**For the purposes of this warranty document, the person who may be entitled to claim under the Roller Team warranties is the person(s) who is the registered owner of the motorhome, (referred to as "you"/ "your" or "the customer" below).**

**Your motorhome warranty is made up of separate components which are summarised below:**

**In the case of a Fiat chassis your base Vehicle Warranty is provided by Fiat**

- Fiat provide a manufacturer's warranty for the base vehicle of your motorhome. Fiat's base vehicle warranty is for 2 years unlimited Kms from the first date of registration of the motorhome.
- Fiat's base vehicle warranty is subject to the terms and conditions published in the Fiat service handbook, which includes a requirement that the base vehicle must be serviced at the owners cost in accordance with Fiat's requirements. 20,000km or 12 month intervals
- For any issues with the Fiat base vehicle warranty please contact your local Fiat dealer.
- Fiat's base warranty does not include any roadside assistance and it is the customers responsibility and cost to have the motorhome transported to the nearest Fiat Service dealer for any warranty work. Please note some insurance policies will provide roadside assistance.
- Please note that the Roller Team Habitation Unit Warranty (below) does not cover the base vehicle of the motorhome.

**In the case of a Ford chassis your base Vehicle Warranty is provided by Ford**

- Ford provide a manufacturer's warranty for the base vehicle of your motorhome, Ford base vehicle warranty is for 3 years or 100,000Kms from the first date of registration of the motorhome.
- Ford's base vehicle warranty is subject to the terms and conditions Published on the Ford website, which includes a requirement that the base vehicle must be serviced in accordance with Ford's requirements. 20,000km or 12 month intervals

- Ford’s base warranty does not include any roadside assistance and it is the customers responsibility and cost to have the motorhome transported to the nearest Ford Service dealer for any warranty work.
- For any issues with the Ford base vehicle warranty, please contact your local Ford dealer.

- Please note that the Roller Team Habitation Unit Warranty (below) does not cover the base vehicle of the motorhome.

## European Motorhomes NZ / Roller Team Habitation Warranty

**Roller Team Habitation Unit Warranty is provided by European Motorhomes NZ Limited (herein after referred to EMNZ). Please note this warranty is only applicable to vehicles sold new by EMNZ Ltd or an authorised EMNZ dealer.**

**Your Roller Team motorhome is specifically designed for recreational private use only. If the vehicle is being used as a permanent residence, for business purposes, or as a rental vehicle the provisions of this warranty may be void.**

**Please note that various specific components within the motorhome have an individual warranty provided by the manufacturer – EMNZ representatives are available to guide you with any warranty assessment should this be required. Some examples are below for your reference**

- Fridge / Freezer — Dometic / Thetford
- Boiler — Truma
- Cooker and cooktop — Dometic / Thetford
- Batteries — Teleco / Varta
- Electronics — Nordelettronica

**It is a requirement for any warranty claim that the failure is assessed and reported to EMNZ before any work is completed**

## Scope of warranty

Subject to the terms, conditions and exclusions below, EMNZ will at its own cost, through its dealer network:

- Repair or replace defective motorhome parts or fittings for 3 years from the date of registration.
- Carry out adjustments (doors, locks, handles etc.) for first 9 months from the first date of registration.
- Repair or replace GRP (Glass reinforced Plastic) defects with the motorhome external body shell for 1 year from the first date of registration.
- In general warranty support is provided from our premises in Auckland or through our dealer network. Further support can be arranged through our approved network of repairers throughout New Zealand.

## Body Integrity Warranty

The Body Integrity Warranty covers certain defects resulting in water ingress through any permanent/fixed seam or seal joints in the habitation body of the motorhome.

EMNZ will, through its dealer network, cover the costs of the basic repair work (namely, labour and materials) to repair any defects with the habitation body permanent/fixed seamed or sealed joints for 3 years from the date of first registration of the motorhome, subject to the terms, conditions and exclusions below.

## Guidance on damp readings obtained during the Habitation Inspection

- Readings between 0 - 15% - are no cause for concern.
- Readings between 15% - 20% recommend further checks within 3 months. Readings between 20% - 24% indicate possible early signs of water ingress and it is likely that there will be visible evidence of water ingress. Remedial work is required.
- Readings between 25% - 30% indicate that moisture ingress is occurring, and remedial work is necessary.
- Readings more than 30% indicate that damage is possible and remedial work is necessary.

## Maintenance and servicing

In order to keep your warranty valid, it is your responsibility to ensure that your motorhome is maintained in roadworthy condition at all times following the manufacturers' recommended service schedule.

