



ARRKANN
TRAILER & RV

OWNERS MANUAL



ArrKann RV Owner’s Handbook

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1. Welcome

a) Welcome & congratulations letter

Congratulations on your purchase of your RV from ArrKann Trailer & RV Centre!



Whether this is your first RV or sixth, we want you to know how much we appreciate you choosing us to be a part of your RV lifestyle with your friends and family.

We will make every effort to ensure your buying and camping experience is as smooth as possible. If, for some reason that is not the case, please let one of our staff know so we can do our best to rectify the situation. We're a family-owned company that has been operating in the community for over 40 years and as a result our goal is to have customers for life.

To help us serve our customers better we have four locations in Alberta, we're active member of the Recreational Vehicle Dealers Association of Alberta (RVDA) as well as AMVIC certified. With your purchase we've given you a 1 year membership to the Route 66 RV Club. This is a network of over 150 independent RV dealers across North America where you will enjoy preferred service, should the need arise, as well as a 10% discount in all of their parts & accessories stores. With your membership you also receive a 10% discount at all KOA campgrounds, one of the largest campground networks in North America and many other exclusive savings!

Thank-you so much for choosing us and welcome to the ArrKann family!

Happy Camping!

Sincerely,

Sarah Baptiste
Sarah Baptiste & the ArrKann Team

a) Mission, vision & values

i) Our mission

We provide outstanding products and services so our customers and employees can enjoy the benefits of the RV camping lifestyle.

ii) Our vision

Growth through customer service and dedication.

ii) Our Core Values

- **Be Sticky:** Stick with your commitments and relationships to create lasting connections.



- **There's always room around the campfire:** We accomplish more as a team and have more fun when everyone's included.
- **Get Dirty:** Dig in, and get it done.
- **Stay on the right path:** Do what's right.
- **Be the spark:** Take initiative and see challenges as opportunities.

b) Company history

The Friedenbergs family has been in business in Alberta for over 50 years. It all began in 1955 when Ruben Friedenbergs opened a hardware store in the Allendale community in Edmonton. Eventually in 1976 Ruben began a small tent trailer rental business out of the back of the hardware store and that was the beginning of our passion for camping! His mission was "Growth through Customer Service and Dedication" and that is still our vision today. Over 30 years later ArrKann has grown into one of the largest dealerships in Alberta with a well-respected reputation for taking care of its customers. There have been challenges along the way. In the late 1980's ArrKann actually was a small manufacturer of tent trailers but a massive Tornado in the summer of 1987 completely wiped out ArrKann's sales and manufacturing facilities. A sign was painted on the only remaining wall left standing that read "We Shall Return!" We sure did! After the tornado we gave up manufacturing and focused our efforts on becoming a top sales organization. The first few years after the tornado were spent rebuilding and retooling the business. In 2010 we introduced our tag line 'we're closed Sundays and we think you should be too' in an effort to encourage people to get out and spend time with friends and family, hopefully RV'ing! We continued to grow our Edmonton operations and in 2013 we opened our first dealership in Calgary. In 2015 we expanded our Edmonton service department and started our Keeping Kids Camping program. This employee led program uses our resources to support initiatives that help children in our communities grow-up strong and healthy; we want to make a difference in children's lives. In 2017 we opened our second location in Calgary and we are excited to see where we go next! All of this has allowed us to share the RV camping lifestyle with families just like yourselves!

2. RVing Tips & Tricks

a) Insurance

Contact your insurance broker or insurance company to add your new RV to your policy. RV insurance is relatively inexpensive and can be invaluable in the case of an accident, damage or theft. RV's are NOT included in your home or vehicle policy and will need to be added separately.



b) RV Deep Cycle Batteries & Power

The proper battery for your RV is a deep cycle battery. They come in many different sizes ranging from a standard battery with 100 minute reserve capacity to two 6 volts with 450 minutes reserve. What to buy would depend on your camping needs. The reserve is calculating on a 25-AMP draw, so if you were using 5AMPS of power your battery would last 5 times the reserve. Most RV furnaces draw 5-8 AMPS and a single light bulb draws about 1.5 AMPS. The power usage should be able to help you calculate how long your battery will last. Charging the battery can take some time depending on how large your reserve takes to fully recharge the battery. Conventional ways to charge an RV battery include using the built in converter charge or a tow vehicle charge line. For example, if you used 10 AMPS for 5 hours and drove home 3 hours charging at 5 AMPS your battery would not be full. The deep cycle batteries are NOT maintenance FREE, so the fluid levels should be checked regularly and topped up with distilled water when low. Also, because the batteries have water in them they must be stored in a heated place during the winter months to avoid freezing and cracking.

i) The Essentials

- *24 Series Batteries*

Good inexpensive 12 volt battery used primarily for safety. The brakes on your trailer require a 12 volt battery installed for the emergency braking system to function. This is so if the breakaway switch is activated in an emergency the battery will power the trailer brakes in the event your trailer is no longer connected to your tow vehicle. The installation of a battery is mandatory on trailers over 2000LBS in Alberta.

