AUSTRACK
CAMPERS & CARAVANS®
BUILT TOUGH, BUILT TO LAST

USER MANUAL

ALL AUSTRACK HYBRID CAMPER MODELS

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

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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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Store Locator

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Suppliers

Renogy
https://au.renogy.com
1800 560 588

MyCoolman
https://www.mycoolman.com.au/
1300 072 018

Redarc
www.redarc.com.au
Technical support 1300 733 272

Truma hot water systems
https://www.leisure-tec.com.au/services/
Technical support 1300 072 018

Dometic Air Conditioners
https://www.dometic.com/en-au/support/service-locator
Technical support 1800 21 21 21

McHitch Uniglide Trailer Coupling
https://mchitch.com.au
Customer Service & Support: 1800 624 482

Cruisemaster
https://cruisemaster.com.au/
Customer Service & Support 1300 35 45 65

Ark
https://www.arkcorp.com.au/
Customer Service & Support 02 9678 9036

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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 we 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.

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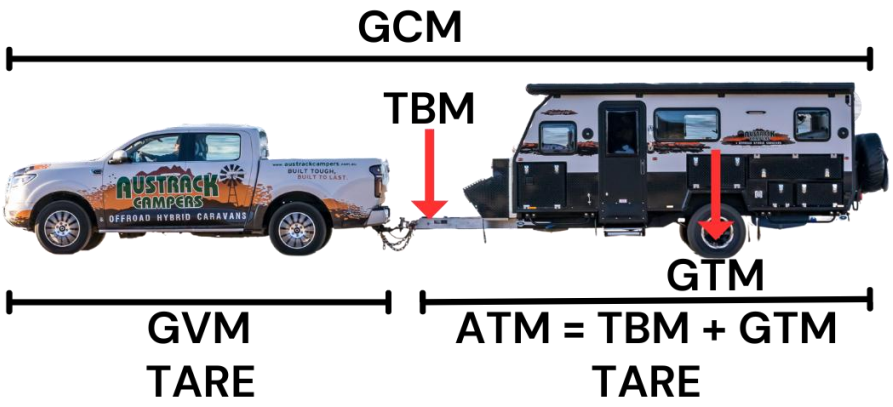
Weight Explanations



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.

GCM = ATM + GVM
ATM = TBM + GTM
Payload = ATM – 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%).

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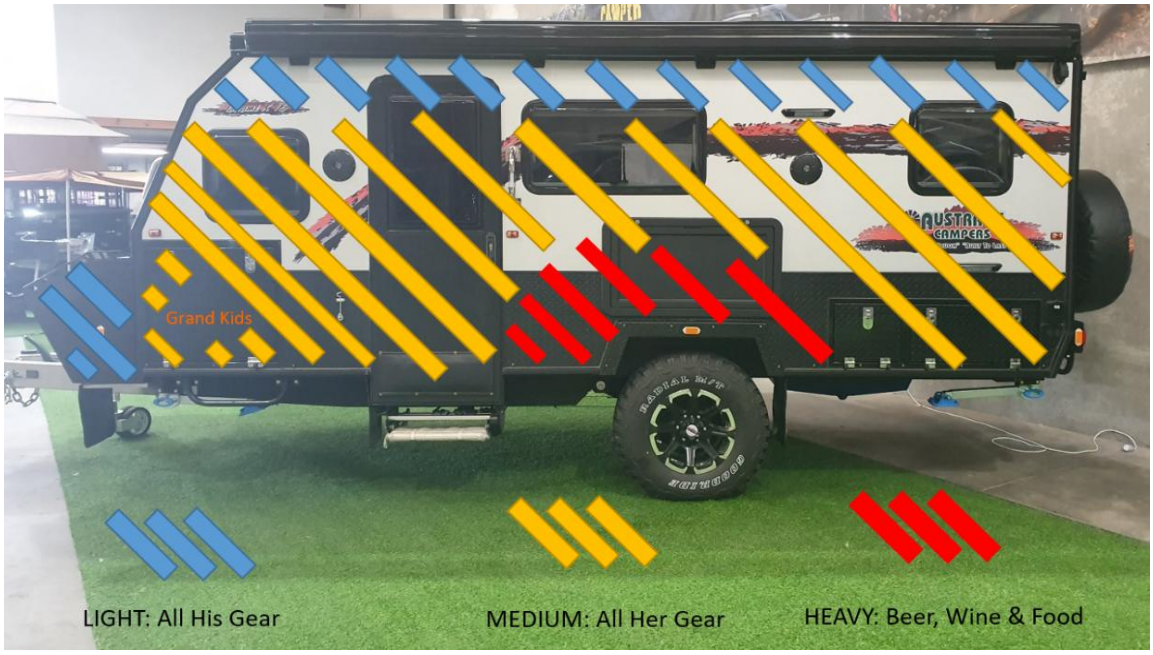
Load Distribution

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.

- 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.

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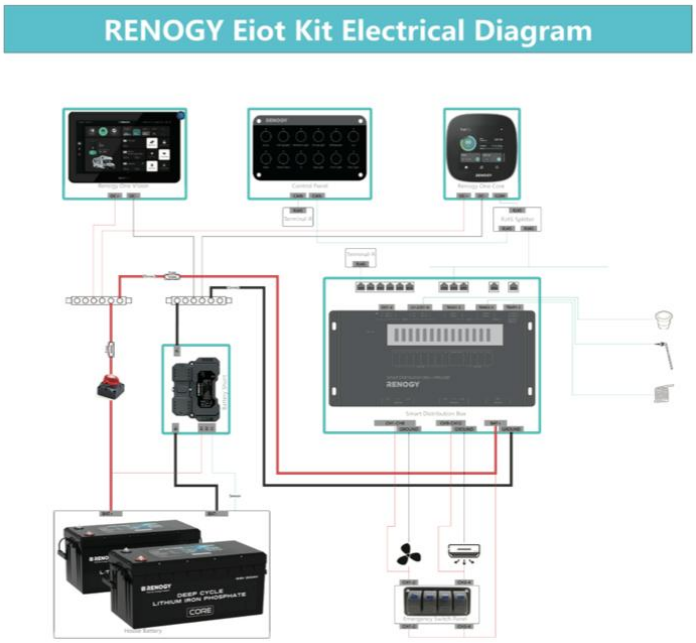
Electrical System

Your Austrack Hybrid/Caravan will be fitted with either a Redarc system or a Renogy system.
Please go the relevant section for your model.

