



**AUSTRACK
CAMPERS®**

& OFFROAD HYBRID CARAVANS

BUILT TOUGH. BUILT TO LAST

SIMPSON X

USER MANUAL



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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Store Locator

Head Office

07 5498 3888

sales@austrackcampers.com.au

Caboolture Showroom

73 Lear Jet Drive Caboolture, QLD 4510

07 5408 7111

caboolture@austrackcampers.com.au

Rocklea Showroom

7 Collinsvale Street Rocklea, QLD 4106

07 3112 7868

rocklea@austrackcampers.com.au

Newcastle Showroom

4/2364 Pacific Highway Heatherbrae, NSW 2324

02 4006 6833

newcastle@austrackcampers.com.au

Melbourne Showroom

1644 Hume Highway Campbellfield, VIC 3061

03 9357 5081

Melb@austrackcampers.com.au

Perth Showroom

634 Casella Place Kewdale, WA 6105

08 6252 7007

perth@austrackcampers.com.au

Adelaide Showroom

113-119 Morphett Road Camden Park, SA 5038

08 7009 1018

adelaide@austrackcampers.com.au

Scan for Map



Re-sellers and suppliers

Rising Sun Townsville – Re-seller

35 Bowen Road Rosslea, QLD 4812
07 4779 0211

Precision Motors Armidale – Re-seller

101/107 Barney Street Armidale, NSW
02 36772 5866

Redarc

www.redarc.com.au

Technical support 1300 733 272

Projecta

www.projecta.com.au

Technical support 1800 422 422

Truma hot water systems

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

Technical support 1300 072 018

Country Comfort hot water systems

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

Technical support 0438 242 813 or 0412 111 656

Dometic Air Conditioners

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

Technical support 1800 21 21 21

Cruisemaster

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

Customer Service & Support 1300 35 45 65

Ark

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

Customer Service & Support 02 9678 9036

General Safety Introduction

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

This manual is supplied as a reference to required maintenance of your new Austrack Campers Hybrid offroad camper.

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

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

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

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

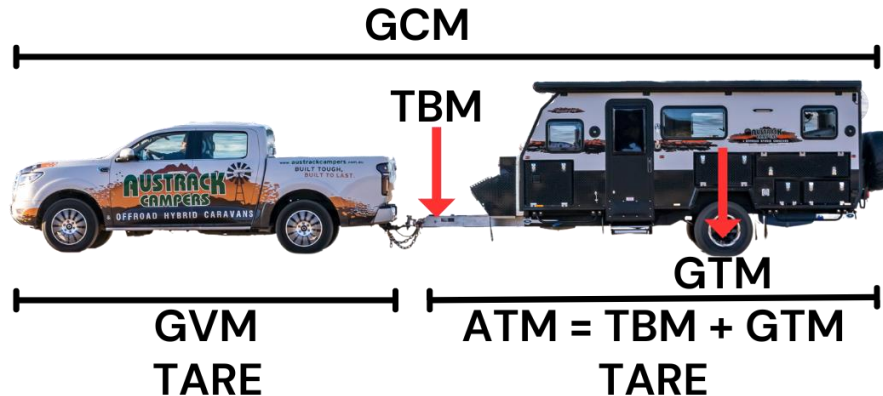
Before using this product, you need to be certain that your tow vehicle is suitably rated and equipped to tow the product safely and legally.

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

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

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

Weight Explanations



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

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

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

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

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

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

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

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

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

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

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

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

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

Load Distribution

When heading away on your next big adventure it is important to load your camper correctly to distribute weight evenly and achieve a suitable ball weight load and prevent loading in a manner that can cause a caravan to sway and/or roll excessively left and right. The optimum ball weight on a caravan is between 8% and 12% of the total camper 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 camper evenly
- Load heavy items low and directly over the axle.
- Secure all items to prevent damage to the camper during travel.
- Consider water tank levels and how they may affect the balance front and back and the percentage of ball weight.
- 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.

