

# Arriva

## OWNER'S MANUAL



**CH** *Coach House*®

Motor Homes

3480 Technology Drive • Nokomis • Florida  
(800) 235-0984 • (941) 485-0984 • (941) 488-4095 FAX  
ON THE WEB: [WWW.COACHHOUSERV.COM](http://WWW.COACHHOUSERV.COM)  
EMAIL: [INFO@COACHHOUSERV.COM](mailto:INFO@COACHHOUSERV.COM)

**MASTER**  
**UPFITTER**



Mercedes-Benz

**3500 SPRINTER CHASSIS**

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### **WARNING**

Operating, servicing and maintaining a motor vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle the engine except as necessary, service your vehicle in a well-ventilated area and wear gloves or wash your hands frequently when servicing your vehicle.

For more information go to  
[www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle)

### **SECTION 1 - INTRODUCTION**

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#### **INFORMATION KIT**

Located in the back of this owner's manual is a packet that contains all supplier information booklets. Please read them for detailed information regarding your various devices, appliances and warranties.

# *Arriva*

## OWNER'S MANUAL

# *SECTION 1*

## INTRODUCTION

### Section 1 - Introduction:

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# INTRODUCTION

Every effort has been made to build your *Coach House*® **ARRIVA** to the highest quality standards. To help you obtain the most enjoyment and safety while using your motorhome, we strongly urge you to carefully review this owner's manual, paying particular attention to the areas that discuss safety. Some items discussed are optional and only need to be reviewed if that option has been installed on your unit.

The Coach House owner's manual is comprised of many parts:

1) **Chassis Owner's Manual** - The Chassis Owner's Manual is supplied by Mercedes-Benz. Please pay specific attention to the recommended service guidelines for your chassis in order to ensure a long life of the engine, frame, suspension, tires, and auxilliary equipment which was provided by the chassis manufacturer.

2) **Safety Guidelines** - (Section 2) This section is a comprehensive guide to the safe operation of any Recreational Vehicle.

3) **Area Specific Breakdowns** - (Sections 3 - 8) These sections have general instructions and guidelines for all areas of your motorhome. If you cannot find the information needed please refer to the **INFORMATION KIT** in the back of this manual. If more information is needed feel free to call our service department at the factory, or call the manufacturer with the contact numbers provided in this manual. Our telephone number is 1-800-235-0984.

This manual is meant to give the owner a good understanding of the family of products. Coach House, Inc. should be consulted for specific information concerning your equipment.

# LETTER FROM THE OWNERS

Dear New Coach House Owner:

On behalf of our entire staff, we would like to say "Thank-You" for purchasing one of our Coach House **ARRIVA** Motor Homes and welcome you to the Coach House Family. As part of our growing family, we encourage you to let us know how your **ARRIVA** is performing and always feel free to contact us regarding any problem, complaint, or suggestion.

The following owner's manual was designed to answer many questions about the operation, service, and warranty of your new **ARRIVA**. We have also included a vendor list to assist as a quick reference guide in the event you need to talk to someone about a specific item on your unit.

As part of our Coach House Family, we will send out complimentary issues of our Coach House Today newsletters giving you an insight as to our company and our employees, keep you informed about our *Coach House Owners Club* (C.H.O.C.) and updates regarding new ideas, product developments, and other issues that might develop in our industry.

Again, "Thank-you" for your business and we hope your new **ARRIVA** brings you many happy memories and years of safe travel.

If we can be of any service, please feel free to call us at 1-800-235-0984.

Sincerely,

David Gerzeny  
President

Steve Gerzeny  
Vice President

# MASTER UPFITTER

Coach House, Inc., has been recognized by Mercedes Benz, U.S.A. as a Master Upfitter. We adhere to strict guidelines and quality controls to ensure that your Coach House Motorhome is built to optimize the Mercedes Benz 3500 Chassis. Our plant is subject to inspections at any time by Mercedes Benz, and we comply with all manufacturer notices and advisories to ensure your safety and long-term enjoyment of the premium Mercedes Benz chassis and powerplant which is the heart and soul of your *ARRIVA*.

If you ever have questions about your Mercedes Benz chassis or need help finding an authorized service center, call Mercedes Benz at 1-800-555-1211, or go online at [www.sprinter.com](http://www.sprinter.com).



# A Message From The President

Welcome to the Coach House family!  
As President of the Coach House Owners' Club (CHOC), and on behalf of all of our members, I would like to extend this invitation to you to join our fun and friendly club.

CHOC is made up of like-minded people who share the common bond of owning a quality Coach House motor home for their recreational pursuits. Our rallies — such as Spring 2018 to Memphis, Tenn. and Fall 2018 to Asheville, N.C. — are fun times for exploring new locations, sharing experiences, getting together with old friends and making new ones. When we're not on the road, we keep in touch through our *CHOC Talk* newsletters which are published twice yearly, and our CHOC Facebook group page, which is a private forum for members only. We also have our own club web site.

You may complete the application in this flyer, or you may download an application at [CoachHouseRV.com](http://CoachHouseRV.com), or you may email me directly at [President@coachhouseownersclub.com](mailto:President@coachhouseownersclub.com) or CHOC Membership Officer Renee Rodeck at [Membership@coachhouseownersclub.com](mailto:Membership@coachhouseownersclub.com). Applications are also available from Coach House directly (1-800-235-0984). We look forward to meeting you.

Sincerely,  
David Wedemeyer,  
President

## Member Benefits

Membership in the Coach House Owners' Club provides the following benefits:

- Camaraderie with Coach House owners
- CHOC Newsletter
- CHOC private Facebook group
- Full access to the CHOC web site, [www.coachhouseownersclub.com](http://www.coachhouseownersclub.com)
- Coach House activity options
- Chapter rallies
- FMCA benefits (for information on FMCA and how to join, see [www.fmca.com](http://www.fmca.com) or call FMCA at (800) 543-3622).

## Find Out More

For more information about the Coach House Owners' Club, please contact one of the club's current officers:

**David Wedemeyer, President**  
[President@coachhouseownersclub.com](mailto:President@coachhouseownersclub.com)

**Renee Rodeck, First V.P., Membership**  
[Membership@coachhouseownersclub.com](mailto:Membership@coachhouseownersclub.com)

**Ruth Ristow, Bill Ristow, Irene Wedemeyer**  
Second V.P., Rally Coordinator  
[RallyCoordinator@coachhouseownersclub.com](mailto:RallyCoordinator@coachhouseownersclub.com)

**Charlie Hedstrom, Third V.P., Communications**  
[Communications@coachhouseownersclub.com](mailto:Communications@coachhouseownersclub.com)

**Helen Paul, Secretary**  
[Secretary@coachhouseownersclub.com](mailto:Secretary@coachhouseownersclub.com)

**Val Baselle, Treasurer**  
[Treasurer@coachhouseownersclub.com](mailto:Treasurer@coachhouseownersclub.com)

**Mike Thursby, FMCA National Director**  
[FMCA@coachhouseownersclub.com](mailto:FMCA@coachhouseownersclub.com)

**Ross Hendrix, FMCA Alternate National Director**  
[AltFMCA@coachhouseownersclub.com](mailto:AltFMCA@coachhouseownersclub.com)

**Lori Pierce, Coach House Factory Liaison**  
[lpierce@coachhouseserv.com](mailto:lpierce@coachhouseserv.com)

## Coach House Owners' Club FMCA Chapter Membership Application

<b>PILOT</b> <small>PI</small>	LAST NAME <small>PI</small>	FIRST NAME <small>PI</small>
<b>CO-PILOT</b> <small>PI</small>	LAST NAME <small>PI</small>	FIRST NAME <small>PI</small>
STREET ADDRESS <small>PI</small>		
CITY, STATE, ZIP <small>PI</small>		
PHONE <small>PI</small>		
E-MAIL <small>PI</small>		
COACH MODEL NUMBER (E.G. 272) & YEAR <small>PI</small>		
FMCA NO <small>PI</small>		

**Please indicate:** ☐ New membership ☐ Renewal

☐ Please check if you are a past member of CHOC.

