

**RV WARRANTY FOREVER®  
LIMITED WARRANTY PROGRAM**

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SAMPLE ONLY

## DEFINITIONS

The following definitions apply to the words used in this **LIMITED WARRANTY** when they appear in bold-faced, capital letters.

1. **ADMINISTRATOR** means NWAN, Inc.
2. **AGREEMENT DATE** means the date **YOU** purchased **YOUR UNIT** and received this **LIMITED WARRANTY**.
3. **BREAKDOWN** means the failure of any original or like replacement part covered by this **LIMITED WARRANTY** to perform as it was designed to perform in normal service. **BREAKDOWN** does not include **NORMAL WEAR**.
4. **COST** means the usual and fair charges for parts and labor necessary to repair or replace the **COVERED PARTS**, and shall not exceed manufacturer's suggested retail price for parts and labor allowances derived from nationally recognized labor time standards.
5. **COVERED PARTS** means the parts listed in the What Your Limited Warranty Covers section of this **LIMITED WARRANTY**.
6. **DECLARATION PAGE** means the document executed by **YOU** which should be attached to the inside front cover of this **LIMITED WARRANTY**.
7. **LIMITED WARRANTY** means this limited warranty, provided to **YOU** by the **SELLING DEALER**.
8. **LIMITED WARRANTY PERIOD** means the length of time that **YOU** own the **UNIT**, properly maintain the **UNIT**, and mail proof of maintenance to the **ADMINISTRATOR** as required.
9. **NORMAL WEAR** means the gradual lessening of performance due to usage.
10. **OTHER WARRANTY** means any warranty provided to **YOU** by a manufacturer or **REPAIRER**.
11. **REPAIRER** or **REPAIR FACILITY** means a repair facility that provides a written parts and labor guarantee for **COVERED REPAIRS** of not less than six (6) months or six thousand (6,000) miles (if the **UNIT** has an odometer).
12. **SELLING DEALER** means the dealership identified on the **DECLARATION PAGE**.
13. **UNIT** means the unit identified on the **DECLARATION PAGE**.

14. **WE, US, and OUR** mean the **SELLING DEALER** identified on the **DECLARATION PAGE**, who is obligated to perform under this **LIMITED WARRANTY**.
15. **YOU and YOUR** mean the customer identified on the **DECLARATION PAGE**.

#### GENERAL PROVISIONS

1. **COVERAGE**: During the **LIMITED WARRANTY PERIOD**, **WE** will pay on behalf of, or reimburse, **YOU** for the **COST** to replace or repair any **COVERED PART** that has experienced a **BREAKDOWN**, provided that **YOU** comply with the terms and conditions of this **LIMITED WARRANTY**. Replacement parts will be of like kind and quality as the **COVERED PARTS** and may be new, rebuilt, or used.
2. **TERMINATION**: This **LIMITED WARRANTY** terminates when ownership of the **UNIT** is transferred to a new owner or the maintenance performed on the **UNIT** is not performed as outlined in this **LIMITED WARRANTY** with proof thereof being mailed to the **ADMINISTRATOR** as required in the Maintenance Requirements subsection of this **LIMITED WARRANTY**, whichever occurs first.
3. **MAINTENANCE REQUIREMENTS**: In order to keep this **LIMITED WARRANTY** in effect, **YOU** must follow the maintenance procedures listed in this paragraph. All maintenance must be performed by a professional repair facility. Failure to follow these procedures and mail proof thereof to the **ADMINISTRATOR** as required below will result in denial of coverage and **YOUR LIMITED WARRANTY** will be void. The following maintenance must be performed within thirty (30) days of the anniversary date of the **AGREEMENT DATE** each year. If your **UNIT** is a travel trailer (including a fifth-wheel, slide-in, or pop-up camper), **YOU** must complete maintenance items A-D. If your **UNIT** is a motorhome **YOU** must complete maintenance items A-E.
  - A. Inspect roof and seal roof where necessary.
  - B. Inspect axles and hub, lube where necessary.
  - C. Inspect furnace – clean blower, combustion chamber, control compartment (remove any dust, lint, obstructions) as necessary, test gas line for leaks.
  - D. Inspect hot water heater – flush holding tank, manually operate pressure temperature relief valve, clean burner tube (as outlined by the manufacturer) as necessary.

E. Inspect suspension and lubricate where necessary – grease front and rear suspension components, including, but not limited to, axle bearings, tie rods, control arms, and brake camshaft brackets (motorhomes only).

