

MUSTANG UTE WORKS



OPERATORS MANUAL

Version: MR.OM.01

Owners & Operators: Please Read.
Retain in vehicle for future reference.

BUILT STRONG. READY TO WORK.

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APPLICATION

Hidrive Service Bodies and Tool Modules are designed to be a secure storage area for tools of trade, and a mobile workspace that is resistant to water and dust ingress.

Note that impervious sealing to ingress is not guaranteed and storage of items must be considered accordingly.



This manual is the property of MustR Australia Pty Ltd.
It is not to be copied without prior written consent.

SAFETY WARNINGS!

The service body is a workspace that is tailored to the operator's requirement. Not all equipment and features can be covered in this manual. It is recommended that the service body is reviewed as part of your organisation's safety procedures.

- a. Pinch points may be present in some Folding/Hinged, or sliding components, and appropriate care should be taken.
- b. Ensure that all doors and drawers are fully closed and latched before driving.
- c. Take care when opening any doors that are operated by gas struts as the door operates under pressure.
- d. Take care when opening doors as contents may have moved during transport and fall from the door opening.

Failure to observe safety warnings from vehicle or accessory suppliers may result in serious injury or death.

These warnings must be read and understood in conjunction with any warnings from the vehicle manufacturer.

Modifications to, and/or fitment of additional accessories to the service body or Tool Module that are not approved by Mustr Australia Pty Ltd may affect the safety and integrity of the product and void warranty.

WARNING! NOT FOR SUITABLE FOR ACCOMODATION

The service body is not intended to be used for personnel /accommodation. For emergency exit, proceed as follows:

- a. Fold down the internal door lock cover
- b. Remove the 'R' clip retainers on both door locking rods
- c. Remove the door locking rods and push door open

GENERAL OPERATIONAL PROCEDURE

GULLWING DOORS

The two-stage hinge and gas strut are some of the door components of the Hidrive product with its signature curved gullwing doors providing a number of user-friendly benefits including maximum accessibility and the door open seal. The struts deliver 40 - 45kgs of pushing force (400 - 450nm) engineered to provide the inertia for the door to open smoothly and correctly. Don't ever 'assist' the door in opening as this can result in damage to the door if the second hinge stage engages too early. When closing, the door itself provides leverage to close the door with no strain on the operator when following the correct procedure. It's as Easy as 1, 2, 3!

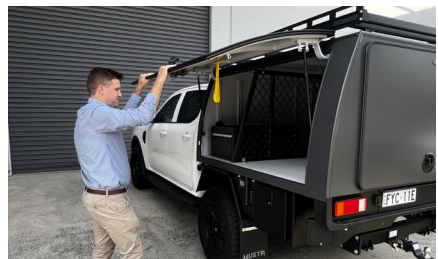
STEP ONE

The door pull down strap allows the operator to bring the door down to the first stage of the hinge function in case the full height of the opened door is just out of comfortable range to reach.



STEP TWO

The door should then be pulled down by placing both hands on top of the door with the palms facing downwards. No shoulder rotation should be required. Using only one hand will put too much strain on the shoulders.



STEP THREE

Once your arms are below chest height and shoulders in the medial position (and with no need to change your hand positioning) the operator begins to push the door rather than pull down as the door continues through its arc. The door can then be pushed all the way to the closed position with minimal shoulder flexion and rotation.



GENERAL OPERATIONAL PROCEDURE

GULLWING DOORS

Do Not:

Pull the door all the way down by the strap as this will cause unnecessary strain on the operator.



Do Not:

Close the door with 1 arm only which will result in shoulder rotating and potential for strain.



Do Not:

Close the door without using the pull down strap as this will cause unnecessary reach and strain on the operator.



ONE-CLICK SHELVING

All shelving has been engineered to a specific load.

For safe use of service body shelving and to avoid damage load on shelves must be evenly distributed, load must not exceed the load capacity specified on the load label located on the front of the shelf.