You can expect this battery to:

- 2 days use
- Safety devices only
- A few lights
- No furnace
- Converter Charge Time: up to 3 days depending on the size of charger in you trailer converter

ii) The Basics

- *27 & 29 Series Batteries*

Managing your power requirements for a weekend is important when dry camping. Most 29 series batteries will provide enough power for your necessary systems; a few lights, modest furnace usage, refrigerator gas valves and safety devices such as LP and carbon monoxide detectors.

You can expect these batteries to:

- 2 days use
- Furnace- light duty

NOTE: For an optimum camping experience the battery should be first fully charged before camping. Most converters in a trailer are required to be plugged in for approx. 3 days for a single 12v battery to be fully charged.



- Safety devices
- A few lights

CONVERTER CHARGE TIME: 3 days

iii) Weekender

- *6 Volt Battery Configuration (two batteries installed in series to add up to 12 volts)*

Ideal for all types, makes and models of recreation vehicles. The best choice if you are dry camping for more than two days without access to 110V power. Typical limit is 5 days with modest furnace, lights and stereo usage.

You can expect these batteries to:

- 3-5 days use
- Furnace - medium duty
- Safety device
- Under 2 hours audio/video per day
- A few lights

CONVERTER CHARGE TIME: 5 days

iv) Sustainable Living

- *160 Watt Solar Systems*
 - Recommended with 6 volt batteries to extend dry camping, a solar panel system added to your coach will provide unlimited 12 volt power with modest equipment usage. A typical 24 hour day in Alberta will restore approximately 50 amp hours of energy into your 12 volt battery system.
 - Advantages - Maintenance free, lightweight, 25-years warranty, always on, no fuel required
- *Power Inverters*
 - An inverter produces a quiet 110v power by a maintenance-free electronic device which converts your 12V power into 110V power with no moving parts.
 - Recommended to have two six-volt batteries and a solar panel system to ensure there is enough 12 volt power available when you need it most.
 - Individual consulting required to adequately accessing 110 volt needs.
 - Advantages - Maintenance free, NO NOISE, no fuel required, power when you need it.

v) 110 Volt Power

- *Portable Generators*



- Generators are quick and easy solution to power your 110 volt accessories. They charge your battery and provide ample power to operate microwaves, air conditioners, DVD players, TV's and other accessories depending on the size of the generator.
- Requires fuel and periodic maintenance
- Advantages- power when you need it, lower up front cost

vi) Surge Guards

We recommend using a surge guard to protect your appliances and electronics from power surges and drops at the pedestal. There are several options available in our parts department depending you're your individual needs and budget.

c) Breakaway switch

This device is only used in an emergency if your RV becomes disconnected from the tow vehicle when traveling; it is designed to apply the trailer brakes full on. A battery must be on the RV for it to function. This devise must NOT be used as a park brake; it will drain the battery and could cause damage to the brake magnets.

d) RV Fridge

For your RV fridge to properly operate it MUST be level during operation. A fridge running off level will not only fail to cool, it can also damage the cooling unit by causing overheating. Your RV fridge also takes approx. 4 hours to reach operating temperature.

There is a drain hose located at the rear of the fridge. This hose MUST be positioned to drain outside the vent. Failure to do so could result in water damage.

e) Air Conditioner

The air conditioner compressor requires up to 20AMPs of power to start-up and run. It will not work if you're using an insufficient gauge extension cord. Also most household outlets contain a 15AMP breaker so your AC may not run when plugged in at home; it could trip the breaker in the house.

Digital thermostats need to be set to "Auto" to function properly. Not doing this can result in your furnace and your air conditioner on at the same time.

f) Awnings

A large number of insurance claims are made each year due to damages caused by an awning. The most common cause of awning damage and causing damage to the unit is that they are left out unattended and the weather changes. It does not take much wind or rain to come while you are sleeping or have gone to the beach to rip your awning from your unit.



Manual Awnings: Be sure that you are using the travel locks in transit. Also be sure you are not unlocking the awning once you have put it away. When the awning is down and you switch the lever to roll it back up it is in the correct position for travel, do not switch the lever again until you are ready to roll it down.

Power Awnings: Be cautious using the pitch adjustment (“auto-dump”) when raining. The awning will not always automatically adjust sufficiently to prevent water from pooling in the awning and stretching the fabric. If you choose to leave your awning out in the rain ensure that one corner is sloped sufficiently to allow water to run off the awning fabric

g) Waste systems & monitor panel

- When using your RV toilet, rapid dissolving RV toilet paper MUST be used. Regular household toilet paper does not properly break down and can cause your waste tank to become plugged, or it can be caught up in gate valve seals causing a leak the next time the tank is used.
- Toilet chemical is required for the waste tank to combat odors and help break down solids
- When using your RV toilet, push the handle or pedal half way and hold to let water into the bowl, then fully depress to open the valve and complete the flush. If you just push and release just like home, not enough water is let into the bowl to carry the paper and wastes cleanly way which may foul the toilet valve.
- When connected to the sewer in an RV Park, keep the valves closed until you need to drain. This allows the build-up of water in both tanks to help drainage.
- The gray water drain is usually a 1-1/2” valve and pipe, whereas the black water drain is usually a 3” valve and pipe. Always drain the black water first followed by the gray water. Putting the gray water through last helps clean your sewer hose.
- After using the holding tanks it is recommended to thoroughly flush out the tanks with fresh water, which will help the monitor systems for tank levels read more accurately. False readings can be caused by a number of circumstances such as condensation or debris inside a tank. Wash wands for toilet tanks are available.
- Most RV’s have a monitoring panel for checking the charge in your RV batteries and the levels in the fresh, gray and black water tanks. These gauges provide at best only approximations – even under optimum conditions when brand new.



