American Dream Vacations
Rental Unit Handbook

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AMERICAN DREAM VACATIONS
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BOERNE, TX 78006
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830-981-8835

Customer Service

830-981-883530- 981 - 883

Open 8 a.m. to 6 p.m. Monday thru Friday and 8 a.m. to 5 p.m. on Saturday

*closed some holidays

This handbook is designed to make your trip more enjoyable. Please take a few minutes to familiarize yourself with the various sections.

If you have a question or a problem, please check the Troubleshooting section of the book. If after reading the book you still can't answer your question or resolve the problem please call 830-981-8835 for assistance.

In a rural area? Feel free to text us during business hours at

Thank you for your business!

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BREAKDOWN PROCEDURES

In the event of a breakdown the following procedures should be followed. A lot depends on what kind of problem you're having and what time of day it is. There are too many variables to cover all instances but these procedures will cover the majority of the problems you might encounter.

The 800 number for TTS is only to be used in the event of a disabling malfunction such as blow out, dead engine, transmission or a chassis electrical problem. DO NOT use this number for generator, appliance or lighting problems. If the motor home is running, this number isn't to be used. Improper use of this number could cause the renter to be charged for the service call.

Always call the following numbers first, even if after hours, leave a message for proper logging.

1.)t 830-981-8835 available during business hours - leave a message after hours)

2.) The provided 24/7 roadside assistance number - be aware of limitations before calling

UNIT IS STILL RUNNING

1.) If it's between the hours of 8 a.m. and 6 p.m. Monday through Friday or 8 a.m. to 5 p.m. on Saturday, get to the nearest phone and call **830-981-8835** will give you direction on what to do based on your description of the problem and the unit you're in.

2.) If it's not during the hours listed above, we ask you to do what you would do if the unit belonged to you and call us during the hours listed above. If it's determined the problem was due to negligence or the service call was for an unauthorized problem, the renter will be responsible for the service call charges.

3.) If it's a tire problem, call ***1-800-342-5887.*** We have contracted with ***TTS***, a 24 Hr. nationwide ***Emergency*** road service. They take care of tire repairs and or replacement on the highway and can do light mechanical repairs. They will ask you for the name of the carrier (American Dream Vacations), your EXACT location, cause of the breakdown, unit description, tire size, type (minimum load range is "E") and position (i.e. left front or inside dual passenger side). ***You will not have to pay them, they will bill us directly. If, however, it's determined the problem was due to negligence or the service call was unauthorized, the renter will be responsible for the charges.***

YOU ARE ONLY AUTHORIZED TO REPLACE THE AFFECTED TIRE. AUTHORIZATION FOR ANY ADDITIONAL REPLACEMENTS MUST COME DIRECTLY FROM AMERICAN DREAM VACATIONS. NEITHER TTS NOR ANY ROADSIDE ASSISTANCE PERSONELL IS AUTHORIZED TO APPROVE ADDITIONAL TIRE REPLACEMENTS.

4.) Regardless of who does the repairs, you are required to get prior approval from us (American Dream Vacations) on repairs over $50.00 (or follow item 2 above), bring us all receipts pertaining to any repairs (receipts must clearly show the business name, address, phone number, date, amount paid and how it was paid) and return ***all*** defective parts to us.

UNIT IS NOT RUNNING

1.) Get to the nearest phone and call ***830-981-8835.*** If it's after our business hours, call ***TTS*** at ***1-800-342-5887***. If it's determined the problem was due to negligence or inexperience, the renter will be responsible for the service call charges.

If you use the services of TTS, you must call and let us know as soon as possible. Failure to inform us could result in additional charges to the renter.

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Check-In Procedures

We've gone to great lengths to try to make sure you have an enjoyable trip in your rental RV. This RV has many systems and the possibility of a malfunction always exists. We checked the systems prior to your departure for proper function and have provided you with our contact numbers including text for your convenience. We've also provided you with a toll free 800 number for Emergency Roadside Assistance so that you know you're not alone on the highway.

Please read through the following. It's our desire that you enjoy your trip, have a smooth check-in and not incur any additional charges.

Return Policy

All units are due in by 11:00 am on your scheduled return date. Any exceptions to this return time or date must be in writing. Your check-out agent should have given you an "exception statement" that specifically spells out the exception to the return time. If you didn't receive this statement, please phone us immediately for instructions.

When you return the RV, a check-in agent will go over the unit with you both inside and out. The agent will be checking for any damage that was not noted on the check-out sheet, fuel level (motorhomes only), holding tank levels, cleanliness both inside and out. **We ask that you accompany the agent throughout the check-in procedure and stay with the RV until the agent is finished.**

Additional Charges

You have signed a contract with our company and agreed to abide by the terms and conditions of rental. We have no desire to charge you for anything other than what we've both agreed to on the contract. It's our feeling that if you understand the procedures and what is expected, additional charges will be kept to a minimum. The following is a breakdown of the items the check-in agent will be looking for upon your return.

Damage

We went over the unit with you both inside and out prior to your departure. All known defects were noted on the Check-out form and you were asked to note anything the agent may have missed.

If you know you have damage, please point it out to the check-in agent. We will make every attempt to minimize the cost of repairs and understand that accidents do happen. Attempting to conceal or claiming preexisting damage only makes for a confrontational attitude and will accomplish nothing.

You are responsible for the condition of the unit regardless of how the damage occurred. Please remember that the unit is in your care and control.

Scratches from trees are considered damage. The scratches don't have to penetrate the finish to cause damage. If they require compounding and polishing to remove them, you will be charged for their removal. Please take extra care when moving the unit in and around trees. Low hanging limbs can cause hundreds of dollars worth of damage to the finish of the coach and rooftop accessories.

Most damage is found on the rear of coach and is caused by "bottoming out" on concrete or asphalt. Please take extra care when entering or leaving the highway. Many gas stations and parking lot entrances have "dips" in them. Go slow and enter or leave at an angle to avoid "bottoming out".

Another problem area is on both sides of the coach usually from the rear wheels to the back bumper. This damage occurs most often in gas stations and is caused by the driver turning too sharply either entering or leaving the gas pumps. Please be very cautious when gassing up. Go slow, check your mirrors often and when in doubt, stop and look.

The contract states that you must report damage to us within 24 hours so please contact us as soon as possible.

Fuel

The motorhome was checked out to you full of fuel and must be returned full. Most of the gauges will go well past the "F" when the unit is full. If the check-in agent suspects the tank isn't full, he or she will have the unit taken to the gas station for topping off. If the unit takes more than $5.00 worth of fuel, you will be charged at the contract price. Fueling charges are very expensive. There is a servicing fee of $25.00 and $8.00 per gallon for the fuel. To avoid fueling charges, please refuel the unit within 10 miles of our location upon your return.

There is no charge for propane usage except on motorhomes with propane powered generators. Your unit was checked out to you with at least 1/2 tank of propane and you're not required to refill it. If you use all the onboard propane on your trip and require more, it will be at your expense and is not subject to reimbursement. Units with propane powered generators have a separate propane tank for the generator. This tank was full when the unit was checked out to you and will be filled by us at your expense. You will be charged only for the propane. No servicing fees will be charged.

Cleaning

Your unit was checked out to you clean both inside and out. You are required to return it clean both inside and out. The check-in agent will be checking for cleanliness and has three possible choices.

"**Acceptable**" means that the unit can be ready to go back out with less than 1 hour of cleaning and no cleaning charges will be incurred.

"**Dirty**" means that the unit will require a normal interior cleaning and or a normal exterior wash job. If you chose to take advantage of the Pre-paid cleaning, no additional charges will be incurred for cleaning inside or out. If you refused the Pre-paid cleaning option, you will be charged at the following rate. Normal Exterior Wash - $75.00 Normal Interior Cleaning - $60.00.

"**Extremely Dirty**" means that the unit will require extra time to wash outside or extra time to clean inside. If you chose to take advantage of the Pre-paid cleaning, you will receive $110.00 worth of cleaning credit toward the total cleaning charges. If you refused the Pre-paid cleaning option, no credit will be given and you will be charged at the following rate. Extreme Exterior Wash - $100.00 Extreme Interior Cleaning - $80.00

If the unit has an extreme number of bugs on the windshield and front cap, you will be charged $30.00 for debugging.

Pre-paid cleaning must be selected and paid in advance. You can't decide after the fact and receive the discounted cleaning charges. We schedule our cleaning staff based on these pre-paid cleaning charges and must call in extra help when units are returned dirty.

Dumping

Your unit was checked out to you with the holding tanks emptied. You are required to return it with the tanks empty. The check-in agent will check the level of the holding tanks by using the onboard monitor panel. If the monitor panel shows that the tanks aren't empty, the agent will pull the unit around to our dump and physically dump the tanks. If more than a small amount of liquid flows from the tanks, you will be charged a dumping fee. Please stay with the unit while the agent dumps the tanks.

If you took advantage of the Pre-paid dumping fee, you don't have to be concerned about the level in the tanks. If you refused the Pre-paid dumping option and returned the unit with waste in the tanks, you will be charged $40.00 for dumping. Please be sure the tanks are fully emptied when dumping. The black tank can become temporarily clogged while parked . Damage, fueling, cleaning and dumping are the areas where most additional charges occur. We have no desire to charge you for any of these items but must ask that you adhere to our contract.

Once the agent has checked the unit in, you will be asked to sign the check-in sheet and can ask for a copy for your records. The agent will turn the check-in sheet in to the office for processing. Processing normally takes a couple of days unless damage is found in which case it may take several days to get estimates and parts prices. The contract says that refunds will be paid within 10 business days of check-in except where damage is found.

Any additional charges will be deducted from your deposit. You will receive a copy of the Vehicle In sheet and the credit to your credit card or a check. Please feel free to contact us with any questions you might have.

Please be aware that 94% of our renters incur no additional charges and we make a practice of holding these charges to a minimum. We will, however, charge for items according to the contract.

We have many repeat renters and hope you'll be back to enjoy another vacation with us. We appreciate your input on how we can serve our customers better and hope to see you soon.

NSF OR STOP PAYMENT CHECKS

Occasionally, we have checks returned by the bank for insufficient funds. The customer will be contacted and must make the check good within 72 hours. The fee for the returned check is $50.00.

If the customers fails to make good on the returned check, it is our policy to file the check with the Bexar County district attorneys office for collection and or criminal charges.

If a customer stops payment on a check used to rent an RV, we will contact them and give them 72 hours to make good on the check. Should the customer not make the check good, we will file suit in Kendall County Texas as called for in the contract to recoup these monies.

If the customer feels they have a reimbursement coming to them, they must follow the procedures by filling out a Reimbursement Request Form.

We cannot and will not allow any customer to arbitrarily decide what their reimbursement will be. Reimbursement will be determined by the contract we both agreed to.

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Check-In Procedures

1.) Please stay with your unit until it's been checked in by one of our employees.

2.) Please give the keys and the Rental Unit Handbook to the check-in employee.

3.) Please make the check-in employee aware of any damage on the unit.

4.) Please stay with the check-in employee while they check your unit for damage, cleanliness, holding tanks levels, fuel level and mileage.

5.) Please make the check-in employee aware of any questions or problems you encountered on your trip.

6.) If you feel you should be reimbursed for anything, please ask for a reimbursement request form. You may either fill it out while you're here or take it with you and mail it back to us. Your check-in employee will supply you with a self addressed stamped envelope.

7.) Your deposit is credited back within 10 business days of your return date. You will receive a copy of the Vehicle-In sheet and your credit receipt or check in the mail.

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AIR CONDITIONING

There are two types of air conditioning systems on every motorhome. One is the automotive or "dash" A/C and the other is the "roof" A/C.

DASH A/C

The dash A/C should be like or very similar to the A/C on your car. It has a control for the blower speed, A/C or Maximum and a control for adjusting the temperature from Cool to Warm.

On very warm days, you'll want to start out on High for the blower setting, Maximum for the A/C setting and Cool for the temperature setting. You can adjust these to lower settings once you've cooled down. On very hot days, you may leave these settings on maximum cooling while driving.

This system operates off of the chassis 12v system.

ROOF A/C

Your motorhome may have one or two roof A/C units, depending on the length. There are two types of roof A/C units.

One is a Standard roof A/C that is self contained meaning the air intake and output are both at the A/C unit itself. The other is a Ducted A/C system meaning the air intake and output registers are installed in the roof. Both systems require 110v electricity to operate. This can come from the on-board generator (motorhomes only) or a 30amp power source. Make certain the A/C unit(s) is OFF before starting the generator or plugging in to a land based power source. **Starting the generator with the A/C unit(s) in the On position may cause electrical problems and/or generator problems.**

STANDARD A/C - There are two controls on these units. One is the thermostat control to adjust the temperature coming out of the unit. The other is selection control for setting Fan Only and Cooling.

When this control is on Fan Only, the air output will be the same temperature as the air inside the coach. This setting is used only as a means of circulating air.