☐ Please check if you DO NOT want your information included in the CHOC roster that is only distributed to members.

☐ Please check if you DO NOT want to be added to the CHOC secret and private Facebook Group.

No person may be a member of the Coach House Owners' Club unless he or she is a member in good standing of the national organization of the Family Motor Coach Association (FMCA) and a current or former Coach House owner.

**Fee:** \$25 to join CHOC; \$25 per year thereafter.

Please send this application and a check for \$25, payable to Coach House Owners' Club, to: CHOC, c/o Coach House, Inc., 3480 Technology Drive, Nokomis, FL 34275.

## Name Tag Info

PLEASE PRINT CLEARLY

NAME PILOT GOES BY PI

NAME CO-PILOT GOES BY PI

YOUR HOMETOWN (CITY, STATE) PI

STREET ADDRESS TO MAIL NAME TAGS, IF DIFFERENT FROM ABOVE: PI

CITY, STATE, ZIP PI



**DETACH &  
RETURN NOW!  
OR SIGN UP AT  
FMCA.com/invite  
USING PROMO CODE:  
C007578**

Welcome to your new RV! There's a lot to learn – and love – about RV life, and the best resource for information, discounts, on-the-go assistance and more is the Family Motor Coach Association (FMCA).

That's why we are sending you an invitation to enjoy a FULL YEAR of complimentary membership – at NO cost to you!

Here's what you need to do right now:

**RETURN THE MEMBERSHIP VOUCHER BELOW**  
or Visit **FMCA.com/Invite** With Your Unique Promo Code Found Above

This will get you started on your complimentary membership and all the great benefits that come with being a new member of FMCA. Benefits like select pricing on RV tires, \$74 Roadside Resuce®, and our very own **FMCAssist Medical Emergency and Travel Assistance Program** (included in your

*Over, please...*

*Your Membership  
is Courtesy of*



*Coach House*

*We are pleased to present you with this  
complimentary membership (a \$60 value).  
Congratulations on your RV purchase!*

DETACH HERE ►

DETACH HERE ▼

## MEMBERSHIP ACCEPTANCE VOUCHER

☒ **YES!** Activate my complimentary FMCA membership today!

☐ Please change my address of record to:

ADDRESS

CITY

STATE

ZIP

The following information will be added to your membership.

CO-PILOT LAST NAME / FIRST NAME

☐ Motorhome ☐ Towable

RV MAKE & MODEL

AREA CODE / PRIMARY PHONE

EMAIL

PROMO CODE: C7578JUN19

Look in packet at the back of this book for card to mail in.

membership!). For more FMCA benefits, see the sidebar to the right.

Members tell us they wouldn't hit the road without their FMCA membership, and now you don't have to, either – and this is at absolutely NO cost to you. Your membership (\$60 value!) is a thank-you from FMCA for joining the wonderful world of RV ownership.

Welcome to the FMCA, Your RVing Family!

Sincerely,



Chris Smith  
Executive Director/CFO

P.S. Please return your Membership Acceptance Voucher or go online immediately so we can get your distinctive FMCA RV plates on their way to you.



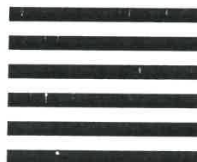
*This one-year FMCA complimentary membership offer is not applicable to individuals who have been a member in the past, or presently have an active membership.*

VISIT US ONLINE AT  
[www.fmca.com](http://www.fmca.com)



FAMILY MOTOR COACH ASSOCIATION  
8291 CLOUGH PIKE  
CINCINNATI OH 45244-9928

NO POSTAGE  
NECESSARY IF  
MAILED IN THE  
UNITED STATES



## All Members Receive...

### INFORMATION EXCHANGE

- Family RVing magazine
- FREE Directory/Member Benefits Guide
- Access to educational programs
- Full member access to FMCA.com and familyrvingmag.com

### TRAVEL SERVICES

- FREE FMCAssist, the Medical Emergency and Travel Assistance Program (\$105 value!)
- FMCA Roadside Rescue® – U.S. and Canada

### INSURANCE

- FMCA RVinsurance – competitive rates on RV, homeowners, and auto insurance
- FMCA International Travel Insurance
- Affordable healthcare options for RVers

### ACTIVITIES

- International RV Showcase events
- Over 400 special-interest and geographic chapters to join
- Chapter & area rallies

### DISCOUNTED RATES

- Special pricing via the FMCA Tire Savings Program
- FREE 1-year KOA Value Kard Rewards trial membership
- Discounted rates at hundreds of FMCA commercial member campgrounds
- Special offer from Passport America
- Special discounts on Fantasy RV Tours
- Travel-friendly mobile internet offers with FMCA Connect-on-the-Go and FMCA TechConnect+
- Special offer from Costco Wholesale Membership Program (\$50 value!)
- \$10 Gift Card for New Sam's Club Members
- Office Depot and Staples National Discount Programs
- Save on RV temperature monitoring for your pets

### ADDITIONAL BENEFITS

- FMCA identification emblems
- Anti-theft program for your RV
- 20 FREE words of Classifieds advertising

*Additional sign-up and fees may be required for some benefits.*

**Look in packet at the back of this book for card to mail in.**

# AMBASSADOR PROGRAM

The Coach House Ambassador Referral Program was created to entice our valued customers to share their experience with friends, family, and all the folks you meet during your travels! It is a common occurrence to be stopped by people asking about your Coach House **ARRIVA** Why not get paid for your time and efforts?

Here is how it works:

- Sign up to be an ambassador. We will custom print and mail you a packet of Coach House **ARRIVA** Ambassador business cards with your name and our contact information.
- When approached by a prospect, simply discuss your Coach House **ARRIVA**. Explain the features and benefits, the styles/models and why you purchased.
- Hand them a Coach House **ARRIVA** Ambassador business card and tell them to contact us directly at the Factory.
- If a prospect purchases any **ARRIVA or PLATINUM**, Coach House, Inc. will pay you \$200.00 once the unit is delivered. There's no limit to the number of people you can refer, so there's no limit to how much you can earn!

We sincerely appreciate your assistance. Good Luck and Fun Selling!!!

Sincerely,

Steve Gerzeny  
Vice President  
Coach House, Inc.

# *Coach House*<sup>®</sup>

## WARRANTY COVERAGE

This document is intended to provide a general guideline regarding the warranty of your new Coach House, Inc. *ARRIVA* motor home. The original Coach House Inc., Limited Warranty form was signed by you when you purchased and took delivery of your new unit and is the only document which governs the Coach House, Inc. limited warranty. Coach House, Inc. reserves the right to make changes to the limited warranty at any time at its' sole discretion.



Coach House, Inc. warrants only the conversion portion of the motor home for a period of three (3) years or thirty-six thousand (36,000) miles from the date of the first retail purchase or first in-service date. Appliances and auxiliary equipment carry warranties from the individual manufacturer. Please refer to the original equipment manuals included in this Owner's Manual. The warranty period applies only to units used for recreational travel and family camping.



### Mercedes-Benz

Mercedes Benz Chassis are warranted for three (3) years or thirty-six thousand (36,000) miles from the date of delivery, whichever comes first. Also included is 3 years, or 36,000 miles of Roadside Assistance.

The powertrain and corrosion resistance are warranted for five (5) years or one-hundred thousand (100,000) miles from the date of delivery, whichever comes first.

California and certain other states require special warranty limits. Please consult your chassis manual to verify your coverage.

Mercedes Benz customer assistance can be obtained by calling 1-877-762-8267.



**What is covered?**

Defects in material and workmanship caused by Coach House, Inc.