h) Towing checks and tips

- *Tow Vehicle*
 - Always follow the tow vehicle manufacturer's recommended towing capacities for maximum trailer weight and tongue weight.
 - If you exceed the towing capacity you will risk damaging the tow vehicle
- *Receiver & Ball Mount*
 - The receiver should always be bolted on the tow vehicle, never welded on. Welding a hitch may weaken the vehicle's frame and may void the vehicle and hitch manufacturer's warranty.
 - If any part of a receiver or hitch ball has been damaged it should be removed and replaced with an undamaged one.
 - Pin & clip are installed through drawbar/ball mount of receiver
 - When not using receiver it is best to pull out the drawbar/ball mount so it does not rust in the sleeve.
 - A receiver lock will ensure your trailer and ball mount are secure from theft.
 - A sleeve cap conceals and protects the receiver sleeve when not in use.
 - Check hitch frequently to make sure that all of the fasteners and hitch ball are properly tightened.
- *Hitch ball*
 - Size must match the trailer's coupler size and weight: the hitch ball size is usually marked on the coupler.
 - Shank size of hitch ball must match hole size of ball mount.
 - Hitch ball should not be shimmed (spaced)
- *Safety chains*
 - These are on your travel trailer and fold down (this is required by law),
 - Ensure they are connected and crisscrossed properly
 - Inspect for damage prior to each trip
- *Trailer load*
 - Load should be distributed properly so tongue weight is 10% of Gross Trailer Weight.
 - When loading trailer distribute weight throughout the RV evenly from side to side and try to load the heaviest items towards the wheels.
 - The gross trailer weight is the combined weight of the trailer and all of its contents completely loaded
 - The tongue weight is the downward force exerted on the hitch ball by the trailer coupler. This is usually 10% of the gross trailer weight.
- *Tires & axles*
 - Ensure tires are not worn, bulging or cracking
 - Ensure tires have the correct air pressure



- Wheel lugs are tightened after the first 15km, 30km, 80km and every 800km thereafter
- To torque your lug nuts use a torque wrench so the specific ft/lbs recommended by the wheel manufacturer. See Appendix C for the appropriate lug nut torque pattern
- Strap down any loose items such as free standing furniture, televisions, appliances etc. Remember to tuck away easily forgotten items like cutting boards, soup cans, brooms, etc. so they don't slide around and cause damage.
- Trailer is sitting level
- Trailer wiring is connected and working properly
- Tongue jack is fully cranked up
- Breakaway switch is hooked up properly
- Stabilizer jacks are stored properly

3. Winterizing/De-winterizing your unit

a) Winterizing

The plumbing system in your RV must be winterized with non-toxic RV antifreeze each fall to ensure your unit does not have any freeze ups. Your RV dealer can do this for a cost (the gray and black tanks must be emptied by the customer prior). If you choose to perform the winterizing yourself make sure you do not put the antifreeze in the fresh water holding tank, use a bypass hose on the pump and suck from the antifreeze jug. Also be VERY sure not to miss any of the steps or procrastinate on getting the job done before the weather turns. A mistake could be very costly.

Steps to winterize:

- i. Drain your hot water heater
- ii. Drain your fresh water tank
- iii. Drain your hot and cold water lines
- iv. Make sure your holding tanks are empty
- v. By pass your water heater
- vi. Find the water pump and disconnect the inlet side of your water pump and connect a new piece of water hose and put it in your bottle of antifreeze. Some units may have a pump bypass kit. If so, turn the bypass valve and put hose into bottle of antifreeze.
- vii. Start opening the taps farthest away from the pump doing hot and cold one at a time. You should have water flowing through followed by pink antifreeze. Be sure to run antifreeze through all of your fixtures. Fixtures include kitchen sink,



bathroom sink, shower, toilet, outside shower, washing machine (follow manufacturer instructions) and fridge icemaker/water dispenser (follow manufacturer instructions).

- viii. Turn off pump and depressurize water system by opening up a hot/cold water tap. Leave open. Go outside to the city water connection and remove screen. Gently push in the pin inside the city water connection and hold it in. There should be water coming out followed by antifreeze. Repeat if no antifreeze comes out.
- ix. Once you have finished take the line out of the antifreeze bottle and reconnect the line to the pump.
- x. Pour antifreeze down all the drains (Kitchen sink, bathroom sink and tub or shower pan) minimum of one cup, to clear the P traps of any water.
- xi. If unit is equipped with a black tank flush, it must be winterized. Using a hand pump, pump antifreeze through spray port at black tank flush.

