

QUICK OVERVIEW - BUSHWAKKA CAMPERS WARRANTY & SERVICE - 2024

At Bushwakka Campers we strive to deliver a premium Camper, campers are manufactured in China and fitted out in our facility in Ormeau with stoves from Thetford Australia, Dometic, Electrical Systems installed under the new standard AS/NZS3001.2:2022 and full gas plumbing installed and certified according to the gas regulations act of 2020 edition of AS/NZS5601.2

We do however realise that sometimes things can go wrong, and we are here to support you with any warranty and service-related enquiries.

Warranty FAQ's

How long is the Warranty on a Bushwakka Camper? - All Bushwakka Campers comes with a 6 Year Warranty – First Year is Covered by Bushwakka Australia, remaining 5 years is covered by NWC Australia Gold Package, please see separate NWC Warranty Policy

What is included in the Warranty? – Your Warranty includes all structural failures, Electrical, Plumbing and Appliances. Please refer to Full policy details

How do I Claim Warranty? – To lodge a warranty, please give us a full description of and photos of your concern(s). You can send this to warranty@bushwakkacampers.com.au or complete the form below and we will contact you.

Where do I take my Bushwakka Camper for Repairs? – You can bring your Bushwakka Camper to Bushwakka Adventure Gear in Ormeau, Queensland. If you are not close to Bushwakka Adventure Gear you can take your Bushwakka Camper to any reputable caravan repairer, however under the Full Warranty Policy the repairer must **provide us with a written quote before repairs can commence**. It is your responsibility to make a relevant booking with that repairer on a time that suits you and the repairer.

Can Bushwakka Adventure gear come to me? – No, Unfortunately Bushwakka Adventure gear does not have a mobile service. Bushwakka also does not pay or fund for third party mobile repairs. All call out fees is for our customer's account and is not covered by warranty both from Bushwakka or NWC.

What happens if my fridge, stove or Aircon fails. - Some Components and appliances are not manufactured by Bushwakka and their individual manufacturers warranties could be excluded under this warranty. However, we do offer full appliance cover from year 1-6 under the repair limitations values of NWC. Should some of these items fail please contact the following:

Thetford Stove – Please Visit <https://www.thetford.com.au/support/>

Dometic Fridges / Aircon – Please Visit <https://www.dometic.com/en-au/support>

Brassmonkey Fridges – Please Visit any RTA or Jaycar in your Area

Diesel Heaters, TVs, and Radio – Please Visit <http://www.bushwakkacampers.com.au>

Service FAQ:

How often should I get my Bushwakka Camper Serviced? *An initial Service should be performed after 3000km. Thereafter servicing should be done every 12 months /10000kms.*

Who can Service my Bushwakka Camper? *Your Camper can be booked in with Bushwakka Adventure gear in Ormeau, Queensland or any reputable Caravan service agent or repairer.*

Who pays for the servicing? *Servicing, general maintenance including wheel alignment is for the Customers account. This includes the General labour Charge as well as "wear" parts this includes but not limited to bearings, bearing seals, brake magnets, Brake Shoes, Pins/bushes, and tyres*

What must be checked on a service? *Standard Caravan Service Schedule is acceptable.*