Renogy Electrical System



The Renogy App

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

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

Pairing your Android or iPhone with the Renogy ONE VISION

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

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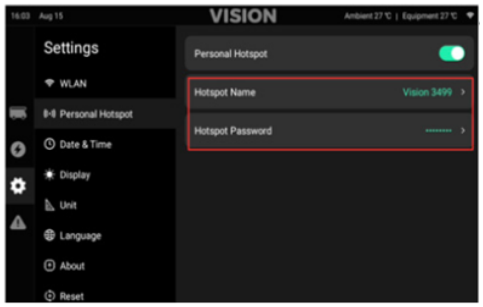
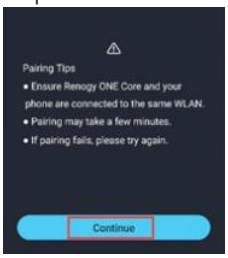
1. On your Vision Screen, tap the Cog wheel (third button down on the left-hand side), then Personal Hotspot, and ensure the Personal Hotspot switch of Renogy ONE Vision is turned on. DO NOT TURN ON WLAN AS THIS WILL SWITCH THE PERSONAL HOTSPOT TO "OFF".
2. On your phone, for the initial connection,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



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

7. Tap "Continue"



8. Tap “Done”

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

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

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

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

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

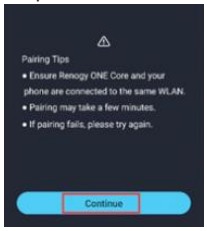
Pairing your Android or iPhone device with the Renogy ONE CORE *IF YOU HAVE THE CORE ONLY AND NO VISION ONE SCREN*

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

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

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

11. Tap “Continue”



12. Tap “Done”

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

For Pre-Delivery

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

Correct profile for your battery/batteries

Go into the system design menu at the bottom Tab of your Core Screen.
Tap on your Shunt. This will be listed as “**RSHST-B02P300-G1**”
This screen will then give you all the information about your Shunt.
Tap on the “3 dots” on the top right-hand side of the screen.
In this screen there are two options.
1/ Input the total capacity of your batteries manually and then save once correctly entered.
2/ SOC (state of Charge).
The SOC is extremely important for the correct state of charge for your batteries.
Ideally this step should be done prior to handover of the van, but if this hasn’t been done, it’s ok we can do it for the next charging of the batteries when connected to mains.
Hit the 100% charge option, plug your van into mains and allow the batteries to be fully charged.

Correct settings for your Shunt

Go into the system design menu at the bottom right Tab of your Core Screen (Cog wheel)
Tap on the system box to open the menu and then tap “SOC Source Setting”
This function is default to use with Renogy Pro OR Rego batteries which have an Internal Shunt.
If not using one of these two batteries, tap on the bottom line “From Battery Shunt Only” and save to continue.

Changing the CORE Default Display Setting from Never Go To Sleep

To change this setting (as this can make it hard to go to sleep at night!)
Go into the system design menu at the bottom right Tab of your Core Screen (Cog wheel)

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

VISION Screen

You can swipe left on the screen (like on your smart phone), to access the second page of controls (if your van is set up with these additional controls). These may be setup to control your aircon (if it is a compatible model), electric step or awning etc.
The second tab down on the left-hand side of the screen will give you a "snapshot" of your entire power management system.

REGO 3000W Inverter

1/ Check on the unit that the frequency is set to 50Hz (this is for Australia setting). If customer has changed to 60Hz (USA setting) the inverter will not charge
2/ The "Alarm beep" on the inverter can be switched off BUT it is there for a reason. It usually indicates that the battery charge is too low OR you are approaching the maximum threshold of power being used from your combined appliances.
3/ The inverter does NOT require an external remote as it can be turned "off and on" through the Vision screen, the 12-way switch panel or through the remote APP. The switch on the end of the Inverter MUST BE SET TO "REM" to enable control of the inverter through the Vision Screen/12-way switch Panel OR through the APP.
4/ The Purple light on the outside indicates that the Inverter Charger is set to Lithium Charge Profile.
5/ The buzzer/alarm can be disabled by depressing the Alarm button on the face of the Inverter itself. We do not recommend disabling this function though as it warns you of low voltage on your batteries OR when you are reaching the threshold of using too many appliances at once. If you ignore the buzzer, it can trip the breaker in the van. It is there to warn you.

DC/DC Charger

For all Caravans using Lithium batteries, it is crucial that the correct profile charge be used when connected to your vehicle.
The Renogy DC/DC Charger - **RBC50D1S-AU** will provide this for your batteries while driving. This DC/DC charger provides a 50amp charge via your alternator combined with a 50amp solar regulator built in.
How this works.
While driving, if your roof-top solar panels are connected directly the solar regulator built into this product, then once the solar amps coming in reaches or exceeds 25amps, then to save your alternator providing the charge, it prioritises solar solely for charging your batteries. If 25amps of solar is not reached or exceeded, it will combine whatever solar is being produced and combine the balance with charge from your alternator.

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

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

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

THINGS END CONSUMERS SHOULD BE AWARE OF

LITHIUM BATTERIES

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

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

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

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

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

Inverters

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

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

The size of the inverter required depends on the AC main appliances that you may wish to run.
Ideally, a 3000W inverter OR 3000W inverter-charger are more popular as they can run these mentioned products without "tripping". Of course, the more products you run simultaneously, the more chance you will reach the limitation of the inverter, and it will trip to protect itself. If at all unsure, please contact your caravan manufacturer for more details of whether a 2000W or 3000W inverter will suit your requirements.

For the inverter to run effectively, it requires a certain amount of discharge that can be taken from your lithium batteries.
The discharge of the batteries is more important than the capacity of the batteries depending on the size of your inverter.

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

Solar Panels

Most solar panels will generate approximately 9 to 11amps each in perfect UV conditions.
The following will affect your solar input;
1/ dirty or shaded solar panels (unless using Renogy's newly developed shadowflux panels). See Renogy website for more details.
https://au.renogy.com/renogy-200w-shadowflux-anti-shading-n-type-solar-panel/
2/ The amount of UV present. The southern states of Australia deem 4 hours of perfect solar per day (weather permitting). The northern states of Australia deem 6 hours perfect solar per day (weather permitting).
3/ The length of wiring from the panels to the solar regulator can cause voltage drop.
4/ When using an external solar blanket, the length of the lead can reduce the voltage and the amount of power being generated.
5/ If using an external blanket going it to a Renogy solar regulator, the solar blankets regulator MUST BE BYPASSED!

Other Options

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

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REDARC SYSTEM

Battery Management System

Austrack units are equipped with the Redarc Manager30 Battery Management System (BMS). The Manager30 operates like 6 separate products, it charges an auxiliary battery from the vehicle while on the move, it's a 240 V charger, a MPPT solar regulator, a battery isolator, a load disconnect controller, all with a remote battery monitor. This is wired into the caravan so that you do not need to change the charging source, the BMS will always prioritise the solar charging, and top up from the other inputs if available and required.

