **Lanotec, WD-40, and Inox** are suitable for protecting exposed metal fittings and components. These products should be applied regularly to assist with corrosion prevention.

Internal surfaces

Benchtops, walls, and other solid internal surfaces should be cleaned using:

- A soft, damp cloth
- Mild detergent where required

Do **not** use:

- Ammonia-based cleaners
- Caustic or abrasive products

Incorrect cleaning agents may damage finishes and surface coatings.



Condensation and Mould

Condensation is a normal occurrence in Australia, particularly when camping. Temperature differences between inside and outside the caravan, combined with ambient humidity and the compact nature of hybrid campers, can result in condensation forming overnight.

This is normal behaviour and not a fault.

To manage condensation:

- Ensure adequate **airflow inside the caravan**
- Use vents, windows, and openings where appropriate
- Avoid sealing the caravan completely overnight

If condensation builds up, it should be:

- Wiped down in the morning
- Managed promptly to prevent moisture absorption into soft furnishings, particularly mattresses

Austrack recommends placing **moisture-absorbing tubs** inside the caravan during storage. These should be checked and replaced regularly to reduce the risk of mould growth.

Mirrors

Mirrors should be cleaned using:

- A soft, clean cloth
- Warm water if required

Do **not** use:

- Chemical cleaners
- Solvents
- Abrasive products

These substances can damage the mirror backing, causing edge discolouration commonly referred to as “**creep**”. Once this process begins, it cannot be reversed or repaired.

Windows

Caravan windows are manufactured from acrylic and require specific care to avoid damage.

Windows should be cleaned using:

- Clean, soft, non-abrasive cloths
- Mild soapy water only

Avoid:

- Glass cleaners
- Abrasive cloths or pads
- Harsh chemicals

These can cause scratching or **crazing** of the acrylic.

Blinds and Screens During Travel

- Always ensure blinds and insect screens are fully open when travelling
- Travelling with blinds or screens closed places additional stress on internal spring mechanisms and may cause premature failure

When opening blinds:

- Use **both hands**
- Move slowly and evenly

This ensures the blind retracts correctly and reduces the risk of crumpling or uneven tension.



Setting Up Your Campsite

Correct campsite selection and setup are essential for comfort, safety, and the proper operation of your Austrack caravan. Taking the time to choose a suitable location and position the caravan correctly will reduce stress on components, improve water management, and ensure a more enjoyable stay.

This section outlines key considerations for selecting a campsite, positioning the caravan, and planning where to camp.

Selecting a Suitable Campsite

When choosing a campsite, aim to select an area that is:

- **Relatively level**, minimising the amount of levelling required
- **Firm and stable**, capable of supporting the weight of the caravan
- **Exposed to sunlight during the day**, particularly when relying on solar charging
- **Clear of large overhanging trees**, especially gum trees

Avoid setting up directly under large trees, as falling branches, sap, leaves, and bird droppings can cause damage to exterior surfaces and increase cleaning requirements.

Water Run-Off Considerations

When positioning the caravan, it is important to:

- Set the caravan close to level for comfort and correct system operation
- Maintain a **small amount of run-off toward the rear** of the caravan

A slight rearward fall helps ensure rainwater drains correctly and does not pool on the roof, reducing the risk of standing water or debris buildup.



Free Camping Safety Considerations

When free camping, additional care must be taken when selecting a site.

Do **not** set up:

- Too close to rivers, creeks, or watercourses
- In low-lying areas where water may collect
- In locations prone to **flash flooding**, even if conditions appear dry at the time

Weather conditions upstream can change quickly, and water levels may rise unexpectedly.

Final Positioning Before Setup

Before beginning the full setup of the caravan:

- Confirm the position allows for safe levelling
- Ensure there is adequate clearance around the caravan for doors, awnings, and access
- Consider prevailing wind direction and weather exposure
- Check that ground conditions are suitable for stabiliser legs and steps

Once the caravan is correctly positioned, normal setup procedures such as levelling, deploying stabiliser legs, and operating onboard systems can be carried out.

Finding and Booking Campsites

Planning ahead and selecting approved campsites helps ensure a safe, enjoyable, and environmentally responsible camping experience. When travelling in unfamiliar areas or outside of caravan parks, it is important to confirm land access permissions and campsite suitability before setting up.

One option available to Austrack owners is **Hipcamp**, an online platform that allows users to:

- Discover campsites across Australia
- Book private and hosted camping locations



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- Access property-based campsites not available through traditional caravan parks
- Review site descriptions, access conditions, and terrain suitability before arrival

Hipcamp can be particularly useful when travelling off the beaten track or when seeking unique camping locations with clear permission to stay.

Austrack encourages owners to ensure any campsite selected:

- Is suitable for caravan access and size
- Permits overnight stays
- Provides guidance on setup requirements and ground conditions

Regardless of how a campsite is sourced, always follow local rules, landowner instructions, and leave the site as it was found.

IMPORTANT NOTICE

Poor campsite selection or incorrect positioning can lead to water pooling, discomfort, unnecessary stress on the caravan structure, or safety risks. Owners are responsible for ensuring the campsite selected is suitable for both the environment and the caravan.

