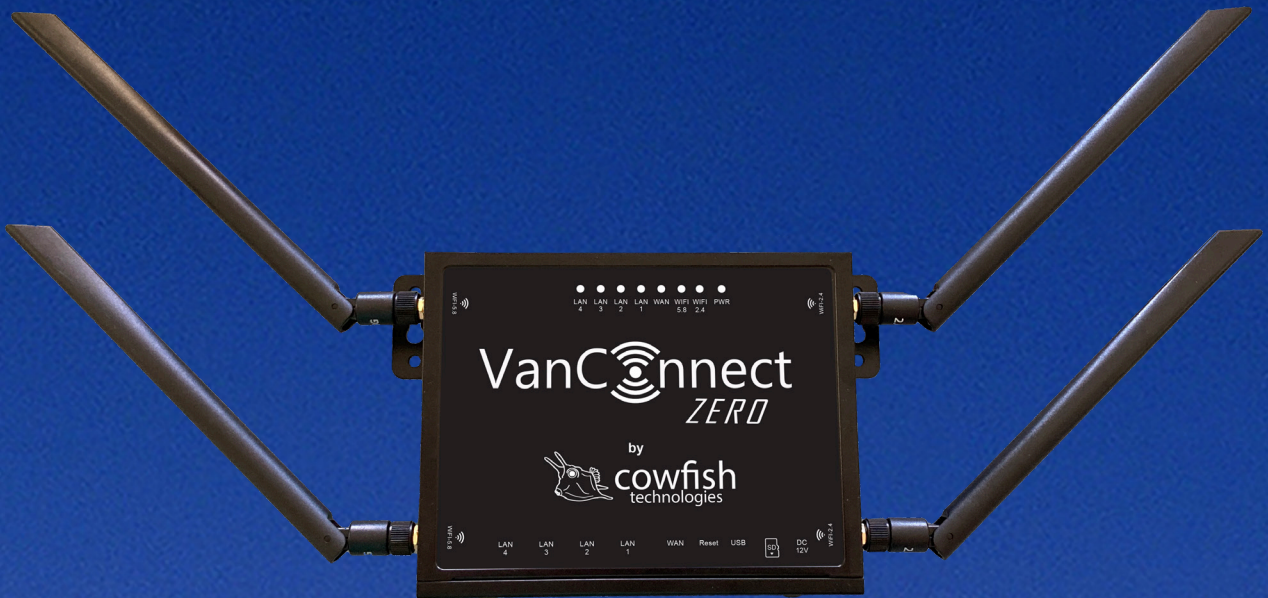


VanConnect *ZERO*

User Manual and Installation Guide



cowfish

Caravan and Camping Technologies

cowfish.com.au

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Manual Revision V1.1

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VanConnect *ZERO*

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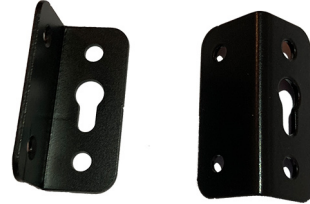


VanConnect ZERO

PACKAGE CONTENTS



VanConnect Zero unit



Mounting Brackets
(x2)



Internal WiFi Antennas
(x4)



Power Cable



Ethernet Cable



VanConnect ZERO

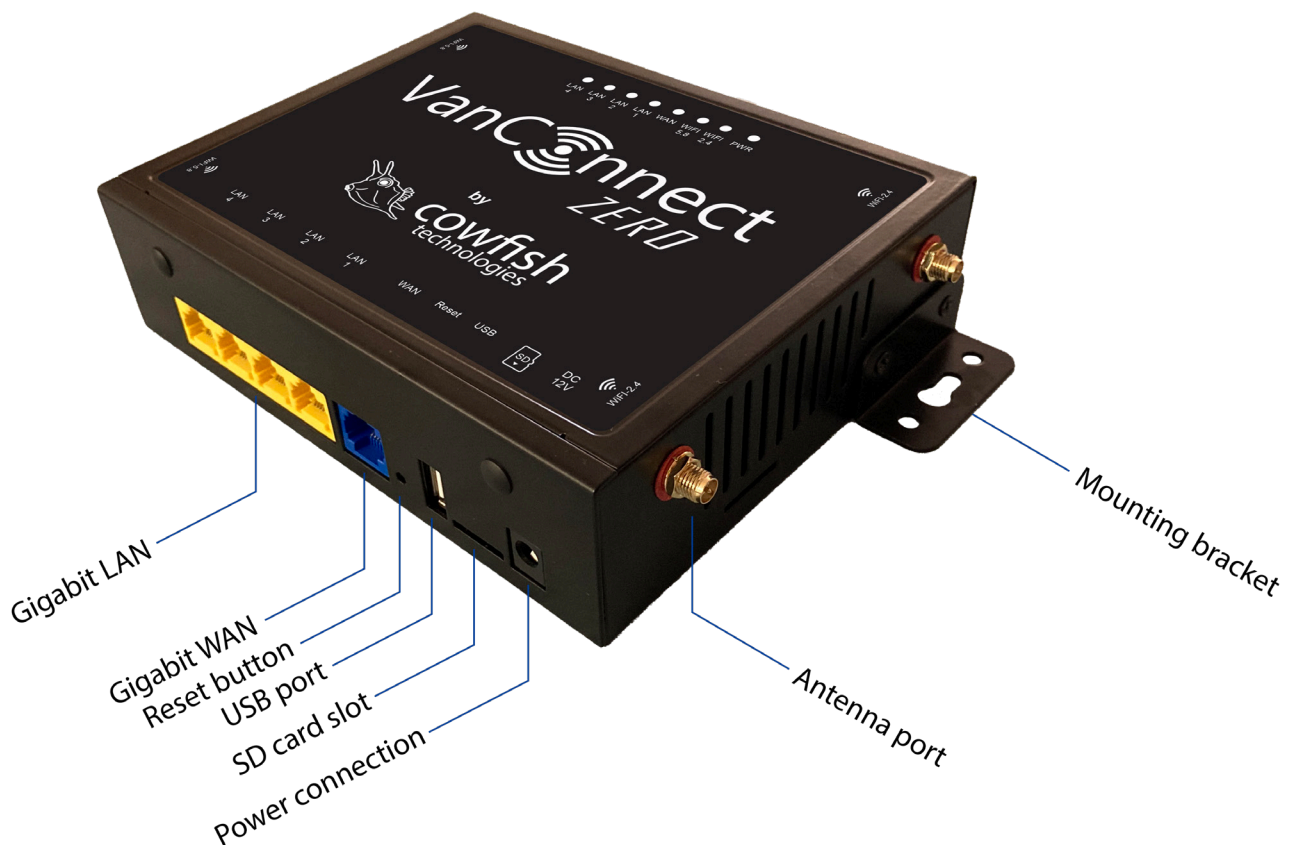
INTRODUCTION

The VanConnect Zero, linked with the Starlink Integration Kit, gives you access to the internet across multiple device. The Zero is specifically designed for caravans and motorhomes and works on a standard 12 volt power connection.

The VanConnect Zero is pre-configured to accept an internet connection through the Starlink Integration Kit.

NOTE: Starlink Integration Kit is sold separately and Starlink Dishy is not included.

HARDWARE OVERVIEW



VanConnect ZERO

INSTALLATION

This section will guide you through the router installation process. Ensure that your VanConnect Zero is disconnected and powered off before performing the steps below.

As the VanConnect Zero requires to be connected to the Starlink Integration Kit you will need to choose a location where you have adequate space to install both units. For details on the installation of the Starlink Integration Kit, please refer to the Starlink Integration Kit manual.

Install the router on a wall or on a shelf near a 12V power point. Placement of the router is very important. Ensure that the internal antennas can be positioned in a vertical or near vertical position (pointing up or down).

Use the included mounting brackets to secure the router to the wall or shelf.



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VanConnect ZERO

Attach the included internal antennas to the connectors on the the sides of the router, screwing them in clockwise. Ensure that the correct WiFi antennas are connected to the "WiFi-2.4" and "WiFi-5.8" points.

The "5G" WiFi antennas have male connectors that connect to the female "WiFi-5.8" receptacles on the VanConnect Zero. The "2.4G" WiFi antennas have female connectors that connect to the male "WiFi-2.4" receptacles on the VanConnect Zero.

NOTE: An incorrect installation of an antenna can result in damage to the antenna and the VanConnect unit.

After connecting the antennas, arrange them so that they point upward or downward. A vertical position (up or down) is preferred for optimal WiFi range.



VanConnect ZERO



Connect the ethernet cable from the Starlink Integration Kit to the VanConnect. On The Starlink Integration Kit the cable is to be connected to the port labelled "VanConnect". On the VanConnect Zero, the ethernet cable is to be connected to the port labeled "WAN".



Connect the power adapter to the DC power socket on the bottom panel of your VanConnect Zero. Plug the other end of the power adapter into a 12V wall outlet. Make sure the power button is in the "On" position.

1. The Power LED will light up to indicate that power is being supplied to the router and the router is turned on.
2. The LEDs on the front panel will flash on and off as the router performs initialization and Internet connection processes.
3. After a few moments the following LEDs will turn on: Power (green), WiFi 2.4 (green) and WiFi 5.8 (green).