Inverter

May also be equipped with a Redarc 2000 W pure sine wave inverter and automatic change-over relay. This means that no matter where you are, you can run your 240 V appliances off the hybrid! If you are free camping, you will need to turn on the inverter, and you are limited to 2000 W appliances. To turn on the inverter, you will need to push the on/off button in the control panel near the door. If there is a red light illuminated, then the inverter is on.

If you are plugged into 240 V mains power, then the system will automatically switch over and allow you to run your appliances using the mains power without needing to turn the inverter on.

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

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

Batteries

Austrack uses Lithium Iron Phosphate Batteries. These batteries have an integrated BMS to prevent accidental damage to the batteries. Included is an activation cable, should the battery become discharged at or below 10 V, connect the hybrid to a power source and press the button on the activation cable to awaken the batteries. It is only required to activate one battery, and this will awaken both.

When the hybrid is placed into storage, it is important to ensure that there is a power source connected, either from mains 240 V or solar. The Redarc Manager30 BMS can be put into storage mode to ensure that the batteries are maintained. It is still important to check the battery condition on a regular basis, especially if relying on solar to maintain the charge. If the hybrid is under shelter or has a fitted cover, an external power source will be required to maintain the power to the batteries. Even with the control panel turned off, there will be power draw on the batteries.

240V Mains "No Power" Diagnostic Guide

System Summary:

MULTIMETER TESTING TO BE COMPLETED BY LICENSED ELECTRICIAN

• Caravan connected via 15A lead and 10A Amphibian adapter
• 2000W inverter with automatic switchover via a 240V 30A relay
• Two breakers: "Inverter" and "Mains" • A/C and 10A outlets run through the relay
• Charger powered directly from mains via separate outlet (not inverter-connected)

Step 1:

Check Power Supply to Van

• Inspect the power source (campground pole or home outlet) for tripped breakers.
• Test the Amphibian adapter—ensure the internal breaker is not tripped.
• Verify lead integrity—use a plug-in test light or multimeter to confirm power at the van inlet.

Step 2:

Test 240V Inlet on Caravan • Check for secure connection and signs of corrosion or heat damage. • Use a multimeter to confirm 240V is present at the caravan inlet terminals.

Step 3:

Verify Charger Has Power

• Since the charger is directly powered by mains (not via inverter/relay), check if it's operating.
• If charger has power but no other 240V appliances work, the issue likely lies past the charger circuit.
• If charger has no power, mains is likely not reaching the caravan or the breaker for charger is tripped/faulty.

Step 4:
Inspect Breakers
• Identify and test the Mains and Inverter breakers inside the van.
• Reset both breakers even if they don't appear tripped.
• If one is faulty, replace and re-test. Step 5: Check 240V Switching Relay
• Confirm whether the 30A switching relay is functioning:
• Relay should activate and switch to mains when 240V is detected.
• If mains is unavailable, it should automatically switch to inverter.
• Use a multimeter to test: Input from mains, Input from inverter, Output to circuits (e.g. A/C and outlets)
Step 6:
Test 10A Outlets and A/C
• Plug a device (e.g. test lamp) into multiple outlets to confirm power presence.
• If inverter is powering outlets, but no mains is detected, relay may be stuck in inverter mode or mains path is interrupted, if there is heat present at the relay it may also be damaged or faulty from interrupted or surging power.
Step 7:
Test the Inverter
• Check inverter operation:
• Manually force inverter mode (if possible) to confirm it's supplying power.
• Some systems have a bypass switch (battery isolator)—ensure it's not disabling automatic changeover. Step 8: Inspect for RCDs or Hidden Breakers

Some systems include hidden or secondary RCDs—check external GPOs or inside cabinets. • Reset or test all RCDs, as one tripped unit could isolate part of the system. Step 9: Final Test with Known-Good Power Source • If still unresolved, bypass Amphibian adapter and test with a known-good 15A supply.

Lithium Battery Recovery Guide

Reviving a Fully Discharged Lithium Iron Phosphate (LiFePO4) Battery.
Overview:
Lithium batteries with a built-in Battery Management System (BMS) enter low-voltage protection mode when the battery voltage drops below approximately 10.5V. This guide explains how to safely restore a battery to operational condition using an external 12V source or internal wake button. Required Equipment
- Multimeter (to measure battery voltage)
- External 12V DC power source (12V battery or regulated power supply)
- Appropriate connection cables (Anderson plug or alligator clips)
- Lithium-compatible charger
Step-by-Step Recovery Procedure
1. Verify Battery Status - Check terminal voltage with a multi meter. - If below 10.5V, BMS has likely shut down.
2. Attempt BMS Wake-Up via Blue Button - Press the blue button. If voltage is 10.3 to 10.5V, this may restore function.

3. Disconnect All Loads and Chargers - Ensure no appliances or chargers are connected.
4. Prepare External Power Source - Use 13.8V to 14.2V DC power source capable of 5 to 10A.
5. Connect External Power - Positive to Positive, Negative to Negative.
6. Maintain Connection - Hold for 30 seconds to 2 minutes.
7. Disconnect External Power - Voltage should now read above 11V.
8. Reconnect Lithium Charger - Begin full charging cycle.
9. Monitor Battery Performance - Observe voltage and current levels during charge.

Safety Precautions

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

Control Panel

The main control panel of a Gibb is pictured below.

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)

Solar

These are mounted on the roof of the hybrid and is connected to the MPPT solar regulator connection of the Redarc Manager30 BMS or Renogy Rego system. This will automatically begin charging when the panel is exposed to solar radiation. Whilst the solar is generally more than

sufficient to supply enough power to the batteries for normal usage, there will be times that an external panel will need to be connected to maintain the battery voltage. Shade from trees or cloud cover can greatly affect the performance of the solar panels. Excessive use of the inverter or running extra fridge/freezers will also draw more current than the solar can replace each day.

Mains Power

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

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

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

Extra Solar Input

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

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 if fully engaged in either the “Up” or “Down” position to avoid partial movement.
- Keep an eye on the roof’s movement to ensure smooth operation and address any issues promptly.
-

Remember to prioritize safety and take your time when operating the electric roof.

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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.