**What is NOT covered?**

1) Adjustments

EXCEPTION - The following items will be adjusted free of charge for a period of ninety (90) days after retail purchase:

- a. Cabinet Doors
- b. Cabinet Drawers
- c. Latches
- d. Entry Doors, steps, and striker plates
- e. Awnings
- f. Loose Trim
- g. Slide-out adjustments

2) Fuses and Light Bulbs

3) Any product not registered and normally used in the United States or Canada.

4) Components that are warranted separately by the manufacturer of the product, including but not limited to chassis, tires, batteries, generators, plumbing, electrical equipment, air conditioners, furnaces, audio equipment, furniture, upholstery, and appliances.

5) Any product used for commercial purposes, as a permanent residence, or as a rental unit.

6) Window glass breakage. Headlights, Tailights. (Unless noted at the time of Delivery)

7) Lubrication and minor adjustments of locks, latches, hinges, slide-out system, etc.

- 8) Rust, corrosion, oxidation, dents, and other damage as a result of environmental conditions such as, but not limited to, heavy winds, hail, lightning, salt, and sand.
- 9) Fading or normal deterioration of items such as fabrics, exterior paint, decorative items, carpet, etc. due to use or exposure to ultra-violet rays or sun. Coach House does not warranty the conversion due to excessive climate conditions.
- 10) Cleaning of undercarriage/frame - Units delivered during winter months are likely to have been exposed to highway salts and chemicals. It is the responsibility of you, the owner, to wash the frame and undercarriage of the unit to prevent damage from rusting or oxidizing.
- 11) Damage/fading of the exterior caused by chemical cleaning or lack of proper maintenance of the exterior.
- 12) Normal unit maintenance, such as inspecting and resealing exterior seams.
- 13) Damage caused by abuse, misuse, negligence, condensation, overloading, vandalism, collision, road hazards, acts of nature (hail, wind, heavy rain damage, acid rain, flood), rock chips, alterations or modifications, improper non-warranty repairs, lack of normal maintenance, failure in giving prompt notice of water damage, improper operation or storage of components.
- 14) Subsequent damage, loss, or injury beyond warranty repairs as a result of mold or fungi.

# APPLIANCE WARRANTY INFORMATION

Appliances installed by Coach House are warranted by the individual appliance manufacturers; refer to the Coach House Limited Warranty. Some of the manufacturers include a list of authorized service centers with their instruction manuals. The following is a partial list of appliance manufacturers with their phone numbers you should call if you experience any problems while under warranty.

<u>Appliance / Item</u>	<u>Manufacturer</u>	<u>Location</u>	<u>Phone #</u>
Air Conditioner	Dometic	LaGrange, IN	(888) 867-4188
Awning (Motorhome)	Carefree of Colorado	Broomfield, CO	(800) 622-3230
Converter	Progressive Dynamics	Marshall, MI	(269) 781-4241
Furnace	Suburban	Dayton, TN	(423) 775-2131
Generator	Onan	Minneapolis, MN	(800) 888-6626
Inverter	Xantrex	Elkhart, IN	(800) 670-0707
LPG Tank	Manchester Tank	Lynwood, CA	(800) 640-6327
Microwave	High Pointe	Bristol, IN	(574) 848-4256
Refrigerator	Dometic	LaGrange, IN	(574) 294-2511
Roof Vent	Fantastic Vents	Imlay City, MI	(800) 521-0298
Stove Top	Dometic	LaGrange, IN	(574) 294-2511
TV	Varies	(Check Info kit at back)	
TV Antenna	Winegard	Burlington, IA	(800)-288-8094
Water Closet (Toilet)	Thetford	Ann Arbor, MI	(800) 543-1219
Water Heater	Truma	Elkhart, IN	(855) 558-7862

For specific warranty information regarding each appliance, please refer to the instruction manuals included in the INFORMATION KIT at the back of this binder.

NOTE: that some warranty cards are included to be filled out and mailed, while other warranties can be filled out online.

# REPORTING SAFETY DEFECTS

If you believe that your vehicle has a defect, which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Coach House, Inc.

If the NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, the NHTSA cannot become involved in individual problems between you, your dealer, or Coach House, Inc.

To contact NHTSA, you may either call the Auto Safety Hotline toll-free at:

**1-800-424-9393**

or 202-366-0123 in the Washington D.C. area

or write to:

**NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590**

or:

**[www.NHTSA.dot.gov](http://www.NHTSA.dot.gov)**

You can also obtain other information about motor vehicle safety from the hotline.



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

## **SAFETY RECALLS**

In the event that there is a Safety Recall on your vehicle or any component therein, you will be notified, in writing, by Coach House outlining the steps you need to take to remedy the situation.

To see a complete description of the Recall process and requirements, please go to the following government web site:

<https://www-odi.nhtsa.dot.gov/recalls/documents/recompendium.pdf>

## **FLORIDA LEMON LAW**

We have included a pamphlet from the Florida Department of Agriculture and Consumer Services outlining the basic aspects of the Florida Lemon Law. Please pay close attention to Pages 8 - 11 which refer to Recreational Vehicles.

If you have any questions please call:

1-800-321-5366

or

1-850-488-2221 (outside Florida)

# *Arriva*

## OWNER'S MANUAL

### *SECTION 2*

### SAFETY GUIDELINES, WEIGHTS & TOWING

#### Section 2 - Safety Guidelines, Weights & Towing:

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# RECREATIONAL VEHICLE INDUSTRY ASSOCIATION



Coach House RV is a proud member of the RVIA (Recreational Vehicle Industry Association).

The RV Industry Association's standards inspection program is one of the organization's signature industry initiatives and its greatest member benefit. The standards department maintains a professional team of full-time inspectors that promote the enhancement of safety by monitoring adherence to the standards adopted by the Board of Directors for the construction of RVs and Park Model RVs. The team conducts more than 2,000 unannounced inspections of member company RV manufacturing plants annually and is committed to providing educational resources, and hands-on training to manufacturer members to support their commitment to comply with these adopted codes and standards.

# SAFETY

Safety, comfort, and ease of operation are key considerations during the design and manufacture of all Coach House Rvs.

It is the responsibility of the owner and operator to read, understand, and follow all instructions in this manual, all appliance/equipment system manuals located in the packet at the back of this manual and be familiar with all labels or signs in the motorhome. Specific items, procedures or instructions are identified with the key words “DANGER”, WARNING, and “CAUTION” which emphasize areas of special concern. These key words are defined as follows:



**DANGER** - Indicates a hazardous situation which, if not avoided, **WILL** result in serious injury or death.




**WARNING** - Indicates a hazardous situation which, if not avoided, **COULD** result in serious personal injury or death.



**CAUTION** - Indicates a hazardous situation which, if not avoided, **COULD** result in minor or moderate personal injury and/or damage to the motorhome.



**NOTICE** - Identifies hazards not related to personal injury.

The safety symbol,  used in conjunction with the DANGER, WARNING, and CAUTION labels identifies an area that involves the personal safety of the operator, passengers, or bystanders. Read, understand and follow the instructions and information in the safety label, sign or manual. Do not take chances with safety. Most accidents are preventable.

Follow the safety precautions outlined in this manual, but keep in mind that the manual may not cover all situations. Every person who occupies the motorhome or operates any of its components, devices or sub-assemblies must be familiar with this manual and the manuals in the “Packet” at the back. Every operator and occupant is responsible for following all safety items covered in this and other manuals.