Always assess conditions carefully before setting up.

Troubleshooting

Category	Issue	Troubleshooting Steps
Electrical – Air Conditioning	A/C not turning on	<ul style="list-style-type: none"> • Check 240 V mains power is connected • Check RCD not tripped on incoming power supply • Check RCD not tripped inside the caravan • Replace A/C remote control batteries • Contact AOE RV Service Centre or Dometic service
Electrical – Air Conditioning	A/C not cooling or heating	<ul style="list-style-type: none"> • Confirm correct mode is selected (☼ Cooling / ☼ Heating) • Check temperature setpoint • Ensure doors and windows are closed • Contact AOE RV Service Centre or Dometic service
Electrical – 12 V	Not charging from 240 V	<ul style="list-style-type: none"> • Check mains power is connected • Check RCD not tripped externally • Check RCD not tripped inside the caravan • Check charger is plugged in and switched on near batteries • Ensure batteries are above 10 V • Contact AOE RV Service Centre
Electrical – 12 V	No 12 V power	<ul style="list-style-type: none"> • Ensure main 12 V master switch is ON • Check battery charge level • Inspect fuse box for blown fuses
Electrical – 12 V	Power dropping quickly	<ul style="list-style-type: none"> • Ensure inverter is not left ON continuously • Ensure breakaway pin is correctly installed on drawbar • Reduce unnecessary lighting and appliance use when off-grid • Check fridge temperature settings and lid usage

Electrical – Inverter	No power at remote	<ul style="list-style-type: none"> • Ensure inverter rocker switch is set to REM / “=” position
Electrical – Inverter	No power at inverter	<ul style="list-style-type: none"> • Ensure battery voltage is at least 12.2 V • Check inverter RCD has not tripped
Electrical – Inverter	Inverter shuts off under load	<ul style="list-style-type: none"> • Reduce appliance load • Ensure total appliance wattage is below inverter capacity
Electrical – Solar	No solar charging	<ul style="list-style-type: none"> • Ensure solar panels are clean and unshaded • Check system display for solar input • Confirm daylight conditions • Note: Rear Anderson solar requires a regulator
Electrical – Anderson Plug	No charging via rear Anderson	<ul style="list-style-type: none"> • Ensure external solar panel is regulated • Check 50 A DC circuit breaker inside electrical compartment • Inspect Anderson plug and wiring
Water System	No water to taps	<ul style="list-style-type: none"> • Ensure water pump is ON • Confirm selected tank contains water • Change freshwater tank selection • Run tap for 20 seconds to clear air
Water System	Water pump not turning on	<ul style="list-style-type: none"> • Ensure pump switch is ON • Check 12 V power supply • Inspect pump fuse
Water System	Pump running continuously	<ul style="list-style-type: none"> • Confirm selected tank contains water • Clear airlocks by opening all taps fully • Purge hot water system • Inspect for leaks in cupboards and under seats • Contact AOE RV Service Centre
Mains Water	No water on mains water	<ul style="list-style-type: none"> • Ensure water pump is switched OFF • Confirm water tap is turned on • Check hose and inlet for blockages

Hot Water – WLF	No hot water	<ul style="list-style-type: none"> • Ensure master switch at heater is ON • Check wall controller power and temperature setting • Ensure sufficient water flow
Hot Water – Truma	Not heating	<ul style="list-style-type: none"> • Ensure system is full of water before operation • Select correct energy source (Gas or 240 V) • Remove external flue cover • Confirm gas supply and cylinder selection
Gas System	External cooker not lighting	<ul style="list-style-type: none"> • Ensure bayonet hose is connected correctly • Check gas hose is not kinked • Confirm gas in selected cylinder • Ensure correct cylinder selected on regulator • Hold knob down to purge air
Gas System	No spark at cooktop	<ul style="list-style-type: none"> • Ensure ignition power cable is connected • Ensure 12 V system is ON
Gas System	Flame will not stay lit	<ul style="list-style-type: none"> • Check gas supply level • Reduce wind exposure • Hold ignition button for 2 seconds after ignition
Fridge	Not switching on	<ul style="list-style-type: none"> • Ensure fridge switch is ON • Check fuse in fuse box • Try a different power lead • Check fuse in cigarette plug
Fridge	E1 error code	<ul style="list-style-type: none"> • Ensure fridge is set to VL mode • Confirm battery voltage above 12.0 V • Use Anderson lead where applicable
Diesel Heater	Will not start	<ul style="list-style-type: none"> • Ensure sufficient diesel fuel • Check battery voltage • Prime fuel line if system ran dry

Diesel Heater	Shuts down or faults	<ul style="list-style-type: none"> • Check air inlet and exhaust for blockage • Review fault code on controller • Contact AOE RV Service Centre
Windows & Skylights	Blinds or screens damaged	<ul style="list-style-type: none"> • Ensure blinds and screens are OPEN during travel • Do not force damaged mechanisms
Stabiliser Legs	Difficult to operate	<ul style="list-style-type: none"> • Ensure legs are not under load • Operate by hand only (no power tools) • Inspect for bending or impact damage
Suspension & Wheels	Vibration while towing	<ul style="list-style-type: none"> • Check wheel nut torque (140 Nm, star pattern) • Inspect tyres and suspension visually • Contact AOE RV Service Centre
Hubs & Bearings	Hub hot to touch	<ul style="list-style-type: none"> • Stop towing immediately • Allow hub to cool • Do not continue until inspected
Roof (Electric / Manual)	Roof will not raise or lower	<ul style="list-style-type: none"> • Confirm caravan is level • Check power supply (electric roof) • Inspect roof locks and latches • Do not force operation

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



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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.

