



American Dream Vacations Rental Unit Handbook

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Customer Service

1-417-533-7530

Call or Text Message, Open 9 a.m. to 5 p.m.

Monday thru Friday,

9 a.m. to 3 p.m. Saturday

Closed Sunday

***ALL CALLS OR TEXT MESSAGES
RETURNED DURING BUSINESS HOURS ONLY***

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 our Customer Service number for assistance.

For your convenience, we've included pages in the back of the book for notations about how we can serve you better.

***Call and ask for the Service Manager Monday thru
Friday, 9:00 AM to 5:00 PM.***

Thank you for your business!



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.

UNIT IS STILL RUNNING

1.) If it's between the hours of 9:00 a.m. and 5 p.m. Monday through Saturday get to the nearest phone and Call or Text our Customer Service number **1-417-533-7530**. We 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. NEITEHR 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 or text our Customer Service number **1-417-533-7530**. 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.

The TTS number is to be used for TIRE service only.



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 a Customer Service line 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. We video the unit the morning of your departure and emailed them to your email address. These videos are our record of the condition of the outside and inside of the unit when you got it. If questionable damage is found on the unit upon your return, we will refer back to these videos and attempt to determine if the damage was preexisting or not.

If you know you have damage, please point it out to the check-in agent. The unit will be videoed again upon your return. After the check-in agent goes over the unit and videos it the service tech's will also do a detailed inspection for further damage. 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 \$8.00 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 - \$79.00 Normal Interior Cleaning - \$80.00.

“**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 \$100.00 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 \$50.00 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 \$30.00 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 few 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 days of check-in except where damage is found.

Damage can still be found after the initial check in. The service department does a thorough inspection after the initial inspection.

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 customer fails to make good on the returned check, it is our policy to file the check with the Laclede County district attorney's 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 Laclede County, Missouri 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.



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 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.
- 8.) **Damage can still be found after the initial check in. The service department does a very intense inspection.**



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 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.

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 and if your system has a power switch, make certain the power is ON. Set the desired temperature level on the thermostat.

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.



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:

- 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 awning 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. It is your responsibility to check the travel locks before proceeding on your way.**
- 4.) You are responsible for the awning until the unit has been properly checked in by one of our agents. Avoid damage charges by properly using and stowing the awning.**
- 5.) Be extremely careful around trees. Tree branches rubbing against the stowed awning can damage the material and mechanisms.**



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 cassette deck, power booster on the TV antenna, electric step, wall mounted thermostats, ignitors 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 VCR (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. 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.

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 12v fuses. There are usually 2 12v fuse panels on the coach. One is usually located under the dash on the driver’s 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 cabinet 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 6 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 and water pump. They will NOT run any of the 110v accessories such as A/C, Microwave, etc.***

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 most 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.***

Before starting the generator, make sure all 110v appliances are off and the power cord is plugged in to the 30amp power receptacle. Start the generator using either the remote generator starts 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. Go outside to the generator compartment and open the access door. Locate the breakers on the front or side of the generator. 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”. 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, pull the power cord out and plug it in to the 30amp power source.

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.





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.

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. The check-out agent showed you where to connect to the coach.

Keep in mind you have limited holding tank capacity to catch water from the shower, sinks and toilet. Most of the time, when you're hooked up to water, you'll also be able to connect to a dump system. 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 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.

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 spout.

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.





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.

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. 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.



GENERATOR

All our motorhomes 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, VCR, microwave oven and the wall plugs.

The generator runs off the same fuel tank as the vehicle engine. 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.

Follow these steps to use the 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 this isn't plugged in, you won't get power from the generator to the coach.)
- 3.) **Make sure the 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 ON 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 right away, release the button, wait a few seconds and try again. **Don't continuously crank the starter for very long periods of time. This can cause severe damage to the starter.**

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. (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.) **You should check the oil every 8 to 10 hours of running the generator nonstop.**
- 3.) Battery condition. (Check this at the monitor panel. The generator starter should be turning over vigorously when attempting to start.)
- 4.) **DO NOT MAKE ADJUSTMENTS TO THE FUEL OR AIR SETTINGS ON THE GENERATOR.**

If you've checked all these things and it still won't start, call our 417-533-7530 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.)





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 insure sufficient fuel supply. This can be done at the monitor panel or on the tank itself. If you're in doubt, light one of the burners on the stove.

If your unit is equipped with an LP Detector, you must make sure it's on. If not, you won't be able to get propane to any of the appliances. If you're not getting propane to the appliances, reset the detector.

