

StarRV Travel Trailer Service Contract Terms & Conditions

Definitions

- Administrator** refers to INDS Canada Corp.
- Contract** refers to this Recreational Vehicle Service **Contract** which **You** purchased from **Us** to protect **Your Unit**.
- Coverage**..... refers to the component protection **You** have chosen, as shown on the **Identification Card**.
- Deductible** refers to the **Deductible** type and amount **You** will need to pay, as shown on the **Identification Card**, for each covered **Failure** repair visit.
- Failure** refers to a **Failure** of a defective part or faulty workmanship as supplied by the Manufacturer or Dealer, but does not include gradual reduction in operating performance due to wear and tear. Damage resulting from **Failure** of non-covered parts is not covered.
- Identification Card** refers to the numbered card which becomes part of this **Contract**. It gives information about **You**, **Your Unit**, **Coverage** chosen and other significant data.
- Unit** refers to the recreational vehicle which is described on the **Identification Card**, which cannot be used for emergency, for hire or rental unless Commercial Use option (New **Units** only) is purchased and is so indicated on the **Administrator** copy of the Application.
- We, Us, Our** refers to the entity who is obligated to perform under this **Contract**, as indicated on the **Identification Card**.
- You, Your**..... refers to the **Contract** holder named on the **Identification Card** or the person to whom this **Contract** was properly transferred.

Terms and Conditions

The following Terms and Conditions together with **Your Identification Card** constitute **Your StarRV Service Contract**. If **You** do not receive **Your Identification Card** within 60 days, phone the customer service number listed on the last page. This document is an Application for the Interstate StarRV Service **Contract** and does not constitute a **Contract** until accepted by **Us**.

1. **CONTRACT PERIOD:** **Coverage** under this **Contract** begins immediately and will expire according to the time of the **Contract** selected as shown on the **Identification Card**.
 - a) A New/Extended Eligibility Unit **Contract** expiration is measured in time from the Original Factory Warranty In-Service Date.
 - b) A Used Unit **Contract** expiration is measured from the **Contract** purchase date.
2. **FAILURE OF COVERED PARTS:** **We** will pay or reimburse **You** for reasonable costs to repair or replace any **Failure** of a part included in **Your Coverage**. Replacement parts may be new, remanufactured or replacement parts of like kind and quality. Sales tax will be authorized for covered **Failures** only when required by the applicable Province where repair is taking place.
3. **TERRITORY:** This **Contract** is limited to **Failures** which occur, and repairs that are made, within Canada and the United States of America.
4. **LIMIT OF LIABILITY**
 - a) Per Repair Visit - **Our** liability for any one (1) repair visit will not exceed the actual cash value of **Your Unit** at the time the repair is performed.
 - b) Aggregate - The total of all benefits payable under this **Contract** will not exceed the lesser of the price **You** paid for **Your Unit** or ninety thousand dollars (\$90,000).
5. **OUR RIGHT TO RECOVERY:** If **We** pay anything under this **Contract** and **You** have a right to recover from another party, **Your** rights will become **Our** rights up to the amount **We** paid. **You** will do whatever is necessary to enable **Us** to enforce these rights.
6. **TRANSFER RIGHTS:** This **Contract** is for the benefit of the original **Contract** holder and is transferable subject to a transfer fee and inspection providing:
 - a) Proof of transfer of the remaining manufacturer's warranty is provided, if applicable.
 - b) **Contract** is being transferred to a subsequent private purchaser of **Your Unit**. (Transfer rights are voided when **Unit** is either traded, sold or put on consignment to an individual or entity engaged in the wholesale or retail sale, leasing or rental of Units.)

You must submit the following:

 - a) Transfer application (Available from **Administrator**).
 - b) Bill of sale showing sale date.
 - c) \$60.00 Transfer fee made payable to the **Administrator** within thirty (30) days of the transfer of Unit ownership.
7. **MAINTENANCE REQUIREMENTS:** **You** must maintain **Your Unit** according to the manufacturer's recommendations as outlined in the owner's manual. **Your** owner's manual has separate required maintenance schedules for "normal" and "more severe" operating conditions. **You** are required to follow the maintenance schedule that applies to **Your** conditions. **You** must be sure only the proper grade of lubricants and coolants, as recommended by the manufacturer, is used in **Your Unit**. It is necessary for **You** to retain verifiable receipts for all parts and materials necessary to perform the required maintenance. If necessary, this documentation will be verified by the **Administrator**.