GENERAL OPERATIONAL PROCEDURE

ONE-CLICK DRAWERS AND SLIDES

To open the drawers and sliders simply lift the grey lever up.

To close push the drawer back until it clicks into the home position.

Failure to do this will cause the doors to open in transit.

All drawers have been engineered to a specific load.

For safe use and avoid damage of the drawer, load must be evenly distributed, load must not exceed the load capacity specified on the load label located on the front of the drawer.



ROOF MOUNTED ACCESSORIES

For safe use and to avoid damage of your service body, roof mounted accessories load must be evenly distributed, load must not exceed the load capacity specified on the load label located on the roof bars.

Always check your load before operating the vehicle. Load must be secured.

It is recommended to check your racks to ensure they are not loose, and that load is secured before operating the vehicle.

SPECIALITY ACCESSORIES

Accessories unique to your build, operation will be explained during handover. A separate list may be provided. When using non-Mustr manufactured accessories use the manufacturers operators' manuals.

KNOW YOUR VEHICLE

Carrying capacity details of the vehicle are available from the vehicle manufacturer and must not be exceeded. The vehicle manufacturer may also specify axle weight details which must not be exceeded. Refer to the vehicle manufacturer for details. Vehicles fitted with Hidrive Service Bodies and Hidrive installed accessories may be driven at the posted speed limit in the state or territory of operation, provided if all of the vehicle manufacturer's recommendations are observed, and that the driver is aware of the importance of reducing speed and driving to conditions including:

- a. Variations in road surfaces, alignments, gradients, narrow roads, and inclement weather conditions
- b. Carrying any loads, particularly roof mounted loads, and/or loads with a higher centre of gravity.
- c. The presence of crosswinds, curves, or braking.
- d. Areas of high vehicle and/or pedestrian traffic, School zones, Rail crossings, Roadworks.
- e. Proximity to heavy vehicles and road trains
- f. Laden vehicles and vehicles towing trailers have a longer stopping distance
- g. Accessories, loads and tools of trade must be properly restrained. (Refer to 'Load Restraint' on the next page)
- h. Some accessories may require a maximum speed whilst in operation (e.g., Fold up arrow or message boards). Such accessories must be fitted with appropriate warning decals or speed limiting interlock by Hidrive or the installer.
- i. Fitment of a canopy or service body/toolbox may restrict rear vision, and additional measures may be required to achieve safe and adequate rear vision.
- j. Reverse cameras, and/or Parking Sensors are recommended if reverse vision is insufficient or unsafe.

LOAD RESTRAINTS

Items stored internally must be securely restrained. Items stored on the roof must be securely restrained to a load restraint device such as roof bars or an 'item specific' device (IE: Ladder slides). Do not carry bulky wind resisting loads on the roof. Maximum weight for external roof storage must be the lower of either:

- a. The maximum load specified by Hidrive Group (This information for your specific Canopy/Service Body available on request).
- b. The maximum weight specified by the relevant Statutory Authority in your Country/State/Territory/Municipality.

LOAD DISTRIBUTION

Positioning any load safely is important:

- a. Keep weight as low as possible. A high centre of gravity (IE: Excess weight on the roof) may contribute to vehicle rollover.
- b. Distribute loads evenly. Excess weight stored directly above, or behind rear axle centre will affect the driving characteristics and safety of the vehicle.
- c. All loads must be distributed so that the vehicle manufacturer's maximum axle loads and GVM are not exceeded.

ELECTRICAL

- a. Electrical components and cables must be regularly inspected for serviceability and safety against wear and tear or damage. Check that insulation on cables is not damaged.
- b. 12v – 240V Power inverters (where fitted) must be kept dry and in safe working order. An external earth leakage protection device is recommended for inverters.