## **GENERAL SAFETY**

- The most important safety feature on your motorhome is a safe and knowledgeable operator. It is the operator's responsibility to read, understand and follow all the safety and operating instructions in the operator's, chassis, appliance and system manuals. Most accidents that involve motorhomes are preventable.
- An operator who has not read and understood all operating and safety instructions is not qualified to operate the motorhome.
- Untrained or uninformed operators and occupants expose themselves, passengers and other drivers to possible injury or death, and they subject the motorhome, other vehicles and property to potential damage.
- Do not modify the motorhome in any way. Unauthorized modifications may impair the function and/or safety of the motorhome.
- All driver and passenger seats are equipped with seat belts. Occupied seats must be locked in the forward facing direction when the motorhome is moving, and passengers may occupy only approved seats with the seat belt securely fastened. Do not allow any passengers to travel in the motorhome unless they are in an approved seat with the seat belt secured. Motorhome seats with seat belts installed by the chassis manufacturer are the only seats approved and safe for travel.
- Always fasten the seat belt low on the torso and keep it snug to transmit the force from the belt into the hip/pelvic region of the body. Pregnant women should wear a lap/shoulder belt whenever possible. Wear the belt snug and low throughout the pregnancy.
- Establish a monthly fire extinguisher inspection program to ensure the extinguisher is fully charged and in proper working condition. Inspect the extinguisher prior to each time you operate or occupy the motorhome.
- Always remain in the driver's seat while the vehicle is in motion.

## ALARMS

All models are equipped with LP gas, carbon monoxide and smoke alarms as standard safety equipment.

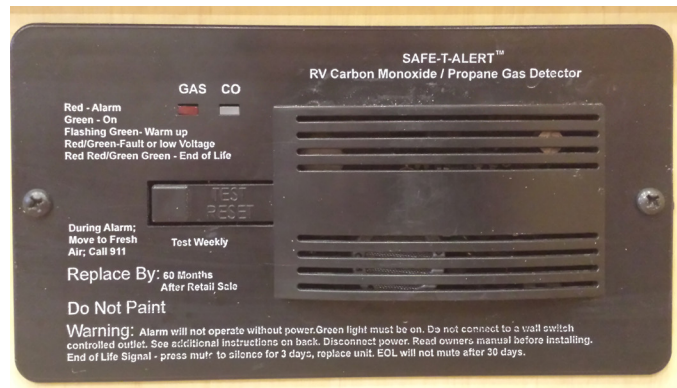


Recurring alarms indicate the slow accumulation of LP gas, carbon monoxide or smoke and may warn of low battery levels. Have an authorized service center check the system and identify the source of the alarm. Correct the problem before using the motorhome. Keep all alarms in good working order. For detailed information, refer to the alarm manuals provided in the package at the back of this manual.

### LP GAS DETECTOR

The L.P. Gas detector is mounted at the base of the driver's side bed.

L.P. Gas is heavier than air and will fall. It also has an odor additive which smells like rotten eggs so that it is readily detected when a leak is present. Check the operation of your detector on a regular basis to ensure it is working properly.



The LP alarm sounds whenever there is an unsafe amount of LP Gas in the motorhome. If the LP monitor sounds an alarm, follow these steps:

1. Follow instructions on the safety label and air out the vehicle, Press the “Reset” button to silence the alarm.
2. Have a qualified service center find the leak and correct the problem before using the motorhome.
3. Refer to the “LPG System” section in this manual and LP Gas Alarm owner’s manual.
4. Test the CO/LP gas alarm after removing the motorhome from storage, before each trip and weekly thereafter.

**IMPORTANT:** This unit must be replaced within five (5) years of its production date. Record the manufacture date in the section of the manual named Owner’s Replacement Record. The replacement date indicates the date beyond which the device may no longer detect carbon monoxide.

## PARKER SOLENOID VALVE

5. Your LP Detector is installed with an electric Solenoid Valve which will shut off the flow of LP Gas to your motorhome in the event that the LP Detector senses gas. This automatic valve will help deter the harmful effects of unwanted LP Gas inside your motorhome. In the event that your LP Detector trips, open all windows and doors to immediately “FLUSH” the air inside your motorhome.



### **IF YOU SMELL PROPANE**

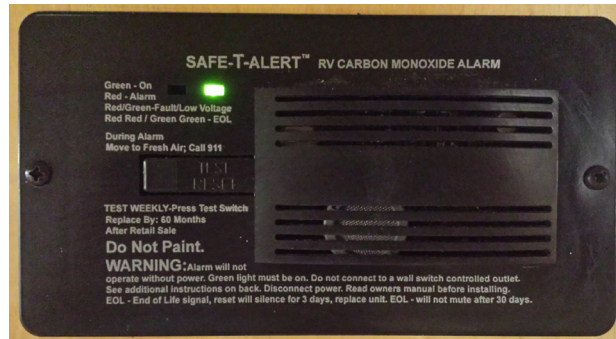
1. Extinguish any open flames, and all smoking material.
2. Shut off propane supply at the container valve(s) or propane supply connection.
2. Do not touch any electrical switches.
4. Open doors and other ventilating openings.
5. Leave the area until the odor clears.
6. Have the propane system checked and leakage source corrected before using again.

Ignition of flammable vapors could lead to a fire or explosion and result in death or serious injury.

## CARBON MONOXIDE DETECTOR

A carbon monoxide detector is mounted on the Passenger Side Overhead Cabinet above the bed.

The coach battery powers the detector and 3 amp fuses located behind the panel on which the detector is mounted, protect the unit. A green light on the detector front indicates that it is operating and any failure in the light should be investigated and remedied immediately. The detector should be tested on a regular basis as per the manufacturers instructions.



**IMPORTANT:** This unit must be replaced within five (5) years of its production date. Record the manufacture date in the section of the manual named Owner's Replacement Record. The replacement date indicates the date beyond which the device may no longer detect carbon monoxide.



# DANGER

Carbon Monoxide is a colorless and odorless gas that is lethal to humans and pets. Do not breathe heating or cooking fumes or engine exhaust to prevent asphyxiation.



# WARNING

Use of the motorhome is not recommended without a working LP and CO gas detector. installed..



# WARNING

Test these alarm operations after each storage period, before each trip and at least once a week during use.

## FUEL AND PROPANE SAFETY



**DANGER**

All pilot lights, appliances and their ignitors (see operating instructions) shall be turned off before refueling of motor fuel tanks and/or propane containers.

Can cause ignition of flammable vapors, which can lead to a fire or explosion and result in death or serious injury.



**WARNING**

Do NOT place or store flammable liquids on board the motorhome, because fire or explosion may result. Failure to comply could result in serious injury or death.

Propane containers are equipped with safety valves that relieve excess pressure by discharging explosive gas into the atmosphere.

# SMOKE DETECTOR

A smoke detector is mounted near the ceiling, behind the driver's front seat. The detector is battery (9 volt) operated and should be tested on a regular basis. Refer to the manufacturers instruction sheet, enclosed in this section, for the proper testing procedure and battery replacement. The smoke detector should be tested after each time the motor home has been in storage, before each use and at least once each week during use of the motor home. Smoke detectors should be replaced periodically as per the manufacturer's instructions.

The smoke detector sounds whenever there is an unsafe amount of smoke in the motorhome. Always open the roof vent before cooking.



## **WARNING**

**Have an escape plan and test it before using the motorhome!  
Identify the emergency exits.**

If alarm sounds:

- Locate the source of smoke - if in doubt, evacuate immediately.
  - Open doors windows and roof vents to air out the motorhome and silence the alarm.
  - Eliminate the source of the smoke.
  - Replace the battery at least once a year, and test the smoke detector after battery replacement.
- 
- Test the smoke alarm after removing the motorhome from storage and before each trip by depressing the test button, and weekly thereafter.
  - Test the smoke alarm sensor by blowing smoke from a safe source past the sensor. If the alarm does not sound identify and correct the problem or replace the smoke detector.
  - Make sure the wires are correctly connected to the battery. Position and close cover.
  - If you suspect the smoke alarm is not functioning properly, replace the alarm. DO NOT ATTEMPT TO REPAIR IT.

Regardless whether the Smoke Detector appears to be functioning correctly, it should be replaced in 10 years with a new unit specified for RV use.

# SMOKE DETECTOR CONT'D



## **WARNING**

Do NOT remove the battery to silence the alarm. If alarm “beeps” every minute, the battery is weak and requires replacement. Do not allow the battery to go dead. Use only recommended replacement batteries (see Smoke Detector operator’s manual.)



## **NOTICE**

Smoke alarms are not perfect and do not respond in all situations. The best safeguard is fire prevention.