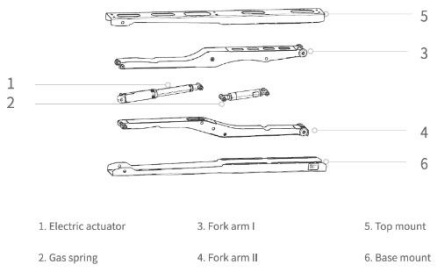
Key Features

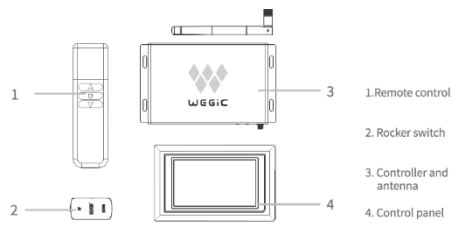
- One-touch pop-top roof operation
- Increased interior headroom when raised
- Industrial-grade electric actuators with gas struts
- Load capacity of up to 210 kg
- Designed for 10,000+ operating cycles
- Quiet operation (below 80 dB)
- Waterproof and wind-resistant design
- Manual lowering function 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





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Technical Specifications

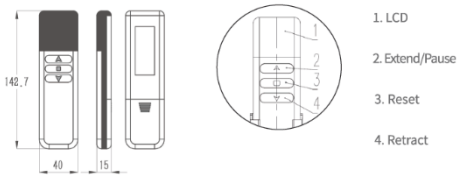
Specification	Value
Maximum Load Capacity	Up to 210kg
Maximum Extended Height	850 mm
Collapsed Height (loaded)	110 mm
Lift / Lower Time	≤ 35 seconds
Input Voltage	12 V DC
Operating Temperature	-40°C to 70°C

Control Methods

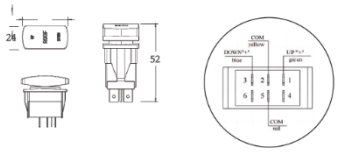
1- Remote Control Operation

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



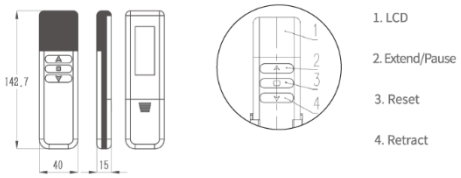
c. Lowering the Roof
   i. Press and hold the DOWN button for more than 1 second
   ii. Release to pause lowering
   iii. Press and hold again to continue



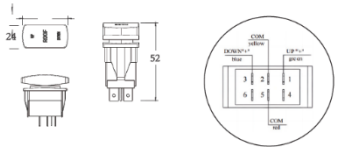
d. Reset (Calibration)
   i. Press and hold the RESET button
   ii. Allow the roof to descend fully
   iii. Continue holding for 3 seconds
   iv. The roof will briefly rise and settle at zero
   v. A confirmation beep indicates reset is complete

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

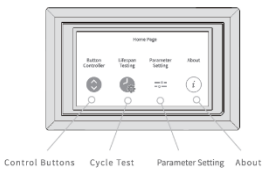


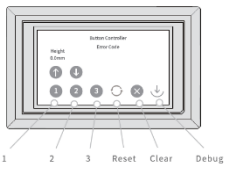
3- Touch Screen Control Panel Operation

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:

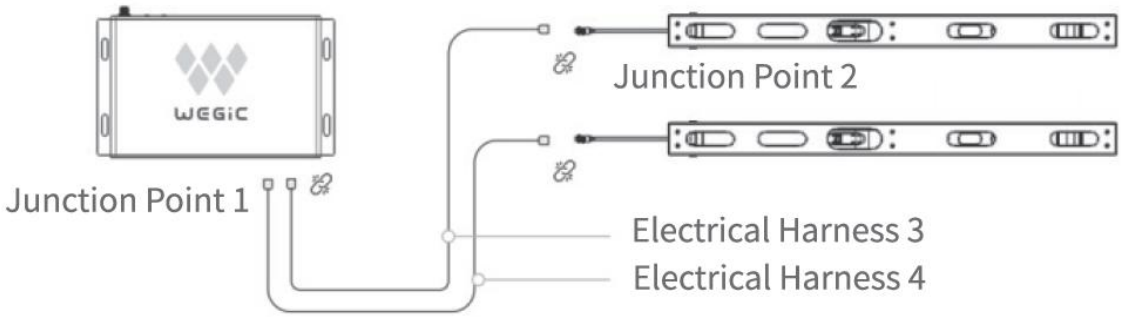
- Over-current protection
- Over-voltage protection (above 14.6 V)
- Under-voltage protection (below 10 V)

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 there3 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)**
  - Wiring harness connected securely
  - Roof mechanism securely fastened
  - No foreign objects in the lifting area

- **Reset Procedure**
  - 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

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.

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Manual Lift Up Roof

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.

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.

⚠️ 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

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

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

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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Water System

Our Caravans come with Fresh Water and Grey Water Tanks. The below models show what each model is equipped with:

Canning X19: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Gunbarrel X19: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
GIBB 16B: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
GIBB 16B TRIPLE: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
GIBB 16: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
GIBB 14: 2x 120L Freshwater Tanks & 1x 80L Grey Tank

Talawana X16B: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Talawana X16B Triple: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Talawana X15: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Talawana X13: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Talawana X13 LOW: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Talawana 11LT: 1x 120L Freshwater Tank & 1x 50L Grey Tank

Tanami X15: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Tanami X15B: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Tanami X15L: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Tanami X13B: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Tanami X13: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Tanami X11: 1x 120L + 1x 50L Freshwater Tanks & 1x 50L Grey Tank

MADIGAN 16: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Madigan 15B: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Madigan 15C: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Madigan 13: 2x 120L Freshwater Tanks & 1x 80L Grey Tank
Madigan 11: 1x 120L + 1x 50L Freshwater Tanks & 1x 50L Grey Tank

The freshwater tanks are not interconnected, and these can be changed using the handle located either under the seat inside the hybrid or on the outside of the van in the external shower compartment. It is recommended to drain one tank before switching to the other tank, and not to draw from both tanks at the same time.

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

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

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

Water Pump

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

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

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

Mains water connection

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

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

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Hot Water units

Your Austrack unit will be fitted with either of the next 2 units. Please read the instructions for relevant model. Supplied with each unit will be the complete written manual for each model.

