



Pleasure-Way Industries Ltd. Five-Year Limited Motorhome Warranty

CUSTOMER RESPONSIBILITY

It is important you read and understand the information provided to you in the package containing all the manuals and information pertaining to your Pleasure-Way Motorhome.

Familiarize yourself with the applicable warranties. You are responsible for ensuring the procedures for obtaining warranty repairs are followed properly. It is your responsibility and obligation to return your motorhome to your authorized Pleasure-Way dealership for warranty service repairs.

As the owner of the Motorhome, you are responsible for regular and proper maintenance performed in accordance with the Pleasure-Way and OEM manuals provided. Regular and proper maintenance will help prevent conditions arising from neglect that are not covered under warranty.

WHAT THIS LIMITED WARRANTY COVERS:

Pleasure-Way Industries Ltd. warrants the specified new 2016 Motorhome free from defects in material and craftsmanship on portions manufactured by Pleasure-Way Industries Ltd. under normal use and service. Pleasure-Way Industries' obligation, under this limited warranty, shall be limited to 60 months / 60,000 miles / 100,000 kilometers (whichever comes first) after the date of purchase by the **first retail purchaser** from an Authorized Pleasure-Way Dealer. Warranty shall be fulfilled by an Authorized Pleasure-Way Dealer or Authorized Pleasure-Way service facility. ***This Pleasure-Way Warranty is non-transferable to sequential owners.***

WHAT THIS LIMITED WARRANTY DOES NOT COVER:

This limited warranty shall not apply to the following:

- If the Motorhome has been altered outside our factory in any way so as, in our sole opinion and discretion, to affect its stability, operation or reliability.
- Deterioration due to wear and or exposure, including but not limited to rust: corrosion, oxidation and cosmetic blemishes.
- If the Motorhome, in our sole opinion and discretion, has been subject to misuse, negligence, or accident.
- If the Motorhome has been declared a total loss by an insurance company, or a motorhome title indicates that is designated as "salvage", "junk", or "rebuilt" or word of similar impact.

- The automotive chassis is covered by its own manufacturer's warranty, including by way of example, but not limited to: power train, engine, drive-train, tires and muffler. To learn more about the specific automotive chassis not covered under the Pleasure-Way warranty please contact your authorized selling dealer, Pleasure-Way Industries Ltd. or review your Mercedes Benz or Chrysler warranty package information provided with the coach.
- Appliances and components covered by their own manufacturer's warranties, including but not limited to: the microwave, refrigerator, stove, heater, television, generator and roof air conditioners. To learn more about specific component parts or appliances not covered under the Pleasure-Way warranty please contact your selling dealer, Pleasure-Way Industries or review your warranty package information provided with the coach.
- Unauthorized repairs, alterations or modifications.
- Routine maintenance.
- Items that are working as designed but which you are unhappy with because of the design or function.
- Damages caused by, but not limited to: hail, tornadoes, lighting, floods, earthquakes, hurricanes, fire, rain, and all other environmental conditions, which include but are not limited to, tree sap, tar, chemicals, oils, salts, road hazards, stone chips, infestations, rodents and /or acts of God.
- Defects or repairs required, as an example but not limited due to; improper loading, load distribution, accident, collision, vandalism, abuse, neglect, improper maintenance, rust or corrosion.
- Failure to seek and obtain repairs in a timely manner.
- Failure to use reasonable efforts to mitigate damage caused by defects.
- Failure to comply with the instructions set forth in the owner's manual.
- Exterior storage compartments may not be moisture free due to weather and humidity conditions. It is advised that you store items accordingly. Pleasure-Way is not responsible for goods damaged while stored in exterior storage compartments.
- Condensation and the results of condensation including, but not limited to, water damage and the growth or mildew or mold. Mold and mildew are natural growths given certain environmental conditions and are not covered by the terms of this warranty
- Failure of the coach and /or chassis resulting in incidental damages, such as but not limited to: goods stored both inside and outside the coach; loss of use and equipment of Motorhome; inconvenience; cost of rental vehicle; cost of accommodations; travel expenses; towing; meals; and other miscellaneous incidental expenses. Some states do not allow exclusions or limitation of incidental or consequential damages, so the above limitations or exclusion may or may not apply to you.