# FIRE PREVENTION

Fires can start in a variety of ways including, but not limited to: smoking, malfunctioning appliances or equipment, placing flammable materials on hot surfaces, etc. It is best to prevent fires, but be prepared to extinguish a fire if necessary. Review the following sections with all operators and occupants on a regular basis.



## **CAUTION**

Any exterior heat source (BBQs, space heaters, etc.) must be positioned away from the sidewall and directed away from the motorhome.

### FIRE SAFETY TIPS:

1. Establish and maintain good housekeeping practices. Never allow combustible materials to accumulate in or around the motorhome.
2. Do NOT place or store flammable liquids on board the motorhome, because fire or explosion may result. Failure to comply could result in serious injury or death.
3. Have fully charged fire extinguishers readily available.
4. Avoid using flammable products in the motorhome.
5. Never smoke in bed or when relaxing on the couch.
6. Do not overload electrical outlets.
7. Do not leave food unattended when cooking.
8. Keep children away from electrical outlets and LP gas controls.
9. If there is a fire, evacuate everyone immediately. Use your fire extinguisher if safe to do so and close all LP gas valves if possible. Call the fire department and stay a safe distance away from the motorhome until the fire officials declare it safe.

# FIRE EXTINGUISHER

A fire extinguisher is located in your Coach House ARRIVA behind the passenger seat on the right side of the motor home. The gauge on the unit should be checked periodically for pressure level. If the indicator is in the red, the unit should either be re-charged or replaced.



## **WARNING**

Stay a safe distance from the fire and near an exit. Stay close to the floor to avoid heat and fumes. The chemical from the fire extinguisher will shoot at least 10 feet.

### **OPERATION:**

1. Pull the safety pin and grasp the fire extinguisher firmly while holding it in an upright position.
2. Aim the fire extinguisher nozzle at the base of the fire. Do not spray the smoke or flames.
3. Squeeze the handle to release the extinguishing agent.
4. Sweep the extinguisher from side to side until the fire appears to be out.



## **WARNING**

After the fire is out, beware of flashback. Flashback occurs when flammable vapors from combustible liquids spread back to the ignition source and reignite the fire.

5. Once the fire is completely extinguished, discharge the fire extinguisher entirely and get it recharged, or replaced, immediately. (See detailed instructions in the manual in the INFORMATION KIT.

# FIRE EXTINGUISHER CONT'D



Use of the motorhome is not recommended without a working fire extinguisher installed.

## **FUNCTION:**

Fire extinguishers are designed to put out fires in its initial stages. Once you cannot get within 10 feet of the fire, it is out of control and too big to fight with your extinguisher.

Do not discharge your fire extinguisher to test it. Once it is discharged, even for a few seconds, it will lose pressure and become useless.

Periodically check the pressure gauge on your fire extinguisher. If it loses pressure, the dry chemical will not effectively discharge. Do not operate or occupy the motorhome without a fully charged fire extinguisher.

Establish a monthly fire extinguisher inspection program to ensure the extinguisher is fully charged and in proper working condition. Inspect the extinguisher prior to each time you operate or occupy the motorhome.



If the pointer on the pressure gauge is not in the operating range, immediately replace the extinguisher. Record the inspection date on the tag provided.

# SPECIFICATIONS & FLOOR PLANS

## ARRIVA SPECIFICATIONS      V24

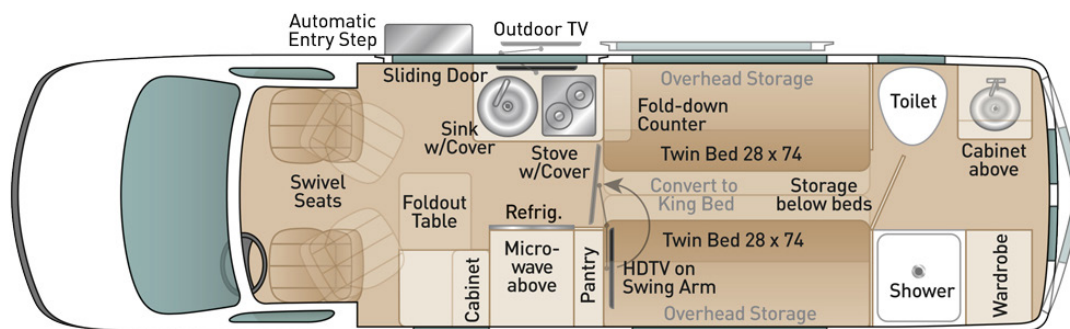
Wheelbase	170"
Overall Length	24'-2"
Overall Width	6'-6.5"
Overall Height including AC	9'-8"
Interior Headroom	6'-2"
GVWR (maximum weight of loaded vehicle)	11,030
GCWR (maximum weight of loaded vehicle plus tow)	15,250
Rear axle ratio	3.92:1
Fuel tank (gal)	26.4
Fresh water (gal)	24
Grey water (gal)	20
Black water (gal)	13
Propane tank (pounds/gal)	55/12

1. The height of the motorhome is measured from the ground to the top of the highest standard component and is based on the UVW of a typically equipped motorhome. The actual height of your may vary depending on chassis, equipment, build variations or tire pressures. It is important that you know the actual height of your motorhome.

2. The load capacity of your motorhome is designated by weight, not by volume, so you cannot necessarily use all available space when loading your motorhome.

3. Tank capacities are based on measurements prior to tank installation. Slight variations may occur due to tank shrinkage or expansion.


4. Actual filled propane tank capacity is 80% of listed capacity due to overfilling prevention device on tank.




**ARRIVA V-24 TB**  
Twin Beds

# VEHICLE CERTIFICATION LABELS

The vehicle certification labels affixed to your motorhome contain identification and other important reference information. Never remove or destroy these labels. The labels are located on the driver door frame.

Tire inflation pressure cold, laden vehicle Pression des pneus froid, véhicule chargé Presión neumático frío, vehículo cargado				
	front/avant/ delantero		rear/arrière/ trasero	
	kPa	psi	kPa	psi
LT215/85R16	420	61	420	61

MANUFACTURED BY:  <b>Coach House, Inc.</b> VAN MOTOR HOMES		DATE: 8-2018	
INC. VEH. MFG. BY DAIMLER AG		DATE: 12-2017	
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT IN: DATE 12-17	FRONT		GAWR
	2000 kg (4410 lb)		3502 kg (7720 lb)
	LT215/85R16		LT215/85R16
	5.5jx16"		5.5jx16"
	420 kpa (61)		420 kpa (61)
GVWR 5003 kg	(11,030 lb)		
VEHICLE I.D. NUMBER	WDAPF4CCOHP579331		V0055
COACH HOUSE I.D.:	KBB3480H18V055TB2		MODEL NUMBER
		TYPE: MULTIPURPOSE PASSENGER VEHICLE	

## Vehicle Weight Distribution

To properly load your vehicle, first determine its empty weight axle by axle and compare this with the GROSS AXLE WEIGHT RATING (**GAWR**), which can be found on the FMVSS sticker located on the driver's door column.

Try to load your vehicle in a manner that proportionally loads the axles according to their available loading capacity. Make sure that your total weight does not exceed the GROSS VEHICLE WEIGHT RATING (**GVWR**) or the **GROSS AXLE WEIGHT RATING (GAWR)** for your vehicle. Be aware that the total of the axle ratings (GAWR) can add up to more than the GVWR. Side to side weight distribution should be considered when loading your vehicle and adjustments made as deemed suitable.

It is recommended that you weigh your vehicle axle by axle when fully loaded especially if the load is close to the OCCUPANT AND CARGO CARRYING CAPACITY (**OCCC**) indicated on the Motorhome Weight Information label for your vehicle. Ensure that none of the stipulated weight capacities have been exceeded. After weighing, make any load adjustments necessary to insure proper vehicle handling and performance.