WLF Hot water

Operation

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

1. Touch button. Turn the power no/off." 188" on the panel will be illuminated and display the current temperature setting.
2. Touch button marked " °F/ °C" to transform the temperature display in °For °C, the related LED would be lighted on the controller.
3. Touch "" or "" button to adjust the temperature to your desired settings. The wall controller settings are from 95°F (35°C) to 124°F (51 °C).
4. Touch button will put the RV water heater into shutdown

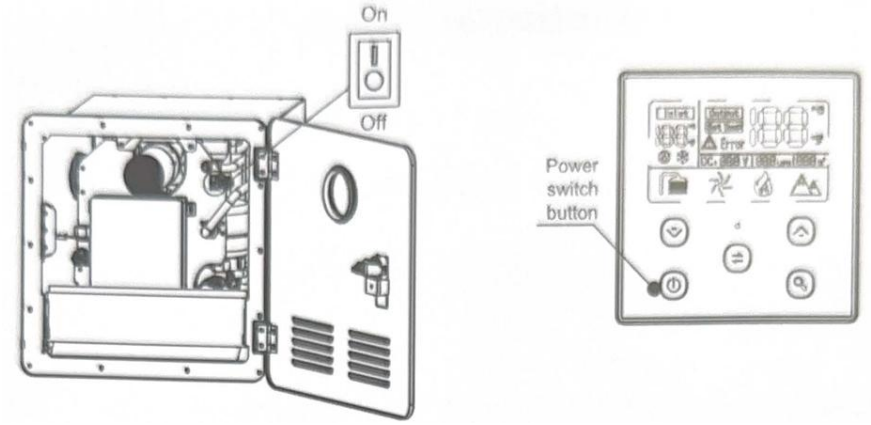
mode, If not in use for a long time, please press the switch "OFF “turn off the power.

Method 1:

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

Method 2:

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



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Truma Ultra-Rapid Hot Water System

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

How to light hot water system on gas

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

How to light hot water system on 240 V

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

General Usage Instructions

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

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


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

Hot Water System Maintenance

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

To prevent micro-organism colonisations, it is recommended to heat the system to 70° at regular intervals.
Operate the P&T safety valve and drain valve need to be operated regularly to remove lime deposits.

AUFOCUS DIESEL HEATER

Basic Operation:

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

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

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

1.

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

2.

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

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

• **F0:** Clock setting (on the right top corner) Displays the current time. To change hours and minutes press the round dial and turn it to change hours and minutes. Note: The time will be reset to 12:00 if the source power is disconnected.

• **F1:** Timer function---start time Displays the Automatic start time. This function allows you to preset a time for the unit to start automatically.

• **F2:** Timer function---running time Displays the Automatic running time. This allows you to preset a length of time before the unit shuts down automatically.

• **F3:** Allows you to switch the automatic timer function on or off for the preset time.

• **F4:** This is the language and voice setting “E” means English, “C” means Chinese, “R” means Russian; “-“No voice

• **F5**: Calibration of room temperature (-9℃ ~9℃)

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

• **F6:** Allows you to set the size of your fuel tank 5L, 10L, 15L etc. When used this setting will anticipate and display the amount of fuel you have left on the LCD display. Note: If used you will need to reset this every time you fill your fuel tank up as follows: Press the “FUEL LEVEL RESET” button on the bottom left side of the LCD Screen for 7 seconds while heater On. This will reset the fuel level. There

is 5 bars inside of the fuel tank indicator which displays on the screen. For example if you set the unit up as 5L then one bar represents 1 l, if you set the unit up with 10L then one bar represents 2L, etc.
• F7: This allows you to change the pump rate – 16U or 22U. For example, 22U means 22ml of diesel is delivered to diesel heater per 1,000 pumps. Note: Aufocus units are preset to 22u pump rate for normal operation.

Additional Settings & Information:

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

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

E01 Startup failure
*The diesel heater will display "E-01"
if fuel has not arrived at the chamber of if you have run out of fuel.
*Check the fuel tank whether is empty.

*Check the fuel filter is not blocked and check if diesel is moving forward or not when the pump is pumping)
•Inspect the fuel line from the tank all the way through to the unit to ensure that there is no blockage or leaks. Check that all joiners and Mini claps are correctly in position and not causing any blockage.
E02 Lack of fuel *Check that there is enough fuel in the tank- add fuel
E03 Supply Voltage Over Run This usually indicates that there is not enough power for power to heat the glow plug. Check the battery output voltage is between in 9V and 16V for a 12V Heater and between 18V and 30V for 24V Heater
E04 Outlet sensor faulty This indicates a temperature sensor issue. This sensor is found on top of the aluminium body. Check that the sensor is plugged in to the main board properly and that is it secured firmly against the aluminium body. If this fails you may need to replace the sensor. E05 Inlet sensor faulty Replace the ECU
E06 Pulse pump faulty Check the pump power is plugged in properly or that there is no damage to the electric wire to the pump. Whether, if its plugged in properly then you may need to replace the fuel pump or the electric wire to the pump.
E07 Fan fault Check that nothing is blocking the fan, try and spin it with a screw driver. Check that the fan is plugged in to the main board correctly. if this fails you may need to replace the fan.
E08 Ignition unit fault Check that the glow plug is screwed into the aluminium casing properly and that it is plugged into the main board properly. If this fails then you may need to replace the glow plug.
E09 Overheating Check the air inlet and outlet on the heater unit to ensure that there is no blockage.
E010 Overheat sensor fault This indicates a temperature sensor issue. This sensor is found on top of the aluminium body. Check that the sensor is plugged in to the main board properly and that is it secured firmly against the aluminium body. If this fails you may need to replace the sensor.

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

Warnings:
1. Do not place any combustible or flammable dangerous goods near the exhaust pipe.
2. There should be no obstructions within 100 mm from the heater's exhaust. The exhaust temperature is very high, any materials that cannot withstand high temperature may be damaged or may even potentially cause a fire.
3. Do not use fuel other than diesel.

4. If the heater is installed indoors, it is necessary to direct the exhaust fumes to the outside and ensure that there is no leakage. Failure to do so may result in the risk of exhaust gas poisoning or suffocation.
5. When turning the heater off, ensure that the heater is allowed to run through a cool down cycle. Otherwise, the remaining diesel will not be burned out of the combustion chamber which can lead to carbon build up and excessive smoke from the exhaust.
6. Do not modify the heater, use, repair or replace any components with non-Aufocus original parts. AU Focus company AND Auscamper Pty Ltd are not liable for any accidents or damages caused by the reasons above.

Air Conditioner

The Austrack range of hybrids may come fitted with the Dometic Harrier Lite air conditioner or a myCoolman.

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

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

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

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

For all operating instructions, see provided manual inside the hybrid or here, https://www.dometic.com/en-au/outdoor/rv-and-van/rv-air-conditioners/dometic-harrier-lite-188906

For all warranty and service please contact Dometic directly on 1800 21 21 21 or find your nearest service agent here, https://www.dometic.com/en-au/support/service-locator

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

myCOOLMAN Caravan Roof Air Conditioner:

Tips, Hints & Operational Advice
Follow simple tips to maintain your myCOOLMAN roof-mounted air conditioning unit for maximum performance, efficiency and lifespan.

1. Caravan/Vehicle Tips Keep cool air in and hot air out with a well-insulated caravan, reducing the workload on your myCOOLMAN air conditioner. Better insulation & parking in the shade means improved cooling efficiency, lower energy consumption, and longer run times when running your air conditioner on an inverter powered by a battery bank

• Use reflective blinds or curtains:

Use/Fit window shades or thermal curtains to block the sun's heat from entering your caravan or vehicle.