THE CONDITIONS OF THIS LIMITED WARRANTY SHALL NOT APPLY TO DEGENERATION DUE TO WEAR AND TEAR AND EXPOSURE AFTER THESE LIMITATIONS:

- For **ninety (90) days** from the original retail purchase date, adjustments to compartment door latches, light bulbs, fuses, remote and smoke detector batteries.
- For **one (1) year** from the original retail date purchase date or 12,000 miles / 20,000 kilometers (whichever comes first), by the original retail purchaser from an Authorized Pleasure-Way Dealer;
 - All seat, curtain, door panel and wall fabrics used in the coach.
 - Window seals and caulking.
 - Exterior power cable hatch.

- City water fill.
- Porch light.
- Exterior cable TV outlet
- Carpet
- Linoleum.
- Black and grey water termination valves
- Exterior striping.
- Painted plastic exterior body molding and bumpers. Painting exterior moldings magnifies the original equipment manufacturer condition of the plastic molding. Some conditions of the plastic, such as but no limited to, body attachment points and texture may be more visible when painted. These are considered normal.

For **two (2) years** or 24,000 miles or 40,000 kilometers (whichever comes first) by the original retail purchaser from an Authorized Pleasure-Way Dealer:

- Ultraleather fabrics.
- Foam used in cushions.

For **three (3) years** or 36,000 miles or 60,000 kilometers (whichever comes first) by the original retail purchaser from an Authorized Pleasure-Way Dealer;

- Exterior painted fiberglass surfaces.

This warranty is expressly in lieu of all other warranties, expressed or implied, and all other obligations or liabilities for alleged representation or negligence. Pleasure-Way Industries Ltd. neither assumes nor authorizes any other person to assume for us any liability in connection with the sale of our Motorhomes other than expressed above.

All correspondence should be directed to the authorized Pleasure-Way dealer from whom the Motorhome was purchased and must specify the serial number and date of purchase of Motorhome in question.

Pleasure-Way Industries Ltd. reserves the right to make changes in Motorhomes built and/or sold by it at any time without incurring any obligations to make the same or similar changes on motorhomes previously built and/or sold by Pleasure-Way Industries Ltd.

For emergency repairs while traveling, you may choose to deal with non-authorized RV service facilities; however, all warranty repairs must be pre-authorized by Pleasure-Way. Pleasure-Way will, at its option, replace or repair free of charge any defective part, including labor. The purchaser shall notify their authorized Pleasure-Way Dealer within the warranty period.

If you obtain warranty repairs from a non-authorized RV service facility without Pleasure-Way pre authorization, it is at Pleasure-Way's sole discretion whether or not to reimburse the claim.

In the event that this Motorhome is used for commercial or rental fleet purposes, the warranty coverage shall be limited to one (1) year 12,000 miles / 20,000 Km (whichever comes first) from the date of original purchase.

Obtaining Warranty Repairs:

To obtain warranty repairs, you must contact your authorized Pleasure-Way dealer and schedule an appointment. It is best if you have a written list of defects or items in need of repair. As the owner, you are

solely responsible for the maintenance of the motorhome as required or recommended by the owner's manual and associated costs of that maintenance. Repairs necessitated by failure to maintain the Motorhome as required or recommended are not covered by warranty.

Note: Pleasure-Way does not control the scheduling of service work at authorized or independent dealerships. You may encounter some delay in scheduling or completion of work.

Warranty Policies

Warranty repairs must be within the five year or 60,000 miles / 100,000 kilometers (whichever comes first) limited warranty.

Pleasure-Way warranty registration cards must be on file before any claims will be processed. Claims made without warranty registration cards will be rejected until proof of ownership can be established.

Pleasure-Way Industries Ltd. will not reimburse any claims for work done on any components or appliances that are covered under their respective manufacturer's warranties. These warranties must be claimed through the manufacturer of the appliance or component. Examples include but are not limited to: refrigerator, microwave, roof air-conditioning, water pump, furnace, TV etc.

All warranty work required to be done on the chassis must be taken to an authorized Mercedes Benz or Chrysler dealership (depending on your chassis make) and processed through their warranty procedures. Pleasure-Way Industries Ltd. will not reimburse any claims regarding the chassis. Pleasure-Way Industries Ltd. will pay for the removal and reinstallation of motorhome components only if absolutely necessary to perform Chassis warranty repairs. Pleasure-Way Industries Ltd. will not reimburse any costs in the removal and reinstallation of these components if it is: out of the warranty period; non-warranty repairs; and /or routine maintenance or service.