Note: Remove battery, ensure fully charged and store inside. Charge once a month throughout the winter to ensure battery longevity. We recommend minimum 20amp smart charger (this means it will automatically turn off once your battery is fully charged). Remove dry foods so as not to attract mice while the unit is in storage

b) Dewinterizing

- i. Be sure black and grey valves are closed
- ii. Fill fresh water tank
- iii. Turn on pump and run water through all fixtures until clear water runs through. Turn off pump.
- iv. Connect hose to city water connection
- v. Turn on water and run water through all fixtures until clear water runs through. Here are your fixtures:
 - Bathroom sink, shower, toilet
 - Kitchen sink
 - Exterior shower
 - Washer dryer connections if equipped
- vi. Turn water heater bypass to summer use position



- vii. Allow water to run through water heater to flush any antifreeze or debris that may be inside the tank
- viii. Replace plug in water heater and/or anode rod
- ix. Open hot water tap at kitchen sink to allow air to escape as water heater fills.
NOTE: Hot tap will sputter for a few moments, THIS IS NORMAL, when water flows steady and water heater is full.

Girard water heaters do not have a drain plug and do not require filling
- x. Hook up fully charged battery that has been stored inside and charged periodically throughout the winter.

4. Required RV Maintenance Schedule

Your RV has many things that require regular maintenance. Below is a general guideline as to what you should look for and when.

a) Prior to each trip:

- Check tires (tire pressure, tread wear and side walls for cracks) each trip
- Check torque on wheel nuts before each trip
- Check hitching system on trailer and vehicle for any noticeable deficiencies
- Check light operation
- Check your awning for correct operation and ensure travel locks are engaged (if applicable)
- Check all of your gear (water/sewer hoses, water regulator, portable appliances etc...) to ensure it is where you left it and in good working condition
- Check the fluid levels in your battery and top up with distilled water if needed
- Charge your battery
- Check fire extinguisher pressure and condition
- Ensure LP tanks are full

b) After each trip:

- Clean your RV regularly to prevent black streaks and keep it looking great
- Clean your awning
- Empty and thoroughly flush all holding tanks
- Empty and clean your fridge. Place door clips in to allow air flow when not in use.

c) Twice a year (once in the spring, once in the fall)

- Inspect roof



- Anything that is attached to the roof of your RV, such as roof vents, has sealant around it to prevent leaks. Over time this seal will deteriorate or crack and needs to be touched up or replaced (the type of sealant is dependent on the roof material)check
- Vent lids for any damage or cracking
- Keep roof clean to prevent early deterioration
- Walk around unit and inspect moldings and sealant for deficiencies
- Inspect undercarriage for leaks, wires hanging down and any other problems
- Check slide for proper operation and ensure slide seals are in good condition
- Clean and lubricate steps to ensure they work smoothly
- Lubricate door locks
- Check battery terminals for corrosion and clean with wire brush if necessary
- If an exterior paint protection has not been purchased you must wax the exterior of your trailer twice per year to maintain its finish. A regular automotive wax will work well.

d) Once a year:

- Repack wheel bearings
 - NOTE: Grease fittings are not a substitution to repacking your bears. This could cause an over-greasing situation that could damage your brakes.
- Check brakes (while bearings are being serviced is best)
- Propane leak and pressure test
- At the beginning of the season light all appliances and check operation
- Check and test detectors, change batteries if necessary (propane, smoke and carbon monoxide). Ensure none of your detectors have expired.

5. Trouble-shooting

Although we've made every effort to ensure that your unit is ready to go and you are educated on how to use it, sometimes things still go wrong. We've put together an information sheet on the most common problems.

Electrical Issues

a) You get a shock when you touch the outside of your trailer, SHUT OFF THE POWER IMMEDIATELY.

- i. In most of these cases the problem is not the trailer. Check the outlet for correct polarity and a proper ground with a plug-in outlet tester (sold at most hardware stores). If you are at a campground ask them to do it for you.
- ii. If the outlet is OK, next check the plug adapter and the extension cord. This can be checked with the same tester. If either of these items is bad, have them repaired or replaced before reconnecting the trailer to power.
- iii. If they all check good call your dealer or a qualified repair service



b) No power at an outlet

- i. Check and see if you have tripped a breaker. There are breakers located in the main power box (converter) and also at some of the outlets. Ground fault (GFI) breakers are used to protect you outside, in the kitchen or in the bathroom. Sometimes they will control some inside outlets as well. These breakers look just like an outlet but have a 'test' and 'reset' button on them. Try to reset the tripped breaker. If they will not reset call your dealer

c) No 12 volt power

- i. Check and see if you have blown a fuse. Fuses are generally located in the converter as well as a main battery fuse at the front of your trailer close to the battery. On travel trailers it is in a separate in-line fuse holder underneath the trailer just behind the battery. In fifth wheels it is attached to the battery.
- ii. If you have blown a fuse check to see if the battery leads are connected with the proper polarity. **RED/BLACK = Positive and WHITE – Negative.** There may also be an additional red wire connected to the positive side for the power jack motor. Generally on a trailer purchased from ArrKann, the positives wires are tagged with a red "+" label.