CHEMICALS, OIL OR FUEL STORAGE

- a. Auxiliary containers holding Chemical, Oil or Fuel must be manufactured in accordance with standards published by the relevant Statutory Authority in your Country/State/Territory/Municipality.
- b. Chemical, Oil or Fuel storage and restraint in or on an enclosed canopy/toolbox must be safe and in accordance with any standards published by the relevant Statutory Authority in your Country/State/Territory/Municipality.
- c. Appropriate ventilation must be provided if storing Chemical, Oil or Fuel in an enclosed canopy/toolbox
- d. If carrying Chemical, Oil or Fuel in or on a vehicle, an industry spill kit may be required by the relevant Statutory Authority in your Country/State/Territory/Municipality.
- e. Auxiliary Chemical, Oil or Fuel containers must be removed from the vehicle before decanting or filling.
- f. Leakage of Chemical, Oil or Fuel onto or near electrical components is a fire risk.

GAS STORAGE

Flammable/Combustible gas cylinders and/or products stored in pressure packs/pressurized vessels must only be stowed within a sealed gas cabinet that is vented to the outside atmosphere. Alternatively, Flammable/Combustible gas cylinders and/or products stored in pressure packs/pressurized vessels may be restrained externally (outside of canopy/toolbox). Gas and Flammable goods storage must be in accordance with the relevant Statutory Authority in your Country/State/Territory/Municipality

MAINTENANCE CHECKS

PRE-DRIVE CHECKS

- a. Ensure that internal drawers and accessories are in locked position and other items are stowed correctly.
- b. Ensure external items are stocked correctly and tightly fastened.
- c. External 'Quick release' type fixing points must be checked for security/fatigue or tamper each time before driving vehicle.
- d. Ensure doors are closed and in locked position.

MONTHLY CHECKS

The following items should be checked every month:

- a. Check all mounting/fixing and connecting points to the chassis for security/fatigue or tamper.
- b. Check all mounting/fixing points of internal accessories for security/fatigue or tamper.
- c. Check mounting/fixing points of external accessories for security/fatigue or tamper.
- d. Check vehicle fuel tank filler point(s) and fuel lines for security and safety.
- e. Check electrical components/accessories/cables and lighting for function, safety, and damage.
- f. Check all hardware, hinges, locks, slides and mechanical items for security/adjustment/damage and fatigue.
- g. Check that gas struts on doors are functioning correctly, if these appear to have lost pressure (IE: Door not holding fully open, or struts feel 'soft' when operating door). Replacement struts must be fitted.

Any damaged item that affects function or safety should be replaced.

ANNUAL SERVICING

- a. Lubricate all lock mechanisms and hinges using Inox spray/lubricant.
- b. Check all items for damage or leaks and replace as necessary.

RATED CAPACITIES /SAFE WORKING LOADS

The Safe Working Loads (SWL) of each accessory of the Service Body is the maximum weights each component is certified to carry. These should be adhered to at all times, and never exceeded to ensure safety, and longevity of the components.

Drawers	30kg
Shelves	20kg
Load Restraint Track	500kg
Roof Bars	100kg
Trades Rack	100kg

All SWL ratings listed above are based on **evenly distributed** loads across the full surface or length of the component.

Each component is labelled with a decal, outlining the SWL.

SERVICE BODY CLEANING

Washing procedure is the same as for your vehicle paintwork. Refer to your vehicle manufacturers cleaning instructions.

If accessories installed externally check manufactures instructions for cleaning recommendations.

SERVICE

For all your service and parts needs please contact Customer Care:
Telephone: **1300 325 845** or email; **info@mustr-au.com**

Our Customer Care Team is here to help keep your vehicle reliable and on the road with minimal downtime for years to come.