8. **DEDUCTIBLE:** In the event of a **Failure** covered by this **Contract**, **You** may be required to pay a **Deductible**. No **Deductible** payment is required with respect to **Coverage** listed in the Benefits section of this **Contract**. The **Deductible** type and amount **You** have to pay is shown on the **Identification Card**, for covered **Failures** on a per repair visit basis. Should a covered **Failure** require more than one visit to repair, only one **Deductible** will apply to that **Failure**. If no **Deductible** is checked on the **Administrator** copy of the application page the \$100 **Deductible** will apply.
9. **ARBITRATION:** If **We** and **You** do not agree on the settlement of any claim, either party may make a written request for arbitration. In this event, each party shall select an arbitrator. The two arbitrators shall select a third. If they cannot agree on a third within thirty (30) days, either may request that the selection be made by a judge of a court having jurisdiction. Each party shall pay the expenses they incur, and bear the expenses of the third party arbitrator equally. A decision agreed to by any two of the arbitrators shall be binding on both parties.

Coverage

Your Coverage corresponds to the Coverage selected on the Administrator copy of the Application Page. If no box is checked, Platinum Coverage will apply. Except for Diamond, components not listed are not covered.

PLATINUM COVERAGE

Coverage applies only to the parts listed herein

WATER HEATER

Burner assembly tank; thermostat; thermocoupler; gas valve; heating elements; fittings; connections; electronic ignition assembly; wiring harness; control panel; switches; PC board.

WASTE SYSTEM

Shower; toilet; sink(s); holding tanks; gate valves; fittings; connections.

FRESH WATER SYSTEM

Water pump; compressor; water tank; water lines; traps; fittings; connections; faucets.

AIR CONDITIONING

(Roof mounted 110V or central) Compressor; condenser; evaporator; accumulator; expansion valve; capacitors; relays; thermostat; heat strips; heat pump; control panel; switches; receiver-dryer; blower motor fans; fan motor; fans; bathroom vent motor; high/low cut off switch; pressure cycling switch; electronic module; ducts and ductwork.

RANGE AND OVEN

Burner assembly; thermostat; thermocoupler; burner valves; microwave oven; convection oven; power hood; fittings; connections; ignition assembly; PC board.

L.P. GAS / PROPANE SYSTEM

Regulators; gas bottles (except valves and gauges); mounting brackets; pigtails; gas lines; fittings; connections; automatic shut-off system.

HEATING SYSTEM

Furnace ignitor; burner assembly; thermocoupler; gas valve; thermostat; blower motor; heat strips; heat pump; fan motor; fans; fittings; connections; ducts; ductwork; PC board.

REFRIGERATOR

Thermostat; thermocoupler; 2 or 3 way cooling unit; burner assembly; ignitor; control panel; switches; fittings; connections; PC board.

AUXILIARY POWERPLANT/GENERATOR – *Factory Installed, or Factory Approved Dealer Installed:*

All internally lubricated parts of the powerplant engine; starter; switches; hour meter; voltage regulator; power converter; inverter; PC boards; interior monitor/control panel; generator assembly, cylinder block and head if damaged by the **Failure** of an internally lubricated part.

BRAKES

Master cylinder; wheel cylinder; hydraulic or electric brake actuator; backing plates.

SUSPENSION

Wheel bearings; coil and leaf springs; shackles; shackle bushing; spindles; spindle supports; axle shafts; actuators.

CHASSIS FRAME

Metal only; all components in lift crank system of Pop-Up Campers.

POWER STEP COVERAGE

Power step motor and power step control module; interior monitor/control panel.

AUDIO SYSTEM – *Factory Installed, or Factory Approved Dealer Installed:* Stereo receiver; compact disc player; cassette player; (excluding speakers).

SEALS AND GASKETS - NEW UNITS All seals and gaskets are covered for aforementioned covered components.

PLATINUM COVERAGE OPTIONS

Surcharges apply to those options which are indicated on the Administrator copy of the Application page and Your Identification Card.

COMMERCIAL USE (NEW ONLY)

Commercial use coverage *only* means daily, weekly or monthly rentals, short term (12 months or less) lease or primarily used for business purposes; e.g. a traveling salesperson. Coverage does not include taxi, shuttle, delivery services, principally used off-road or hauling.