• Start Cooling Early:

On very hot forecast days, keep blinds, windows, vents and doors closed early in the day. Start the air conditioner as soon as you can, allowing it to maintain a comfortable environment rather than having to cool down a heated space. The myCOOLMAN air conditioner will adjust the compressor speed to match the cooling required, so they use the least amount of energy required to maintain a comfortable temperature.

• Roll out your awning & other shades:

This keeps the hot sun off the panels of the caravan and keep the internal area from heating up too much.

2. Select the right temperature and fan speed

Selecting a realistic temperature and fan speed helps maintain a comfortable environment without overworking your air conditioner.

• Simple Tip:

Set the desired temperature to a comfortable 22°C (higher in extreme heat) and adjust the fan speed according to the outside temperature. A higher fan speed cools the area faster, but a steady low speed efficiently maintains the temperature and reduces power consumption. Setting the desired temperature too low (like 16°C) won't cool the space any faster and will waste energy as the unit will likely run continuously.

3. Keep Air Output Vents and Intake Openings/Vents Clear

Good airflow is essential for any air conditioner to work efficiently.

Ensure nothing is obstructing any air vents or intakes.

• Warning: Blocked vents can reduce efficiency and may cause overheating or mechanical issues.

• Clean filters regularly: Dirty filters will reduce airflow & unit performance – pull them out & clean regularly (refer to owner's manual on how to remove/clean filters)

4. Check the rooftop unit regularly for dirt/insect nests

If a reduction of performance/increase in operating noise is noticed during operation, please follow steps 1-3 If issue persists it's recommended to have the rooftop unit inspected for excessive dirt/insect nests etc as this can also effect performance & operational noise

5. Operating myCOOLMAN AC from an Inverter or Generator

If operating the myCOOLMAN AC from and Inverter (via battery bank) or Generator we strongly recommend the following minimum requirements: Inverter – Pure Sine Wave Output 2000W Generator – Pure Sine Wave Output 2KVa/2000W We expect the myCOOLMAN AC will consume on average 60-80 amps per hour from a battery bank on cool mode when unit set to 22-23 degrees & the ambient temperature is 30-35 degrees – This will depend on various factors, but if you follow the steps above it is very achievable

6. Running myCOOLMAN AC on Batteries (via Inverter)

***Calculations based off using quality lithium batteries with myCOOLMAN AC set to 22-23 degrees and ambient temperature 30-35 degrees and steps 1-3 above followed – various factors can affect the estimates above – always monitor battery charge levels**

The table above shows our recommended runtime without any form of charging (e.g. overnight – no solar) from a fully charge battery bank, while ensuring a usable level of battery capacity remains for other appliances It is always best to have some battery capacity remaining for operating other appliances on your travels as any discharge that occurs from the batteries must be replaced somehow via (solar/AC/DC) charging If you have a form of charge input, the recommended runtime would increase in line with amount of charge input In the last column it shows the probable runtime to flat from a fully charged battery bank via an inverter with the AC consuming 60-80 amps per hour This would leave very little battery capacity for other appliances but provides an estimate on probable runtime if 'saving' battery capacity is not an issue

***All of this information is an estimate only and will depend on many variables – • Caravan Size/Style • Insulation • Ambient Temperature • Intelligent use of the Air Con (turn on early/set realistic temps)**

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McHitch Coupler

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

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

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

McHitch Drop-On Coupler

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

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

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

Once the coupler is seated correctly:

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

The locking pin provides a secondary safety mechanism and acts as a deterrent against unauthorised removal.
DO NOT TOW unless the coupler is fully seated, tightened, and the locking pin and R-clip are correctly installed.

Quick Tips:

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

McHitch Automatic Coupler

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

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

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

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

Post Connection Checks:

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

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

Maintenance and Inspection Guide

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

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

Safety First

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

Service Intervals

Before each trip

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

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

- Clean away mud, sand, and grit; dry thoroughly.
- Check main shaft (both couplers) rotates freely but no vertical or side play.
- Inspect nylon bushes for wear.
- Drop-On: Inspect vehicle tow pin; Automatic: Inspect vehicle square nreceiver – 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:
    - **Do not** lubricate external engagement faces such as tow pin, receiver, horizontal shaft, or locking handle. Keep clean and dry.
    - **Uni-joint only:** grease at normal service intervals; wipe away excess
    - **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

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

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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

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):

- 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

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Braking Systems

Electric Brakes

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

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

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

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

Trailer Plug Wiring

Our Hybrids comes fitted standard with a 7-pin flat trailer plug.

Pin No.	Circuit	Colour
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

Cable Entry View

7 Pin Plug 7 Pin Socket

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

Anderson plug

Our caravans have an Anderson plug connection at the drawbar. This is wired to the DC-DC connection of the Redarc Manager30 and has a circuit breaker installed under the bed. The ignition trigger wire has not been connected; this can be connected by an auto electrician to suit your vehicle.

This connection is exclusively for a vehicle alternator/battery voltage, it will not work with a solar panel whether regulated or not. The Redarc Manager30 has a voltage cut out for the DC-DC charger, meaning that it will preserve the started vehicle battery when the alternator is not providing charge.

Trailer Breakaway

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

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

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

Handbrake

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

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

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

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

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Regular checks

Wheel Nuts

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

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

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

Hitch

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

Suspension bolts

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

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Setting up campsite

When setting up your campsite it is important to have the camper set up close to level but keeping a small run off to the rear of the van to ensure water does not pool on the roof.

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

Stabiliser Legs

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

Jockey wheel

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

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

Check out the video from Ark to properly use your jockey wheel - https://www.youtube.com/watch?v=Ibe7zrAs0nc

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.

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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.

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Toilet

Our Hybrids are fitted with one of either Thetford Toilets; C200 Series and C402 Series. They have a waste tank for longer trips and draws flush water from the water tanks. Full usage and care instructions can be found here:

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

C402: https://www.thetford.com/app/uploads/2024/08/UM_C400_EN_51077-0918-V01.pdf

Filling the Flush Tank

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

Preparing the waste tank

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

Use of the toilet

- Run water into the bowl by pressing the flush knob briefly or open the valve blade by turning the handle anti-clockwise. Your Thetford toilet is now ready for use.
- After use, open the valve blade (if still closed) by turning the handle anti-clockwise.
- Flush the toilet by pressing the flush knob for several seconds.
    - TIP! The flush of your toilet will be more effective if you pulsate the flush by pressing the flush button several times in a row.
- Close the valve blade after use.
    - Note! Do not leave water in the bowl if the toilet is not being used. This does not help to reduce unpleasant smells and only leads to flooding.