SERVICE LOCATIONS

ADELAIDE



1300 379 561



6 WIRRIGA STREET
REGENCY PARK, SA, 5010



MONDAY - FRIDAY
7.00AM - 4.30PM

GOULBURN



1300 379 561



17 O'SULLIVAN PLACE
GOULBURN, NSW, 2580



MONDAY - FRIDAY
7.00AM - 4.30PM

PERTH



1300 379 561



18 CATALANO ROAD
CANNING VALE, WA, 6155



MONDAY - FRIDAY
7.00AM - 4.30PM

BRISBANE



1300 379 561



146 CROCKFORD STREET
NORTHGATE, QLD, 4013



MONDAY - FRIDAY
7.00AM - 4.30PM

MELBOURNE



1300 379 561



57 HUNTER ROAD
DERRIMUT, VIC, 3026



MONDAY - FRIDAY
7.00AM - 4.30PM

SYDNEY



1300 379 561



10 GARNER PLACE
INGLEBURN, NSW, 2565



MONDAY - FRIDAY
7.00AM - 4.30PM

All Mustr Ute Works Service Requirements will be conducted at Service Locations operated by Hidrive.

WARRANTY

36 MONTH STRUCTURAL & CORROSION WARRANTY AND 12 MONTH BASIC WARRANTY

Mustr supplies a range of goods which are subject to different warranties. The sale of goods by Mustr Ute Works will be subject to applicable legislation including without limitation the Australian Consumer Law (ACL).

Basic and structural and corrosion warranties set out below may apply to consumers who purchase a Mustr Service Body (hereafter referred to as 'Service Body') from Mustr Ute Works in Australia.

YOUR CONSUMER RIGHTS

The benefits given to you in this Warranty are in addition to, and do not detract from, any rights and remedies that you may have under Australian consumer protection laws. Our goods come with certain 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.

This Warranty:

- a. is not intended to change or exclude any statutory consumer rights that cannot be lawfully changed or excluded;
- b. is independent and may be additional to any warranty that may be provided by any re-seller, for which that re-seller carries sole responsibility; and
- c. does not affect your rights against the re-seller, including any mandatory statutory rights you may have against the re-seller under consumer laws.

1. WARRANTY PROVIDER

The warranties set out below are provided by Mustr Ute Works (ABN 97 153 134 788).

Mustr Ute Works provides both a Basic Warranty and a Structural & Corrosion Warranty in respect of your Service Body (collectively referred to as "Warranty"). These are the only express warranties that Mustr Ute Works provides for your vehicle.

2. WHAT IS COVERED

a. What is covered?

The Basic Warranty is included in the purchase price and during its term, covers the cost of parts and labour needed to repair any defective item on your Service Body – that is, any defective material, workmanship, or factory preparation, which are not excluded parts. You will pay nothing for any needed repairs. These warranty repairs or adjustments - including all parts and labour connected with them - will be made when Service Body is returned to Mustr (or in some cases a repairer authorised by Hidrive Group), at no additional charge, using new or re-manufactured parts. However, a list of excluded components/services that are not covered by this Basic Warranty is set out in section 3 of this document. Genuine parts and accessories fitted to your vehicle at the time of purchase will, subject to section 2.1(C) and section 3 of this document and will be covered by the Basic Warranty.

The Structural & Corrosion Warranty covers the cost of parts and labour needed to repair or replace any body panel, structural, or chassis member that gets structural cracks (not including superficial fissures designed to expand or contract at panel joints) or holes from rust or other corrosion. If a hole occurs because of something other than corrosion, The Structural & Corrosion Warranty does not apply. Cosmetic or surface corrosion - resulting, for example, from stone chips or scratches in the paint - is not covered. For more details on what is not covered by The Structural & Corrosion Warranty, see section 3.6.

b. Term of the Basic and the Structural & Corrosion Warranty

Both the Basic Warranty and the Structural & Corrosion Warranty shall begin on the date Mustr Ute Works invoice either:

- you; or
- a 3rd party (IE: Dealer or Finance company who provided it to you or your point of sale)

The warranties shall expire

- The Basic Warranty lasts for 12 months after the date it began
- The Structural & Corrosion Warranty lasts for 36 months from the date it begins.

c. Hidrive to extend third party supplier warranties when allowed

Hidrive incorporates products and services from third party businesses as components of Hidrive products and services.

Where allowed by our suppliers, Hidrive will pass along third-party supplier's warranties to you.