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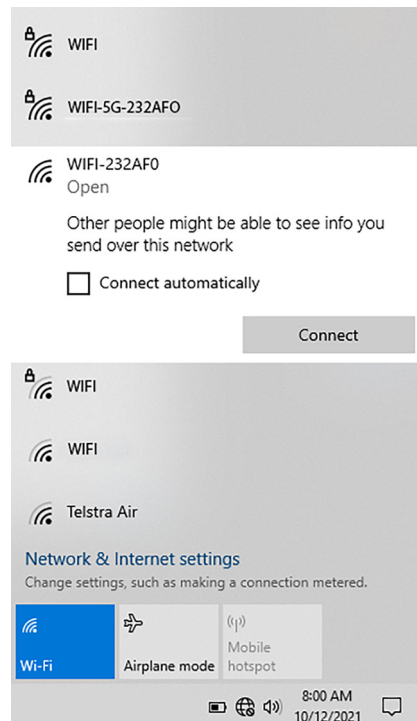
CONNECTING TO THE WIRELESS NETWORK

Connect via WiFi using the SSID (WiFi name) and password printed on the bottom of the VanConnect, or through Ethernet via one of the LAN ports on the back of your router.

The default SSID of the device is "WIFI-XXXXXX" (XXXXXX are the last 6 digits of the MAC address, printed on the bottom of the device and the bottom of the packaging box). The wireless network is not encrypted by default. Details for this are in the '**set the wireless password**' section.

To find and connect to the WiFi network:

1. Make sure that the VanConnect router is powered on and the WiFi status lights are on.
2. Check to make sure that WiFi is enabled on your computer or mobile device and search for WiFi networks.
 - a. Windows computer: Click the Internet Access icon, which is usually found on the bottom right side of your screen.
 - b. Mac computer: Go to the WiFi menu and select Network.
 - c. Mobile devices: Go to the Settings menu and tap the WiFi icon.
3. Select the WiFi name for your VanConnect.
4. Enter the WiFi password. This is only required after you set up a password.

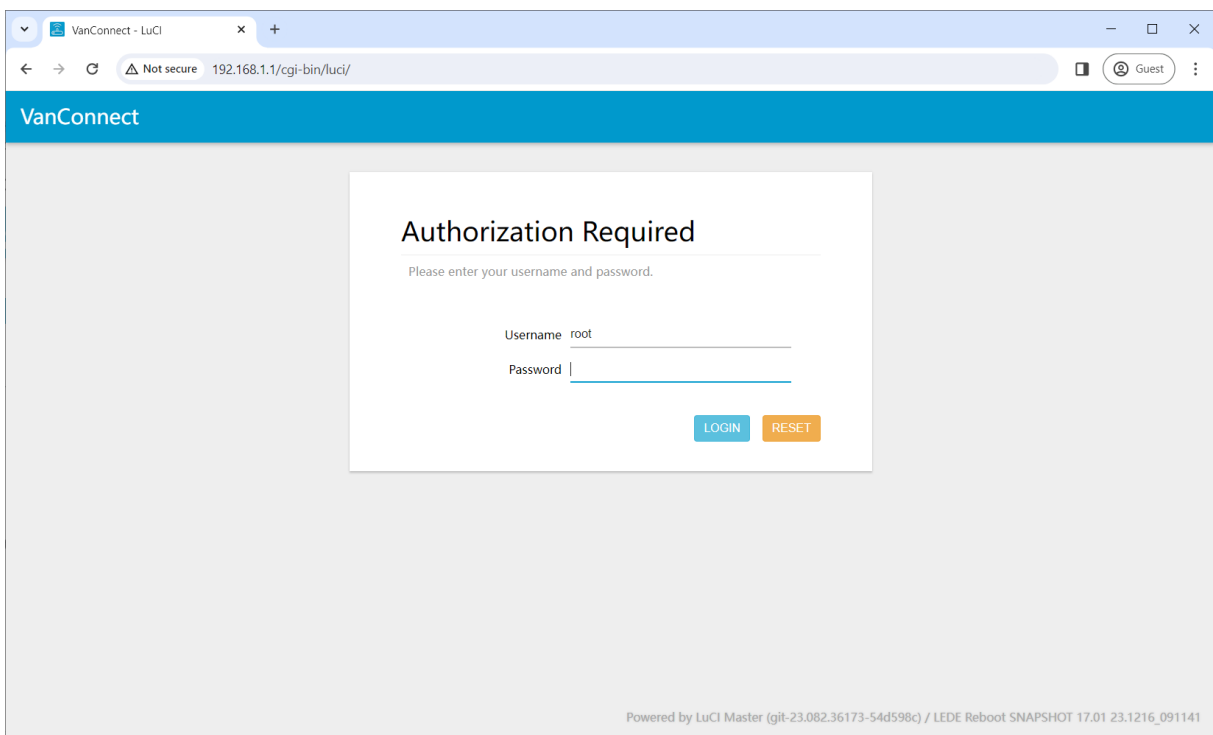


ROUTER CONFIGURATION

To access the configuration utility, open a web browser such as Internet Explorer, Microsoft Edge or Google Chrome and enter the address of the router (http://192.168.1.1 by default).



You will be presented with a login screen. The default login username is "root", and the default login password is "admin".

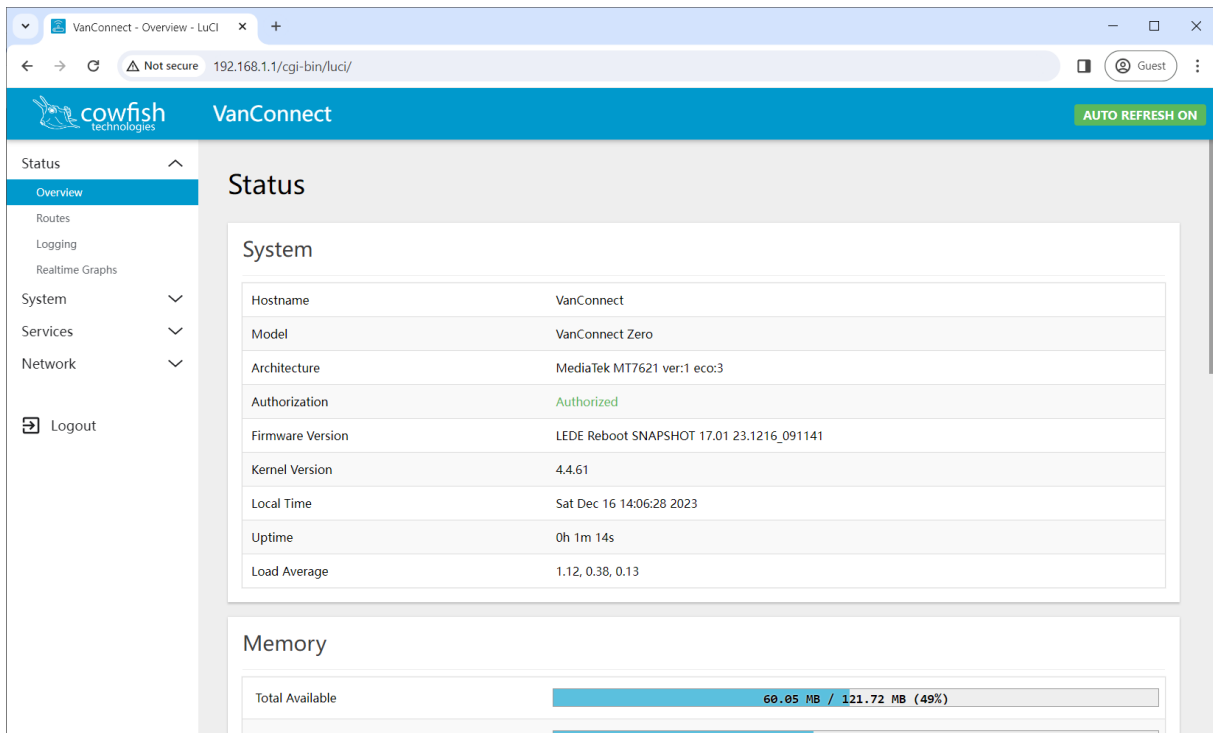


NOTE: If you get a "Page cannot be displayed" error, please refer to the Troubleshooting section for assistance.



VanConnect ZERO

Once you have successfully logged in, you will see the VanConnect home page. On this page you can view information about your Internet connection, the wireless/LAN status and system information.



On the left hand side of the page you will find the VanConnect menu. Clicking on one of these menu icons will take you to the appropriate configuration section.

On each page, fill out the desired settings and click "Save and Apply" when you are done or "Reset" to revert to the previous settings.