When this control is on Cool, the air output will be cold. Most units have 3 speeds, Low, Medium and High. Some will have a variable control knob that allows you to adjust from warmer to cooler. NOTE; ON VERY HOT DAYS, DO NOT TURN THIS ADJUSTMENT KNOB TO THE COLDEST SETTING. DOING SO WILL RESULT IN THE A/C UNIT FREEZING UP AND YOU'LL HAVE WARM AIR COMING FROM THE UNIT. THIS SETTING SHOULD NOT BE PLACED HIGHER THAN 2/3 OF THE WAY TO THE COLDEST SETTING. THIS WILL ALLOW THE UNIT TO CYCLE ON AND OFF WHICH WILL KEEP IT FROM FREEZING UP. FOR BEST RESULTS, CLOSE ALL SHADES. NORMAL OPERATION WILL BRING THE INSIDE TEMPERATURE DOWN ABOUT 20 DEGREES LOWER THAN OUTSIDE.

DUCTED A/C - Most motorhomes with ducted systems will have only one A/C unit. All you will see inside the coach is the filter grill and the registers on the ceiling.

The controls for the A/C will be located on a wall usually found in the hallway or kitchen area. These controls will look much like the thermostat on your A/C system at home. Make sure the controls are set on Cool, the fan is set to Auto and if your system has a power switch, make certain the power is ON. Set the desired temperature level on the thermostat. DO NOT SET THE THERMOSTAT ALL THE WAY DOWN. THE UNIT WILL FREEZE UP AND CAUSE IT NOT TO COOL PROPERLY. IF IT IS 90 DEGREES OUTSIDE, SET THE THERMOSTAT NO LOWER THAN 70 DEGREES FOR BEST PERFORMANCE.

IMPORTANT NOTE: The 30amp/15amp electrical adapter that we supply will NOT run the roof A/C. It is designed only to allow you to operate the on-board converter so the batteries will stay charged. Operating the A/C using this adapter can cause serious damage to the electrical system. You will not be able to run both roof A/C units at the same time on some coaches. Doing so may cause the breaker on the generator to trip due to the load.

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AWNING

Some of our units are equipped with a patio awning. Most will operate according to these instructions but there may be some variations. Your check-out agent covered the actual awning on your unit and this will serve only as a reminder for what you were shown.

Follow these steps to put the awning out:

Power Electric Awning

Note: Power awnings operate off of the vehicle's 12V system. It is important to ensure that there is adequate 12V power before operating the awning. Motor Home ignition must be off and in some cases the ignition key must be removed.

1.) Locate the rocker or toggle style awning switch. This is usually found inside the vehicle near the entry way either on the wall panel or near the entry steps.

2.) Press and hold the awning button in the extend position until the awning has fully extended. If the button is held too long in the extend position, the awning can begin to roll itself up in reverse.

3.) Stop pressing the extend button when the awning canvas is at it tightest point with the most tension.

4.) To close the awning, press and hold the awning switch in the retract position until it is completely closed.

Manual Awnings

1.) Release the travel locks on the awning support arms. They are located toward the upper portion of each support arm.

2.) Locate the awning rod. Use the rod to unlock the spring mechanism on the awning. It is generally located on the end of the awning that is near the front of the coach. It will be a small lever at the end of the awning tube. Pull the lever down to unlock the awning.

3.) Loosen the hold down knobs on the tension rafters at each end of the awning. They're located halfway up each support arm on the coach side of the arms.

4.) Use the awning rod to unfurl the awning. There should be a strap loop in the middle of the awning tube. Place the hooked end of the awning rod in this loop and pull toward you until the awning is out as far as it will go.

5.) Slide the tension rafter on each support arm out until the awning canvas is tight and tighten the knobs.

6.) Move to one of the support arms and locate the lever on the side of the arm. Pull out on the lever while sliding the arm out and away from the coach. Slide the arm out to the desired height and release the lever making certain it locks into place.

7.) Move to the other support arm and repeat the steps described in Step 4.

To lower the awning simply reverse the above procedures.

IMPORTANT NOTES:

1.) Stow the awning when it's raining. Water can accumulate and cause the awing to collapse.
2.) Stow the awning when it's windy. High winds can damage the awning.

3.) Stow the awning properly for travel. Check the travel locks frequently. An improperly stowed awning can unfurl while driving causing damage to the awning and endangering lives and property.
4.) You are responsible for the awning. Avoid damage charges by properly using and stowing the awning.

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ELECTRICAL SYSTEM

Every RV has two electrical systems. One is 12v and the other is 110v.

The 12v system powers all the lights, water pump, monitor panel, am/fm stereo, power booster on the TV antenna, electric step, wall mounted thermostats, igniters for the water heater and refrigerator and all the automotive portion of the chassis such as dash air conditioning, cruise control, gauges, etc.

The 110v system powers the roof air conditioners, microwave oven, TV and DVD (if applicable).

12v SYSTEM

Most motorhomes have at least two 12v batteries, one for the 12v automotive portion of the coach and one for the 12v "house" portion of the coach. Some units are equipped with 2 batteries for the "house" portion of the system.

Low charge in the batteries will cause many things not to work properly on the coach. You can usually check the charge condition of the batteries by using the "battery condition" button located on the monitor panel if your unit is so equipped. The unit must be disconnected from all outside power sources in order to get a correct reading. Unplug the coach power cord and turn off the generator before checking battery condition.

The batteries can be charged from three different sources. When the automotive engine is running, the alternator will charge both batteries (Motorhomes Only). When the unit is plugged in to a 30amp power source, this powers the on board converter which charges the batteries. Finally, when the generator is running it charges the batteries (Motorhomes Only).

In most cases, there is a switch on the dash of a motorhome that will allow you to access the power from both batteries at the same time. This should be used to start the engine if the engine battery is weak or to start the generator if the "house" battery is weak. This switch is most often called an "Emergency Start" switch and must be held down while attempting to start the engine or generator.

If the battery condition is good and one or more of the 12v items on the coach won't work, you should check the battery disconnect switch to ensure that it is in the On position. This is usually located near the entry way of the vehicle near the floor. Some vehicles have 2 switches, one for the house battery and one for the chassis battery. Some vehicles only have one for the house battery while the engine battery is always engaged. The switch may or may not have an indicator light next to the switch. This is simply a visual aid to help you determine if it connected or not.

The toggle switch needs to be clicked towards the "Use", "On" or "Connect" position. You can also try resetting this by pressing the switch towards the "Off", "Store" or "Disconnect" position and then immediately clicking it towards the "Use", "On" or "Connect" position again.

Following this you may need to check the 12v fuses. There are usually 2 12v fuse panels on the coach. One is usually located under the dash on the drivers side. These fuses power the automotive portion of the 12v system. The other panel is usually located toward the rear of the coach on the inside. (A few manufacturers locate this panel in the outside electrical compartment of the coach.) The panel is usually located behind a flip down door near the floor.

If an automotive item quits working, check the fuses in the front 12v fuse panel. If a 12v RV item quits working, check the 12v fuses in the rear panel.

The 12v battery in an RV will last only approximately 4 to 8 hours without re-charging. You will need to either be plugged into a 110v power source such as a generator or shore power. The 12v batteries will only run the lights, water pump, water heater, refrigerator and the heater. They will NOT run any of the 110v accessories such as A/C, Microwave, etc.

Marine Grade Reset-able Circuit Breaker

Some vehicles have a reset-able circuit breaker that controls either or both systems, the hydraulic leveling jacks and/or generator. These circuit breakers are tied into the house batteries and/or chassis batteries and can be located in, around or under the entry stairwell, in the battery compartment, or under the hood. When the breaker is tripped and needs to be reset, the "knife" or "blade" will be in the open position. It needs to be closed in order to be re-engaged or reset.

When would I need to reset the marine grade reset-able breaker?

If you are getting a Low Voltage reading on your leveling jacks panel even though the chassis battery is charged and the engine has been on for at least 30 seconds.

OR

If you are not getting enough voltage to start the generator even though the house battery is charged and the battery disconnect is On, Connected or in the Use position.

Sometimes it is necessary to force the reset by pushing the red button and then closing the "knife" or "blade" thereby reengaging the circuit breaker.

110v SYSTEM

Power for the 110v system can come from two sources, the generator or a land based 30amp power source found in most RV parks.

The generator can be used while traveling or while you're parked. In some cases, when the generator is being used for power, the coach power cord must be plugged into the 30amp power receptacle found in the compartment that houses the coach power cord. **If the power cord isn't plugged into this receptacle, you won't get 110v power in the coach. If there is no receptacle, the vehicle automatically recognizes whether the generator is on or plugged into land based power. DO NOT RUN THE GENERATOR WHILE BEING PLUGGED INTO LAND BASED POWER.**

Before starting the generator, make sure all 110v appliances are off and the power cord is plugged in to the 30amp power receptacle, if applicable. Start the generator using either the remote generator start switch inside the coach or the start/stop switch located on the generator itself. Allow the generator to run for approximately one minute before turning on air conditioners and other 110v appliances.

The generator is designed to run while you are driving and should provide enough power to run all the appliances. You will not be able to run both roof A/C units at the same time on some coaches. If you repeatedly trip the breakers on the generator, turn off either the front or rear roof A/C and try again. If the problem persists, see the page on "Breakdown Procedures".

If you lose power inside the coach while operating off of the generator, the first thing to check are the 110v breakers. There are two places to check. The most likely breakers to trip are the ones located on the generator. These are located on the generator itself. Depending on the size of the generator, it could have one or two breakers.

To check the breakers on the generator you should first turn off as many of the 110v appliances as possible, especially the electric water heater. Go outside to the generator compartment and open the access door. Locate the

breakers on the front or side of the generator(Refer to pictures seen in Generator section of this book). Flip them to the OFF position and back to the ON position. The generator doesn't have to be off when doing this. Turn on any 110v appliance and see if this fixed the problem.

If it didn't, go to the 110v breaker/12v fuse panel inside the coach. Flip the 110v breakers off and back on. Turn on a 110v appliance and see if you now have power. (The quickest way to see if you have power is to look at the display on the microwave oven. If you have power, the clock will be flashing.)

The second source for 110v power is the land based power source sometimes referred to as "shore power". Before connecting to land based power, the generator must be turned off. To connect the coach to a land based power source you simply unplug the 30amp power cord from the on-board 30amp receptacle located in the power cord compartment(if applicable), pull the power cord out and plug it in to the 30amp power source. Most RV parks require you to engage the electrical breaker at the connection site in order to use the power.

If you lose 110v power while plugged into "shore power", check the 110v breakers in the inside 110v breaker/12v fuse panel first. If these breakers are not tripped, check the GFI (Ground Fault Interrupt) breakers in the coach. These are generally located in either the bathroom near the sink or the kitchen near the sink. They are incorporated into a 110v wall socket and must be reset if tripped. If you still don't have power, check the breakers on the pole where the 30amp "shore power" source is located.

IMPORTANT NOTE: We provide an electrical adapter with every coach. This adapter allows you to plug the 30amp power cord into a regular 110v power source. This is to allow you to keep your batteries charged while you're parked but IS NOT designed to run the air conditioners on the coach. Attempting to run the air conditioner(s) while using this adapter can cause severe damage to the coach and/or air conditioner. In addition, on some coaches you will not be able to run both roof A/C's at the same time. Doing so may cause you to repeatedly trip breakers on the generator.

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FRESH WATER SYSTEM

Most RV's use the same type of system for fresh water. There is an on-board fresh water holding tank and a 12v water pump. In addition, you can connect a water hose from a land based water source to the RV and have an unlimited supply of fresh water.

12v WATER SYSTEM

In order for the 12v water system to operate properly, the water tank must have water in it and the water pump must have 12v power.

Check the water tank level by using the monitor panel. It's usually located in the kitchen or hallway of the coach. The check-out agent would have shown you this panel and how to operate it.

In most cases, the water pump switch will also be located on the monitor panel. There is usually a light at this switch to let you know when it's on. You may leave this switch on when you're in the coach so all you have to do is turn the water on and you will have water. The water pump is a "demand" type pump meaning it won't run until you demand water.

When you leave the coach, you should turn the water pump switch off to avoid a flooding problem if a leak develops in the water system. When connected to an outside water source, this pump should remain off. Check for clogged faucet aerators if experiencing low water pressure.

LAND BASED WATER SYSTEM

When hooking up to a land based water system, turn the 12v water pump off. The land based system will automatically bypass the 12v system.

Connect one end of the supplied 25' fresh water hose to the water faucet where you're parked and the other end to the coach. Be sure to use the in-line pressure regulator that was provided. This usually looks like a brass cylinder that threads onto one end of the hose and connects either at the park water source or the RV city water connection. The water pressure regulator ensures that internal water lines and fitting won't become damaged and/or develop a leak due to a park's high water pressure. The check-out agent showed you where to connect the hose and/or regulator to the coach.

Keep in mind you have limited holding tank capacity to catch water from the shower, sinks and toilet. Many parks that offer water connections also offer sewer connections where you'll be able to empty the on-board waste tanks.

If you leave the Gray tank valve open (the smaller of the two dump valves) while the dump hose is connected to a dump system, you'll be able to use an unlimited amount of water at the shower and sink without fear of running out of tank capacity. Water flows from the sinks or shower into the Gray holding tank and out the dump hose.

Some vehicles have a second gray tank with a separate outlet. If this outlet is not connected to the sewer connection and opened, the associated sink/shower can begin to back up when the tank becomes full.