- Fiat and Ford regular service in line with their requirements
- A habitation inspection every 12 months must be completed by your selling Roller Team dealer. Thereafter we recommend that you continue with annual inspections. The purpose of this inspection is to ensure the integrity of your habitation unit. If for whatever reason you are unable to visit your selling dealer, please contact your dealer and alternative arrangements can be made. This inspection will be completed at your cost – the standard time for the inspection is 30-45 minutes.
- Any maintenance identified as being necessary to the body shell or habitation areas during the Habitation Inspection must be completed promptly.

- It is your responsibility to understand the warning devices and gauges on your motorhome and seek prompt assistance when required
- Your warranty will not apply if the Motorhome has been neglected, misused or subject to unauthorized modification.,
- If you, or anyone acting on your behalf or with your knowledge or consent has made a fraudulent claim, including inflating or exaggerating costs or submitting falsified documents, then all Roller Team warranties for the motorhome will automatically be cancelled.

**Transfer of warranty**

If your Motorhome was purchased from EMNZ and you then on-sell your motorhome, the Roller Team warranties may be transferred to a new owner. A copy of the change of ownership must be supplied to EMNZ within 7 days of vehicle sale. (failure to do so may void the habitation warranty)

**Limits of cover**.

Our total liability under all Roller Team warranties in respect of a motorhome shall not in any circumstances exceed the original purchase price of the motorhome concerned.

**General Exclusions - Roller Team Habitation Unit Warranty**

The Roller Team Habitation Unit warranty specifically **excludes** the following

- Components of the vehicle chassis, engine, drivetrain or cab.
- Extra Accessories or equipment fitted to the vehicle examples but not limited to TV / Sat dish / awning / additional solar panels.
- Damage to the motorhome or its components caused by fire, theft or attempted theft, impact, any road traffic accident, accidental damage, lack of lubrication or fluids, damage caused in recovery or failure of mountings and fixings of any description.
- Damage to the motorhome or its components caused by misuse, incorrect fitting or any deliberate or negligent action or omission by you or other persons.
- Adjustments (doors, locks, handles etc.) after 9 months.
- Damage which is covered by another warranty insurance or guarantee.
- Damage due to overloading.
- Damage which is caused by any modification made to the motorhome
- Failure of any part due to fair wear and tear.
- Damage resulting from freezing, fire, over-heating or accidents (whether caused by you or other persons).

- Normal deterioration, corrosion, intrusion of foreign or harmful bodies, lack of servicing or negligence of any person which causes stoppage of or impairment to the function of any component of the motorhome.
- Cleaning or adjustment of any assemblies.
- Routine maintenance of items which are part of the annual service including lubricants, rubber gas hose, the cleaning of the heater and fridge flues, the replacement of gas jets, the resealing and/or replacement of shower room sealant, and the adjustment and lubrication of locks.
- Water gauges and measuring sensors where lack of maintenance is deemed to have caused the failure.
- Vehicle recovery. The Roller Team warranties will not cover the costs of transporting, towing or moving the motorhome to or from the place of repair. Any such costs (whatever the method used) will be your responsibility.
- Incorrect Fitting – The Roller Team warranties will not cover water ingress through a component replaced by an installer that has been incorrectly fitted.
- Blinds / flyscreens and curtains are specifically excluded from the Roller Team habitation unit warranty.

    - Please note all blinds / flyscreens and curtains are checked carefully and are demonstrated at delivery defect free.
    - Please also note that guides do require regular cleaning to ensure the smooth operation of your blinds and flyscreens.
    - Some common causes of damage to be aware of are:
        - Failure to close windows or skylights properly while travelling.
        - When travelling blinds should always be in the open position
        - Poorly secured habitation door being caught by the wind and closing on your fly screen
        - Spring loaded blinds if released prematurely will result in damage

- External decals are specifically excluded from the Roller Team habitation unit warranty.
  There are a number of external influences that may limit the life of your decals - some common causes are:

- Extended periods of external storage fully exposed to the weather
- Incorrect use of, or over-powered wash equipment
- Use of incorrect solvents or chemicals
- It is important that you address any decal issues early as often at this stage the fix is relatively simple. We are happy to inspect and advise / coordinate any corrective action that may be required.

- Associated costs & consequential losses excluded.
  We will not be responsible for any associated costs or expenses which you may incur, including (without limitation) replacement vehicle hire or travel costs, hotel or other accommodation expenses, or subsistence costs (such as meals). We will also not pay you compensation for 'loss of use'. If you use the motorhome for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.




European Motorhomes New Zealand Limited – Roller Team