## Towing and Combined Weight

The GROSS COMBINED WEIGHT RATING (**GCWR**) is defined as the maximum permissible gross weight of the vehicle and trailer. See the following page for information about towing.



Mercedes-Benz

### Quick Facts

<u>Gross Vehicle Weight Rating</u>	G.V.W.R.	11,030 lbs
<u>Gross Axle Weight Rating (Front)</u>	F.A.W.R.	4,410 lbs
<u>Gross Axle Weight Rating (Rear)</u>	R.A.W.R.	7,720 lbs
<u>Gross Combined Weight Rating</u>	G.C.W.R.	15,250 lbs



# CAUTION

Total vehicle load must NOT exceed the maximum GVWR/GAWR/GCWR of the chassis

# WEIGHT AND TOWING

Labels similar to the samples shown below have been placed on the inside of the passenger side door with weight information for your vehicle. If “CALC” appears after the UVW part of the label, this indicates that the UNLOADED VEHICLE WEIGHT has been calculated by using typical completed model actual weights and making adjustments for certain options.

MOTOR HOME OCCUPANT AND CARGO CARRYING CAPACITY VIN: XXXXXXXXXXXXXXXX  
THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED  
XXXX kg OR XXXX lbs  
SAFETY BELT EQUIPPED SEATING CAPACITY: 2

**CAUTION:**

A FULL LOAD OF WATER EQUALS XXX kg OR XXX lbs OF CARGO @ 1kg/L (8.3 lb/gal)  
AND THE TONGUE WEIGHT OF A TOWED TRAILER COUNTS AS CARGO

**CAUTION:**

LOAD CARRYING CAPACITY REDUCED  
MODIFICATIONS TO THIS VEHICLE HAVE REDUCED THE ORIGINAL LOAD CARRYING CAPACITY BY

\_\_\_\_\_ kg OR \_\_\_\_\_ lbs

# TOWING GUIDELINES

To determine the towing capability of your vehicle, first refer to the Mercedes-Benz Sprinter “Operating Instructions”

The information on your vehicle you need to know is the GROSS COMBINATION WEIGHT RATING (**GCWR**), maximum trailer weight, maximum tongue weight, and the weight of your vehicle fully loaded. After determining the above information, you can calculate the maximum size trailer you can tow by subtracting your loaded vehicle weight from the GCWR and compare the answer with the maximum trailer weight for your vehicle. Whichever figure is SMALLER will determine the maximum towing capacity (Loaded Trailer Weight) for your vehicle.

It is important to make sure that the tongue weight for your loaded trailer does not exceed the chassis manufacturers rating. Also check the capacity of the hitch installed to make sure you have not exceeded its rating.



Mercedes-Benz

## Mercedes-Benz Sprinter Trailer Hitch

Maximum Trailer Weight	3500 lbs.*
Maximum Tongue Weight	100 lbs.

\* NOTE: This maximum trailer weight only applies if the trailer has a separate braking system. Refer to the Mercedes-Benz “Operating Instructions” for more detailed information.

GCWR (Gross Combined Weight Rating) minus loaded vehicle weight (including tongue weight) = Maximum allowable trailer weight.

Example:	GCWR	15250 lbs
	Loaded vehicle weight (including tongue weight)	<u>11030 lbs</u>
	Maximum trailer weight	4220 lbs

## RECOMMENDED TIRE PRESSURE

Maintaining the correct air pressure in your tires is vital to the smooth operation and safety of your vehicle. Please refer to the chart below and on the driver's door frame for the recommended air pressure in the front and rear tires.

<u>MODEL</u>	<u>FRONT (PSI)</u>	<u>REAR (PSI)</u>
ARRIVA	61	61

Look for tire pressure label on driver's side door jamb.

Tire inflation pressure cold, laden vehicle Pression des pneus froid, véhicule chargé Presión neumático frío, vehículo cargado				
	front/avant/ delantero		rear/arrière/ trasero	
	kPa	psi	kPa	psi
LT215/85R16	420	61	420	61

# *Arriva*

## OWNER'S MANUAL

### *SECTION 3*

### ELECTRICAL SYSTEMS

#### Section 3 - Electrical Systems:

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# SPECIAL ELECTRICAL STATEMENT

Coach House ARRIVA Motorhomes are wired with a MASTER DISCONNECT SWITCH.  
The location and operation of this switch is shown below.

**Coach House, Inc. recommends that the Master Disconnect Switch be turned to the "ON" position any time your motorhome is in use.  
Vital systems, including LPG and Carbon Monoxide detectors will not function unless the Master Disconnect Switch is turned "ON".**

## MASTER DISCONNECT SWITCH

The battery switch is located on the entrance wall just under the sink. Auxiliary batteries are being used when the switch is in the on position. Always turn the battery switch to the off position when the motor home is not being used to prevent the auxiliary batteries from being drained.

NOTE: Auxiliary batteries will NOT charge from engine alternator or converter with battery switch in the "OFF" position.

NOTE: If coach is plugged in during non-use or storage, leave battery switch "ON" to maintain auxiliary battery charge.

NOTE: Check auxiliary battery water level weekly ,if applicable.



# FIREFLY CONTROL SYSTEM

Your Coach House **ARRIVA** model is equipped with the “Firefly” Vegatouch Spectrum control system.

This system uses a touchscreen home base and several remote touchpads to operate many of the electrical components in your motorhome. It can also be operated remotely using an iPad, iPhone, or Android device.

**For detailed instructions, see manual in Information Kit at rear of this book.**



Main panel location above galley



Front remote panel location below galley inside entry door.



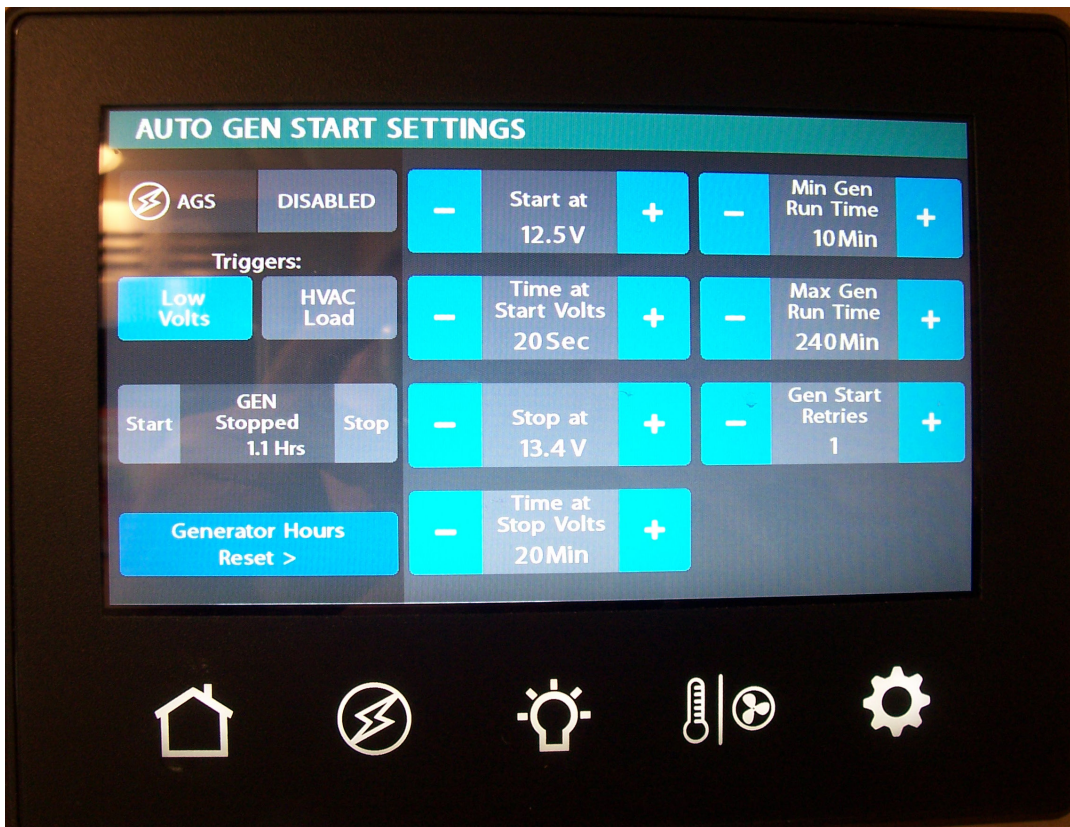
Living area remote panel location to left of bathroom door.