FILLING THE WATER TANK

Most coaches use one of two ways to fill the on-board water tank. Some have a water fill port on the side of the coach usually found behind a locking plastic door, or simply a capped inlet.

Some coaches have a system to fill the tank without having to disconnect your water hose from the coach. This is generally a valve that you turn that redirects the water from the source. With this system, when the tank is full water will begin to drip rapidly from the overflow underneath the coach. If your coach has this system remember to close this valve once the tank is full or your 12v system can't pressurize.

Your check-out agent showed you which system your coach has.

FREEZING WEATHER

Depending on the time of year and your destination, it may be necessary for you to take measures to avoid allowing the

-tion methods for your vehicle.

Staying with the Vehicle

It is important to ensure that the heater can continue operating while camping in freezing areas. You must establish that the vehicle has incoming power to maintain a charge on the batteries. You must also maintain your propane levels in order for the heater to continue operating.

Most vehicles' heaters direct heated air into the interior plumbing compartments which aid in keeping the interior water fixtures such as the faucets, toilet and shower from freezing. Any water tanks located inside should also be less likely to freeze. Refer to the 'Furnace' section of this handbook to understand the operation of the heater.

When running the heater, the areas that are still of concern are the exterior water hose and sewer hose connections, outside showers and any unheated tanks, plumbing lines or pumps, usually located in the exterior compartments.

Avoid directly connecting the provided water hose when staying in freezing weather. It is preferred to simply fill your on-board tank as needed and to rely on the water pump to provide the water pressure. Be sure to drain the water hose before stowing it.

Avoid leaving waste valves open and sewer hoses full. Be sure to rinse and drain the sewer hose before stowing it. It is important to empty your waste tanks before entering into freezing weather. If your vehicle is equipped with optional waste tank heaters, turn these on when connected to 110V electricity. It may also be necessary for you to pour potable antifreeze into the waste tank so that it mixes with the waste, reducing the chance of freezing in the waste tank.

Leave the water heater on so that it periodically cycles on and off, keeping the water heater tank from freezing.

Not Staying with the Vehicle

When not being used as described above, the vehicle will need to be properly winterized in order to prevent severe damage to the water related systems and fixtures. Winterization methods vary from one manufacturer to the next but more often than not consist of emptying all tanks, including but not limited to the water tank, water heater and waste tanks and draining residual water from both the hot and cold water lines. Following this it is usually recommended to fill everything back up with potable antifreeze. Most local RV dealers can perform this service for you at your expense.

IMPORTANT NOTE: Failure to follow manufacturer suggested winterization steps may lead to severe damage to the plumbing, plumbing fittings, or fixtures.

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FURNACE

All of our RV's have propane fired furnaces. They use 12v blowers to circulate the hot air and 12v igniters to light the burner in the furnace. They operate much like your central system at home. In order for the furnace to operate properly, you must have 12v power and propane.

When "dry camping" or using the RV without an electrical connection to keep the 12v battery charged, the furnace will drain the on-board house battery anywhere from 2-4 hours.

If your vehicle is equipped with ducted air conditioner, the furnace should be controlled at the thermostat for the main A/C. If you have a non-ducted air conditioner with knobs directly on the unit, the furnace thermostat is usually located on the wall and is completely separate from the A/C controls.

Follow these steps to light the furnace.

1.) Make sure you have propane and the valve on the propane tank is open. (If you're not sure, light a burner on the stove for approximately 30 seconds. This will also purge any air that might be trapped in the lines.)

2.) Locate the wall thermostat and turn the power switch to the ON position.

3.) Set the thermostat to the desired temperature. You should hear the burner ignite within 10 to 20 seconds.

The blower will go on almost immediately. The air coming through the furnace registers will be cool for up to 5 minutes. (It takes this long to clear the air trapped in the ductwork.)

If, after 5 minutes, you don't feel warm air coming from the registers you should turn the furnace off. Wait approximately one minute and repeat the above steps.

One thing to keep in mind is the furnace uses more propane than any appliance on the coach. Check your propane level periodically to make certain you don't run out.

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GENERATOR

All our motorhomes and none of the travel trailers are equipped with power generators. These generators produce 110v power to operate anything on the coach that needs 110v power including the roof air conditioners, TV, DVD, microwave oven and the wall plugs.

The generator runs off the same fuel tank as the vehicle engine most of the time. Some vehicles have propane generators. The fuel tank pickup that feeds the generator is located higher on the fuel tank than the pickup for the engine. This is to keep you from running out of fuel when using the generator.

The oil level must be checked for every 8-10 hours of running. It is considered acceptable for generators to burn small amounts of oil thereby requiring you to add oil in order to prevent damage or generator failure.

Starting & Stopping Generator

1.) Check the vehicle fuel gauge on the dash. The key must be in the ON position and the fuel level MUST be above 1/4 tank. (The fuel level is approximate because not all fuel gauges read alike.)

2.) Make sure the vehicle power cord is plugged in to the 30amp receptacle located in the power cord storage compartment, if applicable. (If this isn't plugged in, you won't get power from the generator to the coach.) **If there is no receptacle, the vehicle automatically recognizes whether the generator is on or plugged into land based power. DO NOT RUN THE GENERATOR WHILE BEING PLUGGED INTO LAND BASED POWER.**

3.) Make sure the electric water heater and air conditioner(s) are off. (Starting the generator with the air conditioner(s) on can cause damage to the electrical system and/or the generator. This can also cause the generator to "flood" which can make it hard or impossible to start for up to an hour.) In some cases, you will not be able to run both A/C's at the same time without tripping breakers on the generator.

4.) Locate the generator Start/Stop switch. (There are usually two, one on the generator itself and one located inside the coach. Your check-out agent showed you where to locate this switch.)

5.) When the generator is cold, hold the Start button in the OFF position for approximately 5 seconds and release it. (This allows fuel to travel from the tank to the generator.) Wait approximately 10 seconds and push the Start switch to the ON position until the generator starts. If the generator doesn't start after 10 seconds, release the button, wait at least 30 seconds and try again. **Don't continuously crank the starter for very long periods of time. This can cause severe damage to the starter.**

- Before stopping, turn off air conditioner and other heavy loads and allow generator to run for 2 minutes.
- Avoid running for long periods with no load or loads under 1kW.

Diesel Generators

- In order to start diesel generators, you must hold the start button for several seconds before you will hear the generator even attempt to crank. This delay is normal and necessary for the glow plugs to warm up.

Resetting a Standard Generator

1.) Disconnect or turn off as many appliances as possible and try restarting the generator.

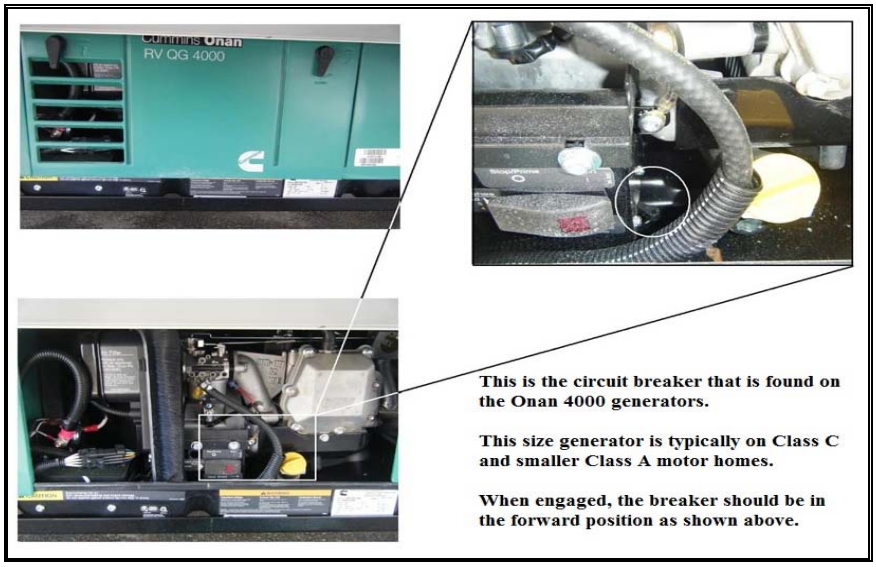
2.) Reconnect appliances one by one up to a total load that does not overload the generator.

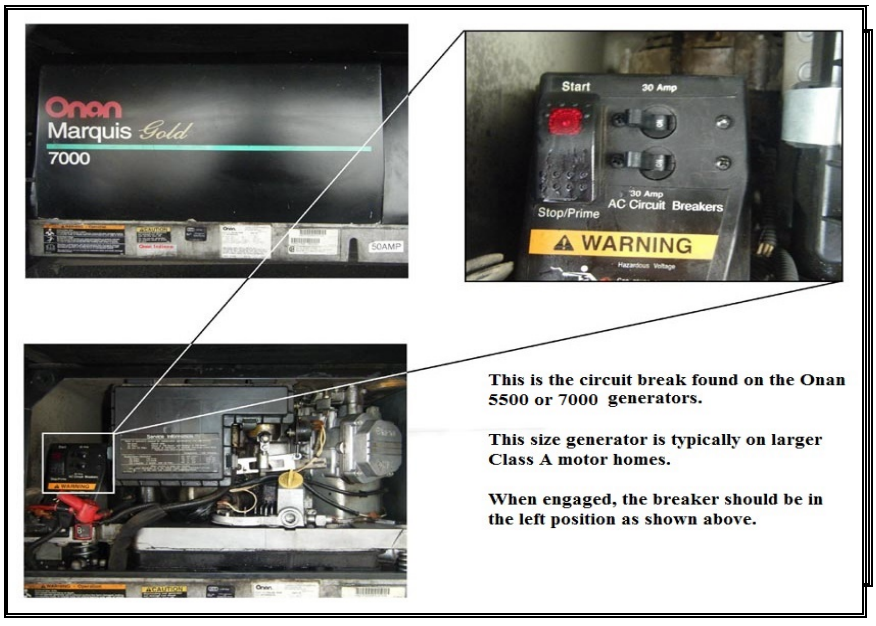
Resetting a Circuit Breaker

1.) If a breaker in the vehicle's main power distribution panel or on the generator trips, there is either a short circuit or too many appliances being operated at the same time.

2.) Disconnect or turn off as many appliances as possible and reset the circuit breaker.

3.) If the breaker does not trip, reconnect the appliances, one by one, up to a total load that does not overload the generator or trip the breaker.





Marine Grade Reset-able Circuit Breaker

Some vehicles have a reset-able circuit breaker that controls either or both systems, the hydraulic leveling jacks and/or generator. These circuit breakers are tied into the house batteries and/or chassis batteries and can be located in, around or under the entry stairwell, in the battery compartment, or under the hood. When the breaker is tripped and needs to be reset, the "knife" or "blade" will be in the open position. It needs to be closed in order to be reengaged or reset.

When would I need to reset the marine grade reset-able breaker?

If you are getting a Low Voltage reading on your leveling jacks panel even though the chassis battery is charged and the engine has been on for at least 30 seconds.

OR

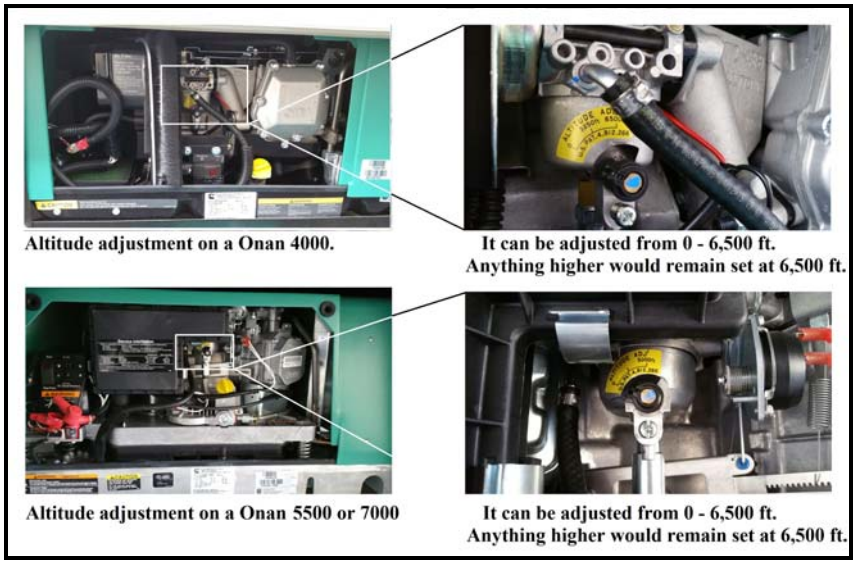
If you are not getting enough voltage to start the generator even though the house battery is charged and the battery disconnect is On, Connected or in the Use position.

Sometimes it is necessary to force the reset by pushing the red button and then closing the "knife" or "blade" thereby reengaging the circuit breaker.

Cold/Hot Weather and High Altitude Operation

- If you travel at high altitudes or in extreme temperatures, be aware that the generator can lose power in lower-density air caused by such conditions. You may not be able to operate as many electrical devices under these conditions as you could under normal operating conditions.
- Altitude: Power output will decrease 3.5% for each 1000 feet above the Onan base rated altitude of 500 feet. Temperature: Power output will decrease 1% for each 10ºF increase in ambient temperature above 85ºF.