**YOU** must keep receipts verifying the **UNIT'S** serial number and work orders and other documentation showing the date, a description of the **UNIT**, and a detailed list of the services and inspections performed. **YOU** are required to mail in a coupon from **YOUR LIMITED WARRANTY** booklet provided to **YOU** at the time the **UNIT** was purchased, accompanied by the receipts and work orders for the maintenance performed to the **ADMINISTRATOR** to remain eligible for coverage.

Maintenance receipts must be mailed to the **ADMINISTRATOR** within thirty (30) days of the anniversary date of the **AGREEMENT DATE** each year. Failure to do so will void **YOUR LIMITED WARRANTY**.

4. **TERRITORY**: This **LIMITED WARRANTY** covers repairs completed in the United States or Canada.
5. **IF YOU HAVE OTHER COVERAGE**: If the manufacturer or **REPAIRER** agrees to cover all or some of the **COST** of a **BREAKDOWN** pursuant to any **OTHER WARRANTY** or guarantee, **WE** will pay only for **YOUR** out-of-pocket deductible, if any, for the **BREAKDOWN** of a **COVERED PART**.
6. **YOUR HELP AND COOPERATION**: If **WE** ask, **YOU** agree to help **US** enforce **YOUR** rights against any manufacturer or **REPAIRER** who may be responsible to **YOU** for the **COST** of repairs covered by this **LIMITED WARRANTY**.
7. **LIMIT OF LIABILITY**: **OUR** limit of liability is the **COST** to repair or replace any **COVERED PARTS** damaged due to a **BREAKDOWN**; but **OUR** liability with respect to the total of all benefits paid or payable during the **LIMITED WARRANTY PERIOD** shall not exceed ten thousand dollars (\$10,000.00) in the aggregate or the NADA retail value of the **UNIT** at time of repair, whichever is less.
8. **SUBROGATION**: If **WE** repair **YOUR UNIT** or pay for a loss, **WE** may require **YOU** to assign **US YOUR** rights of recovery against others. **WE** will not pay for a loss if **YOU** impair these rights to recover. **YOUR** rights to recover from others may not be waived.
9. **ARBITRATION**: Any controversy or claim arising out of or relating to this **LIMITED WARRANTY**, or the breach thereof, will be finally settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The tribunal will have the power to rule on any challenge to its own jurisdiction or to the validity or enforceability of any portion of

this **LIMITED WARRANTY** including the agreement to arbitrate. The parties agree to arbitrate solely on an individual basis, and that this **LIMITED WARRANTY** does not permit class arbitration or any claims brought as a plaintiff or class member in any class or representative arbitration proceeding. The arbitral tribunal may not consolidate more than one person's claims and may not otherwise preside over any form of a representative or class proceeding.

10. DELEGATION/ASSIGNMENT: **WE** may delegate the performance of **OUR** duties and obligations and assign **OUR** rights and benefits at any time during the **LIMITED WARRANTY PERIOD**.
11. TRANSFER: This **LIMITED WARRANTY** is not transferable.
12. CANCELLATION: This **LIMITED WARRANTY** is not cancelable. This **LIMITED WARRANTY** has no cash value.
13. NOT A SERVICE CONTRACT OR INSURANCE: This **LIMITED WARRANTY** was provided at no cost and is not a service or insurance contract.
14. STATE OR FEDERAL LAW: If there is a provision in this **LIMITED WARRANTY** that is deemed to be in violation of state or federal law, then state or federal law supersedes that provision. This **LIMITED WARRANTY** gives you specific legal rights, and you may also have other rights which vary from state to state.

#### GUIDE TO FILING A CLAIM

1. PREVENT FURTHER DAMAGE: In the event of a **BREAKDOWN**, use reasonable means to protect **YOUR UNIT** from further damage.
2. TAKE THE UNIT TO A REPAIRER: In the event of a **BREAKDOWN**, take the **UNIT** to the **SELLING DEALER** if at all possible. If not, take the **UNIT** to a professional **REPAIR FACILITY**. **YOU** may also contact the **ADMINISTRATOR** toll-free at 1-800-810-8458 for further instructions. **YOU** must call during the hours of 8:00 a.m. and 8:00 p.m. (eastern) Monday through Friday, or 9:00 a.m. and 5:00 p.m. (eastern) on Saturday. Claims may also be submitted at [www.nwan.com](http://www.nwan.com).
3. OBTAIN AUTHORIZATION: **YOU** must obtain authorization from the **ADMINISTRATOR** prior to any repair being performed.