DELUXE/HI-TECH COMPONENT COVERAGE

Ice maker; trash compactor; central vacuum cleaner system; washer/dryer (excluding belts & hoses); dishwasher; in-sink disposal; freezer; external barbecue; kitchen center, if factory installed, or if dealer installed and meets all manufacturer's specifications; electronic entrance system; remote electronic entrance system; factory installed thermometer; central locking system; factory installed anti-theft system.

ENTERTAINMENT PACKAGE - Factory Installed, or Factory Approved Dealer Installed: Television sets (27" or less, excluding plasma screen); TV antenna motor; VCR/VCP/DVD player; Satellite System (receiver and dish only).

LEVELING SYSTEM (HYDRAULIC/ELECTRIC) - Factory Installed, or Factory Approved Dealer Installed: Motor; hydraulic/electric pump; actuators; jack assembly; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.

SEALS AND GASKETS - USED UNITS

Current model year plus 8 years back at time of **Unit** sale qualify for seals and gaskets **Coverage** for aforementioned components.

SLIDE-OUT ROOM(S) - Factory Installed, or Factory Approved Dealer Installed: Motor; hydraulic/electric pump; actuators; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.

PLATINUM PLUS COVERAGE

Includes Platinum Coverage and any options and surcharges as indicated on the Administrator copy of the Application page and Your Identification Card, plus the following:

DELUXE/HI-TECH COMPONENT COVERAGE

Ice maker; trash compactor; central vacuum cleaner system; washer/dryer (excluding belts & hoses); dishwasher; in-sink disposal; freezer; external barbecue; kitchen center, if factory installed, or if dealer installed and meets all manufacturer's specifications; electronic entrance system; remote electronic entrance system; factory installed thermometer; central locking system; factory installed anti-theft system.

HYDRAULIC/ELECTRIC LEVELING SYSTEM - Factory Installed, or Factory Approved Dealer Installed: Motor; hydraulic/electric pump; actuators; jack assembly; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.

SLIDE-OUT ROOM(S) - Factory Installed, or Factory Approved Dealer Installed: Motor; hydraulic/electric pump; actuators; lines; fittings; cylinders; electric motor; worm gear; gears; electric switch; wiring harness.

ENTERTAINMENT PACKAGE - Factory Installed, or Factory Approved Dealer Installed: Television sets (32" or less, excluding plasma or LCD screen); TV antenna motors; VCR/VCP/DVD player; satellite system.

SEALS AND GASKETS - USED UNITS

Current model year plus 8 years back at time of **Unit** sale qualifies for seals and gaskets **Coverage** for aforementioned components.

DIAMOND COVERAGE

Includes all of Platinum Plus. In addition, this comprehensive coverage is an exclusionary plan under which virtually every factory installed, or factory approved dealer installed component of the Unit is covered except those components and conditions listed in the Exclusions section of this Contract.

Some examples of covered components are:

- WATER HEATER
- WASTE SYSTEM
- FRESH WATER SYSTEM
- AIR CONDITIONING (Roof mounted 110V or central)
- RANGE AND OVEN
- L.P. GAS / PROPANE SYSTEM
- HEATING SYSTEM
- REFRIGERATOR
- AUXILIARY POWERPLANT/GENERATOR
- BRAKES
- SUSPENSION
- CHASSIS FRAME
- POWER STEP COVERAGE
- AUDIO SYSTEM
- DELUXE/HI-TECH COMPONENT COVERAGE
- LEVELING SYSTEM (HYDRAULIC/ELECTRIC)
- SLIDE-OUT ROOM(S)
- ENTERTAINMENT PACKAGE

Additional components:

- SLIDE OUT BOOT
- PLASMA/LCD TV

Emergency Roadside Assistance – Includes Coverage for the tow Vehicle while Unit is in tow.

Towing / Road Service / Lockout: 1-800-492-6762 – Producer Code: 28244 – Plan: “N”

In the event **Your Vehicle** is disabled, **We** will dispatch a service vehicle to **Your** location to assist **You**. In the event **Your Vehicle** is unable to continue under its own power **Your Vehicle** may be towed to a location of **Your** choosing. **We** will pay the first \$60 of any roadside assistance requested. Additional costs exceeding the first \$60 are **Your** responsibility and payment will be expected at the time service is rendered. When calling for towing or road service **You** must call toll-free **1-800-492-6762**. **You** will be required to give the representative assisting **You** the following information: Producer Code – **28244**, **Your Vehicle** Service **Contract** Number (located on the front right hand corner of this application) and **Your** Plan Letter which is **N**.