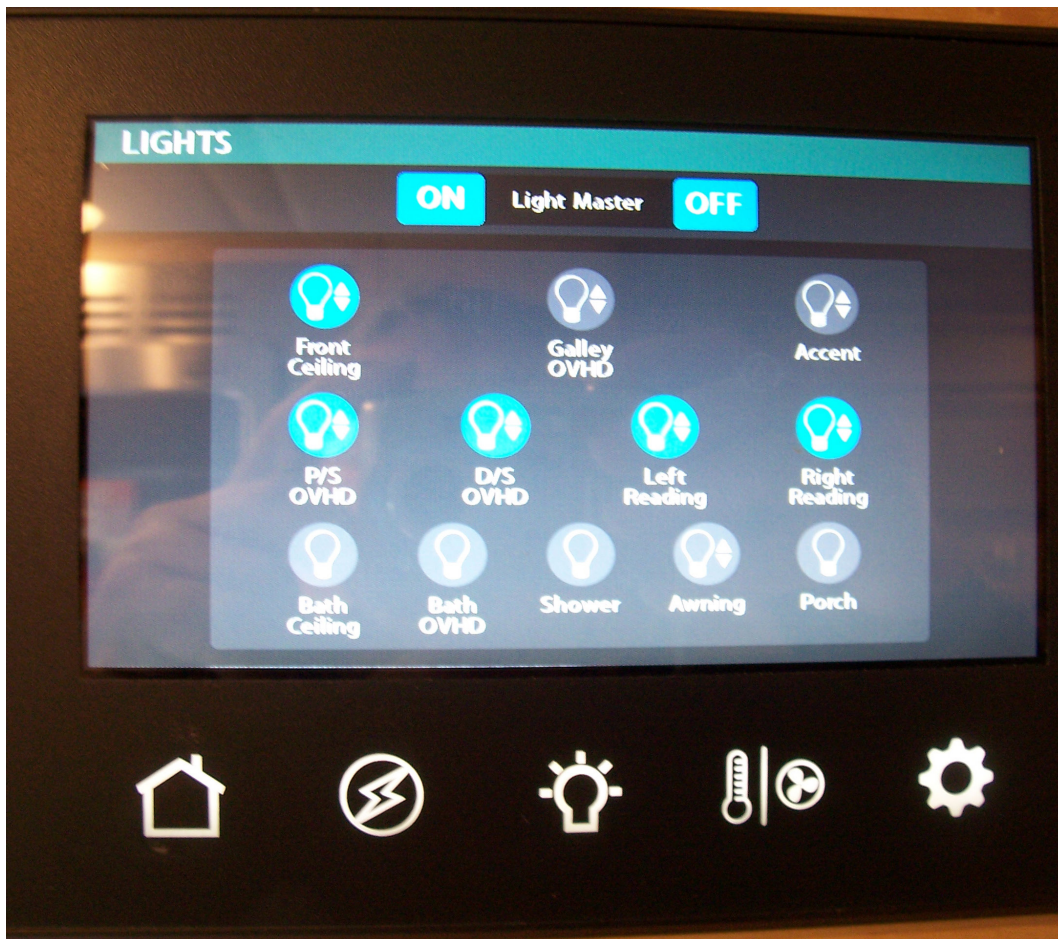
Bathroom remote panel location next to sink.



HOME SCREEN



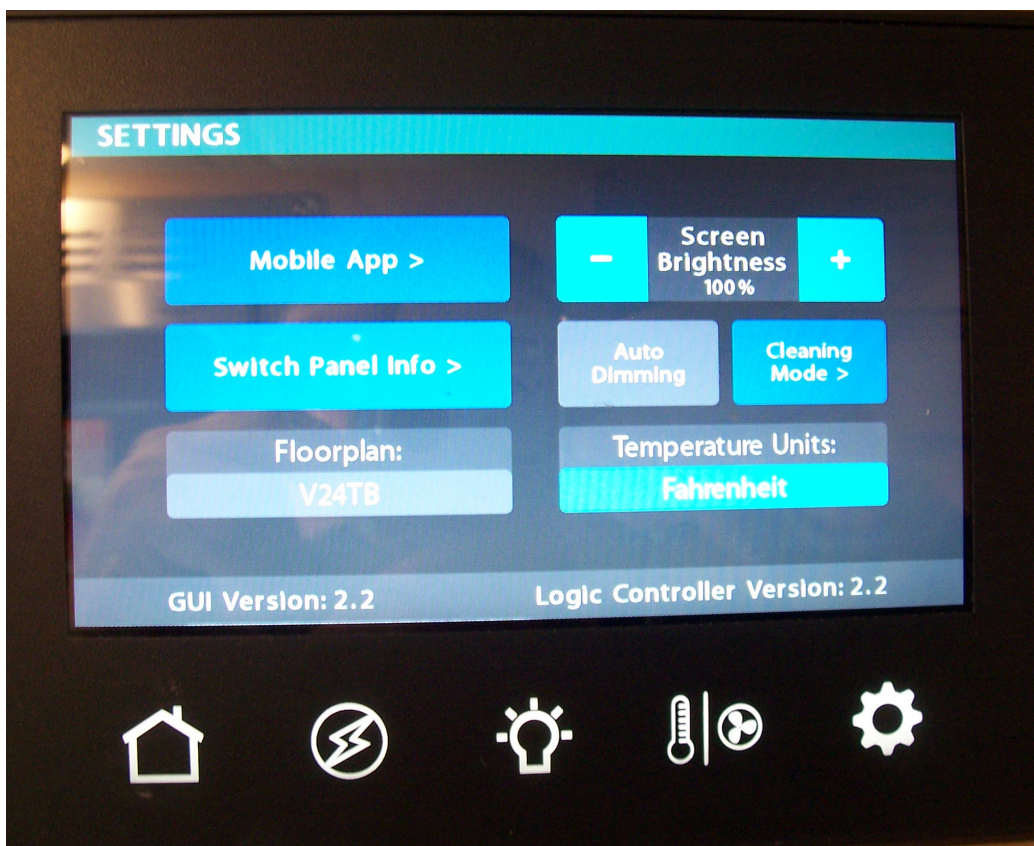
AUTO GEN START SETTINGS SCREEN



LIGHTS SCREEN



CLIMATE CONTROL SCREEN



SETTINGS SCREEN

# POWER CONVERTER

Your Coach House **ARRIVA** is equipped with a power converter that supplies the motorhome with 110 volts AC (Alternating Current) and 12 volts DC (Direct Current). The source of power can be from the:

- 1) Auxiliary “House” 12 volt batteries
- 2) 110 volt external power cord (Shore Power)
- 3) Generator

## **Power Converter Location:**

Overhead cabinet behind driver’s seat.