Water Issues

a) Pressure water leak

Ensure all the fittings are tight such as a nut on the underside of a faucet or on a water heater. These are hand tightened fittings so it is not uncommon for them to shake loose a little bit during travel. If hand tightening does not work you can use a wrench or pliers to stop the leak. If the leak persists call the dealership to make an appointment for service.

b) Fresh water holding tank leak

Check to ensure that all hose clamps are tight. If the leak persists check the seals on the fittings or hoses. This can be resealed with silicone rubber bathtub caulking and re-install the hose. If the tank itself is leaking it will need to be replaced. Drain the tank and call the service department to schedule an appointment

c) Rain water leak

Window leaks sometimes come from plugged drain slots found at the bottom of the window. Clean using a small screw driver or wood stick. Check that there are no cracks or small holes around the outside window seal. If there is clean and dry the area and repair with silicone.

Antenna leaks are commonly caused by snagging an antenna wire on a tree branch and can be fixed by re-sealing the wire with silicone.

d) Gray water leak



We test all trailers for leaks at the sink and tub drains. However, after the trailer is used and hot water softens the plastic drain pipes and seals, a leak can sometimes develop. These leaks are usually very simple to repair by hand tightening the fitting. If they persist you can use channel lock pliers or a wrench. In some cases the fitting may need to be taken apart and a small bead of clear silicone rubber bathtub caulk applied to the seal. Re-assemble immediately and hand-tighten. If you still have a leak, stop using the drain that leaks and call to schedule a service appointment.

e) No hot water

Check to ensure that your hot water heater is not in the by-pass position

6. Warranty

Congratulations on the purchase of your new trailer! At Arrkann we sincerely appreciate your business and the trust you place with us to service your trailer. In order to assist your service requests as efficiently as possible we define our service priority levels and their procedures as follows:

a) Coverage

- i. A new RV warranty typically will cover defects in materials and workmanship supplied by and attributable to manufacturing and assembly of the RV when the RV is used for its intended purposes of recreational camping.
- ii. Typically coverage will extend for a period of one year from the date of purchase by the first retail owner

b) Exclusions

- i. Routine maintenance including, caulking, re-caulking and waxing of the body of the RV, tightening screws, brake squeak/lock-up/adjustment, latches, locks, combustion systems, changing fuses, or light bulbs, and maintaining the air conditioning and heating systems;
- ii. Adjustments to all doors, drawers, locks, latches, slide outs, awnings and window treatments beyond 90 days after retail sale.
- iii. Recreational vehicles used for business, rental, commercial, residential, or disaster relief purposes, or any purposes other than recreational travel and family camping;
- iv. Damage or loss caused in whole or in part by the misuse, abuse, neglect, theft, vandalism, product modification, improper customer installation, improper stowing of equipment, overloading or improper balancing of the load, low or high voltage, unauthorized repair or failure to follow instructions supplied with the recreational vehicle;



- v. Damage or loss caused in whole or in part by the unauthorized attachments, modifications or alterations to the structure, body, pin box, or frame of the RV including but not limited to trailer hitches for towing, or platforms for supporting cargo;
- vi. Any fading or die lot changes of fabrics or carpet or cosmetic issues with the roof material(s) or its installation;
- vii. Design defects; Redesign/Re-construction of any part of the RV; or anything related to wheel or axle alignment;
- viii. Rust or corrosion due to the environment; and any broken glass damage;
- ix. Damage or loss caused in whole or in part by animals, exposure to natural or atmospheric elements, corrosive chemicals, ash or fumes generated or released by vehicles, collision, road hazards, rock chips, condensation, or any other source
- x. Damage or loss caused by willful or negligent acts of the driver of the vehicle pulling the RV, and accident involving the RV, or the condition of any road surface.
- xi. Damage or loss to the RV caused in whole or in part by the tow vehicle selected by the owner, owner's operation or use of the tow vehicle, improper selection or installation of towing hitch on tow vehicle, weight distribution, sway control or equalizer equipment, or damage to the owner's tow vehicle
- xii. Any injury or loss or due to mold or fungi

Note: Please reference the owner's manual for the product you purchased for specific guidelines as it pertains to your recreational vehicle.

c) Priority Issues

- i. Priority 1: Safety & Essentials
These items are considered essential to the safe and/or effective use of your unit and will be scheduled at your earliest convenience based on shop capacity to ensure these primary systems are functioning and to get you back camping as quickly as possible.
 1. Appliances: Furnace, Hot Water Heater, Refrigerator, Range/Oven, Air Conditioner and Propane system.
 2. Water System: Water Pump, Water Leaks and Water Lines, Fresh Water and Waste Tanks.
 3. Exterior System: Electric Brakes, Slide Outs, Exterior Lighting, Awnings, Roof and Exterior Water Leaks.