Coverage: **You** are entitled to one (1) service per 72-hours. **We** will pay the first \$60 for any of the following requested services: towing; battery jumpstart; flat tire change; essential fluid delivery (**You** are responsible for the actual cost of the delivered fluids i.e. gas, oil, water, etc.); locksmith (cost of replacement keys is not included).

Reimbursement: In the event **Your Vehicle** is disabled and **You** contracted for any of the above covered services on **Your** own, **You** will be able to submit **Your** original receipted road service expenses for reimbursement consideration. Reimbursement will only be considered when properly licensed and insured providers provide a covered service; private citizen services are not reimbursable. **Your** reimbursement for towing is \$60. Reimbursement for any other roadside service including locksmith services is \$60. **You** must send **Your** original receipted roadside bills along with a completed claim form to **Administrator**. Claim forms may be obtained from **Administrator**.

Options

Optional Coverage applies only if selected on the Administrator copy of the Application Page and indicated on Your Identification Card.

	PLATINUM	PLATINUM PLUS	DIAMOND
PLASMA/LCD TV COVERAGE (New/Extended Eligibility Only) – Factory Installed or Factory Approved Dealer Installed: Television set(s) up to 32” (maximum 2 sets).	OPTION	OPTION	Included
LUXURY ELECTRONICS COVERAGE (New/Extended Eligibility Only) – Factory Installed or Factory Approved Dealer Installed: Television set(s) up to 42” (maximum 4 sets); GPS; perimeter warning system.	N/A	N/A	OPTION

Benefits – Apply to ALL Coverage levels

Deductible Does Not Apply

TRAVEL EXPENSES: **Contract** Holder will be reimbursed up the amounts listed below per day for a maximum of three (3) days for expenses for meals (restaurants only) and lodging (hotel/motel only) (except where prohibited by law) incurred if:

- 1–**Contract** holder cannot utilize **Unit** due to a mechanical **Failure**, covered under this **Contract** and is more than one hundred fifty (150) kilometres from home; and
- 2–Meals and lodging are required because the mechanical **Failure**, as defined, causes a delay en route. The date of the mechanical **Failure** shall be considered the first day of the three (3) day maximum period. The expense must be incurred between the time of the **Failure** and the time when repairs are completed, or by the end of the third calendar day subsequent to the mechanical **Failure** if the repairs are not completed, whichever occurs first.

SERVICE CALLS: In the event of a **Failure** of a covered part, **Contract** Holder will be reimbursed up to the amounts listed below per occurrence for service call charges in addition to normal parts and labour charges.

FOOD SPOILAGE: **We** will reimburse **You** up to the amounts listed below per occurrence if **Your** refrigerator breaks down due to **Failure** of a covered part where service is not available for 24 hours or longer, and food spoilage occurs. **You** must provide a receipt.

	Platinum	Platinum Plus	Diamond
Travel Expenses	\$150	\$180	\$240
Service Calls	\$120	\$180	\$240
Food Spoilage	\$60	\$120	\$180

What to do in the Event of a Failure

1. Prevent Further Damage - **You** should use all reasonable means and precautions to protect **Your** Unit from further damage. This **Contract** will not cover damage caused by not securing a timely repair of the failed component.
2. If **Your** Unit breaks down, return to the Issuing Dealer during normal service department hours. If this is not possible, take **Your** Unit to the licensed repair facility of **Your** choice (**You** may contact **Administrator** for assistance in locating a repair facility).
3. Instruct the repair facility that they must obtain an authorization number from **Administrator** prior to proceeding with repairs. The amount authorized is the maximum that will be paid. Any additional amounts need prior approval.
4. In some cases, **You** may be required to authorize the repair facility to inspect or tear down **Your Unit** to determine the cause and cost of the repair. **You** will be responsible for these charges if the **Failure** is not covered by this **Contract**. **Administrator** reserves the right to require an inspection of **Your Unit** prior to any repair being performed. We reserve the right to move Your covered Unit to another repair facility.
5. After **Administrator** has been contacted, review with the repair facility components that will be covered by this **Contract**.
6. **We** will reimburse the repair facility or **You** for the cost of authorized repairs performed on **Your Unit**, less any applicable **Deductible**. All repair orders and necessary documentation must be submitted to **Us** within thirty (30) days by **You** or repair facility to qualify for payment.