Set the wireless password

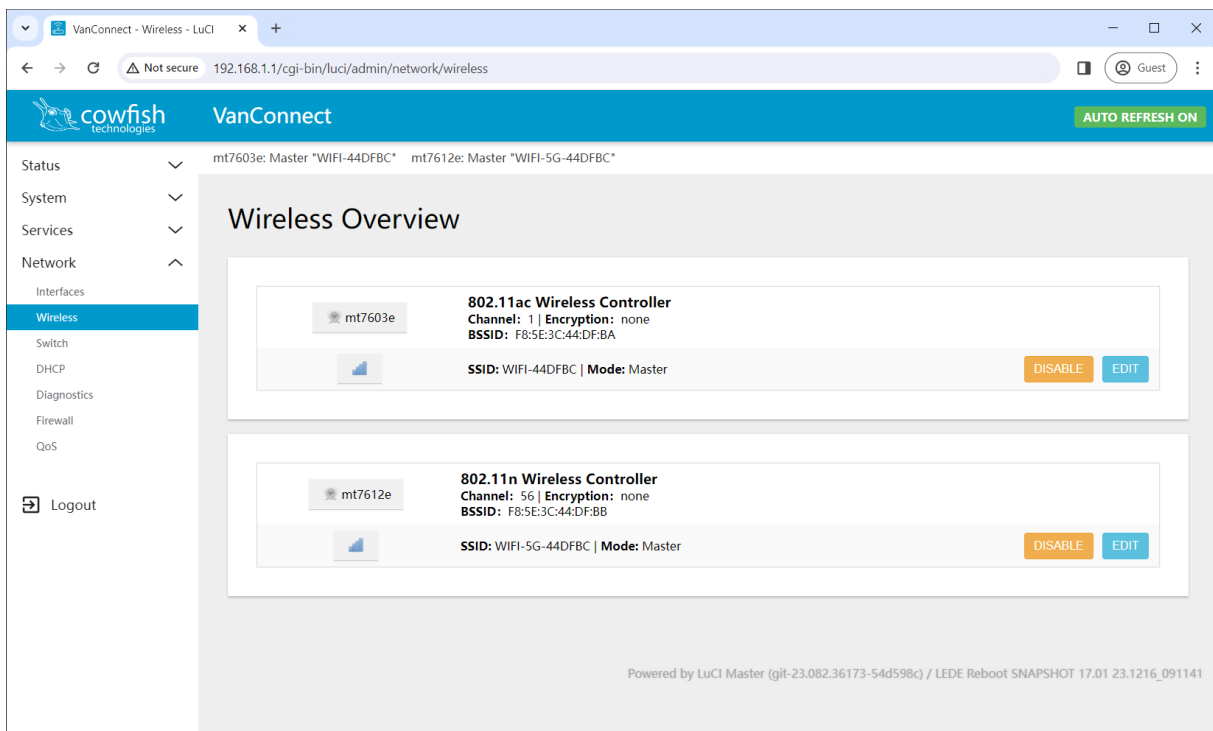
The wireless password is not set by default. It is recommended that you change the wireless password for your network security.

Click "Network" ▷ "Wireless" to enter the wireless configuration page.

You will see two WiFi networks:

- mt7603e: 802.11n Wireless Controller, SSID "WIFI-XXXXXX"
- mt7612e: 802.11ac Wireless Controller, SSID "WIFI-5G-XXXXXX"

mt7603e is your 2.4GHz WiFi network (b/g/n protocol) and mt7612e is your 5GHz network (ac protocol).



The screenshot displays the VanConnect web interface for wireless configuration. The browser address bar shows the URL 192.168.1.1/cgi-bin/luci/admin/network/wireless. The page title is "VanConnect" and the breadcrumb is "Wireless Overview". The interface shows two wireless controllers:

- mt7603e: 802.11ac Wireless Controller**
 - Channel: 1 | Encryption: none
 - BSSID: F8:5E:3C:44:DF:BA
 - SSID: WIFI-44DFBC | Mode: Master
 - Buttons: DISABLE, EDIT
- mt7612e: 802.11n Wireless Controller**
 - Channel: 56 | Encryption: none
 - BSSID: F8:5E:3C:44:DF:BB
 - SSID: WIFI-5G-44DFBC | Mode: Master
 - Buttons: DISABLE, EDIT

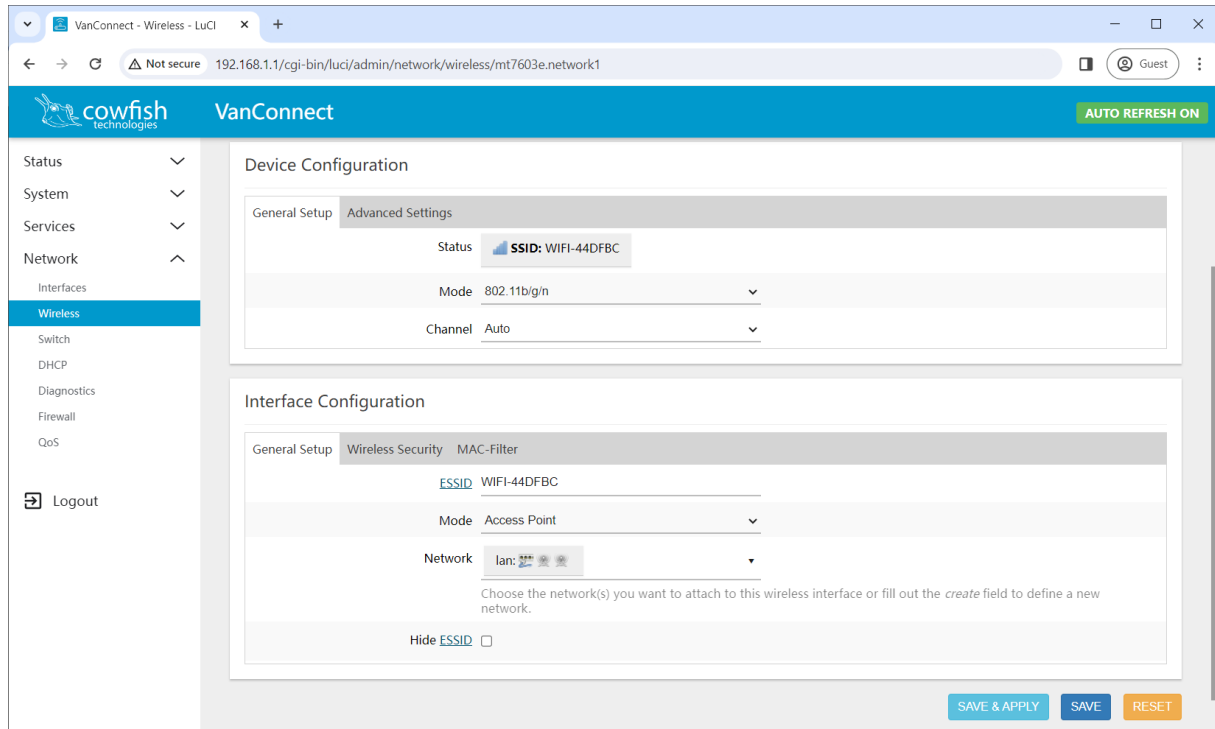
At the bottom of the page, it says "Powered by LuCI Master (git-23.082.36173-54d598c) / LEDE Reboot SNAPSHOT 17.01 23.1216_091141".

Click on "Edit" for mt7603e to set the name of your wireless network (SSID/ESSID), the encryption method and the wireless password. The name of your wireless network (ESSID) is the name that you will see when searching for WiFi networks.



VanConnect ZERO

You can change your network name under "Interface Configuration" > "General Setup".

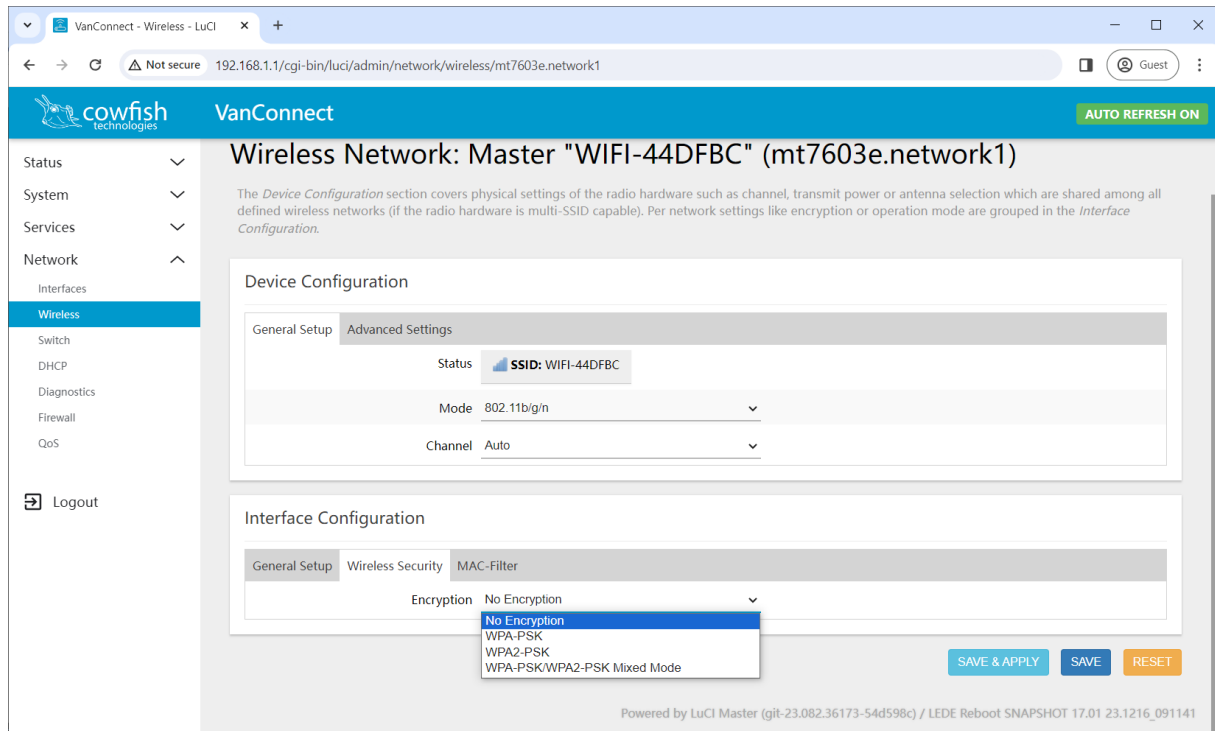


Change the name to one of your choosing and select "Save".

NOTE: You should not give both WiFi networks the same name as they operate on different bands. To differentiate between the two networks, you could add a prefix to the end of the WiFi name, for instance "XXXX-2GHz" and "XXXX-5GHz".



The next step is to configure your network encryption, cypher and key (password). Go to "Interface Configuration" ▸ "Wireless Security".