Specifications

Finish • Baked enamel metallic finish with polished aluminium trim.

Construction • Zincanneal steel with underbody deadener protected chassis & drawbar. Fully Welded hot dipped galvanised full RHS box drawbar and chassis 100 x 50 x 4.0mm

Hitch • McHitch 3.5T Full Off-road Coupling. ADR approved rated safety chains.

Brakes • 6 stud hubs, heavy duty parallel bearings and 12 inch heavy duty electric brakes with mechanical handbrake.

Suspension • Heavy Duty Independent Coil Spring Suspension with Double Shock Absorber per independent Coil Arm.

Jockey Wheel • Ark XO 500 Series extra heavy duty swing away dual wheel jockey wheel.

Electrical Connection • 7 pin round or 7 pin flat trailer plug, to suit your vehicle & 50amp Anderson Plug wired to batteries.

Electrical System • 2 x 100ah lithium batteries with 12v accessory & USB sockets. Projecta 12V 25A battery charger. Digital display voltmeter, ampmeter. LED brake and indicator lights, LED number plate & clearance lights, reflectors. Water level gauges.

Stone Guard • Modern aluminium checkerplate stone guard with embossed mud flaps.

Gas & Fuel • 1 x 9 kg gas bottle holder. Space for 2 x 20L Jerry cans. Fully plumbed gas lines and gas complied.

Storage • Multiple storage compartments with slide out drawers, fridge slide (1100 x 490 x 550mm).

Wheels & Tyres • 3 x Brand new alloy wheels with chrome wheel nuts & 3 x Brand new tyres 265/75 16. Front mounted spare wheel. Heavy duty drop down stabiliser legs & winder.

Water Storage • 100L Foodgrade stainless steel water tank with aluminium tank guard & 12v pump plumbed to kitchen.

Kitchen • Slide out stainless steel kitchen with drawers, electric pump, tap, large sink & AGA approved multi burner stove. Dimensions: 1000(w)x400(d)x300(h) (mm).

Measurements • 4100x1800x2200mm

Tare weight (incl tent) • Approx. 850 kg

Registered • 1480 kg trailer

Ball Weight • Approx. 110 kg

VIN plate • all ready for registration

Electrical System

Batteries

The Simpson is fitted with 2 x 100 Ah 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 camper to a power source and press the button on the activation cable to awaken the batteries. It is only required to activate one battery, and this will awaken both.



Battery charger

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

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

Solar

The Simpson comes with a 200 A free standing solar panel. This is designed to plug into the Anderson plug on the drawbar. It has a built-in solar regulator and is plug and play.

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

Mains Power

The Simpson comes standard with a 15 A input on the side of the camper 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.

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



Water system

The Simpson is fitted with 1 x 100 L stainless steel water tank. The tanks has a bung and tap on the bottom of the tank for easy draining and rinsing.

The water tank filler is closer to the rear of the trailer 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 of the breather hole.

The camper does not have a grey water tank fitted, please follow all instructions from Caravan Park management/National Parks officers regarding the management of grey water.

Water Pump

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

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

Country Comfort Hot Water System

The Simpson camper comes with the Country Comfort portable LPG hot water system as a standard inclusion. This is designed to work with the gas and water fittings on the drawbar of the camper to provide a hot shower for use in the ensuite.

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

Full user manual and instructions can be found in the box or here, <https://countrycomfortwaterheater.com.au/collections/shower-packages/products/country-comfort-portable-lpg-water-heater>

Inside the hot water system box you will find hoses and fittings to connect the hot water system to the water connection on your drawbar. There will not be a gas hose inside the box, the hose required to connect the hot water system is in the draw under the stovetop of your slide out kitchen.