- ii. Priority 2: Maintenance & Cosmetic
Items not listed in the above Priority 1 list are considered to be cosmetic type issues that do not affect your ability to use the unit. Although important in the upkeep and care of your unit, these issues may be scheduled away from the peak season (Fall and Winter).

d) Warranty procedure

- i. Whether your issue is a Priority 1 or Priority 2 concern the procedure is the same. Please contact the service department to document the issue or concern with as much detail as possible. Our service team will be happy to assist you in scheduling an appointment and directing you further. We encourage the use of email to document your service requests and list of concerns.

Our service department will administer claims for warranty repairs performed at our dealership on your behalf. It is important to note that the manufacturer and extended warranty companies have approval and denial rights based on each specific warranty provided at the time of sale. Any contested denials may require customer participation. All deductibles and non-covered expenses are the customer's responsibility.

- ii. Important notes for Warranty:
Please ensure to read and acknowledge your manufacturer and extended warranty manuals. It is important to know the coverage outlined for your particular product.

Many repairs require preauthorization and parts from the manufacturer or other vendors. There are times required parts may take 6-8 weeks to be received and even longer if the parts are backordered from the original manufacturer. Unfortunately, in some instances, parts may arrive damaged or incorrect. If this happens we will make every effort to communicate such delays with you.

Warranty does not cover any travel time and it is the responsibility of the owner to bring their unit to a service center for repairs.

e) Extended warranty

Extended Service Contracts typically cover component failures; it does NOT cover structural failures or manufacturer defects, does NOT cover maintenance issues or misuse and it generally does not cover travel expenses. Please refer to your trailer and coach specific brochure for a detailed list.



7. Service appointments

We make every effort to ensure that your unit is functioning as it was intended prior to delivery however it is not uncommon for warranty issues to come up during your first camping trip.

a) How to schedule

As soon as you have problem contact our service department either via telephone, e-mail or through our website. We will get back to you as soon as possible to discuss what the issue is and help you determine whether it is a Priority 1 or 2 problem. We will then work with you to find the best time for both of us for you to bring your unit into the service centre for repair as well as discuss timelines based on your problem. Often we will not be able to determine the exact length of the repair until the unit has been diagnosed by one of our certified RV Technicians.

When describing your problem always try and answer three questions about each request WHAT, WHERE & WHEN. It will help the technician come to resolution more often. For example instead of "my window leaks", describe instead as "my front window on the passenger side leaks when I am driving in the rain". This will make diagnosing the problem and solving it much easier.

Unlike an appointment with your dentist, service appointments are for when you are able to drop off and leave your unit. In most cases we are unable to repair your unit while you wait. We will make every effort to communicate timelines with you.

b) What to do prior to your appointment:

- i. Your black tank should be emptied. This will ensure that sensors are reading properly and you are not charged for a black tank flush. If you have a service request involving the drainage system and the tanks are not emptied you may be charged for a tank flush to properly address the service concern.
- ii. Ensure your fridge is empty all perishable food items. There is a risk your battery may die or your propane may run out prior to getting your trailer back. We do not want your food to spoil!
- iii. Remove any special items or valuable personal items from your trailer. Although your trailer will be secured in a fenced yard sometimes theft does occur. Unfortunately we are not responsible for any theft of your unit so please ensure your trailer has adequate insurance coverage.
- iv. If possible mark specific areas of concern prior to bringing your unit in for service. Although not necessary this will speed up the drop off process and help facilitate communication between yourself and our service department



c) When you bring your unit in for an appointment:

- i. Leave the stabilizer jacks in the travel position (UP).
- ii. Do not leave blocks or wheel chocks.
- iii. Do not put your hitch lock on your unit
- iv. If the service item might be hard to spot by the technician try to mark it with something like a post it note or whenever possible someone will come out to your unit to see the issue with you.

8. Contact information

a) Dealership

Edmonton East 780-440-4811
Edmonton West 780-451-6656
Calgary 403-770-3092
Carstairs 403-337-9998
Medicine Hat 888-526-0088
Red Deer 587-815-9577

b) Manufacturers

Keystone 866-425-4369
Surveyor 574-535-2537
R-Pod 574-535-1546
Viking 269-467-8283
Prime Time 574-862-1025
Heartland 877-262-8032
Entegra 800-283-8267
Winnebago 800-537-1885

c) Extended Warranty

Millennium Insurance - 1-800-381-2580

d) Insurances

First Canadian - 1-800-561-3242

e) RV Care

www.RVCare.ca



Appendix

In the event that you need to replace a part or component on your RV you will likely need to know the make, model and serial number of the component itself. Take a few minutes and jot down that important information below so it is available if you need it.

a) Appliance Information

Awnings:

Awning Arms

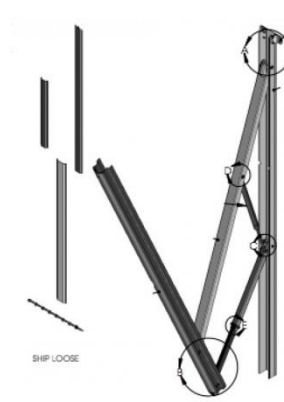
Model#: _____

Serial#: _____

Awning Roller Tube

Model#: _____

Serial#: _____



Water Heaters:

Model#: _____

Serial#: _____

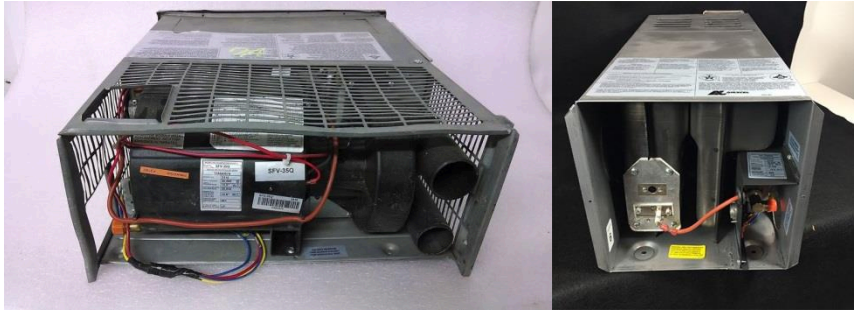




Furnaces:

Model#: _____

Serial#: _____

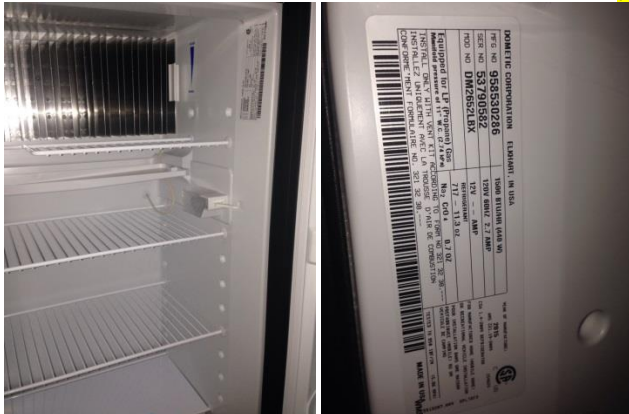


Refrigerator:

Model#: _____

Serial#: _____

*MFG#: _____ (MUST have for ANY parts)



Air Conditioner:

Model#: _____

Serial#: _____





Stove:

Model#: _____

Serial#: _____



Microwave:

Model#: _____ Serial#: _____





Converter:

Model#:-----

Serial#:-----



Toilets:

Model#:-----

Serial#:-----



Water Pump:

Shurflo _____ Flojet _____ WFCO _____





b) Camping checklist

<p>General</p> <ul style="list-style-type: none"> <input type="checkbox"/> Broom & dust pan <input type="checkbox"/> Water bottles <input type="checkbox"/> Tools (screwdriver, wrench, etc.) <input type="checkbox"/> Phone chargers <input type="checkbox"/> Garbage bag holder <input type="checkbox"/> Big Garbage Bags <input type="checkbox"/> Recycle Bags <p>Kitchen Goods</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sandwich bags <input type="checkbox"/> Paper towels <input type="checkbox"/> Plate, cups & bowls <input type="checkbox"/> Coffee mugs <input type="checkbox"/> Forks, butter knives, spoons <input type="checkbox"/> Cutting board <input type="checkbox"/> Knife for chopping <input type="checkbox"/> Hand towels and wash cloths <input type="checkbox"/> Spatulas and mixing spoons <input type="checkbox"/> Mixing bowl <input type="checkbox"/> Measuring cups/spoons <input type="checkbox"/> Pots <input type="checkbox"/> Skillet <input type="checkbox"/> Trash can <input type="checkbox"/> Dish sponge <input type="checkbox"/> Dish soap <input type="checkbox"/> Coffee press <input type="checkbox"/> Tin foil <input type="checkbox"/> Toaster <input type="checkbox"/> Corkscrew/Bottle Opener <input type="checkbox"/> Scissors <input type="checkbox"/> Tablecloth <input type="checkbox"/> Foil Trays <input type="checkbox"/> Oven Mitts <input type="checkbox"/> Latex Gloves <p>Bedroom</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sheets <input type="checkbox"/> Pillows <input type="checkbox"/> Laundry hamper <input type="checkbox"/> For children - nighttime blankets and/or stuffies 	<p>Bathroom</p> <ul style="list-style-type: none"> <input type="checkbox"/> RV Toilet paper <input type="checkbox"/> RV Toilet chemical <input type="checkbox"/> Toiletries (soap, shampoo, toothbrush, tooth paste, deodorant) <input type="checkbox"/> First aid kit <input type="checkbox"/> Facial tissue <input type="checkbox"/> Hand lotion <input type="checkbox"/> Towels (Beach & Bath) <p>For Outdoors</p> <ul style="list-style-type: none"> <input type="checkbox"/> Bug spray <input type="checkbox"/> Flashlight <input type="checkbox"/> Lighter <input type="checkbox"/> Firewood <input type="checkbox"/> Fire starter (newspaper) <input type="checkbox"/> Outdoor rug <input type="checkbox"/> Camping chairs <input type="checkbox"/> Sunscreen <input type="checkbox"/> Umbrella <input type="checkbox"/> Wiener forks <input type="checkbox"/> Hatchet <input type="checkbox"/> Bug racket <input type="checkbox"/> Rubber Boots <p>Entertainment</p> <ul style="list-style-type: none"> <input type="checkbox"/> Outside/inside toys <input type="checkbox"/> Books <input type="checkbox"/> Balls <input type="checkbox"/> Bikes <p>Pets</p> <ul style="list-style-type: none"> <input type="checkbox"/> Leash <input type="checkbox"/> Poop bags <input type="checkbox"/> Food <input type="checkbox"/> Food/water dishes <p>Food Staples</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sugar <input type="checkbox"/> Coffee/tea <input type="checkbox"/> Salt & pepper <input type="checkbox"/> Olive oil <input type="checkbox"/> Butter <input type="checkbox"/> Bread <input type="checkbox"/> Milk
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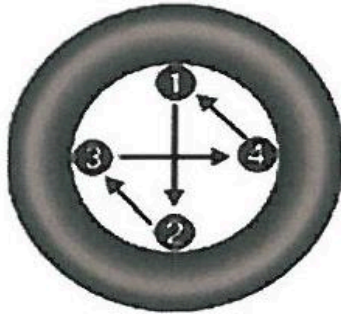
c) Before You Tow Checklist