The following encryption methods are available to you:

- No Encryption: This is an open network where you have no password and anyone can connect to your network.
- WPA-PSK: This is the standard WPA1 encryption. It has been superseded and should only be used for older devices that do not support WPA2-PSK.
- WPA2-PSK: This is the most secure option. It uses the latest WiFi encryption standard and the latest encryption protocol. WPA2 is the recommended encryption setting for the VanConnect.
- WPA-PSK/WPA2-PSK Mixed Mode: This enables both WPA and WPA2. This provides maximum compatibility with any older devices, but should only be used for older devices that do not support WPA2/AES.



Cypher

- CCMP (AES) is an algorithm that provides enhanced security, and is the preferred encryption algorithm supported by the WPA2 standard. CCMP (AES) is the recommended cypher setting for the VanConnect.
- TKIP is an older wireless network technology encryption protocol. It was designed and implemented as a short-term fix for the security vulnerabilities and is used for older devices that only support WPA.

Select your preferred encryption and cypher.

The recommended settings are;

- encryption: WPA2
- cypher: Force CCMP (AES).

Set your network password in the box labelled 'key' (at least 8 digits).

Click "Save and Apply". If you have changed the ESSID or WiFi password, you will have to reconnect to the WiFi network as per the previous section (CONNECTING TO THE WIRELESS NETWORK).

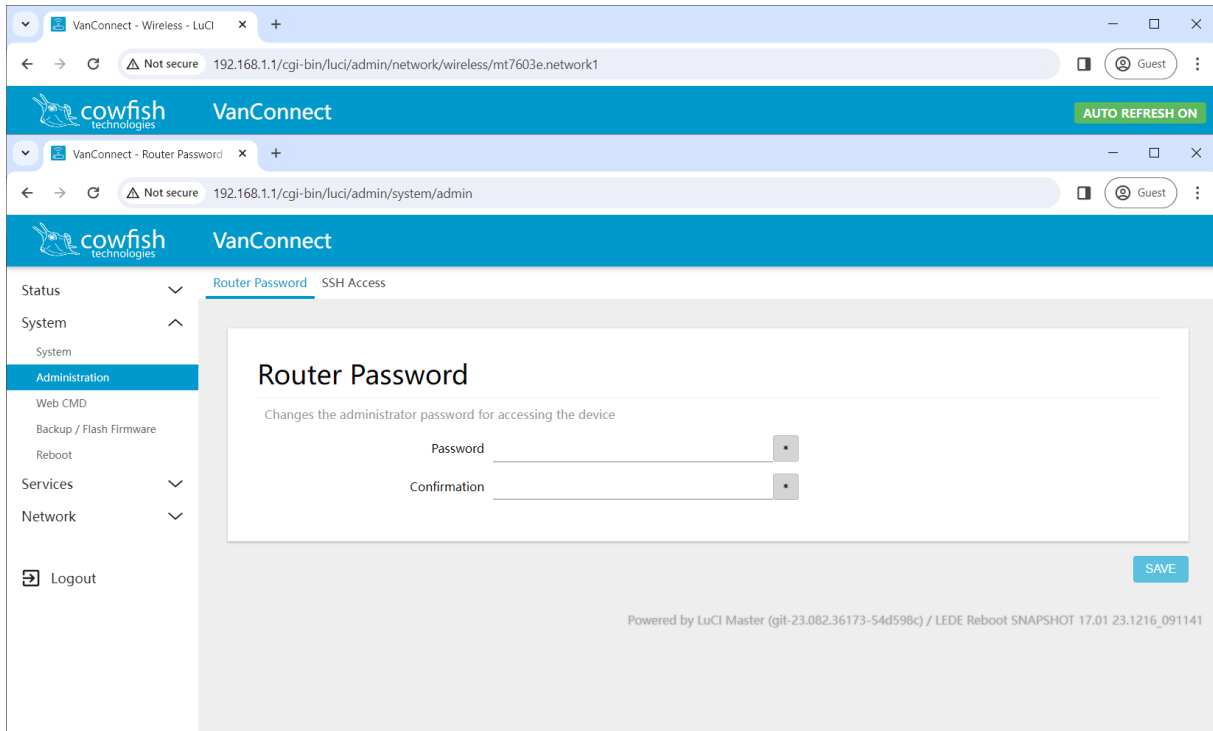
NOTE: if you experience difficulty connecting older devices to your Wireless network, under WPA2 encryption, change the encryption method to WPA-PSK/WPA2-PSK Mixed Mode and set the cypher to 'Force TKIP'.

Complete the above step again for mt7612e.



Change the administrator user name or password

Select "System" > "Administration" to change the administrator password. Enter a new password and click "Save and Apply", then choose "Exit" to return to the login page to verify whether the modification has been successful, and then re-enter the new password to log in.



Firmware update

From time to time, firmware updates will be released on the Cowfish Technologies website (www.cowfish.com.au).

Your current firmware version can be found on the VanConnect home screen when you log in to the router, or by navigating to "Status" ▷ "Overview". Your firmware version will be denoted as "LEDE Reboot SNAPSHOT 17.01 22.0714-114130" where the last set of digits "22.0714-114130" define the version number.

Updating the firmware has to be completed on a computer. In order to update the router firmware, first download the new firmware from the website onto your computer. Open the downloaded .zip file and save the .img file in the archive to your computer. Login to the router and navigate to the "System" page and select "Backup / Flash Firmware".

Under the "Flash new firmware image" header, select "Choose File" and navigate to the firmware file downloaded onto your computer. If you wish to retain all of your router settings, ensure that the "keep settings" option is ticked.

Select "Flash Firmware" and the router will update to the latest firmware.

The screenshot shows two browser tabs. The top tab is 'VanConnect - Wireless - LuCI' at the URL '192.168.1.1/cgi-bin/luci/admin/network/wireless/mt7603e.network1'. The bottom tab is 'VanConnect - Backup / Flash Firmware' at the URL '192.168.1.1/cgi-bin/luci/admin/system/flashes'. The interface features a blue header with the 'cowfish technologies' logo and 'VanConnect' text. A left sidebar contains a navigation menu with 'Backup / Flash Firmware' selected. The main content area is divided into three sections: 'Generate archive' with a 'GENERATE ARCHIVE' button; 'Restore' with 'PERFORM RESET' and 'UPLOAD ARCHIVE' buttons; and 'Flash new firmware image' with a 'Keep settings' checkbox.

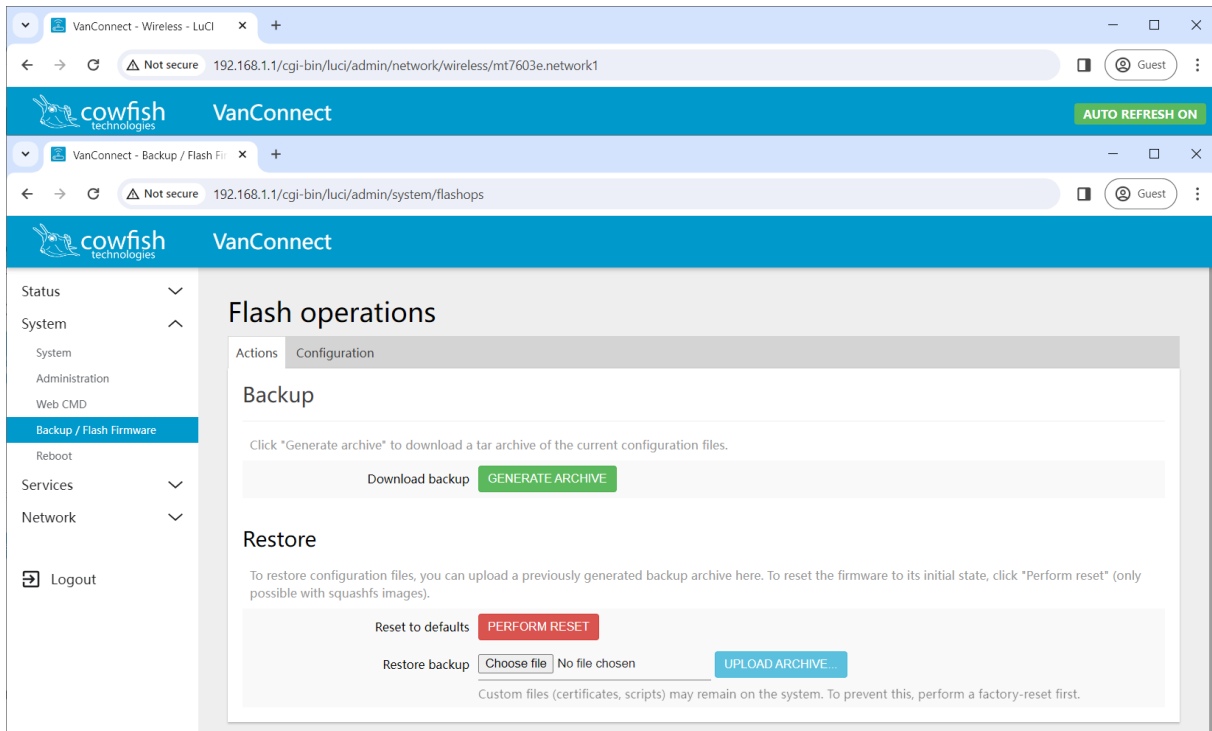


Factory reset

It is recommended to complete a factory reset if you have forgotten the administration password, if you are unable to log in to the device or if there are device configuration issues that you are unable to resolve.

Method 1: After the device is powered on, use a toothpick or similar, and press the Reset button down and hold it for at least 6 seconds. Release the Reset button and wait for the device to restart. The LED's will go through the normal startup sequence.