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



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



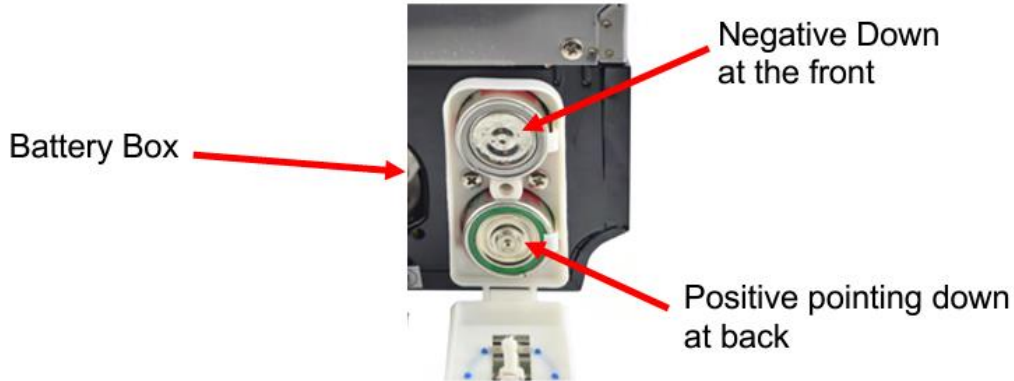
Accessible parts of the Country Comfort hot water system may be very hot, keep young children away.

Preparing the hot water system for use

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

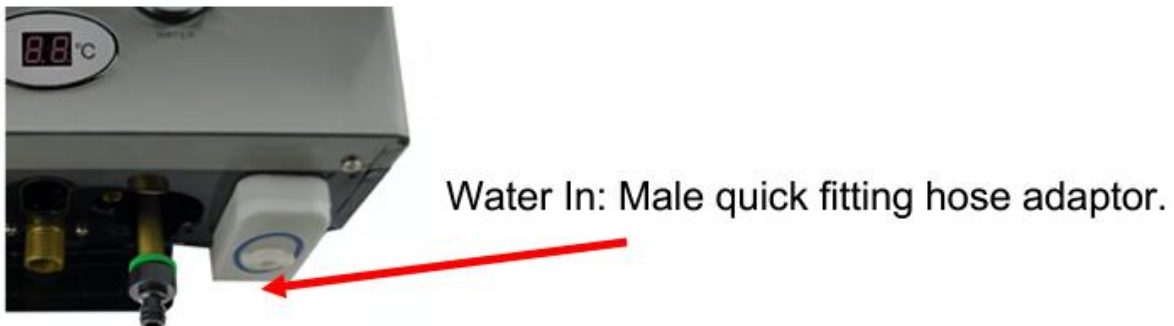


2. Insert two 'D' batteries into the 'battery box' and close the battery box lid. Note: The orientation of the battery terminals. Positive down at the back. Negative down at the front.



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

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



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



Operating the hot water system

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



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



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



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

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



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

Operating the hot water system

- It is preferable to set the BURNER control to LOW



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



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



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



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



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



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

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



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

Braking Systems

Electric Brakes

The Simpson 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 camper will not be released to you.

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

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

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

Trailer Plug Wiring

The Simpson 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

The Simpson is fitted with an Anderson connection at the drawbar. This is wired directly to the batteries through a circuit breaker inside the water tank change over compartment. This is designed to run all regulated sources of charging to the batteries and can also be utilised as a power output if required.

To adequately charge from your vehicle, you will need to have a DC-DC charger installed into your vehicle. Without this, you will receive some charge, but it will rarely be enough to charge the batteries to capacity.

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 make contact with the brake drum surface.

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

Regular Checks

Wheel Nuts

Wheel nuts should be checked on a regular basis using a torque wrench and tightened to **140 Nm**. It is not recommended to use a rattle gun, as there is no way to know how tight the nuts are.

Overtightening will damage the studs and will cause them to fail prematurely. Under tight wheel nuts will cause vibration of the wheel and will eventually cause the studs or nuts to fail.