NOTE: If a breakdown occurs when **Administrator's** office is closed, emergency repairs can be performed. **Contract Holder** may proceed, without prior authorization, and reimbursement up to \$300 will be made to **Contract Holder** in accordance with **Contract** provisions, providing **Administrator** is contacted within five (5) business days from date of repair.

Repair Facility Guidelines for Claims Handling

Follow these steps when handling a claim:

1. Advise **Contract** holder that evaluation of a **Failure** does not mean that the repair is covered under this **Contract**. All covered repairs must receive prior authorization from **Administrator**.
2. Have **Contract** holder authorize inspection/tear down of the Unit to determine **Failure's** cause and cost to repair. Save all components, including fluids and filters, should **Administrator** require outside inspection. Notify **Contract** holder that cost of tear down will not be paid if it is determined that the **Failure** is not covered under this **Contract**.
3. Determine the cause of **Failure**, correction required and cost of the repair(s).
4. Contact **Administrator's** Claims Department at 800-995-0290 to get authorization to proceed with the claim. Be prepared with the following information when placing the call:
 - a. Customer's Name and **Contract** Number.
 - b. Cause of **Failure** and recommended correction.
 - c. Cost of repair(s).
5. A Claims Advisor will verify **Coverage** and do one of the following:
 - a. Approve Claim - If approved, the authorization number must be recorded on the repair order. The authorized amount is the maximum that will be paid. Additional amounts must receive prior approval.
 - b. Require Additional Evaluation, Inspection or Tear Down- **Administrator** may require an inspection prior to repair being completed. If a tear down is required to determine cause of **Failure**, **Contract** holder must authorize same. Notify **Contract** holder that if the repair is not covered, then **Contract** holder will be responsible for cost of the tear down. Repair facility should save all components requiring inspection, including fluids and filters. The Claims Advisor will arrange for the inspection. If inspection is not made within forty eight (48) hours, contact the Claims Advisor.
 - c. Deny the claim and provide the reason for the denial.
6. Review **Administrator's** findings with **Contract** holder as well as what will be covered by **Contract** and what portion of the repair(s), if any, will not be covered.
7. Obtain **Contract** holder's authorization to complete repair(s). All repair orders must have customer's signature to qualify for payment.
8. Submit the repair order(s) that must include the **Contract** number, authorization number and authorized amount to **Administrator** within thirty (30) days to the following address:

INDS Canada Corp.
203-20 York Mills Rd., Toronto, Ontario M2P 2C2
Voice: 800-995-0290 Fax: 800-995-0292
www.inds.ca

Cancellation of Service Contract

1. **You** may cancel this **Contract** by notifying **Administrator**. A cancellation form indicating the date of cancellation will be required.
2. **We** may cancel this **Contract** for nonpayment of the **Contract** charge, or for intentional misrepresentation in obtaining this **Contract** or in submitting a claim.
3. If **Your Unit** and this **Contract** have been financed, the lienholder may cancel this **Contract** for nonpayment, or if **Your Unit** has been declared a total loss or has been repossessed.
4. A. New and Extended Eligibility **Contract** type:

If this **Contract** is canceled within the first sixty (60) days and no claim has been filed, the entire **Contract** charge paid will be refunded. After sixty (60) days or if a claim has been filed, an amount of the unearned **Contract** charge will be refunded according to the pro-rata method reflecting the days in force based on the term of the **Contract**. Elapsed time shall be measured from the Manufacturer Warranty In-Service date.

B. Used Contract type:

If this **Contract** is canceled within the first thirty (30) days and no claim has been filed, the entire **Contract** charge paid will be refunded. After thirty (30) days or if a claim has been filed, an amount of the unearned **Contract** charge will be refunded according to the pro-rata method reflecting the days in force based on the term of the **Contract**. Elapsed time shall be measured from **Contract** sale date.

5. A sixty dollar (\$60) service charge will be deducted from all refunds after sixty (60) days for new, thirty (30) days for used **Contracts**, or if a claim has been filed.
6. In the event of cancellation, the lienholder, if any, will be named on the cancellation refund check.

EXCLUSIONS

FOR ALL COVERAGE LEVELS EXCEPT DIAMOND, PARTS NOT LISTED ARE NOT COVERED.