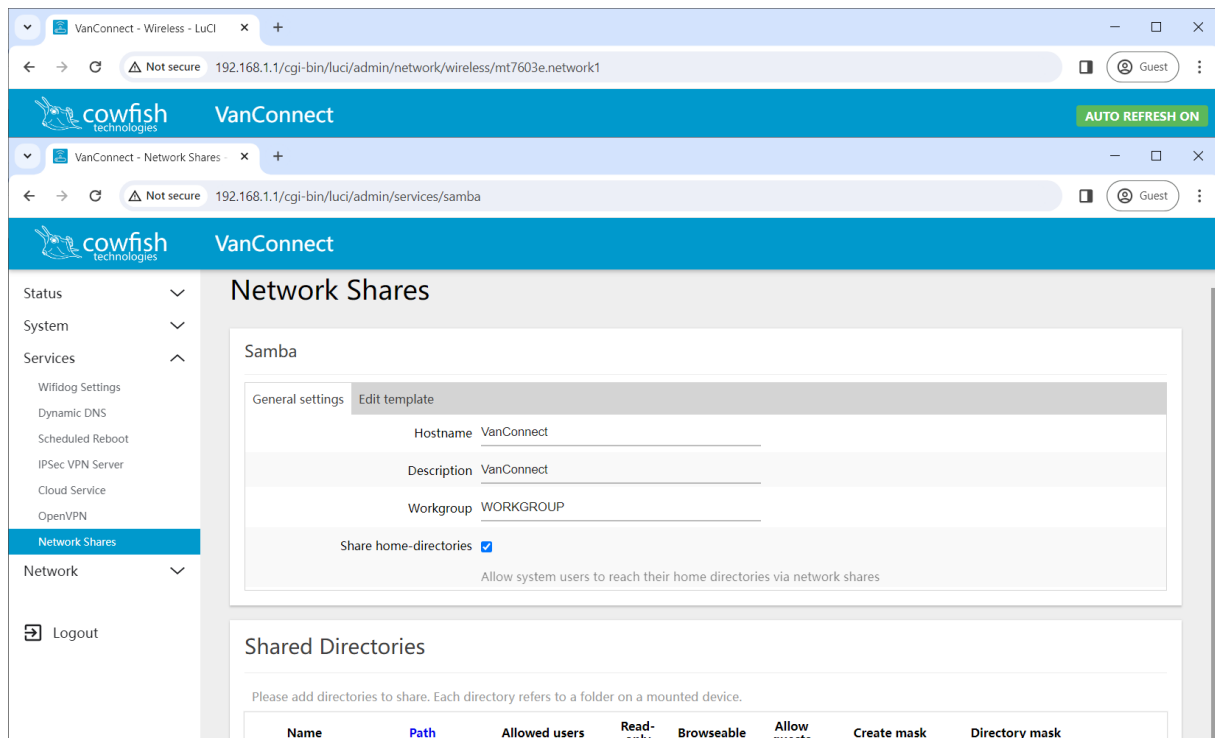
Method 2: In the configuration utility select "System" > "Backup / Flash Firmware", then click the "Perform Reset" button, next you will see a dialog box "Really reset all changes?". Select "OK" to complete a reset.



Set up Network Shares on the VanConnect

Network shares have been set up on your router for your convenience. You do not have to make any alterations to this.

However, if you would like to alter the network share settings, navigate to "Services" ▷ "Network Shares".



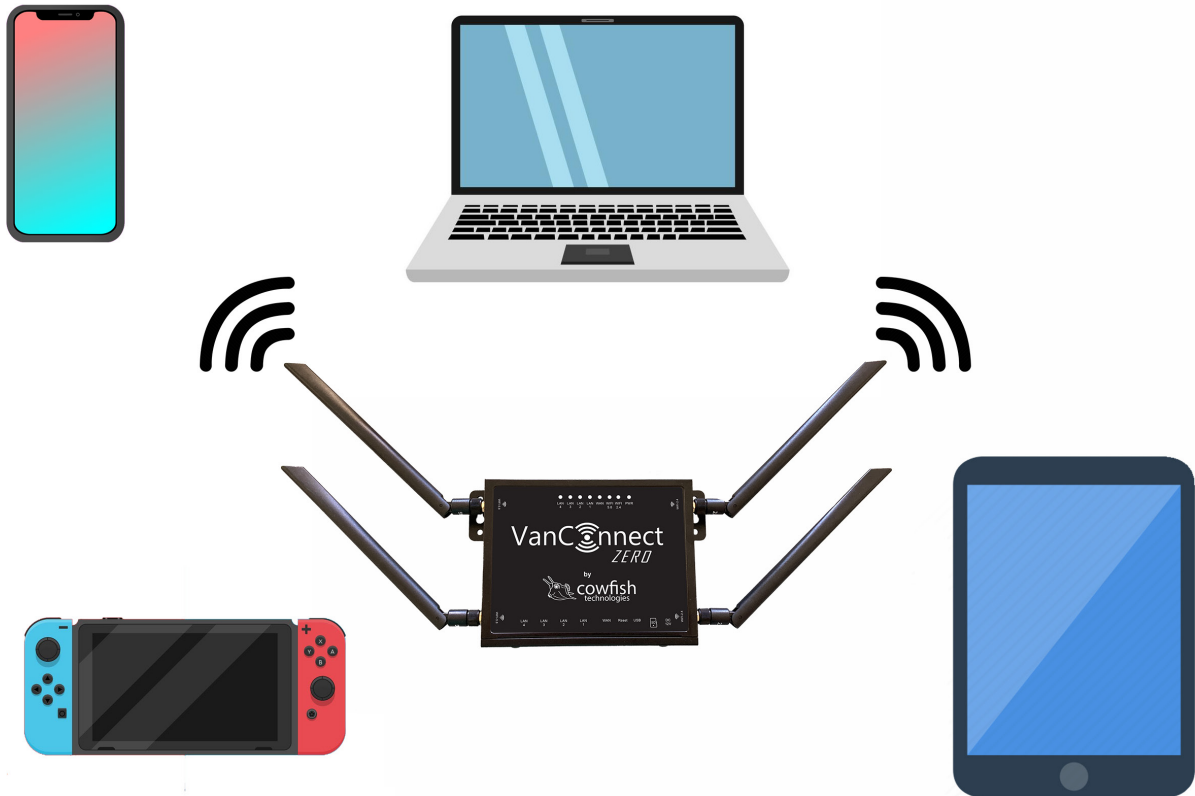
The screenshot displays the VanConnect web interface. The top navigation bar includes the Cowfish Technologies logo, the text "VanConnect", and an "AUTO REFRESH ON" button. The left sidebar contains a menu with items: Status, System, Services, Wifidog Settings, Dynamic DNS, Scheduled Reboot, IPSec VPN Server, Cloud Service, OpenVPN, Network Shares (highlighted), Network, and Logout. The main content area is titled "Network Shares" and features a "Samba" configuration section. This section has two tabs: "General settings" (selected) and "Edit template". The "General settings" tab contains the following fields: "Hostname" (VanConnect), "Description" (VanConnect), "Workgroup" (WORKGROUP), and "Share home-directories" (checked). Below these fields is a note: "Allow system users to reach their home directories via network shares". The "Shared Directories" section is currently empty, with a prompt: "Please add directories to share. Each directory refers to a folder on a mounted device." Below this prompt is a table with the following headers: Name, Path, Allowed users, Read-..., Browseable, Allow..., Create mask, and Directory mask.



VanConnect *ZERO*

HOW TO USE AND CONNECT TO VANCONNECT MEDIA STORAGE

This section is set out to assist you on how to view your stored files, images, music and movies from your USB drive, portable hard drive or SD card on the VanConnect and share them amongst your devices on the network.



To start, ensure that you have a storage device such as a USB drive, portable hard drive or SD card connected to the VanConnect.

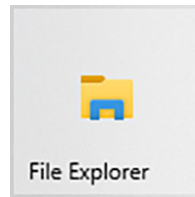
The storage device is to be formatted as FAT32, NTFS, ext2, ext3 or ext4 for the system to read the device. Most USB drives and SD cards will come pre-formatted as FAT32. If your drive is not in one of the above formats, ensure you do a full format on the USB drive, not a quick format.

The maximum hard drive size that the VanConnect is capable of reading is 2TB.

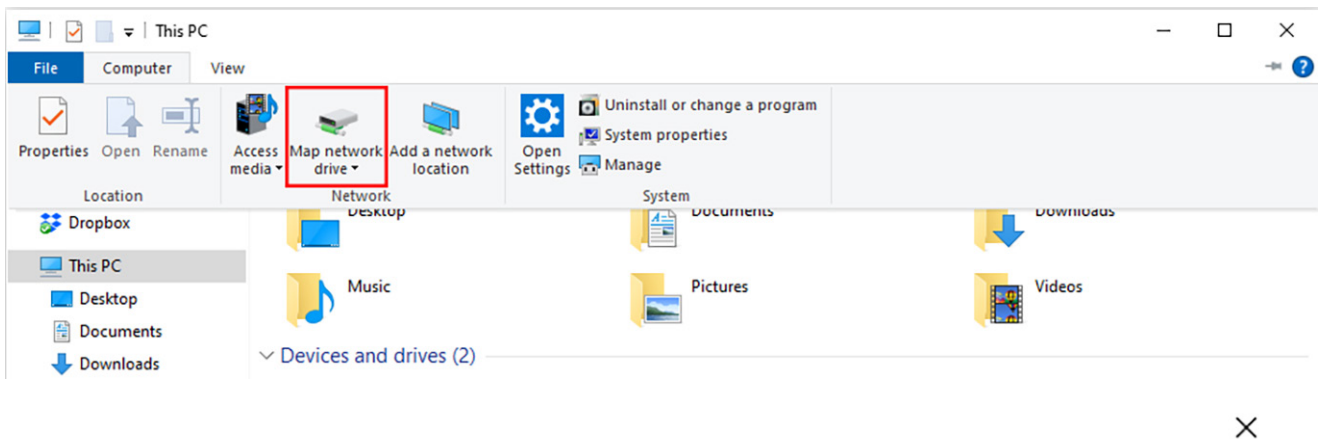


Map Network Drives in Windows

On your PC open 'file explorer'



Navigate to 'Computer' > 'Map network drive'



← Map Network Drive

What network folder would you like to map?