- The generator is not the only appliance affected by hot weather – coach air conditioners require more power to run during high temperatures. For example, if the outside temperature increases from 85ºF to 100ºF, your air conditioner may require 20-25% more power to run efficiently. This can also limit your ability to run multiple electrical devices.
- Make sure the engine oil viscosity is appropriate for the weather temperatures.
- Set the altitude adjustment knob (if so equipped) for your altitude.



Altitude adjustment on a Onan 4000.

It can be adjusted from 0 - 6,500 ft.
Anything higher would remain set at 6,500 ft.

Altitude adjustment on a Onan 5500 or 7000

It can be adjusted from 0 - 6,500 ft.
Anything higher would remain set at 6,500 ft.

If the generator won't start, check the following.

1.) Fuel level. (Must be above 1/4 tank. If it's even close, fill the tank and try starting again.)

2.) Oil level. (Larger generators are equipped with a low oil pressure switch that will not allow the generator to start if the oil level is down even 1/2 quart. The generator uses SAE 30 automotive oil. Do not overfill)

3.) Battery condition. (Check this at the monitor panel. The generator starter should be turning over vigorously when attempting to start.)

4.) Check the elevation adjustment on the front of the carburetor. Adjust dial needle so that it corresponds with your current elevation.

If you've checked all these things and it still won't start, call/text our customer service line. It's possible the fuel filter is dirty and restricting fuel flow to the generator or the spark plug is fouled. It only takes one tank of "dirty" fuel to cause these conditions.

If the generator is running and you're not getting power, check the breakers on the generator to see if they've tripped. You should also check the breakers in the panel inside the coach. (See ELECTRICAL SYSTEM page in this book.)**DO NOT CALL TTS (EMERGENCY ROADSIDE ASSISTANCE) FOR ANY GENERATOR ISSUES.**

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LP SYSTEM

All our units are equipped with their own on-board LP system. There is an LP tank equipped with a pressure regulator and automatic shutoff for safety.

The LP system operates the furnace, water heater, refrigerator (can also run on 110v electricity) and stove/oven. When you're operating one of these appliances, make sure the propane valve located on the propane tank is open. This is a screw type valve. Turn it counter clockwise to open and clockwise to close.

Check the propane level in the tank to ensure sufficient fuel supply. For motor homes, this can be done at the monitor panel or on the tank itself. The gauge on the tank itself is generally more accurate. Travel trailers, typically have an indicator on the regulator located between the tanks. If it is showing green, there is some propane in the tank. If it indicates red, you are out of propane and the regulator must be switched to the other tank. If you're in doubt, light one of the burners on the stove.

Please keep in mind that propane tanks will only fill to 80% of capacity and the fuel level gauges rarely read Full. Your unit had a minimum of 1/2 tank of propane when you picked it up. In most cases, this will last for a couple of weeks unless you are using the furnace a lot. None of the other appliances use a lot of propane.

If you run out of propane or feel you're getting low, stop and fill the tank at any licensed propane station. Many RV parks sell propane and can accommodate you. The provided propane is included in your rental. If you require additional propane, it will be at your expense.

If you run out of propane and the tank(s) are refilled or you have switched the regulator to the secondary tank, you must bleed the air out of the lines and get the propane flowing to the systems again. Note: You many smell propane when the tank is emptied.

Start by making sure that the valve for the tank you are using is open. Then light one stove burner and let it burn for approximately 20-30 seconds.

Next, if you are not plugged into land based power or running the generator, check your refrigerator. If the Check or Fault light is blinking, you may need to turn your refrigerator off for 10 seconds and then turn it back on. You may need to cycle the refrigerator Off and back On multiple times in order to get it to stay lit on propane. This step is not necessary if you are running the refrigerator on 110V power.

Lastly, you may need to turn the gas water heater Off and back On. (Refer to the Water Heater section of this book for more information)

CAUTIONS: When filling the propane tank, make certain all the appliances are off and everyone exits the coach before fueling begins.

When filling the vehicle's gasoline tank, make certain all appliances are off and the propane valve on the propane tank is closed.

If, at any time, you smell propane immediately close the propane valve on the propane tank, open the windows and doors so the coach can "air out" and exit the coach. Call/Text your local branch for assistance before resuming your trip.

LP Detector / CO Detector

The unit is equipped with two safety sensors or a single combination safety sensor designed to detect propane and carbon monoxide. While these are important to have, you must also understand that no system is perfect and these sensors are susceptible to false alarms.

False alarms can occur when the sensor detects an odor with similar properties to that of LP or CO. Things such as cooking bacon, using potpourri, spraying cleaning chemicals and deodorizers entering the vehicle, etc can cause the sensor to falsely alarm.

Additionally, the sensors can warn you if the 12V battery charge levels drop below a certain point. Because these sensors are often times directly connected to your house 12V battery system, if the voltage gets low, the alarm sounds to notify you that it may soon stop working and that action needs to be taken in order to ensure the functionality of the safety sensor.

Both sensors have a color coded legend on the sensor itself. This helps you determine what the nature of the alarm is based on the corresponding light pattern or color.

LP Detector

The LP detector runs off of 12V as long as you have battery power, the sensor is operational. When the sensor detects propane, a loud chirping will sound notifying you to take action.

When the LP Detector is sounding, you can often times mute or reset it directly on the sensor itself by depressing the labeled button. This will temporarily silence the chirping to allow you to begin searching for the cause of the alarm.

First, open a window. An odorant is put in propane making it smell like rotten eggs or sulfur. The gas is heavier than air and sinks to the ground so you should sniff the air down low in the vehicle.

Check the stove knobs to ensure that they are in the off position. It is common for passengers to bump into these when moving about the vehicle unknowingly turning the flow of gas on. This can release enough propane into the air to cause the alarm to sound.

Take a look at the water heater ignition button. If you see an unlabeled red lighted lens next to it or a little red light labeled DSI FLT next to it, this indicates that the gas water heater pilot has blown out. This can allow the release of enough propane gas to set off the sensor. Turn it off for a few minutes and allow any gas that it may have let out dissipate before turning it back on.

Take a look at the refrigerator controls. If there is any indication that the refrigerator is not operating on gas properly, the refrigerator pilot may have blown out or you may be out of propane. This will be indicated by the Check light on the control panel. If it is on and solid, it's likely the pilot light for the refrigerator has blown out. Both of these can cause the alarm to sound.

If you are still unable to determine the cause of the alarm, go outside to the propane bottle(s) or tank. If you ran out of propane prematurely, it could indicate a leak in the propane system which could be the source of the alarm. If you still have plenty of propane, turn the bottles off until we can further assist you.

Note: It is never suggested to disconnect any safety sensors or remove the associated 12V fuse from the fuse panel. While this will disable the propane sensor alarm, it could leave you at risk.

CO Detector

Unlike propane, carbon monoxide is an odorless gas. Very few things in the RVs can cause CO creation.

The chemical reaction caused by burning fuels such as gasoline, propane, wood, oil, candles, etc can cause carbon monoxide. Outside exhaust fumes from surrounding vehicles or generators can also cause the CO detector to sound.

If the alarm sounds and you're unsure of the source, open windows to allow entry of fresh air, and turn off any appliances you suspect may be releasing the carbon monoxide.

If the CO detector uses replaceable batteries, make sure that the batteries are good. Replace the batteries if you're in doubt.

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REFRIGERATOR

All of our RV's are equipped with a combination refrigerator/freezer. These units are different from the one in your house in that they don't use freon for cooling but rather ammonia.

It can take several hours for an RV refrigerator to get cold, anywhere from 2-8 hours. Because it works off of heat extraction, putting cold items into the refrigerator or freezer can prolong the cooling process. The freezer compartment will cool first and then the refrigerator section.

Most of these refrigerators have a thermostat control on the front of the refrigerator, either in the middle or at the top of the unit, that ranges from 0 to 5 with 5 being the coldest setting. In most cases, 3 is the proper setting. A setting higher than 3 will most likely freeze foods in the refrigerator section and settings lower will cause foods in the refrigerator section to be too warm. You should check your food after approximately 8 hours of operation and adjust the thermostat accordingly.

Some refrigerators, more often than not in travel trailers, have a sliding thermostat control inside the refrigerator which is clipped onto the cooling fins. The thermistor is a tube that should rest inside the plastic clip. The plastic clip can simply be raised thereby raising the thermistor, in order to decrease the temperature and lowered thereby lowering the thermistor, in order to raise the temperature.

If the thermistor tube falls out of the clip, be sure to set it back into the clip.

All of our refrigerators will operate on gas (propane) or 110v electricity. Most have an AUTO or AUTOMATIC setting, GAS or ELECTRIC. If the refrigerator in your coach has an AUTOMATIC setting this is where you should set the switch. When in this position, the refrigerator will seek 110v electricity first. If, it fails to detect electricity it will automatically operate on gas, hence the name "automatic".

If the refrigerator doesn't have an AUTO or AUTOMATIC setting, we suggest you operate it on the GAS setting. The refrigerator doesn't use a great deal of propane and this protects you from forgetting to switch to gas when you disconnect from an electrical source.

When the refrigerator is operating off of propane gas, it is also using 12V power for both the igniter and thermostat board. If the charge in the 12V battery decreases, the refrigerator will stop working even with sufficient propane levels. Be sure to maintain a 12V charge in the vehicle when operating the refrigerator on the GAS setting.

Most of these refrigerators have a separate black toggle switch located under the upper eyebrow of the freezer(only visible with freezer door open). This switch is a Low Ambient Temp switch. When using the refrigerator in freezing temperatures, it may be necessary to turn this on so as to ensure that the refrigerator continues to cycle.

The refrigerator needs to be level to operate properly. The more off level it is, the less efficiently it will operate. Extremely off level refrigerators will not operate at all and can be damaged by operating them off level for more than a few minutes.

To start the refrigerator do the following:

1.) Place the small selector switch to the NORMAL position.

2.) Place the selector switch on AUTO or AUTOMATIC (If applicable). If your unit doesn't have an AUTO switch, set the switch on GAS.

3.) Set the thermostat control to 3.

If you're not sure the refrigerator lit, turn it off and start over on the above procedures. If it doesn't light on gas, you should try plugging in to 110v electricity by way of either the generator or a land based power source, switching to the A/C or ELECTRIC setting and following the other steps above.

If you're not plugged into a 110v power source and aren't running the generator, you must have good 12v power in order for the igniter to work. A low battery will not allow the igniter to light the refrigerator.

If, after trying these procedures, the refrigerator still won't operate, call your local branch for assistance.

DO NOT STORE FISH OR SEAFOOD IN THE REFRIGERATOR/FREEZER AS THE ODOR CANNOT BE REMOVED

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SLIDE OUTS

Many of the vehicles, both travel trailers and motor homes, are equipped with slide outs. A slide out is a portion of the vehicle that extends out in any direction thereby offering more interior room within the vehicle. You may have heard these called "tip outs", "bump outs", "extensions", "slide rooms", "pull out" etc, but all of them are referring to the slide out.

Slide outs have been in the industry a long time and over the years have been operated via compressed air, electric motors, hydraulic motors, cable & pulley systems. The two systems that are currently most common are electric and hydraulic.

Given that there are so many different slide out configurations, it is important for you to follow the manufacturer's method of operation.

ALWAYS FOLLOW THE MANUFACTURER'S SUGGESTED METHOD OF OPERATION.

The following applies to the operation of all slide outs regardless of system or vehicle type.

MANDATORY PROCEDURES

- **BE SURE THE VEHICLE IS LEVEL BEFORE OPERATING THE SLIDE OUT.**
- **NEVER HAVE ANYTHING OR ANYONE RIDING, SITTING OR STANDING ON THE SLIDE OUT WHILE OPERATING.**
- **ENSURE PROPER CLEARANCE AROUND THE EXTERIOR OF THE SLIDEOUT**
- **ENSURE THE SLIDE OUT IS CLEAR OF INTERIOR OBSTRUCTIONS SUCH AS DRIVER'S SEAT, BUNK LADDERS, PERSONAL BELONGINGS, ETC.**
- **ALWAYS FULLY EXTEND OR RETRACT SLIDE OUT. DO NOT REVERSE DIRECTION BEFORE FULLY EXTENDING OR RETRACTING.**
- **NEVER DRIVE OR MOVE THE VEHICLE WITH A SLIDE OUT EXTENDED.**

MOTOR HOMES

Motor homes slide outs can vary between hydraulic and electric. Even then, most systems still operate off of 12v power, allowing you to use the slide outs without being directly connected to land based power or running the generator.

The system requirements in motor homes vary between vehicles, but there is generally a configuration between the emergency/parking brake and engine ignition.

Almost always the emergency/parking brake must be applied. Some configurations require that the ignition is turned on with the engine running, the ignition is only clicked on with the engine off or the engine off and key out of the ignition. Your agent has instructed you on the proper configuration for your vehicle.

Electric

1.) Familiarize yourself with the Mandatory Procedure from above and follow them closely.
2.) Ensure that the Battery Disconnect is in the "ON", "Use" or "Connected" position. (See the Electrical System sec tion of this book for more information)
3.) Ensure that you have adequate 12v battery power at both the house and chassis.
4.) Ensure that the proper configuration between the emergency/parking brake and engine ignition has been followed.