- Note! To prevent clogging, we recommend using Aqua Soft, Thetford's quickly dissolving toilet paper

Emptying the flush tank

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

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

Preparing the toilet for storage

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

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

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

Gas System

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.

Operating External Gas Appliances (Bayonet Connection)

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
- 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
- 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.

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.

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.

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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.

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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	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.

- 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

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

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.

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
- 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.

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

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.

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.

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

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

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
- 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
- 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.

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.

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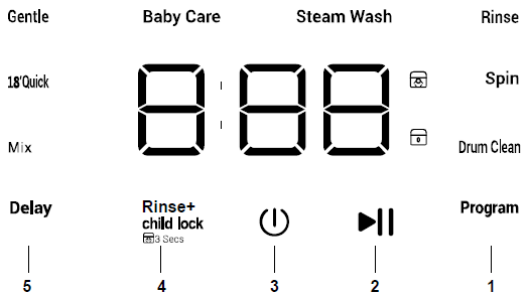
Washing Machine

Some of our caravans are fitted with a Mobo RV 2.5kg washing machine.

1. Program select
2. Start/Pause
3. Power button
4. Rinse/Child lock button
5. Preset button



Starting a load

Recommended cycles

Program	Max load (kg)	Clothes Type
Mix	Rated	Cotton fabrics/Chemical fiber fabrics
18'Quick	≤1.5	Cotton fabrics/Chemical fiber fabrics
Gentle	≤1.5	Cotton fabrics/Chemical fiber fabrics
Baby Care	Rated	Infant cotton fabrics
Steam wash	Rated	Infant cotton fabric
Rinse	Rated	Cotton fabrics/Chemical fiber fabrics
Spin	Rated	Cotton fabrics/Chemical fiber fabrics
Drum Clean	—	Washing machine cleaning and degerming

Troubleshooting

The door won't open	The program is running.
Stink	Due to the use of rubber parts, there will be a rubber smell at the beginning.
Less water for washing and rinsing	The front loading washing machine only needs a small amount of water to wash.
Midway water inflow	If the water level drops, the water will be replenished automatically.
Drainage during washing	Is there too much or multiple-bubble detergent?
Remaining time change	If the clothes are eccentric during dehydration, the dehydration time will be extended accordingly in order to correct the eccentricity. If the water pressure is too low, the water inlet time will be prolonged accordingly.
Abnormal sound during dehydration	Is the power cord in contact with the box? Have the transportation fixing bolts been removed? Are there any hairpins, coins and other foreign matters falling into the drum?

Problem	Cause	Solution
Cannot start	1. Press the "POWER" Button or the "START/PAUSE" button or not? 2. Is the power cord unplugged? 3. Is there a power failure? 4. Is the leakage protector disconnected?	1. Press the "POWER" Button or the "START/PAUSE" button. 2. Connect the power cord plug 3. Please wait 4. Turn on the leakage protector
Poor drainage	1. Is the washing machine installed smoothly? 2. Have you washed a single smaller garment?	1. Install the washing machine on a horizontal and flat ground. 2. Add a few similar items of clothing.
Water inlet fault displays "E1"	1. Is the tap turned off? 2. Is there no water supply or low water pressure? 3. Is the water inlet pipe frozen? 4. Is the inlet pipe and inlet valve blocked?	1. Turn on the tap 2. Please wait 3. Thaw the inlet pipe with hot water 4. Take out the water inlet pipe and thoroughly clean the filter screen in the water inlet valve.
Drainage failure displays "E3"	1. Is the height of the drain too high? 2. Is the drain frozen? 3. Is the drain blocked by foreign matter? 4. Is the drain blocked by foreign matter?	1. Please place the drain pipe to ensure that the height is less than 1m. 2. Thaw the drain pipe with hot water. 3. Remove foreign matters and dredge the drain pipe. 4. Remove floor drain debris.
Door failure displays "E2"	Confirm whether the washing machine is started when the door is not closed?	Close the door firmly
No heating displays "E6"	Turn off the faucet and unplug the power plug. Please contact professional maintenance personnel.	
Keep water injecting displays "E4"	Turn off the faucet and unplug the power plug. Please contact professional maintenance personnel.	
Too much bubble	Do you use special low foam detergent for drum washing machine?	It is recommended to add an appropriate amount of detergent
In case of other faults, please contact professional maintenance personnel.		

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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.

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.

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
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.

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.
    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.

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

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

Care Advice

External Paint

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

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

Corrosion Protection

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

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

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

Internal surfaces

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

Condensation/Mould

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

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

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

Mirrors

A soft, clean cloth is generally all you will need to clean the mirror, add some warm water if required. Do not use any chemicals or solvents, as these can break down the backing of the mirror leading to

the discolouration of the edges, otherwise known as “creep”. Once this starts, it cannot be reversed or stopped.

Windows

Windows should only be cleaned with a clean, soft, non-abrasive cloth and soapy water to avoid scratching or crazing of the acrylic.

Always have the blinds and screens in the open position when travelling. Travelling with the blind and screen in the closed position puts extra stress on the internal springs and can cause them to fail.

When putting the blind into the open position, always use 2 hands and move slowly. This ensures that the blind moves evenly and does not crumple.

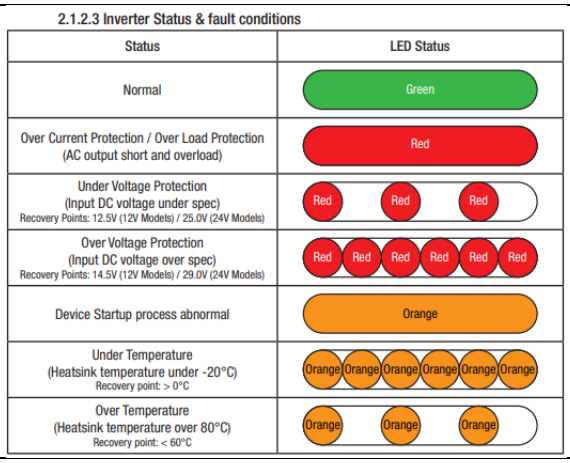
Closed

Open

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

Troubleshooting

Category	Issue	Troubleshooting Steps
Electrical - AC	AC not turning on	• Check mains power is connected • Check RCD not tripped on incoming power supply • Check RCD not tripped in hybrid • Replace remote batteries • Contact Dometic service centre for more advice
	AC not cooling/Heating	• Make sure correct temp setting is selected • Snowflake for cooling, Sun for heating • Contact Dometic service centre for more advice
Electrical – 12 v	Not Charging from 240 V	• Check mains power is connected • Check RCD not tripped on incoming power supply • Check RCD not tripped in hybrid • Check charger is plugged into power point next to batteries and turned on • Make sure batteries are above 10 v • Contact Service department or Redarc for more advice
Electrical – 12 v	No power	• Check main 12V switch is turned on • Make sure batteries are charged • Check fuse box for any blown fuses
Electrical – 12 v	Power dropping too quickly	• Ensure inverter is not left on all the time • Ensure that breakaway pin is not removed from switch on the drawbar • If running off grid, make sure that appliances and lights are not left on all the time. • Make sure fridge is set to a temp so that the compressor is not running all the time and that the lids are not being opened all the time/left open
Electrical – Inverter	Inverter no power at remote	• Make sure switch on inverter is set to the = position, which is down on the rocker switch on the inverter
Electrical – Inverter	Inverter no power at inverter	• Ensure sufficient battery voltage, at least 12.2 v • Check RCD switch has not tripped