Specify the drive letter for the connection and the folder that you want to connect to:

Drive:

Folder:

Example: \\server\share

Reconnect at sign-in

Connect using different credentials

[Connect to a Web site that you can use to store your documents and pictures.](#)

Select any driver letter that you wish to be associated with your network drive.

VanConnect ZERO

Use the following settings for the 'folder' location:

Zero internal storage: \\192.168.1.1\VanConnect\sda1

For USB drives: \\192.168.1.1\VanConnect\sda2

For SD cards: \\192.168.1.1\VanConnect\mmcblk0p1

NOTE: Internal storage of the VanConnect Zero is limited and should only be used to load OpenWRT applications onto the VanConnect Zero.

Click Finish and your network drive has been created.

You can now access your network drive from your PC as long as it is connected to the VanConnect WiFi. You will be able to view your files, add new files, delete files and play your media files like photos, music and videos over the network.

You do not have to map a network drive again when you change from one USB device to another. Simply remove the USB device from the router when the device is not in use. Insert the new USB device and the VanConnect will automatically mount your drive and have it ready for you to access over the network share.



VanConnect ZERO

Access network files using an iPhone, iPad, Android phone or Android tablet (VLC player)

You will be able to access the content from your USB drive and SD card that is connected to your VanConnect via any network sharing application available on iTunes or Google play.

For playing movies and music over the VanConnect network, we recommend using VLC.

VLC media player is a free and open-source, portable, cross-platform media player software and streaming media server developed by the VideoLAN project (<https://www.videolan.org/vlc/>). VLC is available for desktop operating systems and mobile platforms, such as Android, iOS and iPadOS.

Go to the Apple App Store or Google Play Store and install VLC.



VLC for Mobile 4+
VideoLAN
#80 in Photo & Video
★★★★★ 3.3 • 335 Ratings
Free



VLC for Android
Videolabs Video Players & Editors
E Everyone
Offers in-app purchases
[Add to wishlist](#)



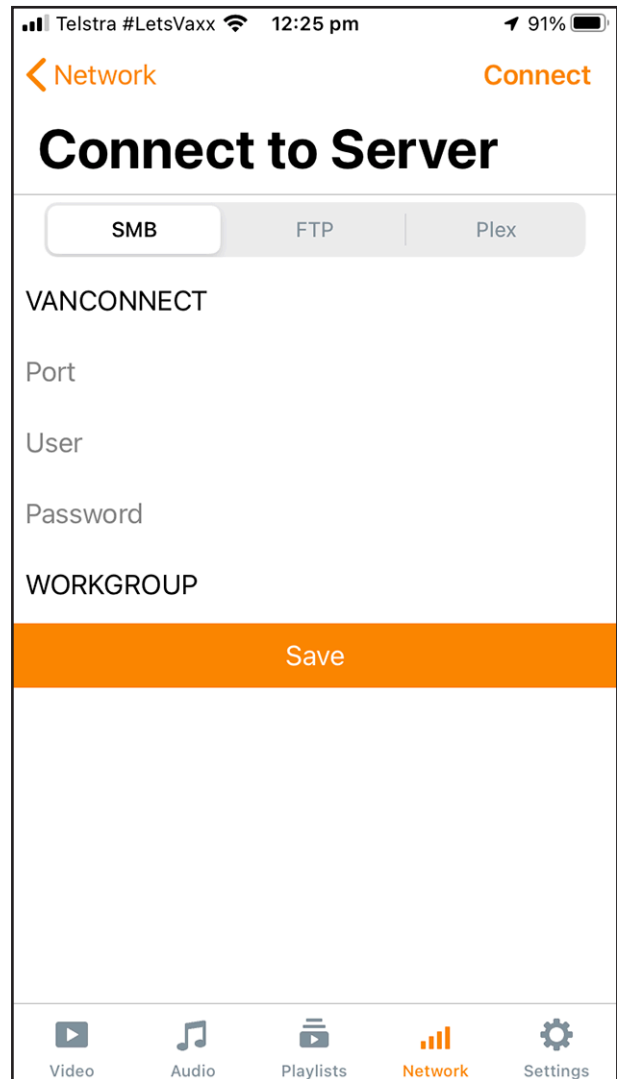
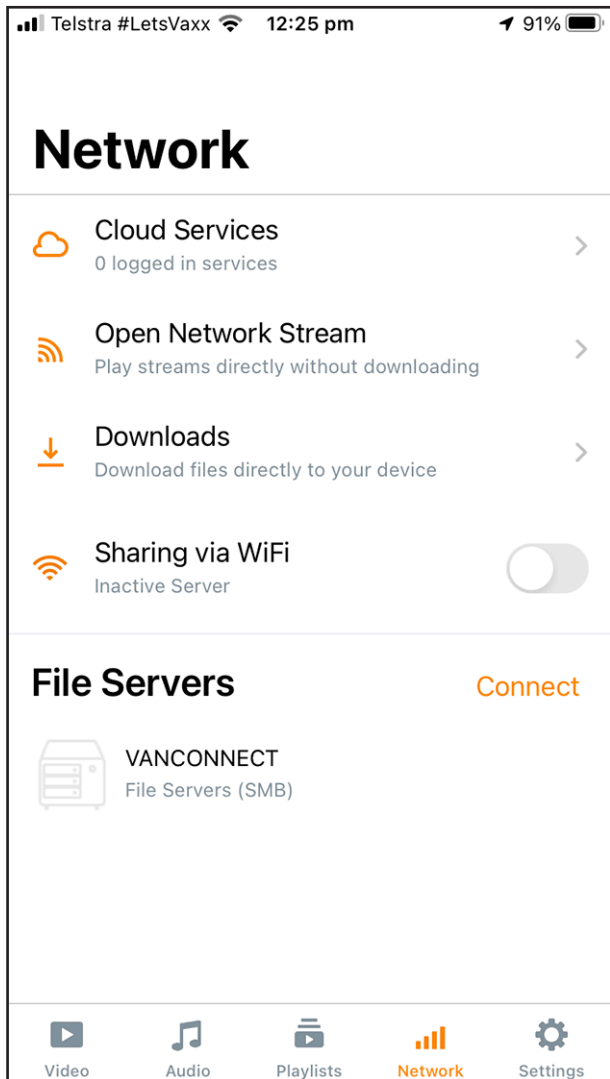
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For iPhones and iPads

Ensure that your iPhone or iPad is connected to your VanConnect WiFi network.

Open the VLC app and navigate to "network".

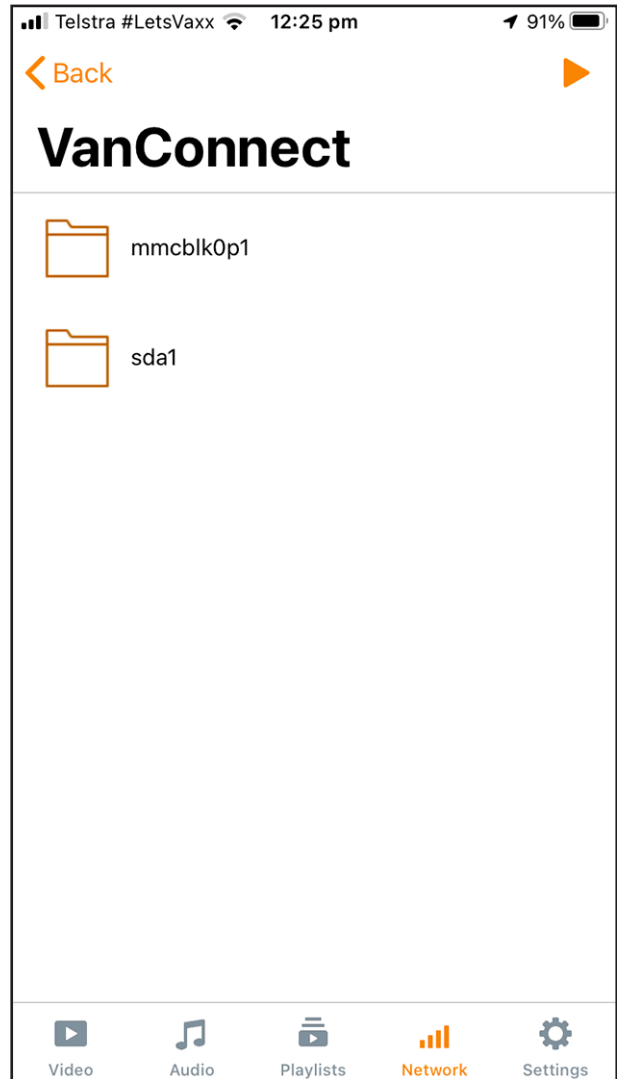
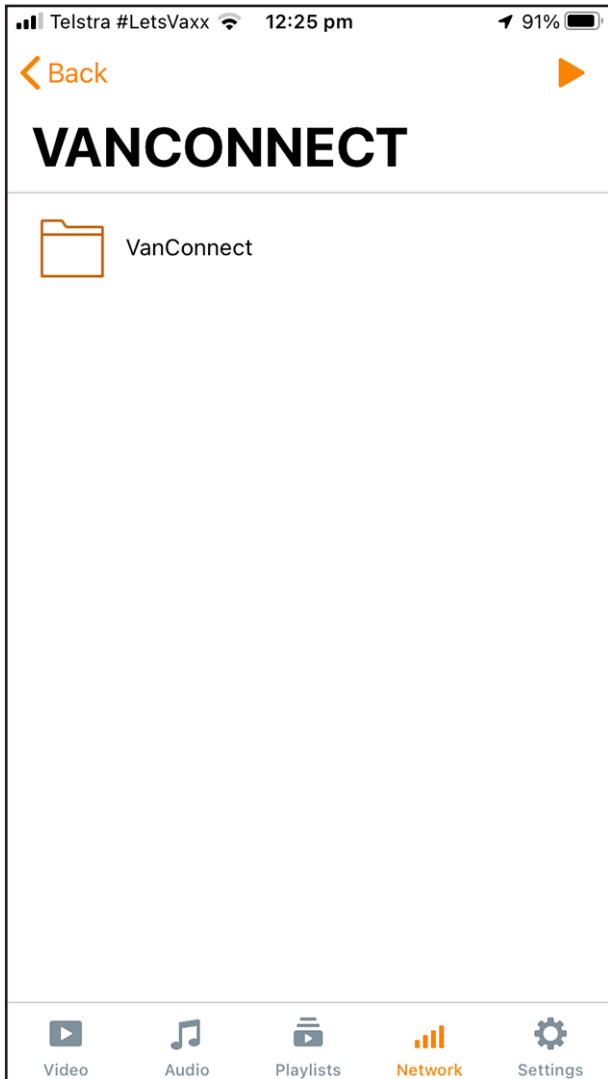
Select "VANCONNECT" under "File Servers" and then select "Connect" under "Connect to Server".



