



Imperfections will occur during the manufacturing process and once the vehicle is transported, items will shift, come out of adjustment, loosen, etc. Once the unit is delivered to the customer, touching up minor imperfections, cleaning and adjusting components is normal and considered part of customer maintenance. If you feel there is an unreasonable amount of these issues with a given unit, please call us for assistance.

Adjustments:

Interior Doors, Cabinet Doors and Drawer Adjustments – After retail delivery, adjustments will be honored for a period of 90 days.

Exterior Doors and Slide-Out Adjustments – After retail delivery, adjustments will be honored for a period of 90 days.

Locks and Latch Adjustments – After retail delivery, adjustment will be honored for a period of 90 days.

LP Appliances/Regulator Adjustments – Because different areas of the country (different altitudes) require different air/gas mixtures, we are unable to burn and adjust the LP system and appliances.

Window Treatments – Adjustment of shades.

Brake Adjustment – Brake adjustments should be completed when hooked to the customer's tow vehicle and brake controller to ensure safe operation of the vehicle.

Touch up:

Minor Nicks, Scratches, Dings, Dents Rub marks and Staple Holes – Interior & Exterior

Chassis/Frame Rust – Minor surface rust in areas such as on welds, where beams are stacked and/or tack-welded and on entry steps is considered normal.

Cleaning:

Putty or Glues – Cleaning excess putty, glues, etc. from interior or exterior surfaces.

“Shakedown” – Cleaning of sawdust, debris, shavings, etc.

Carpets – Touching up minor stains.

Water System:

Tightening loose fittings, p-traps

Debris in Faucet screens

Water Heater By-pass – Setting the water heater by-pass valves in the position desired by the consumer.

General:

Graphics – repair of air bubbles and minor chips in graphics.

Soft Goods, Upholstery and Carpet – Trimming strings and carpet strands.

Lubrication of Components – Lubricating locks/latches, entry steps, stabilizing jacks, etc.

Light Bulbs – Replacement of light bulbs.

Sealants – Touch up of interior and exterior sealants.

Awnings – Fabric defects 10 days from Date of Purchase and component failures 1 year from date of purchase.

For any questions of concerns please contact info@countryrv.net or call **Toll Free** : 1-888-456-1808

Country RV Centre Ltd
3732 Highway 97N
Kelowna, BC
V1X 5C2