4. TEARDOWN: If required, **YOU** must authorize a teardown of the **UNIT** so the **REPAIRER** can provide an accurate diagnosis and estimate of repairs. **WE** will only pay for the teardown if the diagnosis confirms that the **BREAKDOWN** was caused by a **COVERED PART**. **WE** reserve the right to require an inspection of the **UNIT** before a repair is completed.
5. PAY FOR CERTAIN REPAIRS: After repairs are completed to **YOUR** reasonable satisfaction, **YOU** must pay the cost of any repairs not covered by this **LIMITED WARRANTY**. **WE** will make a reasonable effort to handle billing directly with the **REPAIRER**. However, if the **REPAIRER** will not bill **US** directly, **YOU** may be required to pay for the cost of covered repairs and submit **YOUR** own claim for reimbursement to the **ADMINISTRATOR**.

#### WHAT YOUR LIMITED WARRANTY COVERS

1. SUSPENSION COMPONENTS: Leaf and coil springs, shackles and bushings, and rubber suspension springs.
2. BRAKE COMPONENTS: Wheel cylinders, calipers, electric brake magnets, and hydraulic tubing and metal fittings.
3. WATER SYSTEM COMPONENTS: Hot water tank, burner assembly, thermostat, thermocouple, gas valve, electronic ignition assembly, PC board, heating system, shower assembly, toilet, sink, holding tanks, gate valves, macerator pump, water pump, faucets, traps, fittings, and water lines.
4. AIR CONDITIONING COMPONENTS: Compressor, evaporator, condenser, capacitors, relays, expansion valve, control module and panel, reversing valve, blower fan and motor, and PC board. Coverage applies to coach air conditioning system only, chassis air conditioning excluded.
5. KITCHEN CENTER COMPONENTS: Range/oven burner assembly, burner valves, refrigerator/freezer, microwave, convection oven, thermostat, thermocouple, burner, igniter, and PC board.
6. LP GAS SYSTEM COMPONENTS: Gas regulators, gas tanks, gas valves, tank gauges, and LP lines and fittings.
7. HEATING SYSTEM COMPONENTS: Furnace igniter, burner assembly, gas valve, gas leak detector, thermostat, thermocouple, blower motor, and PC board.

8. DELUXE APPLIANCES: Icemaker, trash compactor, built-in coffee maker, built-in food processor, in-sink disposal, ceiling fan motor, and smoke detector.
9. INTERIOR AND EXTERIOR COMPONENTS: Door handles, latches and springs.
10. MANUAL LEVELING JACKS: Factory or dealer installed bolt on and welded scissor jacks.

#### WHAT YOUR LIMITED WARRANTY DOES NOT COVER

1. **COSTS COVERED BY ANY OTHER WARRANTY OR A REPAIRER'S GUARANTEE, REGARDLESS OF WHETHER SUCH OTHER WARRANTY OR GUARANTEE IS HONORED.**
2. MAINTENANCE SERVICES AND PARTS DESCRIBED IN THE MANUFACTURER'S MAINTENANCE SCHEDULE IN THE OWNER'S MANUAL FOR **YOUR UNIT**.
3. ANYTHING NOT LISTED IN THE WHAT YOUR LIMITED WARRANTY COVERS SECTION OF THIS **LIMITED WARRANTY**.
4. GLASS, GLASS FRAMEWORK AND FASTENING ADHESIVES, SEALED BEAMS, LIGHT BULBS, LENSES, TRIM, MOLDINGS, FASTENERS, BRIGHT METAL, UPHOLSTERY, PAINT, SHEET METAL, BODY PANELS, STRUCTURAL FRAMEWORK, AND STRUCTURAL WELDS.
5. AFTERMARKET ACCESSORIES OR NON-ORIGINAL EQUIPMENT, COMPONENTS AND SYSTEMS NOT INSTALLED BY THE MANUFACTURER, INCLUDING, BUT NOT LIMITED TO, ANTI-THEFT SYSTEMS, RADIO OR SPEAKER EQUIPMENT, AND TELEPHONES.
6. DAMAGE TO A **COVERED PART** DUE TO BROWN OUT, MEANING A REDUCTION IN POWER CAUSED BY INADEQUATE SUPPLY.
7. **COSTS INCURRED FOR REPAIRS DUE TO NORMAL WEAR.**
8. REPAIRS PERFORMED WITHOUT PRIOR AUTHORIZATION.
9. EXPENSES RELATED TO THE DISPOSAL OF ENVIRONMENTALLY UNSAFE MATERIALS.
10. EXPENSES CHARGED FOR NON-SPECIFIC MATERIALS AND SHOP SUPPLIES.
11. REPAIRS TO CORRECT A COSMETIC IMPERFECTION.
12. CAR AND/OR TRAILER RENTAL EXPENSES AND TOWING AND ROADSIDE SERVICE EXPENSES.