- Check routes and restrictions on bridges and tunnels
- Make sure the trailer is packed correctly – heavy items in front of the axles
- Make sure the trailer is ready for travel
 - Power cord and water hose put away,
 - All windows and vents closed
 - TV antenna or satellite in correct travel position
 - Slides fully retracted
 - Awning closed and secured for travel
- Check tire pressure on tow vehicle and trailer (including spare tire)
- Ensure wheel lug nuts/bolts are tightened to the correct torque
- Ensure your RV battery is hooked-up and charged
- Ensure you are using the correct size ball for the trailer coupler
- Ensure ball mount hitch pin is fastened securely
- Ensure the safety chains are properly crossed & connected
- Ensure break-away cable is connected to the tow vehicle (not safety chains or ball mount)
- Equalizer hitch is hooked up correctly and secure for travel
- Make sure all running lights, brake lights, turn signals and hazard lights are working
- Verify brakes on the tow vehicle and trailer are operating correctly
- Adjust and check your mirrors on the tow vehicle
- Check that all items are securely fastened on and in the trailer
- Ensure that the trailer jack, stabilizer jacks, steps are raised and ready for travel
- Make sure you have your wheel chocks, jack stands and equalizer bar put away and ready for travel
- Do one last walk around inspection to make sure you haven't forgotten anything and the tow vehicle and trailer are ready to go!

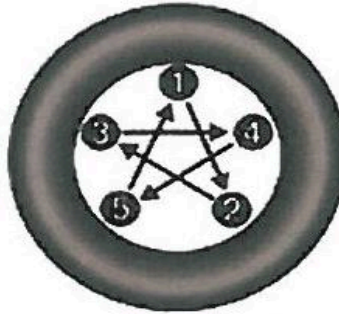


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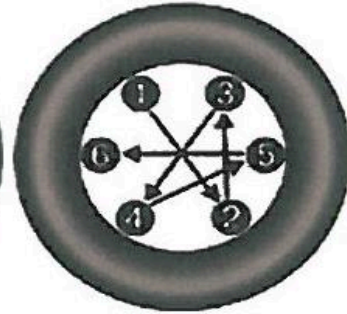
Wheel Lug Nut Torque



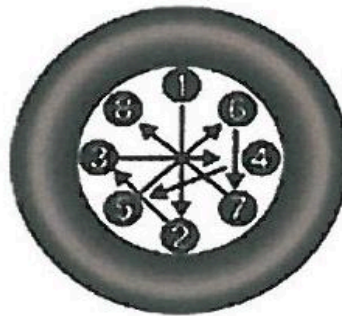
4-LUG NUT WHEEL



5-LUG NUT WHEEL



6-LUG NUT WHEEL



8-LUG NUT WHEEL



10-LUG NUT WHEEL

Please be informed that the lug nuts used to fasten the wheels to the trailer are tightened by our technicians, however it is crucial to re-torque the lug nuts after 20, 50 and 100 km as well as every 800 km thereafter. **Improper maintenance can result in the tire separating from the trailer, which can lead to the loss of life, serious injury and/or property damage.** You may choose to have this done at a certified dealer or do it yourself.

1.) Torqueing the lug nuts:

- a.) Use a torque wrench set to the specific ft./lbs according to the recommendations of your wheel manufacturer.
- b.) Recommended maximum torque _____
- c.) Tighten the lug nuts according to the pattern appropriate for the bolt pattern of your tires.