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

Hitch

The bolts securing the hitch to the trailer are a high tensile bolt and should be tightened to **180 Nm**. These bolts should be checked with a torque wrench every **2500 – 5000kms**, depending on the road conditions.

Suspension bolts

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

Setting up campsite

Picking a spot that is relatively level, gets sun during the day and is not under any large tree's, especially Gum trees, is important.

If you are free camping, do not set up too close to a river or in an area that is prone to flash flooding.

Stabiliser Leg

Levelling ramps will need to be used if excessive side to side levelling is required. Front to back levelling is done using the jockey wheel. Once the camper is level, drop down the stabiliser legs.

These are only designed to be used for reducing the movement in the camper when set up, these are not to be used for levelling.

Using a drill or any power tool to adjust the height of the stabiliser leg will damage the internal components of the leg and will void the warranty.

Jockey wheel

The camper is supplied with the Ark XO500 jockey wheel. This 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 camper or vehicle when travelling.

Check out the video from Ark to properly use your jockey wheel -
<https://www.youtube.com/watch?v=lbe7zrAs0nc>



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

Camper & Canvas Care

Seasoning the canvas

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

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

Setting up the tent

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

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

Wet weather camping

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

This damage is considered to be storm damage and is not covered under warranty.

Gas System

The Simpson is fitted with plumbed gas, with the gas cylinder holder mounted inside the front stone guard. The gas hose has the LCC27 connection and requires the matching gas cylinder to be able to use the system.

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

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

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

External Kitchen

Your Simpson is equipped with a quality stainless steel kitchen complete with a Dometic 3 burner cooktop, sink and drying rack.



The kitchen is located at the front passenger side of the camper and can be accessed by opening the access hatch, once the hatch is open you will see 2 blue handles, one on each side, press down and gently slide the kitchen out.

Do not pour boiling water down the sink, the drain hose underneath is made of plastic, and it will melt with boiling water.

Now it's time to connect your gas to the burner, underneath of the kitchen you will see a section that has been cut away, inside that recess is the gas line which is fitted with a gas bayonet. Extend the gas line to the front of your camper and locate one of the two gas points. Remove the black cap from the gas fitting and plug the gas bayonet in and if you haven't already, turn on your gas cylinder.



To close the kitchen, follow these steps in reverse.



Always ensure that the gas cylinder is turned off prior to travel and that the burners are touch cool before closing the glass lid.

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 camper.

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.

Condensation/Mould

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

If you do encounter a build up of condensation in the camper, make sure to air this out 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.

Troubleshooting

Category	Issue	• Troubleshooting Steps
Electrical – 12 v	Not Charging from 240 V	<ul style="list-style-type: none"> • Check mains power is connected • Check RCD not tripped on incoming power supply • Check RCD not tripped in camper • Check charger is plugged into power point next to batteries and turned on • Make sure batteries are above 10 v • Contact Service department or Projecta for more advice
Electrical – 12 v	No power	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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
Water	No water to taps	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Check “pump” switch is turned on • Check fuse is not blown
Water	Water pump is running nonstop	<ul style="list-style-type: none"> • 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

Gas	External cooker not lighting	<ul style="list-style-type: none"> • Make sure bayonet hose is connected to the fitting on the rear of the camper • Check gas hose is not kinked • Make sure there is gas in the bottle • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Make sure there is enough gas in the bottle • Reduce wind by setting up windbreak • Hold down the ignition button for 2 secs after the flame starts
Fridge	Not switching on	<ul style="list-style-type: none"> • Make sure “fridge” switch is on • Check fuse in fuse box • Try a different lead • Check fuse in cigarette socket end
Fridge	E1 error code	<ul style="list-style-type: none"> • 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.

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 camper 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 as a result 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 where 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 (07) 5498 3888 or service@austrackcampers.com.au.

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

Warranty Claim Form QR code



Maintenance schedule

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

Quick Links

Austrack Academy

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



Spare parts request form



Austrack Campers Blog

