

Chapter 1: Warranty Information

As the owner of a new recreational vehicle, you are responsible for regular care and proper maintenance. Proper maintenance will help avoid situations where the Limited Warranty will not cover items due to neglect. Maintenance services should be performed in accordance with this manual, as well as, the corresponding manufacturer's warranties on components included within your coach.

As the owner it is your responsibility and obligation to return the recreational vehicle to an authorized dealer for any repairs and service that may be required. Your Keystone dealer is responsible for proper service before delivery and will have a continued interest in your satisfaction. Therefore, we recommend that warranty and maintenance services be performed by your Keystone Dealer.

Owner's Responsibilities

1. Proper care and maintenance as outlined by this manual and the corresponding component warranty package
2. Returning your vehicle to an authorized dealer for any repairs or service that is required
3. Reviewing the information contained within this manual and all supplied component information

Dealer Responsibilities

1. Orient and familiarize the customer with the operation of all systems and components of the new recreational vehicle
2. Explain and review the Limited Warranty provisions to the customer
3. Assist the customer in completing all necessary registrations and warranty cards for your new vehicle and assist in locating serial numbers if they wish
4. Instruct the customer on how to receive local and out of town service on the vehicle and its separately warranted components, whether in or out of warranty
5. Service all Keystone RV Company products
6. Fill out and Mail Warranty Registrations within (30) thirty days from the date of delivery





KEYSTONE RV COMPANY

LIMITED ONE YEAR WARRANTY

Except as specifically excluded below, Keystone RV Company (hereinafter "Keystone") WARRANTS for a period of one (1) year from the date of purchase that the recreational vehicle manufactured and assembled by Keystone shall be free from defects in materials and workmanship supplied and attributable to Keystone. Keystone, at its sole discretion, reserves the right to substitute parts or components of substantially equal quality, touch up cosmetic flaws, make design and/or manufacturing improvements or provide a replacement unit as the exclusive remedy under this Limited Warranty. All owners (original or subsequent) must be properly registered with Keystone RV Company to be considered for eligibility.

This Limited Warranty may be transferred during the one (1) year term by the original consumer purchaser to a subsequent purchaser. The limited one (1) year warranty, however, shall in no way be extended beyond the one (1) year from the original date of purchase by reason of the transfer from the original consumer purchaser to any subsequent purchaser(s). The subsequent purchaser(s) also has an obligation to notify Keystone immediately upon the transfer of the warranty and to further provide proof of purchase within the one (1) year.

WARRANTY EXCLUSIONS

THIS LIMITED WARRANTY AND THE OBLIGATIONS STATED HEREIN SHALL NOT APPLY TO:

- Equipment, products, components, appliances, or accessories not manufactured by Keystone whether or not warranted, including but not limited to, tires, batteries, washer, dryer, and other installed equipment or accessories;
- Trailers used for business, rental, commercial, residential, or disaster relief purposes, or any purposes other than recreational travel and family camping;
- Trailers which are not originally sold through an authorized Keystone dealer (i.e. sold through auction, repossession, salvage or an otherwise "distressed" condition);
- Damage or loss caused in whole or in part by the acts or omissions of any kind by any party other than Keystone;
- Damage or loss caused in whole or in part by the misuse, abuse, neglect, theft, vandalism, product modification, improper customer or dealer installation, incorrect line voltage, unauthorized repair or failure to follow instructions supplied with the recreational vehicle;
- Routine maintenance including, without limitation, caulking, re-caulking and waxing of the body of the recreational vehicle, tightening screws, brakes, latches, locks, combustion systems, changing fuses, or light bulbs, and maintaining the air conditioning and heating systems;
- Minor adjustments to doors and drawers beyond 90 days after retail sale;
- Damage or loss caused in whole or in part by the unauthorized attachments, modifications or alterations to the structure, body, pin box, or frame of the recreational vehicle including but not limited to trailer hitches for towing, or platforms for supporting cargo;
- Any upholstery damage including, but not limited to tears, punctures or misuse;
- Any fading of fabrics or carpet;

- Damage or loss caused in whole or in part by exposure to natural atmospheric elements, corrosive chemicals, ash or fumes generated or released by vehicles, collision, road hazards, rock chips, condensation, or any other source;
- Damage or loss caused in whole or in part by the overloading or the improper balancing of the load;
- Damage or loss caused in whole or in part by the willful or negligent acts of the driver of the vehicle pulling the recreational vehicle, an accident involving the recreational vehicle the condition of any road surface over which the recreational vehicle is pulled, or the striking or driving over a curb or any other object;
- Damage or loss to the recreational vehicle caused in whole or in part by the tow vehicle selected by the owner to pull the recreational vehicle including but not limited to the improper selection or installation of towing hitch on tow vehicle;
- Any injury, loss or damage, beyond warranty repairs, due to mold or fungi;
- Damage or loss caused in whole or in part by the owner's operation, use, or misuse of the tow vehicle;
- Any and all damage or loss to the owner's tow vehicle;
- Wheel alignment;
- Damage to electronics due to voltage issues are not covered under warranty;
- Representations made by any person (including your dealer) beyond those stated in this Limited Warranty;
- Any trailer licensed, registered, or primarily used outside the USA or Canada; and
- Any incidental and consequential damages including, but not limited to, transportation, fuel, food, lodging, telephone calls, towing charges, bus and taxi fares or car rentals, on-site service calls, as well as commercial use and loss of use.