FOR ALL COVERAGE LEVELS, THIS SERVICE CONTRACT PROVIDES NO COVERAGE OR BENEFITS FOR THE FOLLOWING:

- A. ALL CHASSIS COVERAGE, INCLUDING BUT NOT LIMITED TO, ENGINE; TRANSMISSION; DRIVE AXLE; SUSPENSION (FRONT AND REAR); STEERING; AIR CONDITIONING; BRAKES; ELECTRICAL; ELECTRONICS; HEATING/COOLING; FUEL SYSTEM; FRAME; CARBURETOR; BATTERY; BATTERY/BATTERY PACK ON HYBRID VEHICLES; SHOCK ABSORBERS; MANUAL TRANSMISSION CLUTCH ASSEMBLY; FRICTION CLUTCH DISC AND PRESSURE PLATE; THROWOUT BEARING; MANUAL AND HYDRAULIC LINKAGES; DISTRIBUTOR CAP AND ROTOR; SAFETY RESTRAINT SYSTEMS (INCLUDING AIR BAGS); GLASS; LENSES; SEALED BEAMS; LIGHT BULBS; BRAKE HARDWARE; JAKE BRAKE (EXCEPT DIAMOND COVERAGE); ALL EXHAUST AND EMISSION COMPONENTS EXCEPT THOSE SPECIFIED AS COVERED; WEATHER STRIPS; ALL TRIM, MOLDINGS, HANDLES, KNOBS OR DIALS; BRIGHT METAL; CHROME; UPHOLSTERY AND CARPET; PAINT; BUMPERS; BODY SHEET METAL AND PANELS; TIRES AND WHEELS/RIMS.
- B. GPS NAVIGATION SYSTEMS (UNLESS OPTIONAL LUXURY ELECTRONICS OPTION IS PURCHASED AND SO INDICATED ON ADMINISTRATOR COPY OF THE APPLICATION PAGE AND YOUR ID CARD; PHONE SYSTEMS; PERSONAL COMPUTERS AND PRINTERS; INTERNET ACCESS SYSTEMS; CABLE, SATELLITE AND TELEPHONE WIRING; TELEVISIONS IN EXCESS OF 32", PLASMA TVS AND LCD TVS (UNLESS OPTIONAL COVERAGE IS PURCHASED AND SO INDICATED ON ADMINISTRATOR COPY OF THE APPLICATION PAGE AND YOUR ID CARD); PERIMETER WARNING SYSTEMS; EXTERNAL SPEAKERS; AUDIO & VIDEO INTERCOM SYSTEMS; ROOFING MATERIALS, SKYLIGHT ASSEMBLY AND ITS PARTS; SEALANTS; SHEET METAL AND FIBERGLASS; SIDING(S); ALL FLOORS AND FLOOR COVERINGS; VANITIES; VENTS; WALLS, WINDOW SHADES, BLINDS, TREATMENTS AND DRAPERIES; ALL WINDOWS; ALL WOOD FRAMING; ALL WOODWORK AND MILLWORK; METAL, WOOD, RUBBER AND PLASTIC MOLDINGS; INTERIOR AND EXTERIOR WEATHER STRIPS INCLUDING: SLIDE OUT BOOT (EXCEPT DIAMOND COVERAGE); METAL OR PLASTIC TRIM; ALL METAL, ALUMINUM, WOOD, PLASTIC AND FIBERGLASS HARDWARE; LOOSE FASTENERS OR CONNECTIONS; LOUVERS; GRAY & BLACK WATER DRAIN HOSE/LINE AND ITS FITTINGS AND CONNECTIONS; MICROWAVE OR OVEN MEAT PROBES OR ROTISSERIES; RACKS, SHELVES, BASKETS OR BUCKETS; SHORE PLUG AND LINE; MECHANICAL SWIVEL JACKS; ORNAMENTATION; CAUSE OF RATTLES; BEDDING; BOWED WALLS OR CEILINGS; ALL CABINETS; CAULKING OR GROUTING; CEILINGS; COSMETIC DAMAGE; PEELING OF FORMICA AND ALL LAMINATED MATERIALS; COUNTER TOPS; TEARS, CUTS, DISCOLORATION OR FADING OF ANY MATERIAL; ALL DOORS; ALL FURNITURE; TRAILER FRAME OR STRUCTURAL SEPARATION; METAL SUPPORTS; ANY REPOSITIONING, REFITTING OR REALIGNING.