5.) Remove or disengage any slide out locks, if applicable(These can either be electrically operated with a button or manually removed depending on type. This was shown to you during orientation.)
6.) Locate the Slide Out extend/retract button(s). (These are usually located at the centralized control panel, in the hall way/bedroom, in a main overhead compartment or near the entry way. This was shown to you during the orientation.)
7.) Press and hold the extend button until the slide out has fully extended. (Observe the slide, stop extending if the slide begins to hang up at front or back)
8.) Extend any additional slides one at a time.
9.) Reverse the process in order to Retract.

Hydraulic

1.) Familiarize yourself with the Mandatory Procedure from above and follow them closely.
2.) Ensure that the Battery Disconnect is in the "ON", "Use" or "Connected" position. (See the Electrical System section of this book for more information)
3.) Ensure that you have adequate 12v battery power at both the house and chassis.
4.) Ensure that the proper configuration between the emergency/parking brake and engine ignition has been followed.
5.) Turn on power to hydraulic pump, if applicable.(Some vehicles require that hydraulic pump be turned on at the joy stick style leveling jack panel. Automatic or Button style jack panels usually don't require this.)
6.) Remove or disengage any slide out locks, if applicable(These can either be electrically operated with a button or manually removed depending on type. This was shown to you during orientation.)
7.) Locate the Slide Out extend/retract button(s). (These are usually located at the centralized control panel, in the hall way/bedroom, in a main overhead compartment or near the entry way. This was shown to you during the orientation.)
8.) Press and hold the extend button until the slide out has fully extended. (Observe the slide, stop extending if the slide begins to hang up at front or back)
9.) Extend any additional slides one at a time.
10.) Reverse the process in order to Retract.

TRAVEL TRAILERS

Travel Trailers predominantly use electric slide outs which run off of 12v power which means that you can operate the slide out without being directly connected to land based power.

This 12v power can come from an on-board house battery, a charge line from the truck when connected to the trailer light plug, or an external battery charger directly connected to the trailer.

Electric

1.) Familiarize yourself with the Mandatory Procedure from above and follow them closely.
2.) Ensure that you have adequate 12v battery power at the house.
3.) Remove or disengage any slide out locks, if applicable(These can either be electrically operated with a button or manually removed depending on type. This was shown to you during orientation.)
4.) Locate the Slide Out extend/retract button(s). (These are usually located at the centralized control panel, in the hall way/bedroom, in a main overhead compartment or near the entry way. This was shown to you during the orientation.)
5.) Press and hold the extend button until the slide out has fully extended. (Observe the slide, stop extending if the slide begins to hang up at front or back)
6.) Extend any additional slides one at a time.
7.) Reverse the process in order to Retract.

If after following these procedures you are still experiencing issues refer the Troubleshooting section of this book or call your local branch for assistance.

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STABILIZING/LEVELING

Not all vehicles are equipped with stabilizer or leveling jacks. If your vehicle has some type of jacks, it is important that you know whether they are to be used for stability only or can actually be used to level the vehicle. If your vehicle is not equipped with jacks, it is still possible to level the vehicle.

Stabilizer jacks are most commonly seen on travel trailers. If your trailer is equipped with stabilizer jacks, the number of jacks could vary between two and six. These are designed to be put down when parked only for the purpose of stabilizing the vehicle, making it less likely to shake and rock when people are moving within the vehicle. These are NOT designed to lift the vehicle off of the ground, support the entire weight of the vehicle or level the vehicle.

Leveling jacks are typically found on Class A motor homes and some newer Class C motor homes. These are designed to level the vehicle when parked on an uneven surface.

MOST VEHICLES MUST BE LEVELED PRIOR TO OPERATING THE SLIDE OUT(S) AND IN ORDER FOR THE REFRIGERATOR TO FUNCTION PROPERLY.

Note: Some grades are too excessive for jacks to complete the leveling process.

ALWAYS FOLLOW THE MANUFACTURER'S SUGGESTED METHOD OF OPERATION.

The following applies to the operation of all jack systems regardless of system or vehicle type.

MANDATORY PROCEDURES

- **BE SURE THE PARKING BRAKE HAS BEEN SET.**
- **ENSURE VEHICLE WHEELS HAVE BEEN PROPERLY CHAULKED.**
- **IF ON EXCESSIVE GRADES, PLACE BLOCK(S) UNDER JACK PAD, AS NEEDED.**
- **IF ON SOFT GROUND, PLACE BLOCK(S) UNDER JACK PAD.**
- **NEVER DRIVE OR MOVE THE VEHICLE WITH THE JACKS EXTENDED.**
- **DO NOT USE THE JACKS TO CHANGE A TIRE OR PERFORM MAINTENANCE UNDER THE VEHICLE.**

TRAVEL TRAILER

Some trailers are equipped with electric stabilizer jacks and others are quipped with manual jacks.
Electric stabilizer jacks run off of 12v power which means that you can operate the electric stabilizer jacks without being directly connected to land based power.

This 12v power can come from an on-board house battery, a charge line from the truck when connected to the trailer light plug, or an external battery charger directly connected to the trailer.

In the event that you have insufficient 12v power, the electric stabilizer jacks can still be operated manually. For both the manual stabilizer jacks or manual override of electric stabilizer jacks, a metal crank handle will be required. This is provided and was show to you during the orientation.

DO NOT LIFT THE VEHICLE OFF THE GROUND, SUPPORT THE ENTIRE WEIGHT OF THE VEHICLE OR LEVEL THE VEHICLE WITH THE STABILIZER JACKS.

Electric Stabilizers

1.) Familiarize yourself with the Mandatory Procedure from above and follow them closely.
2.) Disconnect the trailer from the tow vehicle.
3.) Ensure that the trailer has been properly leveled front to back, using the tongue jack.
4.) Locate the Stabilizer Jacks' extend/retract button(s). (These are usually located on the driver's side under a small flip up housing or in a compartment.)
5.) Press and hold the extend button until the jack(s) being controlled snuggly touch the ground. (If two jacks are being operated simultaneously, wait until both jacks have touched the ground.)
6.) Extend any remaining jacks in the same manner.
7.) Reverse the process in order to Retract.

Manual Stabilizers or Manual Override of Electric Stabilizers

1.) Familiarize yourself with the Mandatory Procedure from above and follow them closely.
2.) Disconnect the trailer from the tow vehicle.
3.) Ensure that the trailer has been properly leveled front to back, using the tongue jack.
4.) Locate the required crank(s) used to operate the stabilizer jacks. The cranks are usually a socket style or a keyed/ notched cylinder.
5.) Use the crank to lower the jack, stopping a quarter turn past snuggly touching the ground. (The manual override point is usually located on the opposite side of the trailer from the electric switch and is typically under the entry steps or protruding from the frame.)
6.) Extended any remaining jacks in the same manner.
7.) Reverse the process in order to Retract.

Leveling a Trailer

1.) Familiarize yourself with the Mandatory Procedure from above and follow them closely.
2.) If the trailer requires leveling side to side, drive the tires up onto a 2x6 wooden blocks or RV stacker blocks.
3.) Disconnect the trailer from the tow vehicle.
4.) Use the tongue jack to raise or lower the front of the trailer until level front to back.

MOTOR HOMES

Motor home leveling systems can look and operate differently. Some vehicles have a panel with multiple joysticks/ levers sticking up and out, some have a panel with a series of direction buttons, some are automatic, and so on.

Most systems operate off of 12v power, allowing you to use the leveling jacks without being directly connected to land based power or running the generator.

The system requirements in motor homes vary between vehicles, but there is generally a necessary configuration between the emergency/parking brake and engine ignition.

Almost always the emergency/parking brake must be applied. Some configurations require that the ignition is turned on with the engine running, the ignition is only clicked on with the engine off or the engine off and key out of the ignition. Your agent has instructed you on the proper configuration for your vehicle.

Automatic Leveling

1.) Familiarize yourself with the Mandatory Procedure from above and follow them closely.
2.) Ensure that the Battery Disconnect is in the "ON", "Use" or "Connected" position. (See the Electrical System section of this book for more information)
3.) Ensure that you have adequate 12v battery power at both the house and chassis.
4.) Ensure that the proper configuration between the emergency/parking brake and engine ignition has been followed.
5.) Power on the jack panel if it is not on already.

6.) Press Auto Level and wait until the jacks have fully extended and the light or display indicates the unit is level.
7.) If the Auto function doesn't completely level the vehicle move on to the next step.
8.) Press the Retract or Retract All button. Wait for the jacks to fully retract.
9.) Refer to the Troubleshooting section of this book. Each error indicator for not leveling will be addressed.

Electric/Manual Leveling

1.) Familiarize yourself with the Mandatory Procedure from above and follow them closely.
2.) Ensure that the Battery Disconnect is in the "ON", "Use" or "Connected" position. (See the Electrical System section of this book for more information)
3.) Ensure that you have adequate 12v battery power at both the house and chassis.
4.) Ensure that the proper configuration between the emergency/parking brake and engine ignition has been followed.
5.) Power on the jack panel if it is not on already.
6.) Buttons/Directional Arrows ***without*** Digital Display - Use the directional arrows to extend or lower the appropriate jacks in order to begin leveling the uneven side (this is usually indicated with illuminated lights.) You will need to make sure all four jacks have been extended and the vehicle is level.

Buttons/Directional Arrows ***with*** Digital Display - Use the Up/Down arrow to cycle through the menu settings to Man ual Mode. Press Enter. Use the directional arrows(labeled front, left, right rear) to begin leveling the uneven side (this is usually indicated with illuminated lights.) You will need to make sure all four jacks have been extended and the vehi cle is level.

Joysticks/Levers - Move the two outer joystick levers away from the center. This allows the front and rear jacks to be lowered. Move the center joystick lever in the direction needing to be leveled(this is usually indicated with illuminated lights or directional arrows.) You will need to make sure all four jacks have been extended and the vehicle is level.

No Jacks

1.) Familiarize yourself with the Mandatory Procedure from above and follow them closely.
2.) If the motor home requires leveling side to side or front to back, drive the tires up onto a 2x6 wooden blocks or RV stacker blocks.

If after following these procedures you are still experiencing issues refer the Troubleshooting section of this book or call yourlocal branch for assistance.

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STOVE/OVEN

All of our RV's are equipped with a propane combination stove/oven or a propane cooktop only. The propane is supplied by the on-board propane tank. The following procedures tell you how to light the burners on the cooktop and the pilot light for the oven.

TO LIGHT THE BURNERS

1.) Make certain the propane valve is open on the propane tank and you have plenty of propane.

2.) Light a match or lighter and hold it near the small holes on the orifice of the burner you wish to light.

3.) Locate the gas control knob for the burner and turn it on. The burner should light right away.

To turn the stove burner(s) off, simply turn the appropriate gas control knob to the OFF position.

Note: Some stoves have a sparker or igniter knob that can be rotated clockwise when the burner is turned on.

LIGHTING THE OVEN

1.) Make certain the propane valve is open on the propane tank and you have plenty of propane.

2.) Light a match or lighter and hold it near pilot light located under the bottom oven rack towards the back of the oven.

3.) Turn the Oven Control Switch to the PILOT position and push the knob in and hold it.

4.) Once the pilot light is lit, continue holding the knob down for 15 to 20 seconds to allow the thermocouple to heat up.

5.) Release the knob and set the desired oven temperature. The main tube that runs front to back below the center of the lower rack should fire up on both sides.

To turn the oven pilot light off, simply turn the Oven Control Switch to the OFF position.

Note: If the pilot burns out after releasing the knob, start over at step 2 ensuring that at step 4, you let the thermocouple heat up sufficiently.

DO NOT LEAVE THE PILOT ON WHEN NOT COOKING IN THE OVEN. BE SURE TO TURN THE OVEN KNOB ALL THE WAY OFF IN BETWEEN USAGE.

Oven temperatures will vary depending on your altitude. Make adjustments as necessary. The burners on these stoves do not produce as much heat as those on the stove in your house and may take a little getting used to when you're cooking.

DO NOT USE THE STOVE OR THE OVEN AS A SOURCE OF HEAT. THESE ARE ONLY TO BE USED FOR THE PURPOSE OF COOKING.

HOT PANS PLACED ONTO THE COUNTERTOPS OR INTO THE SINK MAY CAUSE DAMAGE.

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TIRES

All the tires on your RV were visually inspected and checked for proper air pressure before you picked the unit up. We have one person on our staff whose primary function is to check the tires on every vehicle.

Tire problems occur most often during the summer months. Roadbed temperatures can be 30 to 40 degrees hotter than the outside air temperature and extreme heat can cause multiple problems with any tire.

To avoid tire problems on the road, you should visually inspect the tires on the vehicle at every fuel stop or anytime you feel it is prudent. Please remember, you are in control of this vehicle and it's your responsibility to inspect it periodically.

In addition, the tire pressure should be checked by tire professionals at least every 1,000 miles or whenever you move to or from higher elevations. Most tire stores and truck stops are equipped to check the tire pressure on dual wheel applications. This normally only takes a few minutes and can save you several hours waiting time for roadside assistance in the event of a blow out.

