



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

***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 all the way to COOL and not WARM.

***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. If your unit has two roof airs, there is a transfer switch inside the coach that allows you to chose which air you wish to run. You won't be able to run both roof airs while plugged into "shore power". To run both airs at the same time, you'll have to run on generator power.

***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. If you're running the air conditioner(s), try to refrain from using additional appliances .that require 110v power. 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. This problem usually only occurs in the heat of the day. 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 set in the coolest position. Make sure the main control knob is set on HI COOL. Make sure the washable air conditioner filter is clean.

## AWNING

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

SOLUTION: 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: 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: 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: 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!** 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 the air conditioner(s) off. Check the breakers 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 red and a black button between the outlets. This plug will be within 5' of the sink in either the kitchen or bathroom.

***PROBLEM: The dash air quit blowing.***

SOLUTION: 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.

***PROBLEM: The lights in the coach are very dim.***

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

***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. 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.

***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.

## **FRESH WATER SYSTEM**

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

SOLUTION: 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.

***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.

## **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.

***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.

## 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.

***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. This adjustment should be done by a qualified generator technician. Call our 800 customer service line for instructions.

***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. Reset the 110v breakers located on the generator itself. Make sure the air conditioner(s) are off before you reset them. If that doesn't work, check the 110v breakers located in the breaker panel inside the coach.

***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. If the battery is "hot" and the generator still won't crank, check the 12v fuse usually located on the generator itself.

## LP SYSTEM

***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 your unit has an LP detector (usually located inside the coach down low) try resetting the button on the detector. If this isn't set, it won't allow propane to flow to the appliances.

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

SOLUTION: 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 our customer service number as soon as possible.

## **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.

***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.

## **TV/TV ANTENNA**

***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 red indicator light next to the switch. 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.

***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.

***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.

## **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.

## **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.**