13. **BREAKDOWNS** RESULTING FROM THE FAILURE TO PROTECT **YOUR UNIT** FROM FURTHER DAMAGE AFTER A **BREAKDOWN** OCCURS.
14. **BREAKDOWNS** RESULTING FROM THE FAILURE OF A NON-COVERED COMPONENT.
15. **BREAKDOWNS** CAUSED BY OR INVOLVING COLLISION, FIRE, THEFT, VANDALISM, RIOT, EXPLOSION, LIGHTNING, EARTHQUAKE, WINDSTORM, HAIL, WATER, FREEZING, OR FLOOD.
16. **BREAKDOWNS** CAUSED BY ABUSE, MISUSE, ALTERATIONS, OR LACK OF CUSTOMARY MAINTENANCE AS RECOMMENDED IN THE MAINTENANCE REQUIREMENTS OF THIS **LIMITED WARRANTY** AND/OR IN THE MANUFACTURER'S MAINTENANCE SCHEDULE FOR **YOUR UNIT**.
17. **BREAKDOWNS** CAUSED BY RUST OR WEATHER RELATED CORROSION.
18. **BREAKDOWNS** CAUSED BY, OR RESULTING FROM, WATER INTRUSION.
19. **BREAKDOWNS** WHICH EXISTED PRIOR TO THE **AGREEMENT DATE**.
20. NON-U.S. SPECIFICATION MODEL **UNITS**.
21. FAILURE TO MAINTAIN **YOUR UNIT** IN ACCORDANCE WITH THE MAINTENANCE REQUIREMENTS OF THIS **LIMITED WARRANTY**.
22. ANY **BREAKDOWNS** CAUSED BY OR INVOLVING MODIFICATIONS.
23. **BREAKDOWNS** ON A **UNIT** USED FOR COMMERCIAL PURPOSES, INCLUDING, BUT NOT LIMITED TO, DAILY RENTALS OR PASSENGERS FOR HIRE.
24. FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LOSS, INCLUDING, BUT NOT LIMITED TO, IF **YOUR UNIT** IS INVOLVED IN A COLLISION CAUSED BY OR INVOLVING A **BREAKDOWN** OF A **COVERED PART**. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO **YOU**.



## Annual Maintenance Record Coupon

Please enclose the following maintenance records identifying the date, description of UNIT, and services performed.

- Inspect roof and seal roof where necessary.
- Inspect axles and hub, lube where necessary.
- Inspect furnace – clean blower, combustion chamber, control compartment (remove any dust, lint, obstructions) as necessary, test gas line for leaks.
- Inspect hot water heater – flush holding tank, manually operate pressure temperature relief valve, clean burner tube (as outlined by the manufacturer) as necessary.
- Inspect suspension and lubricate where necessary – grease front and rear suspension components, including, but not limited to, axle bearings, tie rods, control arms, and brake camshaft brackets (motorhomes only).

<b>Customer Name:</b>	<b>Agreement Number:</b>
<b>Current Address:</b>	<b>Date Mailed:</b>
<b>Current Phone Number:</b>	<b>Notes:</b>
<b>Current Email Address:</b>	

Mail all documents within thirty (30) days of the anniversary date of the AGREEMENT DATE each year to keep your LIMITED WARRANTY valid. Failure to do so will result in denial of coverage and YOUR LIMITED WARRANTY will be void. Mail all documents to: NWAN, INC., P.O. Box 30308, Cleveland, Ohio 44130.

**Reminder: All maintenance must be performed by a professional repair facility.**

**TO REQUEST MORE COUPONS CALL 1-800-810-8458**

**FOR INTERNAL USE ONLY**

<b>Date Received by ADMINISTRATOR:</b>	<b>Date Maintenance Recorded in System:</b>
<b>Verified or Changed Customer Address:</b> N/A      YES      NO	<b>Verified or Changed Customer Email &amp; Phone Number:</b> N/A      YES      NO

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