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:



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- 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 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



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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.



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- b) failure to air canvas after becoming wet; 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 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.



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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.



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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 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.



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- 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.

Servicing, Warranty Care, and Service Records

Correct servicing and maintenance are essential to the safety, reliability, and warranty protection of your Austrack caravan. All servicing must be carried out to an appropriate standard, using correct procedures and parts, and by suitably qualified personnel.

This section outlines Austrack's requirements and recommendations for servicing, warranty repairs, and service record keeping to help ensure your caravan remains compliant with warranty terms and operates as intended.

Servicing Your Austrack Caravan

Austrack strongly recommends that routine servicing and inspections be carried out by **AOE RV Service Centre**, as they are familiar with Austrack caravan construction, systems, and specifications.

If servicing is carried out by a third party, it **is recommended** to be completed by an approved service technician or a **qualified caravan service technician** who holds recognised and relevant qualifications for recreational vehicle service and repair.

At a minimum, a qualified service technician outside of the approved servicing network should hold:

- **MSM31022 – Certificate III in Recreational Vehicle Service and Repair**

This qualification demonstrates that the technician has received formal training in:

- Recreational vehicle service and repair procedures
- Caravan systems and component inspection
- Safe maintenance and repair practices
- Industry-recognised standards for RV servicing

In addition to the above, technicians must also hold:

- Appropriate licensing for **240 V electrical work**, where applicable
- Appropriate licensing or certification for **gas appliance servicing**, where required



Servicing performed by persons who do not hold the above qualifications or required licences may result in improper workmanship, safety risks, and warranty complications.

Warranty Repairs and Claims

Any work relating specifically to **warranty repairs or warranty claims** must be:

- Performed by **AOE RV Service Centre**, or
- Carried out by a **repairer formally authorised by Austrack Campers**

Warranty work undertaken without prior approval from Austrack Campers may:

- Delay warranty assessment
- Result in rejection of a warranty claim
- Require re-inspection or corrective work at the owner's cost

If a warranty issue arises, owners should **contact Austrack Campers or AOE RV Service Centre first** before arranging any repairs.

Importance of Service Records

Maintaining accurate service records is an important part of responsible caravan ownership and may be required to support a warranty claim.

Owners are encouraged to:

- Keep records of all scheduled servicing
- Retain invoices and service documentation
- Record dates, work performed, and servicing provider details

Service records should clearly identify:

- The work carried out
- The service provider
- The technician's business name and qualifications where available.



Logbook Servicing

Austrack recommends the use of a **logbook system** to track servicing and maintenance.

Maintaining a service logbook:

- Provides a clear and traceable maintenance history
- Supports warranty assessments
- Helps ensure servicing is completed at the correct intervals
- Adds long-term value and transparency to the caravan's service history

Digital logbook platforms such as **LogMate** may be used to store servicing and maintenance records securely and access them when required.

Maintenance Schedule Compliance

All servicing must be completed in accordance with the **Maintenance Schedule**, located **near the end of this manual**.

Failure to:

- Follow the maintenance schedule
- Use appropriately qualified service technicians
- Retain service records

may affect warranty eligibility.

IMPORTANT NOTICE

Warranty protection depends on correct servicing, appropriate qualifications, approved repair methods, and accurate record keeping. Servicing or repairs carried out by unqualified persons or without authorisation may compromise safety and warranty coverage.

If there is any uncertainty regarding the qualifications of a service provider, owners should contact **AOE RV Service Centre or Austrack Campers** for guidance **before** work is undertaken.



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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/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Lubricate	Test/Inspect/Lubricate
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
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 FILTERS	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean	Inspect/Clean
WATER TANKS	Test/Inspect/Clean	Test/Inspect/Clean	Test/Inspect/Clean	Test/Inspect/Clean	Test/Inspect/Clean	Test/Inspect/Clean	Test/Inspect/Clean	Test/Inspect/Clean	Test/Inspect/Clean

Quick Links



Austrack Academy

Access step-by-step guides, videos, and training resources to help you understand and get the most out of your Austrack Caravan.

Austrack Blog

Read articles, updates, and tips covering travel, product information, maintenance advice, and Austrack news.



Austrack Spare Parts Shop

Browse and purchase genuine Austrack spare parts and accessories designed specifically for your caravan.

Austrack Warranty Form

Submit warranty claims and enquiries quickly and securely using the official Austrack warranty submission form



Austrack Technical Support

Lodge technical support requests for fault diagnosis, system advice, or assistance from the Austrack support team.