3. WHAT IS EXCLUDED FROM WARRANTIES

a. Registration and operation requirements

The Mustr Ute Works warranty covers your Service Body only if:

- It was purchased in Australia;
- It is operated only in Australia;
- It is driven only in Australia;
- It is operated and maintained in the manner described within the owners Handbook; and
- Warranty exclusions and limitations that are set out in this document do not apply.

b. Warranties apply only for goods in Australia

Mustr Uteworks does not provide warranty coverage for Service Bodies exported from Australia.

3.1. MODIFICATIONS YOU MAKE TO HIDRIVE SUPPLIED GOOD MAY VOID WARRANTY

a. Some modifications do not void the Warranty but are not covered

Certain changes that you might make to your Service Body do not, by themselves, void your Service Body Warranty. Examples of some of these changes are:

- Installing non-genuine accessories (such as a non-genuine electrical accessories), even if such components are installed by an authorised installer or other qualified persons.

However, our Warranties do not cover any accessory, component, or part that Must Ute Works did not supply. Nor do our warranties cover the costs of any repairs or adjustments that might be caused or needed because of the installation or use of non-genuine parts, accessories, components, equipment, materials, or additives.

Examples of the types of alterations not covered included but are not limited to:

- Installing accessories - except for genuine parts accessories fitted by an approved installer – such as Electrical accessories, shelving systems;
- Applying rustproofing or other protection products; and
- similar use of non Must Ute Works supplied materials

b. Modifications that will void your Warranty

Examples of when either our Basic or Structural & Corrosion warranties will not apply to our products that you have modified include but are not limited to your actions to:

- Disconnect, tamper with, or alteration of Hidrive supplied electrical systems.
- Transfer the Service Body to a different vehicle to which it was originally installed
- Modification to any part of the Service Body including mounting systems and brackets.
- Modification to any part of the Service Body by means of drilling, cutting, grinding, filing, punching, or abrading

In the event you modify the Hidrive product as above or similar, our Warranties will not cover any damage caused by these unauthorised aftermarket modifications or components.

3.2. DAMAGE CAUSED BY ENVIRONMENTAL FACTORS IS NOT COVERED

Mustr Ute Works Warranties do not cover damage caused by environmental factors such as airborne fallout, chemicals, tree sap, salt, ocean spray, acid rain, or road hazards. Nor do Mustr Ute Works Warranties cover damage caused by hailstorms, windstorms, tornadoes, cyclones, sandstorms, lightning, floods, and earthquakes.

Mustr Ute Works Warranties do not cover the following:

- Corrosion caused by accident, damage, abuse, or Service Body alteration;
- Surface corrosion caused by such things as industrial fallout, sand, salt, hail, and stones;
- Corrosion caused by the extensive or abnormal transport of caustic materials like chemicals, acids, or fertilisers; and
- Corrosion of special bodies, body conversions, or equipment not made or supplied by Hidrive Group.

3.3. DAMAGE DUE TO FAILURE TO MAINTAIN AND SERVICE AND THE IMPROPER OPERATION OF YOUR HIDRIVE PRODUCT IS EXCLUDED

Mustr Ute Works Warranties do not cover:

- a. any loss of production; or damage caused directly or indirectly due to your failure to maintain and service your Service Body; or
- b. any damage caused by load shift, or by the transportation of fuels, oils, acids, chemicals, gases, or other noxious or toxic substances.

3.4. DAMAGE CAUSED BY RACING AND OTHER ILLEGAL CONDUCT NOT COVERED

Mustr Ute Works Warranties do not cover the costs of repairing damage or conditions caused by using a Mustr Ute Works supplied product for racing or rallying, or any illegal activities.

Our Warranties do not cover any cost required to repair of any defects that are found as the result of participating in a racing or rallying event or any illegal activity.

3.5. OTHER EXCLUSIONS

Your Warranty does not cover the costs of repairing damage or conditions caused directly or indirectly by any of the following:

- Fire or accident;
- Abuse or negligence;
- Use of used parts, even if they were originally supplied by Mustr Ute Works; or
- Any changes you may make to your Service Body that do not comply with Mustr Ute Works specifications.