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 first tank of propane is included in your rental. If you require additional propane, it will be at your expense.

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 our customer service line for assistance before resuming your trip.



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 takes several hours for an RV refrigerator to get cold. The freezer compartment will cool first and then the refrigerator section.

Most of these refrigerators have a thermostat control 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.

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 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.

Most of these refrigerators have a separate switch labeled OFF/NORMAL/HIGH HUMIDITY. Most of the time the NORMAL setting is correct. If you're in a high humidity area such as the Gulf Coast, you may want to switch to the HIGH HUMIDITY setting.

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. If you're not plugged in to an electrical source, make certain the propane valve is open at the propane tank and that you have plenty of propane.
- 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.

Don't forget to make certain the LP Detector is on. If in doubt reset, it.

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 our customer service line for assistance.



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.

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. Release the knob and set the desired oven temperature.

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.

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



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.

All 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 customer service 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, 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.**



TV/TV ANTENNA

Units that have non-essential electronic equipment, such as TV's, DVD Players, CD Players may be used as the discretion of the renter. However, due to the complex/non-standard nature of some electronic components, we suggest renters bring their own electronics in which they are familiar with the operation of their component(s).

Some 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: 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 ANTENNA

Most of our units have a "crank up" style TV antenna located somewhere in the living area of the coach on the ceiling. 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 switch on a wall plate housing a 12v socket and a coaxial socket. When the power booster is on, a small red light will glow on the wall plate.

2.) 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.

3.) Turn the TV on and locate a station in the area.

4.) 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.

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. Again, do not overtighten the crank.

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.

REAR TV HOOKUP

If you've brought a TV for the coach, you can plug it in to the socket provided. It is equipped for either 12v or 110v televisions. You'll need a short piece of coaxial cable to connect from the TV to the antenna hookup on the wall plate where you plugged in. In most cases, you will still need to have the antenna power booster on and the antenna extended to receive a good signal.

If your coach doesn't have a TV built in, you would follow the above procedures to connect it either in the front of the coach or in the bedroom area.

PARK CABLE TV HOOKUP

Many of our coaches are prewired for cable television. If the park your staying in has cable TV, you'll need to rent or borrow coaxial cable from the park office. Connect one end of the cable to the park's cable system hookup and the other end to the cable TV socket on the coach. If your coach is wired for it, it will usually be located on the driver's side toward the rear. Sometimes it's in one of the rear compartments. Your check out agent showed you this connection during your walk-thru.

When using the park cable, you won't have to use the antenna or the power booster.

If the TV doesn't work, first check to see if the coach is getting 110v power. (A quick check is to look at the clock display on the microwave oven. If it's lit up, you have power.)

If you have power, the TV should work.

If the TV works but doesn't have a good picture you should check the following.

- 1.) Is the power booster on?
- 2.) Is the antenna extended?
- 3.) Is the antenna adjusted properly?

If you've checked all these things and it still doesn't work, call our customer service line for assistance.

**417-533-7530
CALL OR TEXT**



WASTE TANKS

All of our RV's are equipped with two 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. These tanks must be emptied periodically and this function is better known as "dumping".

BLACK WASTE TANK

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 run a couple of gallons of water into the tank by way of the flush mechanism on the toilet. Once you've got water in the tank, pour about 1/2 bottle or 4 oz. of toilet chemical in the tank.
- 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 lose 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.

DUMPING THE TANKS

When you're ready to "dump", remember the "dump" outlet is on the driver's side of the coach at the rear. 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.)

Locate the "black" tank dump valve (both dump valves are alike accepting 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 you're 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.





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. 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.

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.)
- 2.) 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.)
- 3.) Locate the water heater ON/OFF switch. (Usually found on the monitor panel or in the kitchen area. This switch usually has a red light lens on it.) also check outside on the water heater, there is a switch located there sometimes.
- 4.) Press the switch to the ON position. The red light should come on for a couple of seconds and go off. You should hear the burner fire on the water heater.

You should begin to feel warm water from the hot water tap within 10 to 15 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. If, after trying the above procedures several times, the water heater doesn't light, call our customer service line for assistance.



417-533-7530
CALL OR TEXT

TROUBLESHOOTING

AIR CONDITIONING

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

SOLUTION: Odds are good you're 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 and check to make sure there is power coming to 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 choose 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. Remember not to set the thermostat below 70 degrees.

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 day's 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 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 you're 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 stays 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 oz. 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