VanConnect *ZERO*

Select "VanConnect" and you will then find the mapped drives for your USB device and your SD card.

USB drives are mapped as "sda2"
SD cards are mapped as "mmcblk0p1"



VLC will only show "sda2" and/or "mmcblk0p1" if a device (USB drive / SD card) has been connected to the VanConnect.



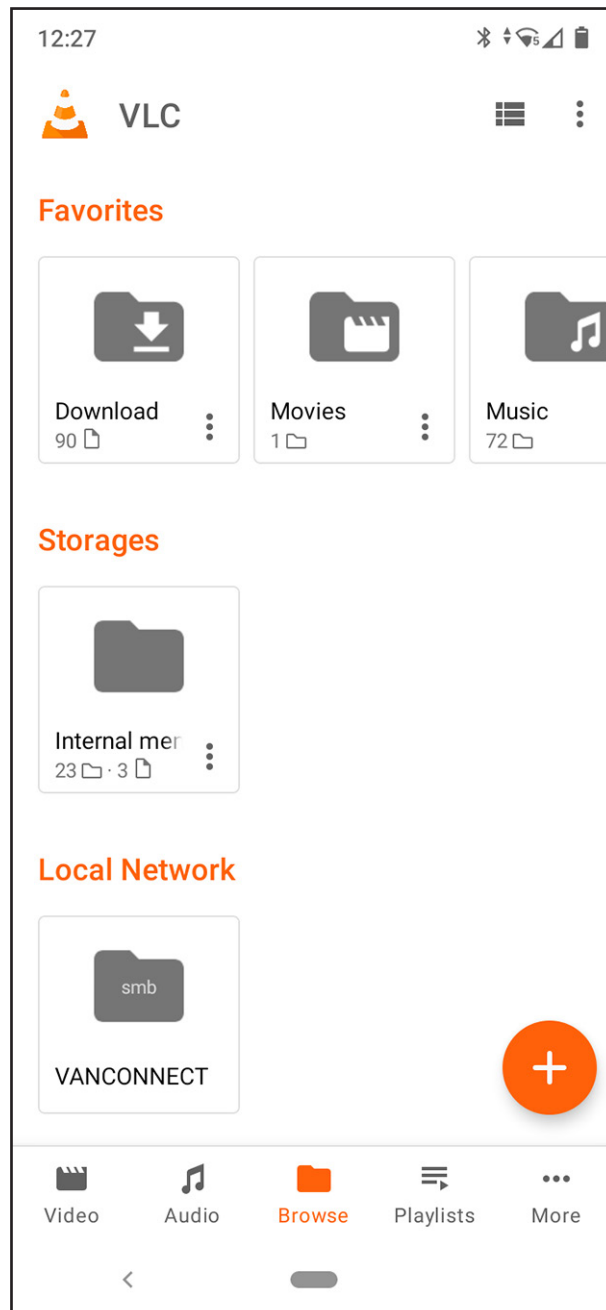
VanConnect ZERO

For Android phones and tablets

Ensure that your Android phone or tablet is connected to your VanConnect WiFi network.

Open the VLC app and navigate to "browse".

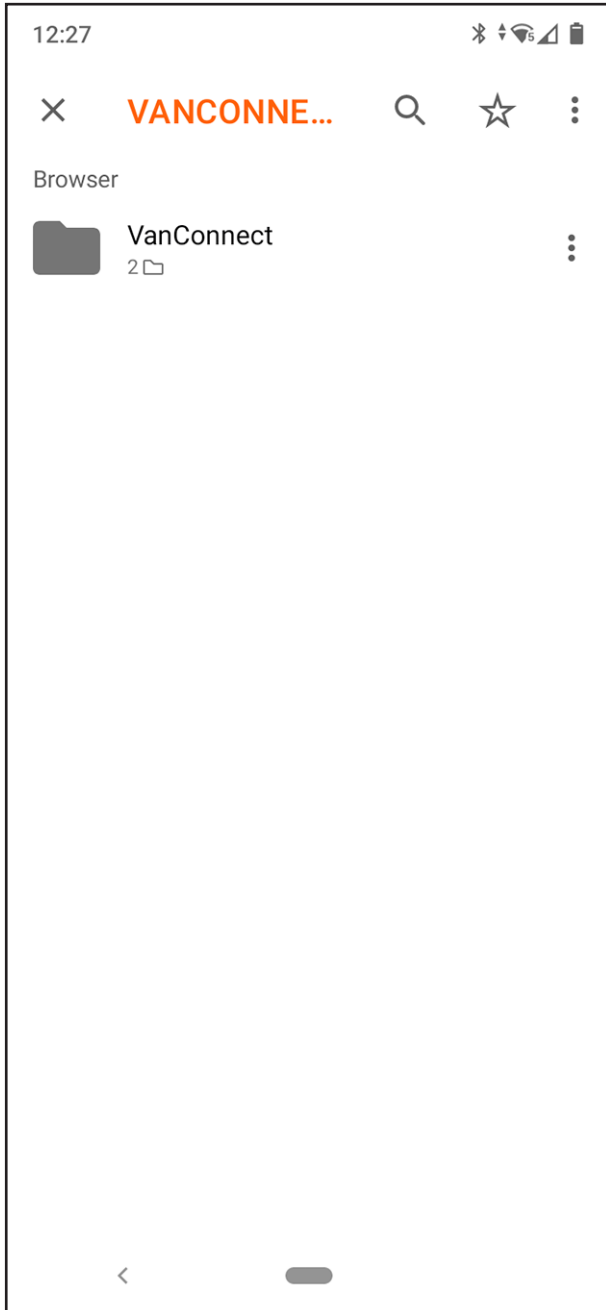
Select "VANCONNECT" under "Local Network".



VanConnect *ZERO*

Select "VanConnect" and you will then find the mapped drives for your USB device and your SD card.

USB drives are mapped as "sda2"
SD cards are mapped as "mmcblk0p1"



VLC will only show "sda2" and/or "mmcblk0p1" if a device (USB drive / SD card) has been connected to the VanConnect.



ADVANCED SETTINGS

WARNING: these Advanced Settings allow you to make changes to the functionality of the VanConnect and should be approached with caution. Incorrect changes can impact the performance or security of the VanConnect and can even render the VanConnect inoperable. You should only make changes to these settings if you are sure of what you are doing.

WebCMD

"System" ▷ "WebCMD"

WebCMD is a terminal where you can run LINUX commands and instructions directly to the router kernel. Shell commands and scripts will be executed as root, so be careful.

Shortcuts are available for IFconfig, MEMinfo and more.

Remote Management

"Services" ▷ "Cloud Service"

Cloud Login allows you to login to the router from outside your local WiFi network. Through this cloud service you are able to change settings for the VanConnect and run diagnostics. By enabling the Cloud Service, you will be given a unique web address which allows you to login to the VanConnect from any device connected to the internet. The Cloud Services function is available under the "Cloud Service" section in the "Service" menu of the VanConnect.

It is recommended that both the default CloudID and password are changed prior to enabling the cloud service.

To enable cloud login, set your Cloud Login ID, enable the service and click 'save and apply'. Wait for the VanConnect to display 'connected' on the Cloud Service page. You will be presented with a weblink for your remote login.

Through this weblink you will be able to log in to the VanConnect from any device, as long as the VanConnect is connected to the internet.

WiFiDog

"Services" ▷ "Wifidog Settings"

WiFiDog creates a captive portal to build a wireless hotspot. Through the captive portal a web page is displayed to newly connected users on the WiFi network before they are granted access.