KEYSTONE'S RESPONSIBILITY

Please note the distinction between "defects" and "damage" as used in this Limited Warranty: "defects" are covered because Keystone is responsible; on the other hand, we have no control over "damage" caused by such things as collision, misuse and lack of maintenance which occurs after the recreational vehicle is delivered to the owner. Therefore, "damage" for any reason which occurs after the recreational vehicle is delivered is not covered under this warranty. Maintenance services are also excluded from the warranty because it is the owner's responsibility to maintain the recreational vehicle.

Keystone does not undertake responsibility to any owner beyond the original cost of the recreational vehicle to Keystone or for any undertaking, representation, or warranty made by any dealer beyond those expressed herein.

OWNER RESPONSIBILITY

It is the responsibility of the owner to maintain the recreational vehicle as described in the Care and Maintenance section of the Owner's Manual including taking whatever preventative measures necessary to maintain the exterior sealants of the unit and to prevent foreseeable secondary moisture or water damage to the unit from rain, plumbing leaks, condensation and other natural accumulation of water in the unit. Examples of secondary damage include, but are not limited to, stained upholstery, carpeting or drapes, mold formation and growth, furniture cabinetry or floor deterioration, etc. Mold is a natural growth given certain



Keystone RV
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Please have the following available when you call:

- Vehicle Identification Number (17 digit Serial#- begins with 4YD)
- Model #
- Date of Purchase
- Description of the problem
- Previous repair history and location (if applicable).

environmental conditions and is not covered by the terms of this Limited Warranty.

HOW TO OBTAIN WARRANTY SERVICE

To obtain warranty service the owner must deliver the recreational vehicle to an authorized Keystone dealer (with proof of purchase and freight prepaid) within a reasonable time after discovery of the defect within the warranty period. All shipping or towing expenses incurred in transporting the recreational vehicle for warranty service shall be owner's responsibility. Upon requesting the warranty services you will be asked for:

- (a) Your name
- (b) Date of purchase
- (c) Keystone vehicle ID number
- (d) An explanation of the anticipated warranty claim

Appliance and Component Warranty Service/Administration – Appliance and component manufacturers may or may not provide their own warranties. These warranties are separate from the Keystone Limited Warranty and constitute the only warranty for those specific appliances and components. The terms, conditions and warranty periods of these items may vary from the Keystone Limited Warranty. For the appliance and component manufacturers providing warranties, Keystone does, however, administer those warranties during the term of this one year Limited Warranty except for tires, batteries, and generators. All warranty service claims on components must therefore be directed during the one year of this Limited Warranty to Keystone. After the one year period, all appliance and component warranty claims must be directed to the respective appliance and component manufacturers. Keystone is not warranting any appliance or components and is only representing that it is authorized to administer the services for such products. In no way shall Keystone's Limited Warranty be modified or amended by Keystone providing service for appliances and components.

If the dealer is unable to resolve any warrantable issues or for assistance in arranging repairs, please contact: Customer Service Department Keystone RV Company 2642 Hackberry Drive Goshen, Indiana 46526. Telephone Number (866) 425-4369. Upon receipt of notice of a claim, where the dealer was unable or unwilling to resolve the problem, either an alternate dealer or the manufacturing plant will repair or replace any parts necessary to correct defects in material or workmanship or will take other appropriate action as may be required.

WARRANTY DISCLAIMERS

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND IN LIEU OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF KEYSTONE. IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IF ANY, GIVEN BY LAW, SHALL BE LIMITED TO AND NOT EXTEND BEYOND THE DURATION OF THE WRITTEN LIMITED WARRANTY PERIODS SET FORTH HEREIN. NO PERSON HAS THE AUTHORITY TO ENLARGE, AMEND, OR MODIFY THIS LIMITED WARRANTY.

KEYSTONE WILL NOT BE RESPONSIBLE OR LIABLE FOR LOSS OF USE OF THE RECREATIONAL VEHICLE, ON-SITE SERVICE

CALLS OR SERVICE CHARGES, LOSS OF TIME, INCONVENIENCE, EXPENSES FOR GASOLINE, TOWING CHARGES OR TRANSPORTATION COSTS, LOSS OF USE, RENTAL OF SUBSTITUTE EQUIPMENT, TELEPHONE, TRAVEL, LODGING, DAMAGE OR LOSS TO PERSONAL PROPERTY, LOSS OF REVENUES OR OTHER COMMERCIAL LOSS, OR ANY OTHER SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE RESULTING FROM ANY DEFECT IN THE RECREATIONAL VEHICLE.