- C. MAINTENANCE SERVICES AND PARTS DESCRIBED IN YOUR UNIT'S OWNER'S MANUAL AS SUPPLIED BY THE MANUFACTURER AND OTHER NORMAL MAINTENANCE SERVICES AND PARTS INCLUDING, BUT NOT LIMITED TO: PAINT AND COSMETIC REPAIRS; ALIGNMENTS; WHEEL BALANCING; TUNEUPS; SPARK PLUGS AND SPARK PLUG WIRES; GLOW PLUGS; HOSES; DRIVE BELTS; WIPER BLADES. SHOP SUPPLY CHARGES; EPA DISPOSAL FEES; PARTS SHIPPING COSTS; PARTS RESEARCH FEE; DIAGNOSTIC FEES; STORAGE FEES; WATER LEAKS (OTHER THAN PLUMBING); REPAIRS AND ADJUSTMENTS TO CORRECT WIND NOISE CONDITIONS. NOTE: FILTERS, LUBRICANTS, COOLANTS, FLUIDS AND REFRIGERANTS WILL BE COVERED ONLY IF REPLACEMENT IS REQUIRED DUE TO A COVERED FAILURE.
- D. ANY FAILURE RESULTING FROM COLLISION; INTERNAL OR EXTERNAL FIRE; THEFT; VANDALISM; RIOT; EXPLOSION; LIGHTNING; EARTHQUAKE; FREEZING; RUST OR CORROSION; SMOKE OR SOOT; WINDSTORM; PESTS; HAIL; WATER OR FLOOD; FREEZING OR ICE DAMAGE; REVERSE POLARITY; ACTS OF GOD; CHEMICALS; SALT, SAP, SAND, DIRT OR OTHER OBSTACLES; COSMETIC OR PAINT CHANGES; ELECTROLYSIS; ENVIRONMENTAL DAMAGE; DETERIORATION, CONDENSATION, CONTAMINATION OR LOSS OF FLUIDS, FUELS, COOLANTS OR LUBRICANTS.
- E. ANY FAILURE CAUSED BY MISUSE; ABUSE; NEGLIGENCE; LACK OF NORMAL MAINTENANCE REQUIRED BY THE MANUFACTURER'S MAINTENANCE SCHEDULE FOR YOUR UNIT; IMPROPER SERVICING BY YOU AFTER THE EFFECTIVE DATE OF THIS CONTRACT; CARBON OR SLUDGE BUILD-UP OR NOT MAINTAINING PROPER LEVELS OF LUBRICANTS AND/OR COOLANTS; PREDETONATION/PREIGNITION; OR NOT PROTECTING THE UNIT FROM FURTHER DAMAGE WHEN A FAILURE HAS OCCURRED.
- F. ANY REPAIR OR REPLACEMENT OF A COVERED PART IF A FAILURE HAS NOT OCCURRED; ANY UNAUTHORIZED REPAIR. IF THE WEAR & TEAR OPTION IS PURCHASED OR IS INCLUDED, THE WEAR ON THAT PART HAS NOT EXCEEDED THE FIELD TOLERANCES PERMITTED BY THE MANUFACTURER.
- G. IF ANY ALTERATIONS HAVE BEEN MADE TO YOUR UNIT OR YOU ARE USING, OR HAVE USED, YOUR UNIT IN A MANNER NOT RECOMMENDED BY THE MANUFACTURER. THIS WILL INCLUDE, BUT NOT BE LIMITED TO, THE FAILURE OF ANY CUSTOM OR ADD-ON PART; ANY FRAME OR SUSPENSION MODIFICATIONS; LIFT KITS; OVERSIZED/UNDERSIZED TIRES OR WHEELS; TRAILER HITCHES; AND OR MODIFICATIONS TO THE ENGINE, EMISSIONS OR EXHAUST SYSTEMS.
- H. IF YOUR ODOMETER HAS CEASED TO WORK AND REPAIRS HAVE NOT BEEN IMMEDIATELY MADE; THE ODOMETER HAS BEEN ALTERED IN ANY WAY SUBSEQUENT TO PURCHASE; OR IF UNIT'S TRUE MILEAGE CANNOT BE DETERMINED.