Firewall

"Network" ▷ "Firewall"

The firewall creates zones over your network interfaces to control network traffic flow. Through the firewall page you can also set up port forwarding rules, traffic rules and custom rules.

Port forwarding allows remote computers on the Internet to connect to a specific computer or service within the private LAN.

Traffic rules define policies for packets traveling between different zones, for example to reject traffic between certain hosts or to open WAN ports on the router.

Custom rules allow you to execute arbitrary iptables commands which are not otherwise covered by the firewall framework. The commands are executed after each firewall restart, right after the default ruleset has been loaded.

QoS

"Network" ▷ "QoS"

Quality of Service is a function whereby you can shape the traffic on the VanConnect. With QoS you can set a maximum bandwidth per device (based on its IP address). This function can be useful if you have a streaming service on a particular device, that takes over all of the bandwidth and therefore limits the ability of other devices to connect to the internet. The second consideration would be to limit a streaming service where you cannot manually set the video quality/resolution, and therefore data usage, to a lower level. By limiting the bandwidth via QoS, you are able to considerably reduce your data usage for streaming services.

To use QoS, navigate to the QoS page and enable QoS. Set the total download and upload speed (mbps) of your internet connection. Then set the IP for the specific device and the maximum allowed download and upload speed (mbps) for that device. Click 'save and apply'



FREQUENTLY ASKED QUESTIONS

What is the Web management IP address and default admin password?

The router's management IP address is 192.168.1.1, the default administrator user name is "root", and the default password is "admin".

How do I restore the router to factory settings?

When the system is in normal operation, press the router's "Reset" button with a sharp point for at least 6 seconds, then release it. When the power led is on and no longer flashing, the device has been restarted. When the WLAN led is on and not flashing after the restart, the factory settings have been restored successfully.

What if I forget my router admin password?

The router's default administrator user name is "root", and the default login password is "admin". Try logging in using the default password. If you cannot log in with the default user name and password, please restore the router to factory settings, then log in with the default password.



TROUBLESHOOTING

I can't connect to the WiFi.

There are a couple of causes that may have made this happen.

- The WiFi may have been accidentally deleted during the set-up phase. You will need to do a factory reset. See factory reset section.
- You have entered in incorrect password when setting the WiFi password through the configuration utility. You will need to do a factory reset. See factory reset section.
- You have set the security to WPA2, but your device is only able to connect via WPA. You will need to revert to WPA security, or use WPA/WPA2 mixed mode.

If you are experiencing problems connecting to the mobile router, try the following suggestions:

- Turn off your device, wait 10 seconds, and turn your device on.
- Restart your computer.
- Turn off or temporarily disable any security programs or firewalls.
- If possible, try using another computer or mobile device to connect to your mobile hotspot. If you can, then the problem is with the device that cannot connect, not the mobile hotspot.

I cannot access the Internet.

If you are connected to the WiFi network but cannot connect to the Internet, try the following suggestions:

- Make sure that network coverage is available in your area.
- Wait one to two minutes for the VanConnect to initialize after a reboot or startup.
- Confirm that your account is activated and that no other Internet connections are active.
- Switch your VanConnect off and on and restart your computer or WiFi device.



My WiFi password is not being accepted.

There are a couple of causes that may have made this happen.

- Your WiFi password is case sensitive and must be a minimum of 8 characters.
- You have entered in incorrect password when setting the WiFi password through the configuration utility.

The download or upload speeds are slow.

Data transfer speed depends on signal strength and interfering radio sources like electrical generators or other mobile hotspot WiFi devices. Review the following possibilities:

- Check WiFi interference by powering the VanConnect off and on to find a better WiFi channel.
- Switch WiFi channel from 2.4 GHz to 5 GHz.

I have forgotten my admin login password.

If you changed the admin login password and cannot remember the password that you created, you must set the router back to factory defaults. For information about how to reset to factory default settings, see the Factory Reset section.

The WiFi network name is not in the list of networks.

If you do not see the VanConnect's WiFi networks from your computer or mobile device, try these suggestions:

- Refresh the list of networks.
- Reboot the router.

The VanConect cannot connect to a computer running Windows Vista.

A known issue exists whereby computers running Microsoft Windows Vista cannot obtain an IP address from certain routers. More information and a fix are available at support.microsoft.com/kb/928233, or visit the Microsoft support website and search for knowledge base article 928233.



TECHNICAL SPECIFICATIONS

CPU	880MHz
RAM	DDR2 256MB
Protocols	IEEE 802.11a IEEE 802.11ac IEEE 802.11b IEEE 802.11g IEEE 802.11n
Working Channels	2.4GHz: 1-13 5.8GHz: 149, 153, 157, 161, 165
Working Frequency	2.4 GHz & 5.8 GHz
Wireless Rate	2.4GHz: 400Mbps 5.8GHz: 867Mbps
Encryption Type	WPA2-PSK, WPA-PSK
Antenna	5dBi
Ethernet	10/100/1000Mbps
Interfaces	Micro SD card slot USB 2.0 port
Power Adapter	12V 1A
Max Power Consumption	12W
Average Power Consumption	3.5W
Dimension (L x W x H)	164 x 137 x 35 mm
Operating Temperature	0°C - 40°C
Storage Temperature	-40°C - 70°C
Operating Humidity	10% - 90%, non-condensing
Storage Humidity	10% - 90%, non-condensing



PRODUCT WARRANTY

At Cowfish Technologies Pty Ltd (Cowfish) we want our customers to be completely satisfied with their purchase. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Conditions

Cowfish offers the following warranty in relation to its goods.

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

Cowfish warrants to the original purchaser that, subject to the exclusions and limitations below, all parts of the manufacture and assembly of the goods carried out by Cowfish will be free from defects in materials and workmanship for a period of 12 months from the date of purchase (Warranty Period).

This warranty is not transferable to a subsequent customer if the goods are sold by the original customer during the Warranty Period.

If a defect appears in Cowfish's manufacture or assembly of the goods before the end of the Warranty Period and Cowfish finds the goods to be defective in materials or workmanship, Cowfish will, in its sole discretion, either repair or replace the goods or the defective part of the goods free of charge, or provide a credit or exchange.

Cowfish reserves the right to replace defective parts of the goods with parts and components of similar quality, grade and composition where an identical part or component is not available. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Where your rights under the Australian Consumer Law or this warranty do not apply, we may provide you with an indicative cost estimate to repair the goods.



Damaged goods

If any goods arrive damaged, please contact Cowfish as soon as possible so a Return Authority Number can be arranged for the goods to be inspected. Goods must be returned within a reasonable time. The acceptance of the goods delivered shall be deemed for all purposes to have taken place 30 days* from the date of delivery.

If a purchaser receives a product that is damaged in transit from Cowfish, the purchaser should: Refuse to accept delivery of the product; Direct the courier to "Return goods to sender"; and Notify the Cowfish Customer Service or Warranty Department immediately.

No goods will be accepted for return until a Return of Goods Authority Number has been supplied to you. Goods must be returned in the condition received by you with all original packaging, accessories and/ or manuals.

Returns and repairs

Goods returned for repair or credit will be assessed and repaired or replaced within a reasonable time. Credits will normally be processed within 14 days* of your goods being returned to Cowfish's nominated warehouse. Where goods have been assessed to be repairable under the manufacturers' warranty, you may be supplied with details of an authorised repairer. You may also be provided with an indicative repair and/ or replacement time, which may vary due to reasons beyond our control, or the repairer's reasonable control, such as part availability and incorrect fault description. Cowfish does not take any responsibility for any repairs and/ or replacements carried out without our prior written consent.

Where goods are assessed to have been damaged by misuse or accident, no credit will be issued and no further action will be entered into. Where your rights under the Australian Consumer Law or any manufacturer's warranty do not apply, we may provide you with an indicative cost estimate to repair the goods.

If a replacement item is required, Cowfish will require the location of the caravan and owners for the next 14 days to allow for pick, pack and postage. If the owners are traveling, Cowfish require next major town or city location. Otherwise, the warranty procedure as in place at present will remain.



Replacement item warranty

Should a replacement item be supplied by Cowfish 'under warranty' due to damage or product failure of original item purchased, Cowfish will warrant the replacement item for the remaining warranty period only of the original item warranty.

Warranty Claims

If a fault covered by warranty occurs, the customer must first contact the Cowfish Customer Service or Warranty Department.

Any warranty claim must be accompanied by proof of purchase, full details of the alleged defect (including clear photos), and appropriate documentation (such as historical and maintenance records).

The customer must make the goods available to Cowfish or its authorised repair agent for inspection and testing.

If such inspection and testing finds no defect in the goods, the customer must pay Cowfish's usual costs of service work and testing. The customer must bear the cost of the transport of the goods to and from Cowfish or the authorised repair agent, and all insurance of the goods.

Goods returned for repair or credit will be assessed and repaired or replaced within a reasonable time.

Credits will normally be processed within 14 days* of your goods being returned to Cowfish's nominated warehouse. Where goods have been assessed to be repairable under this warranty, you may be supplied with details of an authorised repairer. You may also be provided with an indicative repair and/ or replacement time, which may vary due to reasons beyond our control, or the repairer's reasonable control, such as part availability and incorrect fault description. Cowfish does not take any responsibility for any repairs and/ or replacements carried out without our prior written consent.

If a replacement item is required, Cowfish will require the location of the caravan and owners for the next 14 days to allow for pick, pack and postage. If the owners are traveling, Cowfish require next major town or city location.

Limitations

Cowfish makes no express warranties or representations other than set out in this warranty.

The repair or replacement of the goods or part of the goods is the absolute limit of Cowfish's liability under this express warranty.



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