Electrical – Inverter	Inverter switches off when in use	• Too much power being drawn from inverter, ensure total appliance wattage is under 2000 w
Electrical – Inverter	Any other error	
Water	No water to taps	• Make sure water pump is on • Make sure there is water in the tank selected • Swap water tank used • Let tap run for approx. 20 secs to clear the air from the lines
Water	Water pump not turning on	• Check "pump" switch is turned on • Check fuse is not blown
Water	Water pump is running nonstop	• Ensure water in the tank selected • Check for air locks in the system by opening all taps and purging the hot water system • Check for any leaks in the system – especially in cabinets and under the seat • Contact service department for more advice
Hot Water	No hot water to taps	• Ensure hot water system is lit – See hot water system section • Ensure taps in outside shower are turned off tight • Adjust tempering valve under seat to increase max temperature to system
Gas	External cooker not lighting	• Make sure bayonet hose is connected to the fitting on the rear of the hybrid • Check gas hose is not kinked • Make sure there is gas in the cylinder • Make sure the correct gas cylinder is selected on the regulator

		• Hold down button on cooktop to pull the gas through the lines
Gas	No spark from cooktop ignition	• Make sure power cable is plugged in for the ignition • Make sure 12 v power is turned on in the control panel
Gas	Cooktop not staying lit	• Make sure there is enough gas in the cylinder • Reduce wind by setting up windbreak • Hold down the ignition button for 2 secs after the flame starts
Fridge	Not switching on	• Make sure “fridge” switch is on • Check fuse in fusebox • Try a different lead • Check fuse in cigarette socket end
Fridge	E1 error code	• Make sure fridge is set to V_L • Make sure battery voltage is above 12.0 v • Use Anderson lead for fridge

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

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

Warranty T&C's

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

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

Trailer Limited Warranty

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

Disclaimers, limitations and exclusions:

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

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

2. **LIMITED DURATION**. ANY WARRANTY THAT MAY BE IMPLIED BY LAW (INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR USE AND IMPLIED WARRANTY OF MERCHANTABILITY) IS LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD UNDER THIS LIMITED WARRANTY.

3. **CERTAIN OTHER COMPONENTS ARE NOT COVERED**. THIS LIMITED WARRANTY DOES NOT COVER ANY OF THE FOLLOWING:

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

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

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

5. **Damages resulting from normal aging, wear and tear or neglect are not covered**. The limited Warranty does not cover damage other than that resulting from defects in material or workmanship. The following are NOT considered defects in material or workmanship, and therefore are NOT covered:
   a) tyres damaged by external punctures.
   b) damage to undercarriage by way of contact with rocks, or other structures; and
   c) natural discoloration of materials due to ultraviolet light.

6. This Limited Warranty does not cover damages, malfunctions or failures resulting from abuse or neglect of the product related to or including any of the following:
   a) failure to provide or perform required maintenance services as prescribed.
   b) abuse, neglect, misuse, modifications, alterations, normal wear, improper servicing, use of unauthorised attachments, lack of lubrication.
   c) damage to stabiliser legs or jockey wheels because of incorrect operation or failure to raise prior to movement.
   d) tampering with manufacturer fitted safety devices.
   e) any removed/damaged air vents, excessive dirt, abrasives, salt water, moisture, corrosion, rust, varnish or any other adverse reaction due to incorrect storage procedures.
   f) failures due to improper set up, repair by anyone other than an authorised Austrack Campers outlet during the warranty period; and
   g) continued use of the product after initial operational problem or failure occurs.

Canvas Limited Warranty

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

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

Disclaimers, limitations and exclusions:

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

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

2. **LIMITED DURATION**. ANY WARRANTY THAT MAY BE IMPLIED BY LAW (INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR USE AND IMPLIED WARRANTY OF MERCHANTABILITY) IS LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD UNDER THIS LIMITED WARRANTY.

3. **CERTAIN OTHER COMPONENTS ARE NOT COVERED**. THIS LIMITED WARRANTY DOES NOT COVER ANY OF THE FOLLOWING:

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

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

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

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

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

Australian Consumer Law Prevails

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

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

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

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

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

Exclusions

Items not covered under warranty include:

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

Factory Seconds, Ex-Demonstration and Damages Goods

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

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

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

Claims Validity

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

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

Shipping Damages

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

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

Warranty Procedures

1. All claims must be lodged by the customer, via our website using our online Warranty Claim Form.
2. All claims must be made within the relevant warranty period for that good type as set out by the terms of these Warranty Terms.
3. The customer bears the responsibility of providing adequate evidence of the failure which amounts to a warranty claim. Austrack Campers may require additional evidence to be produced by the customer in the event Austrack Campers Head Office is not satisfied upon first inspection as to the validity of the claim.

4. Third-party warranty repairs:
    a. If a customer is situated in a remote location or a location where Austrack Campers cannot fix or repair a good with a valid warranty claim under these Warranty Terms, it may authorise a third-party to carry out the repairs.
    b. The customer must have written authorisation from Austrack Campers prior to the commencement of any repair work being undertaken on Austrack Campers behalf.
    c. Any customer who authorises and third-party repair to an Austrack Campers product without prior written approval from Austrack Campers Head Office will bare all associated costs related to the repair and Austrack Campers will not be held liable for reimbursement to the customer or for any payment to a third-party repairer.
    d. Customers who have had authorised third-party repairs will be required to submit to Austrack Campers Head Office any invoices or associated expenses to the repair prior to any reimbursement being made to the customer or 3rd party repairer.
    e. Reimbursements will be paid by direct deposit to the customer or third-party repairer's nominated bank account only.

Make Contact

For questions relating to warranties, please contact us on 1800797797 or service@austrackcampers.com.au.

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

Warranty Claim Form QR code

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

Maintenance Schedule

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

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Quick Links

Austrack Academy

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

Spare parts request form

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