- I. ANY LIABILITY FOR PROPERTY DAMAGE, OR FOR INJURY TO OR DEATH OF ANY PERSON(S) ARISING OUT OF THE OPERATION, MAINTENANCE OR USE OF YOUR UNIT, WHETHER OR NOT RELATED TO THE PARTS COVERED. LOSS OF TIME, PROFIT, INCONVENIENCE, OR ANY OTHER LOSS THAT RESULTS FROM A FAILURE. ANY COST DIRECTLY ASSOCIATED WITH THE UPGRADING OF A COVERED PART OR COMPONENT THAT IS NO LONGER IN PRODUCTION, OBSOLETE OR NOT COST EFFECTIVE TO REPLACE (REPLACEMENT VALUE OF THE ORIGINAL PART WILL BE THE MAXIMUM ALLOWED); ANY COSTS IN EXCESS OF THE ACTUAL WHOLESALE OR TRADE-IN VALUE OF THE UNIT AT THE TIME OF THE REPAIR OR FAILURE. THIS CONTRACT DOES NOT PROVIDE COVERAGE FOR DAMAGES FOR BAD FAITH, PUNITIVE OR EXEMPLARY DAMAGES, PERSONAL INJURY INCLUDING BODILY INJURY, PROPERTY DAMAGE (EXCEPT AS SPECIFICALLY STATED IN THE CONTRACT) AND ATTORNEY'S FEES.
- J. REPAIRS TO SEIZED OR DAMAGED ENGINES DUE TO CONTINUED OPERATION WITHOUT SUFFICIENT LUBRICANTS OR COOLANT. THERMOSTAT IS NOT COVERED. YOU ARE RESPONSIBLE FOR MAKING CERTAIN THAT THE OIL AND TEMPERATURE WARNING LIGHTS/GAUGES ARE FUNCTIONING PROPERLY. YOU MUST PULL OFF THE ROAD IMMEDIATELY AND DISCONTINUE UNIT OPERATION WHEN EITHER OF THESE LIGHTS/GAUGES INDICATES INADEQUATE PROTECTION OR PERFORMANCE.
- K. WHEN RESPONSIBILITY FOR A REPAIR IS COVERED BY AN INSURANCE POLICY; WARRANTY FROM THE MANUFACTURER INCLUDING EXTENDED DRIVE TRAIN, MAJOR COMPONENT OR FULL COVERAGE WARRANTIES; A REPAIRER'S GUARANTEE/WARRANTY; OR FAILURES FOR WHICH THE MANUFACTURER HAS ANNOUNCED ITS RESPONSIBILITY THROUGH ANY MEANS, INCLUDING RECALL CAMPAIGNS AND FACTORY SERVICE BULLETINS.
- L. IF YOUR UNIT IS USED FOR COMMERCIAL PURPOSES UNLESS COMMERCIAL USE OPTION (NOT AVAILABLE ON DIAMOND) HAS BEEN PURCHASED AND IS SO INDICATED ON ADMINISTRATOR COPY OF APPLICATION AND USE IS LIMITED TO THAT DESCRIBED IN THE OPTIONS COVERAGE).
- M. ANY FAILURE OCCURRING PRIOR TO THE CONTRACT PURCHASE DATE, OR IF INFORMATION PROVIDED BY YOU OR A REPAIR FACILITY CANNOT BE VERIFIED AS ACCURATE OR IS FOUND TO BE INACCURATE.
- N. ANY FAILURE OCCURRING OUTSIDE OF THE UNITED STATES OF AMERICA OR CANADA.
- O. DAMAGE CAUSED BY PRE-IGNITION DETONATION, PINGING, IMPROPER/CONTAMINATED FUEL OR IMPROPER ENGINE ADJUSTMENTS.

NOTICE: YOU ARE REMINDED THAT THIS CONTRACT IS NOT AN INSURANCE POLICY. HOWEVER, AN INSURANCE POLICY IS IN EFFECT WITH TRISURA GUARANTEE INSURANCE COMPANY. IF WE FAIL TO PAY AN AUTHORIZED CLAIM WITHIN SIXTY (60) DAYS AFTER PROOF OF LOSS HAS BEEN FILED, YOU ARE ENTITLED TO MAKE A DIRECT CLAIM AGAINST THE INSURER, TRISURA GUARANTEE INSURANCE COMPANY, 70 YORK STREET, SUITE 1100, TORONTO, ON M5J 1S9, CANADA.

Administered by:

INDS Canada Corp.

203-20 York Mills Rd., Toronto, Ontario M2P 2C2

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