The air pressure in the tires can change dramatically between 1,500 ft. elevation and 6,000 ft. elevation. Tire pressure that is correct at 1,500 ft. above sea level will NOT be correct at 6,000 ft. and vice versa.

Most of our vehicles are equipped with a serviceable spare tire. The spare isn't necessarily a new tire but should get you to the next town where professional tire service is available.

Should you have a flat or blowout while on the road, follow the Breakdown Procedures at the beginning of this book.

DO NOT ATTEMPT TO CHANGE A TIRE YOURSELF! These vehicles are very heavy and we have purposely NOT provided you with a jack. Follow the breakdown procedures and try to relax while roadside assistance is dispatched to your location.

Follow these important steps to ensure your safety and to keep from incurring any additional charges.

- **Inspect the tires often and periodically have the air pressure checked by a professional.**
- **If you suspect a tire problem, call our toll free 800 line or proceed to the nearest tire store or truck stop then call us.**
- **If you have a flat tire or blowout on the road during business hours, always call us first. After hours, call roadside assistance and wait for them to arrive.**
- **If you purchased the optional Tire Road Hazard Coverage, you will not be responsible for tire related costs unless negligence on your part is evident. You are still required to return all old tires regardless of their condition.**
- **In the event of a blowout, roadside assistance will be dispatched and in most cases can provide a new tire or will mount the spare tire. It is your responsibility to make sure they install the same size, load range and tread design as what was on the vehicle. The installed tire does not have to be the same brand. You will be charged for the tire if it isn't the correct size, load range or tread design. Only the affected tire is to be replaced.**
- **DO NOT REPLACE ADDITIONAL TIRES WITHOUT EXPRESS PERMISSION FROM AMERICAN DREAM VACATIONS. THE COST OF ANY TIRES REPLACED WITHOUT OUR AUTHORIZATION WILL NOT BE REFUNDED TO THE CUSTOMER.**
- **YOU MUST RETURN ALL TIRES REMOVED FOR ANY REASON INCLUDING DAMAGED TIRES. Failure to return damaged tires for inspection in our shop will result in all charges concerning the tire failure to be charged to you. Damaged tires cannot be left with any tire service center or roadside assistance personnel. In order for us to be able to file for warranty with the tire manufacturer, we MUST have the old tire.**

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TV / TV ANTENNA / DVD

Most of our units are equipped with TV's and all have a TV antenna. If your unit has a built in TV, it is prewired and doesn't require you to plug it in to a socket or antenna. The following procedures tell you how to operate the TV (if applicable) and the TV antenna. Most of our coaches have a second TV hookup in the bedroom area of the unit.

One thing to keep in mind: (In motor homes) if the TV is in sight of the driver, there will most likely be a lock out switch on the coach that won't allow the TV to operate while the ignition key is on. This is to prevent a driver from trying to watch TV while driving.

This switch can NOT be bypassed or disconnected. The bedroom TV connections will work while traveling.

TV

The TV works just like the one at your house. It operates off of 110v electricity and has a remote control. Locate the remote, make sure you have electricity either from the generator or a land based source and turn the TV on.

TV ANTENNA

Most of our units have a "crank up" style TV antenna located somewhere in the living area of the coach on the ceiling. This is designed to be used when stationary only.

Follow these steps to use the antenna.

1.) Turn on the Power Booster switch usually located either near the TV or inside a cabinet door near the antenna crank. There will be a small button on a wall plate near the coaxial socket. When the power booster is on, a small red or green light will glow on the wall plate. This must be on in order for the Antenna to work. Vehicles with switcher boxes usually don't have a separate antenna booster as it is built into the switcher box.

2.) Vehicles with multi-button selector boxes, might first need to be set to Antenna for the respective TV on the selector box itself.

3.) Turn the antenna crank handle clockwise until it stops. This is extending the antenna on the roof of the coach. Be careful not to overtighten the crank as this can damage the antenna gear mechanism.

4.) Turn the TV on. Make sure the Source or Input is set to TV.

5.) Using the remote or buttons on the side of the TV, find the Menu settings.

6.) Find Channel or Program Settings. Make sure the TV is set to "Antenna" or "Air" as opposed to "Cable".
Some TVs will allow you to select this option after you complete step 7.

7.) Now you need to auto-scan, auto-program or auto-search for your local channels. Once you have found this option and selected it, you will need to wait for the TV to complete the process. After it is complete, you should be able to see any of the available local channels.

If there are multiple TVs in the unit, repeat steps 4-7 for each TV.

8.) Just above the antenna crank handle are two "rings". The one nearest the ceiling is stationary and has an arrow on one side of it. The second "ring" is directly below the first and has a matching arrow on it. Grasp the second ring, pull down on it and rotate the antenna at the same time to adjust for the best signal. The picture on the TV should be clear when you found the best antenna position. This is not always necessary as the over-the-air signal has been upgraded to digital.

CAUTION: DO NOT LEAVE THE ANTENNA UP WHILE DRIVING. IT ISN'T DESIGNED FOR THIS AND WILL MOST LIKELY BE DAMAGED IF YOU DRIVE WITH IT UP.

To lower the antenna you should grasp the second "ring", pull down and rotate the antenna until the arrows on the two rings match up. Turn the antenna crank handle counter clockwise until it stops turning and you hear the antenna set down onto the roof. Again, do not overtighten the crank.

Note: Some bunk TVs are not wired into the Antenna connection.

CABLE TV

Many RV parks offer Cable TV service. Most of the vehicles have an outside cable inlet where you can connect from the RV park's cable service to the vehicle itself. This inlet is usually located on the rear driver's side of the vehicle sometimes under a flip up plastic housing or inside an electrical compartment. Most outside coax connections on the passenger side are outlets for connecting outside TVs only. Your check out agent showed you this connection during your walk-thru.

AMERICAN DREAM VACATIONS DOES NOT PROVIDE COAX CABLE. YOU MUST PROVIDE YOUR OWN COAX IN ORDER TO ATTEMPT TO WATCH CABLE TV.

1.) Connect the coax cable to the park coax connection usually located near your electrical and water hookups.

2.) Locate the cable coax connection on the RV.

3.) Connect the loose end of the coax cable.

4.) Turn off the Power Booster switch usually located either near the TV or inside a cabinet door near the antenna crank. There will be a small button on a wall plate near the coaxial socket. When the power booster is on, a small red or green light will glow on the wall plate. This must be off in order for the cable feed to work. Vehicles with selector boxes usually don't have a separate antenna booster as it is built into the switcher box.

5.) Vehicles with multi-button selector boxes, might first need to be set to Cable for the respective TV on the selector box itself.

4.) Turn the TV on. Make sure the Source or Input is set to TV.

5.) Using the remote or buttons on the side of the TV, find the Menu settings.

6.) Find Channel or Program Settings. Make sure the TV is set to "Cable" as opposed to "Antenna" or "Air". Some TVs will allow you to select this option after you complete step 7.

7.) Now you need to auto-scan, auto-program or auto-search for your local channels. Once you have found this option and selected it, you will need to wait for the TV to complete the process. After it is complete, you should be able to see any of the available Cable TV channels.

If there are multiple TVs in the unit, repeat steps 4-7 for each TV.

Note: Some bunk TVs are not wired into the incoming cable connection.

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WASTE TANKS

All of our RV's are equipped with two or three holding tanks. The "black" tank holds the water and waste that goes into the toilet. The "gray" tank holds the water that goes into the sinks and shower. If your vehicle is equipped with a third tank, it is usually an additional gray tank identified as the "galley". This tank more often than not is specific to the kitchen sink. These tanks must be emptied periodically and this function is better known as "dumping".

TANK LEVELS

Your tank levels can be checked at your monitor panel. This is located on the wall usually in the kitchen area, near the entry way, in the hall leading to the restroom or outside the restroom door. Occasionally, this monitor panel will be integrated into your stove range.

You will see a series of lights usually measuring in increments of 1/3. The lights will correspond with E for empty, 1/3 meaning your tank is a third full, 2/3 meaning your tank if almost full, and F meaning that your tank is completely full.

Your monitor panel will either have a single button that will show all of your tank levels or a single button for each tank/ system that you intend to check.

Some of your newer monitor panels such as the Intelli-View will allow you to long hold the button thereby leaving the tank/system level permanently indicated. This is in event that you want to monitor a particular tank such as when doing the dishes or when multiple people are showering. This can be turned off by long holding the button once again.

SEWER HOSE

A sewer hose has been provided for you. You rental agent has shown this to you during the orientation. These are usually stored in an exterior compartment or in the rear bumper of the vehicle. If the hose is in the bumper, you can access it by removing either of the plastic end caps.

On one end of the sewer hose, there is a connection that will allow you to twist lock the hose onto the vehicle's sewer outlet.

The other end of the sewer hose is loose and can simply be placed into the dump inlet at the park.

SOME PARKS REQUIRE EITHER A PLASTIC ELBOW AND/OR A RUBBER DONUT SEAL IN ORDER TO MAINTAIN A CONSTANT DUMP CONNECTION. NEITHER OF THESE ARE INCLUDED WITH THE RENTAL. IF YOU REQUIRE THESE ITEMS, YOU MUST PROVIDE THEM AT YOUR OWN EXPENSE.

Be sure to rinse and properly stow the sewer hose.

BLACK WASTE TANK

DO NOT PUT ANYTHING OTHER THAN SPECIAL DETERIORATING RV/MARINE GRADE TOILET PAPER DOWN THE TOILET. DOING SO MAY LEAD TO BLOACKAGES.

If properly used and maintained, you should experience little or no odor from the holding tank. Some things to remember are:

1.) Try not to allow this tank to get over half full.
2.) When you "dump" this tank, dump it before you "dump" the "gray" tank. This will allow the water in the "gray" tank to flush the sewer hose while "dumping".
3.) While you're hooked up to a sewage system, **DON'T** leave the dump valve for the "black" tank in the open position. If you do, this will allow the liquids to drain out but leave the solids to build up in the tank creating odors and possible blockage in the tank.
4.) Each time you "dump", you should recharge the tank. See subsection Recharging Tanks in this section.
5.) If you experience odor or blockage in the tank, purchase a bag of crushed ice and pour it down the toilet just before driving the unit. As you drive, it will help break loose any solids that might be lodged in the tank.

GRAY WASTE TANK

The “gray” waste tank should be relatively clean water and soap. There is nothing you need to do to use and maintain this tank except use some common sense. **NEVER** allow solids to be forced down the drain of the sinks or shower.

Pouring grease and oils down the drain will cause a multitude of problems.

If your shower, or one or more of your sinks is backed up, you must "dump" your gray tank.

Note: Do not let this tank overfill as "gray" water will often times smell worse than black waste water.

DUMPING THE TANKS

You will encounter one of two types of dump stations, either a Centralized Sump Station such as those found at most State Parks or a Direct Sewer Hookup such as those found at parks that offer sewer connections. When you’re ready to “dump”, remember the “dump” outlet is most often on the driver’s side of the coach at the rear. Gloves may be necessary.

CENTRALIZED DUMP STATIONS

These are dump stations designed to be used by all of the RV'ers at the park. You must pull in, "dump" the vehicle, and go back to your site or move onto your next destination.

Pull the RV as close as possible to the “dump” station. Locate the sewer hose provided and attach the end with the fitting to the “dump” outlet on the coach. Place the other end of the sewer hose into the “dump” station receptacle. (This end should be held in place by something fairly heavy to keep it from coming out of the receptacle once you start the flow.)

SOME PARKS REQUIRE EITHER A PLASTIC ELBOW AND/OR A RUBBER DONUT SEAL IN ORDER TO MAINTAIN A CONSTANT DUMP CONNECTION. NEITHER OF THESE ARE INCLUDED WITH THE RENTAL. IF YOU REQUIRE THESE ITEMS, YOU MUST PROVIDE THEM AT YOUR OWN EXPENSE.

Locate the “black” tank dump valve (both dump valve are alike except the “black” tank valve is larger than the “gray” tank valve. Pull the dump lever all the way out and don’t close it until your sure the flow has stopped. Close the valve making sure it is tightly closed.

Locate the “gray” tank valve and pull the dump lever all the way out. Once the flow stops, close the valve tightly. Disconnect the sewer hose, stow it and re-charge the “black” tank with chemical.

RECHARGING TANKS

Before you begin using the toilet(s) and after you have emptied the waste tanks, it is important to Recharge the tanks with tank chemical.

Tank chemical can come in powder form, tablet form, granule form or liquid form. Two bottles of chemical have been provided for you to use. If you need more than what is provided, it will be at your expense.

Tank chemical is designed to breakdown solids, reduce odors and generally clean the tank.

ALWAYS FOLLOW THE INSTRUCTIONS ON THE PACKAGING FOR THE CHEMICAL YOU ARE USING.

1.) Ensure that your waste tank valves are closed.
2.) Pour approximately half a bottle into the toilet(s).
3.) Mix with at least a toilet bowl's worth of water by using the flush function.
4.) Flush the toilet, allowing the chemical/water mixture to drop into the tank.
5.) Repeat after "dumping" waste tanks.

If you are unsure about any of these procedures, call your local branch for assistance.

