

NUWA INDUSTRIES, INC.

2009/2010 MODEL YEAR PRODUCTS

12 MONTH/24 MONTH LIMITED WARRANTY

NuWa Industries, Inc. and its component suppliers warrant this recreation vehicle for 12 months from date of purchase. NuWa's warranty is transferable to a second owner. If any part of the vehicle fails to perform properly within this time period because of defective materials or faulty workmanship caused by **NuWa Industries, Inc.**, repairs will be made without charge for materials or labor (**or according to limited warranty allowance of a specific component manufacturer**). **NuWa Industries** will not however replace or repurchase the trailer from you. Authorization, processing or reimbursement for repairs may be administered by NuWa, or in certain instances these functions may be deferred to a component supplier warrantor, when in NuWa's opinion the circumstances justify direct involvement by the responsible supplier. In those states with laws which mandate specific warrantor responsibility to dealers, NuWa interprets this to be the component warrantor, not NuWa, when a component failure is involved. This warranty is limited by certain exclusions and limitations listed below and applies only to units located in the Continental United States and Canada.

TWO-YEAR STRUCTURAL WARRANTY

NuWa Industries, Inc. further warrants its structural portion of this recreational vehicle for two years (24 months) from the date of purchase. Structure consists of material and performance integrity of the laminated sidewall, roof, and floors. Manufacturers of the frame and glide room systems, suspension components, rubber roof and fiberglass materials provide separate warranties, which may be fewer than or more than 24 months. NuWa typically administers these warranties, but does not assume actual responsibility for the warranty of any component supplier. These separate component manufacturer warranties are provided in the owner's packet.

EXCLUSIONS AND CLARIFICATIONS

Items not covered or included in warranty as a responsibility of NuWa Industries, Inc.:

1. Batteries, tires, appliances, frame and suspension components are separately warranted by their manufacturer. NuWa typically administers these warranties for the convenience of the customer, but if there is disagreement, NuWa retains the right to defer direct warranty responsibility to the supplier that provides the component warranty. Final warranty authority and responsibility rests with the component supplier.
2. Day/night shade string replacement, screen door adjustment, screen damage, screen door foam seal replacement, baggage door adjustment and bulb seal replacement and baggage door latch adjustment beyond 90 days of purchase. This is viewed as maintenance by these suppliers, not warranty.
3. Replacement of loosened decals caused by high-pressure washing.
4. Component warranty beyond **NuWa Industries, Inc.** 12 month warranty. Certain component suppliers provide a warranty beyond **NuWa Industries, Inc.** 12 month warranty. **NuWa** will not however do component warranty work at no charge beyond 12 months, nor will they reimburse dealers or customers for this warranty work. Dealers and/or customers will be responsible for submitting these claims to suppliers for reimbursement.
5. Any normal deterioration, wear, or exposure that may affect furnishings, the appearance of items or trimwork.
6. Any damage or defect due to accident or neglect by parties other than **NuWa Industries, Inc.**
7. Damage due to condensation. This phenomenon is discussed in the owner's manual and is not a material or workmanship defect. It is controlled by climate environment and customer's style of use.
8. Any representations, promises, warranties or service agreements given or made by a dealer or any other persons selling this product other than those stated herein.
9. A trailer for which a warranty registration card has not been received.
10. Repairs or alterations by a party other than **NuWa Industries, Inc.**, made in such a way as to create, in our judgement, a defect in material or reliability due to the third party's faulty workmanship.
11. Damage caused by overloading.

DAMAGE LIMITATIONS

NuWa Industries, Inc. will not be responsible for any incidental or consequential damages or expenses including, but not limited to:

1. Lodging, travel expenses, or transportation charges to the dealer or factory
2. Loss of time or income or loss of damage to personal property
3. Service calls or repairs made without authorization of NuWa or the component supplier
4. Loss of use of the recreation vehicle
5. **NuWa Industries, Inc.** will have no obligation to repurchase or replace the trailer

Laws in some states disallow exclusion of incidental or consequential damages, so above limitations may not always apply.

NuWa Industries, Inc. desires to comply with the Magnuson-Moss Warranty Act and the Federal Trade Commission's prescribed rulings. **NuWa Industries, Inc.** is not liable for any warranty other than the implied warranties under state law and the written warranty contained in this document.

HOW TO OBTAIN WARRANTY ASSISTANCE

If a problem should arise, you should first contact your dealer. Because this is not always convenient, **NuWa Industries, Inc.** has a Monday through Friday parts, warranty and service assistance department: Phone 1-800-835-0676 Email: sales@nuwa.com **NuWa Industries, Inc.** 3701 Johnson Road Chanute, KS 66720. The factory offers service, advice about service problems, assistance with suggested service locations and will furnish warranty parts to customers who choose to do their own work.

1. When calling your dealer or **NuWa Industries, Inc.**, have your unit's model, last five digits serial number and date of manufacture available.
2. In a brief and clear manner, advise of your problems, your location and any proposal for solution. Provide factual information that will help the dealer and/or factory service manager determine the best course of action.
3. If necessary, recommend a local service center and have them call the factory for warranty authorization and service advice. If you authorize your own warranty service or buy replacement parts without supplier or factory notification, you may only receive partial reimbursement payment because of policy limitations of our component suppliers.
4. NOTICE: Component warranties are very clear. Most will cover labor and parts within the first year of ownership. However, some service centers will charge more than **NuWa Industries, Inc.** is authorized to reimburse by a supplier. In those cases you or the service provider may not always receive full reimbursement from **NuWa Industries, Inc.** or that supplier.
5. NOTICE: Send in your warranty card, read your owner's manual and become familiar with warranty procedures of the various components used in your trailer, as some appliance suppliers provide a list of their authorized service centers and they provide specific instructions for obtaining service authorization. This effort will minimize the frustration of obtaining satisfactory warranty assistance.
6. When calling the factory service center for an appointment, it is strongly advised to plan well in advance, because the backlog is typically extensive. Because of NuWa's reputation for service, do not be surprised to hear of eight to ten week waits for major service issues. There is a free campground near the factory that operates on the honor system, so no reservation is available.

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