3.6. TOTAL LOSS, SALVAGE, JUNK, OR SCRAP SERVICE BODIES NOT COVERED

A Service Body has no Warranty coverage of any kind if:

- The Service Body is declared to be a total loss by an insurance company.
- The Service Body is rebuilt after being declared to be a total loss by an insurance company; or
- The Service Body is issued a certificate of title indicating that it is designated as “salvage”, “junk”, “rebuilt”, “scrap”, or some similar word.

3.7. INCIDENTAL AND CONSEQUENTIAL DAMAGES NOT COVERED

Your Warranty covers direct damages to the Hidrive supplied product only. Hidrive warranties do not cover any incidental or consequential damages connected with your Service Body's failure, either while under Warranty or afterward. Examples of such incidental or consequential damages include but are not limited to:

- Lost time;
- Inconvenience;
- The loss of the use of your vehicle;
- The cost of rental vehicles, fuels, telephone, travel, or lodging;
- The loss of personal or commercial property; and
- The loss of revenue.

4. HOW TO GET WARRANTY SERVICE

If you have any questions as to Mustr Ute Works warranties or seek to make a claim please contact us:

Tel: 1300 723 889; OR Email: info@mustr-au.com

4.1. WHERE TO TAKE YOUR SERVICE BODY

Mustr Ute Works recommends that when you seek to make a claim under a Mustr Ute Works Warranty, that you take your vehicle to the closest Mustr Ute Works location. If this is not practical Mustr Ute Works may at its own discretion arrange for you to take the Service Body to an authorised repair shop. Only an authorised Mustr Ute Works repairer may perform Warranty service on your Service Body.

4.2. EMERGENCY WARRANTY REPAIRS

In case of emergency repairs, you should endeavour to contact Mustr Ute Works and request authorisation for such emergency repairs. Only an authorised repairer may perform Warranty service on your Service Body free of charge after approval is granted by Mustr Ute Works.

5. STEPS TO TAKE FOR WARRANTY

Warranty problems can be resolved by Mustr Ute Works' service department. That is why you should always talk to Mustr Ute Works first.

6. OTHER INFORMATION ABOUT YOUR WARRANTY

6.1 EXCHANGED PARTS MAY BE USED IN WARRANTY REPAIRS

Mustr Ute Works may replace any product under a Mustr Ute Works Warranty with refurbished goods of the same type rather than being repaired. Refurbished parts may be also used to repair the goods.

In the interest of customer satisfaction, Mustr Ute Works may offer an exchange service on some Service Body parts. This service is intended to reduce the amount of time your Service Body is not available for your use due to repairs. Parts used in exchange service may be new, remanufactured, reconditioned, or repaired, depending on the part involved. All exchange parts that might be used shall meet Mustr Ute Works standards.

6.2. TRANSFER OF WARRANTY

At your request, an unexpired portion of your Warranty will be transferred to subsequent purchasers of the Service Body during the Warranty period. Please contact Mustr Ute Works to allow us to record the transfer to the new owner.

6.3. PRODUCTION CHANGES

Mustr Ute Works reserves the right to make changes in service bodies built or sold by them at any time without incurring any obligation to notify you of such changes or to make the same or similar changes on service bodies previously built or sold.

7. SERVICE

It is your responsibility to properly maintain and operate your Service Body. Follow the instructions contained within this Service Body Operators Handbook.

Regular, care and maintenance are essential for trouble-free operation. Any deemed faults should be notified to Mustr Ute Works for clarification as soon as possible.

8. OPERATOR SAFETY AND SERVICE CHECKS

The checks listed in the Operators Handbook must be performed as advised.

9. BODY & PAINTWORK

Advice is provided earlier in the Service Body Operators Handbook on how best to maintain your vehicle's appearance and how to help to safeguard it from corrosion damage.

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mustr-au.com
info@mustr-au.com
1300 723 889

**BUILT HERE.
BUILT TO LAST.
BUILT READY.**