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WATER HEATER

All our RV's are equipped with a 6 gallon propane-fired water heater. They use propane to fire the burner and a 12v igniter to light it. The igniter is electronic and you don't have to manually light the water heater, in most cases. Some smaller travel trailers require you to manually light the water heater. These units are the "quick recovery" type and can generally reheat the tank in 15 to 20 minutes, making it possible for several people to shower without waiting extended periods of time in between.

GAS w/ DSI (Direct Spark Ignition)

Follow these steps to light the water heater.

1.) Make sure you have propane and the valve on the propane tank is open. If you're not sure, light a burner on the stove. This will also purge any air that might be trapped in the lines. (See LP System section for more information)

2.) Make sure either the water pump is ON or your are directly connected to City Water Connection. (See Fresh Water System for more information)

3.) Make sure you have water in the water heater. (Check this by turning on the hot water side of the faucet in either the kitchen or bathroom.) Water should flow out.

4.) Locate the water heater ON/OFF switch. (Usually found on the monitor panel or in the kitchen area on a wall panel. This switch usually has a red light lens next to it.)

5.) Press the switch to the ON position. The red light should come on for approximately 15 seconds and then go off and stay off. This means that the water heater is lit. You should hear the burner fire on the water heater.

You should begin to feel warm water from the hot water tap within 5 to 10 minutes. If you don't or aren't sure the water heater lit. Turn the switch off, wait a few seconds and turn it back on.

If the red light stays on continuously, the water heater isn't lit.

ELECTRIC

Electric water heaters are designed to be used in winter months while connected to land based power. When used in summer months, in conjunction with your Air Conditioner, you will almost certainly begin to trip breakers.

We do not recommend using the electric side of the water heater and in some cases, this function may have been disconnected so as to prevent burning up the heating element when running on an empty tank.

MANUAL GAS

The lighting procedure can vary, but they are almost always similar to those gas water heaters found in houses. A long barbeque style lighter is recommended.

ALWAYS FOLLOW THE DIRECTIONS NOTED IN THE WATER HEATER COMPARTMENT. DO NOT ADJUST THE TEMPERATURE SETTING.

1.) Locate the Water Heater access door on the outside of the vehicle. Open it using the thumb latch. (no key required)

2.) Turn or rotate the knob the pilot position. Some may require that you slightly push down on the knob in order to turn it. Some might require that you hold it in the pilot position as it may be a spring loaded knob.

3.) Once you have found the correct pilot position, hold the lighter to the pilot. The pilot is usually a small tube found at the lower right side of the water heater, directly behind a small metal square plate, jutting into the water heater itself. You may also see a bent tube directly above the pilot. This is the thermocouple.

DO NOT ATTEMPT TO LIGHT THE VENTED HORIZONTAL TUBE AT THE LOWER LEFT OF THE WATER HEATER.

4.) Once the pilot has been lit, continue holding the knob in the pilot position for approximately 20 seconds thereby heating up the thermocouple and allowing the water heater gas line to open up.

5.) Turn or rotate the knob to the ON position. The larger main tube, near the pilot, should fire up. If the pilot blows out, start over from step 2.

6.) Close the access panel. The water heater will cycle automatically.

If at any time the water heater blows out, fails to cycle on, or you run out of propane, you will need to relight it.

If, after trying the above procedures several times, the water heater doesn't light, check the Troubleshooting section of this book. If you continue to experience problems, call your local branch for assistance.

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TROUBLESHOOTING

AIR CONDITIONING

PROBLEM: The roof air doesn't work at all.

SOLUTION: Odds are good your not getting 110v power to the coach. Check the microwave clock display, if it's on then you have power. If not, check the breakers on the generator first and the breakers inside the coach second.

If you're running on the generator, make sure the 30amp power cord is plugged into the 30amp receptacle located in the power cord storage compartment, if applicable.

If you're plugged in to "shore power", check the breakers on the power source pole.

Make sure your Battery Disconnect is in the "Use", "On" or "Connected" position(see the Electrical System section of this book for more information). Check the fuses in the house breaker box. The thermostat runs off of 12V.

PROBLEM: The roof air's blowing but the air isn't cool.

SOLUTION: Check the air conditioner controls. Make sure the main control switch is on COOL and not FAN. Make sure the thermostat is turned to COOL and not WARM. DO NOT turn it all the way to the coldest setting. Doing so will cause the unit to freeze up and stop cooling altogether. The unit must be allowed to cycle on and off to work properly.

PROBLEM: Only the front (or rear) roof air works while I'm plugged in to shore power.

SOLUTION: Most of our units have 30amp service. With 30amp service, you can only run one air conditioner at a time. You won't be able to run both roof airs while plugged into "shore power" unless plugged into 50 amps.

PROBLEM: The breaker on the generator keeps tripping while I'm running the air conditioner(s).

SOLUTION: You may be demanding more power than the wiring will handle.

Be sure that you are plugged into proper power outlet. A/Cs cannot be run while using the 30/15 Amp adapters.

If you're running the air conditioner(s), try to refrain from using additional appliances that require 110v power such as the Microwave, Coffee Pot, Blow Dryers, etc. Make sure your Electric Water Heater is off.

Close your main air dump or Quick Cool vents. This will reduce the A/C's power consumption.

This problem generally surfaces during the heat of the day when demand is greatest and the wiring can't cool down fast enough.

PROBLEM: The air conditioner(s) cooling but the unit's still too warm inside.

SOLUTION: RV's aren't as well insulated as your home and require more cold air to stay cool. Lowering the thermostat to the lowest position will NOT help cool the RV. This is counter productive in that the A/C unit won't be able to cycle on and off properly and will freeze up and stop cooling altogether. This problem usually only occurs in the heat of the day.

RV air conditioners will only be able to bring the inside temperature down to about 20 degrees below the outside temperature. Pull down as many shades as possible and don't open doors or windows any more than is necessary.

PROBLEM: Everything seems to be running fine but the air coming out of the air conditioner doesn't seem very cold.

SOLUTION: Make sure the thermostat is NOT set to the coolest position. On a variable setting, about 2/3 is the correct setting for max cooling. Make sure the main control knob is set on HI COOL. Make sure the washable air conditioner filter is clean.

The A/C unit may be frozen up. This is more likely in humid conditions or when the A/C is overworked. Turn the thermostat to the Fan setting instead of COOL for 1 hour. Let the unit completely thaw out before turning it back to the COOL setting.

Ensuring that the temperature setting is not set below 72 degrees will reduce the chances of the unit freezing up.

AWNING

PROBLEM: I can't get the awning to unwind.

SOLUTION: For electric awnings, make sure the ignition is turned OFF and the key is removed. Some vehicles require that the parking brake be engaged.

Check the Battery Disconnect to ensure that it is in the "Use", "ON" or "Connected" position(see the Electrical System section of this book for more information). Check the fuses in the house breaker box. The awning runs off of 12V.

On manual awnings, make sure you loosened up the knobs on the tension arms, unlatched both travel locks and unlocked the awning tube spring lock on the right end of the awning tube.

PROBLEM: The awning is too low.

SOLUTION: Electric awnings, don't usually have a height adjustment as the height is preset by the manufacturer.

On manual awnings, pull on the release lever on each awning support arm and extend the arm out to the desired height.

PROBLEM: I left the awning up, it rained very hard and the awning canvas is full of water.

SOLUTION: On manual awnings, carefully pull the release lever on one awning support arm. Keep your hands clear of the support arm since the additional weight of the water will cause the arm to slide toward the coach very quickly. The water will rush to that corner and drain off the awning. Repeat this procedure on the other side then put the awning back up assuming there was no damage. **If you're leaving the unit for any length of time, roll the awning up to avoid costly damage to the awning or the coach.**

PROBLEM: I can't get the awning to go back up.

SOLUTION: For electric awnings, make sure the ignition is turned OFF and the key is removed. Some vehicles require that the parking brake be engaged.

Check the Battery Disconnect to ensure that it is in the "Use", "ON" or "Connected" position(see the Electrical System section of this book for more information). Check the fuses in the house breaker box. The awning runs off of 12V.

On manual awnings, make sure you loosened up the knobs on the tension arms. Flip the awning tube spring lock on the right end of the awning tube. If you have trouble flipping this lever, pull out on the strap loop to take some of the tension off the awning tube spring and flip the lever. The awning should start rolling up toward the coach. **Make sure you use the awning rod to control the speed of the awning while it's re-winding. Failure to do so can cause damage to both the awning and the coach.**

PROBLEM: The awning is trying to unwind while we're going down the highway.

SOLUTION: **Stop as soon as possible!** It may be necessary to wire-tie the arms closed. Wind the awning back up and secure the travel locks. You should inspect these locks each time you stop for fuel and before you start each days journey. **Failure to do so can cause severe damage to the awning, the coach and possibly other vehicles.**

PROBLEM: I can't find the awning rod.

SOLUTION: The awning rod is usually stowed in one of the basement storage compartments on the entry door side of the coach.

ELECTRICAL SYSTEM

PROBLEM: The roof air conditioner quit while running off the generator.

SOLUTION: Turn off as many appliances/110V systems as possible including the air conditioner(s). Check the breaker (s) located on the generator to see if they've tripped. Reset the breakers and turn the air conditioner(s) back on. If the air still doesn't work, reset the 110v breakers in the breaker panel inside the coach.

PROBLEM: The roof air conditioner quit while plugged into 30amp service.

SOLUTION: Turn the air conditioner(s) off. Reset the breakers at the power source. If the air still doesn't work, reset the 110v breakers in the breaker panel inside the coach.

PROBLEM: The 110v plugs in the kitchen (or bathroom) don't work.

SOLUTION: Reset the GFI plug. It will look like a normal 110v plug with a two buttons between the outlets. One of these buttons is a Test function and the other is the Reset. Depress the Reset button. This plug will be within 5' of the sink in either the kitchen or bathroom.

If the button won't reset, check the incoming 110V power.

PROBLEM: The dash air quit blowing.

SOLUTION: Turn off the dash A/C. Check the 12v fuses usually located under the dash. Replace the blown fuse and try the dash air again.

PROBLEM: The engine won't crank when I turn the key to start it.

SOLUTION: Most likely something was left on that ran the engine battery down. Most of our units have an "emergency start" switch on the dash. Locate this switch, press and hold it while turning the key to start the engine. Once started, the alternator will charge the battery.

Also, check the Battery Disconnect to ensure that it is in the "Use", "ON" or "Connected" position(see the Electrical System section of this book for more information).

PROBLEM: The lights in the coach are very dim.

SOLUTION: The coach battery is most likely run down. Either plug into a 110v power source or start the generator. This will power the converter/charger and charge up the battery.

Check the Battery Disconnect to ensure that it is in the "Use", "ON" or "Connected" position(see the Electrical System section of this book for more information).

Also check and reset the converter breaker located in the house breaker box.

PROBLEM: The breaker(s) on the generator keep tripping and I have to keep resetting them.

SOLUTION: This usually occurs when you're "demanding" too much power at the same time. Try turning something off. If you're running the air conditioner(s), try to refrain from using additional appliances that require 110v power such as the Microwave, Coffee Pot, Blow Dryers, etc. Make sure your Electric Water Heater is off.

Close your main air dump or Quick Cool vents. This will reduce the A/C's power consumption. This problem is magnified when the outside temperature is very warm.

PROBLEM: I'm using the 110v electrical adapter and not getting any power inside the coach.

SOLUTION: Most likely, you've overloaded the adapter and burned up either the adapter or wiring going into the coach. The adapter isn't designed to run everything on the coach. Attempting to run the air conditioner while using the adapter can severely damage the coach wiring and all the 110v appliances.

DO NOT RUN THE AIR CONDITIONER WHILE USING THE 30amp/110v ELECTRICAL ADAPTER. IT'S DESIGNED ONLY TO ALLOW YOU TO KEEP THE "HOUSE" BATTERY CHARGED WHILE PARKED.

PROBLEM: I'm not getting 12v power either inside the coach or while trying to start the engine.

SOLUTION: Many of our coaches are equipped with battery disconnect switches. If someone inadvertently turned this switch off, it will shut off all 12v power to the coach. Check the battery disconnect switch located either by the entry door or on the dash and ensure that it is in the "Use", "ON" or "Connected" position(see the Electrical System section of this book for more information).

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PROBLEM: I'm trying to use the map light above the dash and it doesn't work.

SOLUTION: These lights work very much like the ones on your car. Turn the vehicle light switch to the left and then try the map lights. The engine ignition may need to be on. There may also be another switch requiring that the two switches be in sync.

FRESH WATER SYSTEM

PROBLEM: The hose is leaking at the city water connection.

SOLUTION: Make sure that the water pressure regulator is being used and is inline.

Check the water hose and make sure that the O-ring seal has not fallen out of failed due to high pressure. Replace the O-ring seal as needed.

Tighten the water hose, but be sure not to over-tighten.

PROBLEM: When I turn the faucet on, nothing happens.

SOLUTION: Make sure you have water in the fresh water tank. Make sure the water pump switch is turned on. Some coaches have two water pump switches. The second switch is usually found in the bathroom.

Try connecting the water hose to the city water connection. Make sure the water source at the park is turned on or open. The water pressure regulator may have failed thereby not letting any water through. Replace the water pressure regulator if necessary.

PROBLEM: The water pump runs but I'm not getting any water.