ANY ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY SHALL NOT BE BROUGHT MORE THAN ONE (1) YEAR AFTER THE EXPIRATION OF THE ONE (1) YEAR TERM OF THIS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY. FURTHER SOME STATES DO NOT ALLOW A REDUCTION IN THE STATUTE OF LIMITATIONS SO THE ABOVE REDUCTION MAY NOT APPLY.

Inspection

To assist you in avoiding problems, Keystone RV Company requests that each dealer review the limited warranty and inspect the unit along with you. The dealer has been provided with a pre-delivery checklist. Review this checklist with the dealer. Do not sign the checklist until this review is complete and any questions about anything you do not understand have been answered.

Unit Information Packet

In addition to this Owner's Manual, a unit information packet is located within your new recreational vehicle. Inside the packet are product manuals and information on systems and equipment in the coach. Individual product warranty registrations accompany this information and should be completed and mailed promptly. Some components in this manual or packet may be components of a differing product line and / or are optional equipment. Inclusion of these items does not suggest that they are or may be available for a specific recreational vehicle.

Owner Registration

As a convenience to you, the owner registration form is completed at the dealership at the time of delivery. After an owner signs this form, the dealer will send the completed form to Keystone RV Company within 30 days. Please make sure this form is completed and signed prior to leaving the dealership.

Obtaining Warranty Service

Keystone RV Company recommends obtaining service from your dealer or the nearest authorized repair facility. Service must be obtained within a reasonable time after discovery of the defect and prior to the applicable warranty expiration period. If assistance is needed in locating an authorized repair center, please contact Keystone RV Company Customer Service at 1-866-425-4369.



Keystone
RV Company



Please note, your Keystone RV Company Limited Warranty covers warrantable repairs that are performed by an authorized Keystone RV Company dealer at their service center or facility only. It is important for the owner to know that if you are unable to bring your unit in for repairs, Keystone RV Company is not responsible for any costs incurred for the service call charge, or time accrued to come out to your unit. Your unit is a recreational vehicle and not intended, nor manufactured, as a permanent residence.

CAUTION

Tow Vehicle Disclaimer

In connection with the use and operation of Keystone recreational vehicles, Keystone customers and owners of Keystone recreational vehicles are solely responsible for the selection and proper use of tow vehicles. All customers should consult with a motor vehicle manufacturer or dealer concerning the purchase and use of suitable tow vehicles for Keystone products, Keystone further disclaims any liability with respect to damages which may be incurred by a customer or owner of Keystone recreational vehicles as a result of the operation, use or misuse of a tow vehicle. **NOTE: KEYSTONE'S LIMITED WARRANTY DOES NOT COVER DAMAGE TO THE RECREATIONAL VEHICLE OR THE TOW VEHICLE AS A RESULT OF THE OPERATION, USE OR MISUSE OF THE TOW VEHICLE.**

Get To Know Your Unit Before Heading Out

Throughout the manufacturing process, your recreational vehicle has been inspected by qualified inspectors and then again at the dealership. As the owners, however, you will be the first to camp and extensively use every system. Keystone RV Company wants the first camping experience to be happy one and recommends a "Trial Camping Experience" before heading out. Plan a weekend in the yard or driveway and really camp in your unit.

By camping for several days, full-time in your unit, you will have the opportunity to use and become accustomed to the systems within your unit and find out what items are needed/ not needed while camping. Note any questions that arise, difficulties encountered or problems that occur. After your trial, call your dealer and ask any questions that have arisen. Getting to know your unit before the first adventure can save a lot of frustration and leave more time for fun!

If You Need to Make an Appointment

Call Ahead

Give thought to an appointment time and call ahead. Mondays and Fridays are generally the busiest times at a dealer's service center, as are right before seasonal holidays.

Be Prepared

If warranty work is to be done, please have a copy of your warranty paperwork available and provide the service center with any helpful information on past repairs that may pertain and help the technicians in diagnosing the problem.

Make a List

Have a list ready and be reasonable with repair expectations. Some repairs may require special order parts or parts shipped from a manufacturer. Explain what you would like to have done over the phone or stop by ahead of time so that you and the service manager can discuss possible repair times.

While Waiting

Drop your unit off if possible. If you wait on your repair, do not be surprised if you cannot enter the repair area. Many insurance policies prohibit customers or non-personnel from entering into the work area for safety reasons.

Inspecting Your Repairs

Keystone RV Company and your dealer want you to be satisfied with any repair. After a repair is performed, inspect thoroughly. Check off your list and go over the repairs with the service center representative. Once satisfied, sign the Keystone RV Company Warranty Claim. In the event a problem should reoccur after you have left the dealership, contact the repair center or Keystone RV Company as soon as possible, so that the situation can be resolved expediently.