SOLUTION: Check the level in your fresh water holding tank. You may be out of water. If you have water, the pump is running and you still aren't getting water, check the valve that redirects water flow when filling the on board tank. If this valve is left open, the system can't pressurize and you won't get any water.

PROBLEM: We've only taken 3 showers and the monitor panel says we're out of water.

SOLUTION: Refill the on board water tank. The average shower takes 10 to 12 gallons of water if your taking a "navy" shower where you get wet, turn the water off, soap up then rinse off**.** You'll also need to dump the "gray" tank. Most onboard water storage tanks only hold 40 to 50 gallons of fresh water.

FURNACE

PROBLEM: The furnace is blowing but the air coming out of the registers is cold.

SOLUTION: If it's been less than 5 minutes since you turned the furnace on, wait a few more minutes and test the air again. It sometimes takes up to 5 minutes to clear the cold air out of the ducts.

If, after 5 minutes, the air is still cold. Check to make sure you have propane. A quick check is to light a burner on the stove top. If you have propane, try going through the furnace lighting procedures again.

You can also try turning the tank or bottle valve all the way off and back on again. This can allow the valve to unstick and properly pressurize.

PROBLEM: The blower's running slow and the air is now cold coming out of the registers.

SOLUTION: You've most likely run the "house" battery down. This battery operates the blower motor and the igniter on the furnace. Try starting the generator or plugging in to a 110v power source. This will recharge the battery and allow the furnace to function properly.

PROBLEM: Nothing happens when I try to light the furnace.

SOLUTION: You may not be getting 12v power. Make sure the battery disconnect switch is on, check the battery condition by using the monitor panel, check the 12v fuses located in the breaker panel inside the coach. If you're getting 12v power and it still doesn't want to light, check your propane level.

PROBLEM: I turned on the Furnace and the overhead A/C fan came on.

SOLUTION: This only happens on units with digital thermostats. Cycle through the fan setting and ensure that it is set to Auto instead of High or Low. The fan will then stay off, while the lower heat unit comes on.

GENERATOR

PROBLEM: The generator cranks but won't start or it suddenly stopped running.

SOLUTION: Check the fuel level on the motor home. When the fuel level reaches 1/4 tank, the generator will not run. If it's even close to 1/4 tank, refill the fuel tank and try again. If the fuel level is fine, check the oil on the generator. Low oil can cause the generator not to start.

The generator may have overheated.

Be sure to check the Battery Disconnect to ensure that it is in the "Use", "ON" or "Connected" position(see the Electrical System section of this book for more information).

Also check and reset the marine grade reset-able breaker(see the Electrical System section of this book for more information).

PROBLEM: The generator sometimes surges.

SOLUTION: This is often caused by demand on the generator. When the air conditioner compressor "kicks" on, the generator will surge to catch up to the demand. If the surging seems excessive, it may be a carburetor adjustment caused by a difference in altitude or humidity(see the GENERATOR section of this book for information on adjusting).

PROBLEM: The generator is running but I'm not getting any power inside the coach.

SOLUTION: Make sure the 30amp power cord is plugged in to the 30amp receptacle located in the storage compartment with the 30amp cord, if applicable. Reset the 110v breakers located on the generator itself. Make sure the air conditioner(s) and electric water heater are off before you reset them. If that doesn't work, check the 110v breakers located in the breaker panel inside the coach.

Lastly, turn off all incoming power from the generator and engine, turn off the Battery Disconnect, wait 2 minutes, and power everything back on, one at a time, starting with the Battery Disconnect.

PROBLEM: The generator won't crank when I try to start it.

SOLUTION: You may have a low battery condition on the "house" battery. Try using the "emergency start" switch usually located on the dash of most of our coaches. Press and hold this switch while trying to start the generator. The house battery will re-charge while the motorhome engine is running or while plugged in to a 110v power source.

Be sure to check the Battery Disconnect to ensure that it is in the "Use", "ON" or "Connected" position(see the Electrical System section of this book for more information).

Also check and reset the marine grade reset-able breaker(see the Electrical System section of this book for more information).

LP SYSTEM / LP/CO Detector

PROBLEM: I have plenty of propane but can't get any of the propane appliances to work.

SOLUTION: Make sure the valve is open on the propane tank. If it is, turn the valve all the way off and back on so that the valve can re-pressurize.

PROBLEM: I smell propane when I'm outside near the propane tank.

SOLUTION: You may have just run out of propane. It is not uncommon to smell a little bit of propane when you run out of propane.

Also, check the manual relief valve located on the propane tank. If this is loose, it will allow propane to seep out of the tank. This small valve should be turned clockwise to close it. If you still smell propane after a few minutes, close the main propane valve and call us at 830-981-8835 as soon as possible.

PROBLEM: The LP/CO Detector keeps sounding.

SOLUTION: You may have just run out of propane. It is not uncommon to smell a little bit of propane when you run out of propane.

The knobs at the stove may have inadvertently been left on or open. Turn them off.

Cleaning chemicals, potpourris, aeresols, outside exhaust fumes, cooking things like bacon, etc can set off the alarm. If you are doing anything like this, press the Reset/Mute button and ventilate the vehicle.

The 12V battery may be getting weak. When dry camping, the battery tends to drain down anywhere from 2-8 hours. Recharge the battery with the onboard generator or by plugging into power.

The detector may have gone bad. Never disconnect or unplug the detector unless you have a functioning replacement detector.

REFRIGERATOR

PROBLEM: We picked the unit up this morning and it still isn't cool enough.

SOLUTION: Be patient. RV refrigerators take up to 8 hours to achieve full cooling. If you've loaded food into the refrigerator, it will take longer to reach full cooling. RV refrigerators use an ammonia based coolant rather than freon. They also work off of heat extraction so placing cold items inside prolongs the cooling of the unit.

PROBLEM: I've got the refrigerator on the maximum cooling setting but it's still not cold enough.

SOLUTION: This can be caused by using the refrigerator while it's "off level". These refrigerators are designed to run level. If you've been operating it "off level" for several hours, there can be a blockage in the cooling unit that can't be corrected easily.

PROBLEM: The refrigerator won't operate on gas.

SOLUTION: Check your propane level. If you have propane, switch the refrigerator control switch to Electric. You'll have to run the generator or plug in to a 110v source in order for it to work. If something has malfunctioned on the gas portion of the unit, it will continue to operate on electricity.

PROBLEM: Some of the food in the refrigerator section of the unit is frozen.

SOLUTION: Lower the thermostat setting on the refrigerator. Usually 3 is the proper setting but adjustments sometimes have to be made depending on humidity and outside temperatures.

SLIDE OUT(S)

PROBLEM: The slide out won't move.

SOLUTION: Make sure that the ignition is off and the key is removed. Ensure that the parking brake is engaged.

Make sure the slide locks have been unlocked or removed, if applicable.

Check your house battery level. Try plugging into land based power or turning on the generator.

Be sure to check the Battery Disconnect to ensure that it is in the "Use", "ON" or "Connected" position(see the Electrical System section of this book for more information).

Also check and reset the marine grade reset-able breaker(see the Electrical System section of this book for more information).

PROBLEM: The slide out squeals.

SOLUTION: This is usually fairly normal as the seals are making contact with the side of the slide out. Be sure to observe the movement of the slide out. If it begins to hang up at either the front or the rear, stop operating it and call us at 830-981-8835.

STABILIZING / LEVELING

PROBLEM: The jack panel indicated Low Voltage.

SOLUTION: Make sure that you are either running the generator or plugged in the land based power. Also ensure that the engine has been on for at least 90 seconds.

Lastly, check and reset the marine grade reset-able breaker(see the Electrical System section of this book for more information).

PROBLEM: The jack panel indicated Engage Park Brake.

SOLUTION: Most of the vehicles have a foot pedal style parking/emergency brake. This must be depressed all of the way.

In some cases, you may need to release it with the pull handle and reengage it.

PROBLEM: The jack panel indicated Ignition On.

SOLUTION: This only occurs on the vehicles with the configuration requiring that the engine ignition be turned off. Turn off the ignition.

PROBLEM: The jack panel indicated Excess Slope.

SOLUTION: Retract all of the jacks. Place wooden blocks under the jack pads, as needed and reattempt to level.

PROBLEM: The Auto function won't work on the jack panel.

SOLUTION: Attempt to level the vehicle manually(see the Stabilizing / Leveling section of this book for more information)

PROBLEM: The jack panel times out while trying to level the vehicle.

SOLUTION: Follow the procedures for Low Voltage. If that fails, check the hydraulic reservoir to ensure that you have adequate fluid levels.

PROBLEM: The jack panel indicates return for service.

SOLUTION: Press and hold the Enter and Retract button simultaneously until the panel resets. Check and reset the marine grade reset-able breaker(see the Electrical System section of this book for more information).

STOVE / OVEN

PROBLEM: The igniter won't light any of the burners.

SOLUTION: Make sure that you have adequate propane levels. Be sure that the propane tank valve is open.

Turn on the appropriate burner and rotate the igniter. If this fails, try manually lighting with a BBQ style lighter.

PROBLEM: The oven won't light.

SOLUTION: Make sure that you have adequate propane levels. Be sure that the propane tank valve is open.

When lighting, let the thermocouple get hot enough before trying to turn the knob from Pilot to the preferred temperature setting.

TV/TV ANTENNA / DVD

PROBLEM: The TV's on but I'm getting horrible reception.

SOLUTION: Make sure the "power booster" switch is on. This is usually located in an upper cabinet on the driver's side of the coach. It's a small switch on a wall plate with a 12v receptacle and a coaxial cable connection. There will be a small green or red indicator light next to the switch. On some vehicles, this switch may be located on the TV switchbox. If the "power booster" switch is on and you still have bad reception, make sure the antenna is cranked up.

Try adjusting the antenna until the picture clears. You should get a clear picture if you're within 25 to 30 miles of the station.

Also, try rescanning or reprogramming your channels in the Menu setting of the TV(s).

PROBLEM: The TV's not coming on.

SOLUTION: The TV requires 110v power to operate. Make sure you're getting 110v into the coach. A quick check is to look at the microwave, the clock will be flashing if you have power. If you don't have power, read the Electrical System section of this book.

Also, make sure the engine ignition is off. Some TVs are wired to shutoff when the engine is on.

PROBLEM: The front TV doesn't work while I'm driving.

SOLUTION: It won't work while you're driving. There is an automatic lock out switch that keeps the TV from operating when the ignition key is in the on position.

PROBLEM: The DVD player won't work.

SOLUTION: Ensure that you have power to both the TV and DVD player.

Determine how the DVD player is hooked up. If the DVD player is wired directly to the TV, cycle through the various Input or Source settings until you find the one that corresponds with the DVD plater.

If the DVD player is connected to a selector box, change the setting to DVD or HDMI on the switch box. Make sure the TV is on channel 3 or 4, depending on the selector box setting.

If the DVD player is built into the TV, make sure that the TV is getting power. You may need to switch from TV to DVD using the remote control or the buttons on the side of the TV. Also, try by inserting a DVD.

WASTE TANKS

PROBLEM: I'm getting a terrible odor from the toilet.

SOLUTION: Make sure the holding tanks have been dumped. After dumping, run approximately 2 gallons of water into the "black" tank through the toilet. Re-charge the tank by pouring approximately 4 ozs. of toilet chemical down the toilet. If the odor persists, buy a bag of crushed ice and pour it down the toilet just before driving the motorhome. The ice will dislodge any solids that may be stuck to the tank walls. After the ice treatment, dump the tanks and re-charge again.

PROBLEM: Water is coming up through the shower drain.

SOLUTION: Dump the holding tanks. When the "gray" tank is full, this is the first place it shows up.

PROBLEM: I dumped the tanks and the monitor panel still shows liquid in the tanks.

SOLUTION: Monitor panels work off of electrodes in the tank. They can sometimes give you a false reading. If you are convinced there is still liquid in the tank(s), check to see if your unit has another dump valve besides the two main valves. This would usually be located under the coach on the entry door side at the rear. If you still feel there's liquid in the tank(s), try pouring a bag of crushed ice down the toilet just before driving the motorhome. This should dislodge any blockage that may cause the tank not to drain properly.

NEVER PUT ANYTHING DOWN THE TOILET SUCH AS PAPER TOWELS, TAMPONS, TAMPAX OR DISPOSABLE DIAPERS.

WATER HEATER

PROBLEM: I'm not getting any hot water from the tap.

SOLUTION: Check to make sure the water heater switch is on. You can turn it off, wait a few seconds and turn it back on. The red indicator light should come on for a couple of seconds then go off. If it stay on, this indicates the water heater isn't lighting.

Check your propane supply. If in doubt, light one of the burners on top of the stove. Check your water supply. If you have ample water, you should be getting water from the tap when you turn on the hot water side. If you've recently used a good bit of hot water, wait 15 or 20 minutes and try again.

PROBLEM: I'm not getting any water at all from the tap.

SOLUTION: Check your water supply. If you have ample water, make sure the water pump is turned on. If the pump is on, make sure the water diverter valve located in the plumbing compartment on the outside of the coach is closed. If you're connected to a land based water source, make sure the hose is connected to the City Water inlet on the coach.

DO NOT WRITE IN THIS AREA

PLEASE USE THE NOTES SECTION

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