## **WARNING**

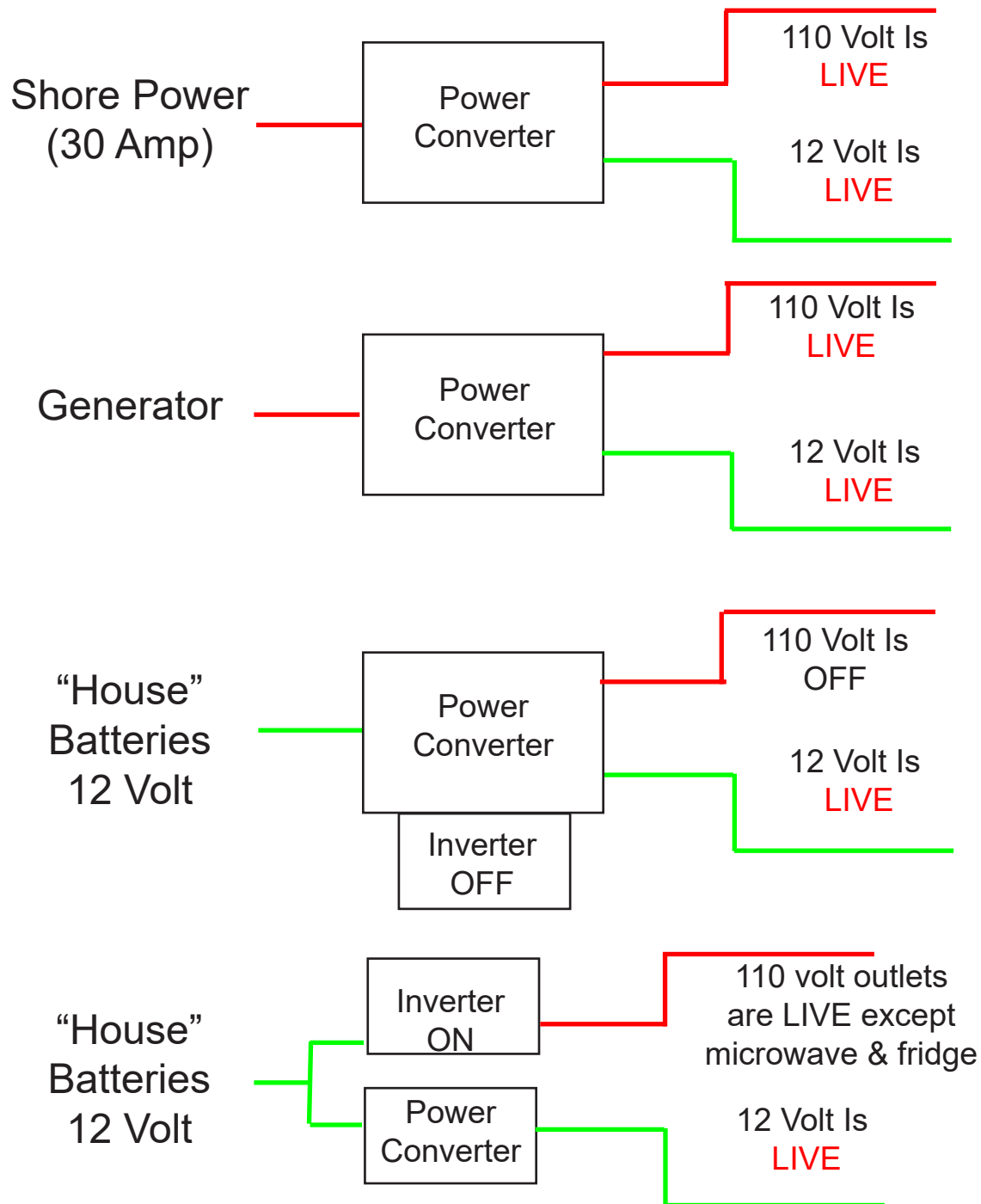
### **USE LITHIUM IRON BATTERIES ONLY!**

Your Arriva is equipped with a converter specifically designed to work with your Lithium Iron batteries. Coach House will not be responsible if different battery types are used such as: Lead Acid, AGM, etc, and damage occurs. Nor should external chargers not specifically designed for Lithium Iron batteries be used.

**For detailed instructions, see manuals in packet at rear of this book.**

The converter is equipped with an automatic switchover relay to prevent both the generator and the external power cord from being connected to the converter at the same time. When either the external power cord or the generator is being used, both the 110 volt AC system and the 12 volt DC system will be activated inside the motorhome. When neither of these is connected, the 12 volt auxiliary batteries will activate only the 12 volt DC system.

A separate 1000 Watt Inverter will power the electronics using only the “House” Batteries.





Whenever working on the electrical system, the system or circuit being worked on should be deactivated by disconnecting the power and/or throwing the main circuit breaker and safe procedures should be followed to prevent electrical shock. Any modifications made to the system should only be done by a professional to assure compliance with the codes and to assure safe installation practices.

## CIRCUIT BREAKER & FUSES

The converter door can be opened with a “push” touch and the circuit breakers and fuses can be located. The 110 volt AC breakers are located on the right with the first breaker on the left being the MAIN POWER, and the remaining breakers for the circuits as labeled on the door. The 12 volt DC fuses are the automotive push in type links and are located on the left side. The top two fuses are for system use, by the converter. The 12 volt DC circuits are labeled on the door.

# MAIN FUSE PANEL
















Mercedes-Benz


*Arriva*

## Mercedes Benz V-24 TB Firefly System

















































### 12 Volt System Fuses

	<u>Blank</u>
	<u>Refrigerator</u>
	<u>Blank</u>
	<u>Lights and Fans</u>
	<u>Water Heater</u>
	<u>Furnace</u>
	<u>T.V.</u>
	<u>Accessories and Tank Heaters</u>
	<u>Blank</u>
	<u>L.P. Common</u>
	<u>Blank</u>
	<u>Drop Tap (Firefly)</u>

  
System Use

  
System Use

### 110 Volt System Breakers

<table><tr><td>30</td><td>20</td></tr><tr><td>Amp</td><td>Amp</td></tr><tr><td></td><td></td></tr></table>	30	20	Amp	Amp			<u>Main Power</u>
30	20						
Amp	Amp						
							
<table><tr><td>30</td><td>20</td></tr><tr><td>Amp</td><td>Amp</td></tr><tr><td></td><td></td></tr></table>	30	20	Amp	Amp			<u>Microwave</u>
30	20						
Amp	Amp						
							
<table><tr><td>15</td><td>20</td></tr><tr><td>Amp</td><td>Amp</td></tr><tr><td></td><td></td></tr></table>	15	20	Amp	Amp			<u>A.C. Sensor</u>
15	20						
Amp	Amp						
							
<table><tr><td>15</td><td>20</td></tr><tr><td>Amp</td><td>Amp</td></tr><tr><td></td><td></td></tr></table>	15	20	Amp	Amp			<u>Inverter</u>
15	20						
Amp	Amp						
							
<table><tr><td>15</td><td>20</td></tr><tr><td>Amp</td><td>Amp</td></tr><tr><td></td><td></td></tr></table>	15	20	Amp	Amp			<u>Converter Box (12 Volt)</u>
15	20						
Amp	Amp						
							
<table><tr><td>15</td><td>20</td></tr><tr><td>Amp</td><td>Amp</td></tr><tr><td></td><td></td></tr></table>	15	20	Amp	Amp			<u>Air Conditioner</u>
15	20						
Amp	Amp						
							
<table><tr><td>15</td><td>15</td></tr><tr><td>Amp</td><td>Amp</td></tr><tr><td></td><td></td></tr></table>	15	15	Amp	Amp			<u>Refrigerator</u>
15	15						
Amp	Amp						
							
<table><tr><td>15</td><td>15</td></tr><tr><td>Amp</td><td>Amp</td></tr><tr><td></td><td></td></tr></table>	15	15	Amp	Amp			<u>Blank</u>
15	15						
Amp	Amp						
							

## AUXILIARY FUSE PANEL

(ON ELECTRICAL PANEL DRIVER'S SIDE

### UPPER CABINET)

<u>Circuit</u>	<u>Amp</u>	<u>Device</u>
1	Blank	Blank
2	5A	TV Wall Plate
3	Blank	Blank
4	7.5A	Satellite (Optional)
5	Blank	Blank
6	Blank	Blank

## AUXILIARY FUSE PANEL

(UNDER DRIVER'S SEAT BASE)

### Fuses in Driver's Seat Base

<u>Circuit</u>	<u>Amps</u>	<u>Device</u>
26	20	Power for Emergency Start Solenoid

# 80 AMP BREAKER

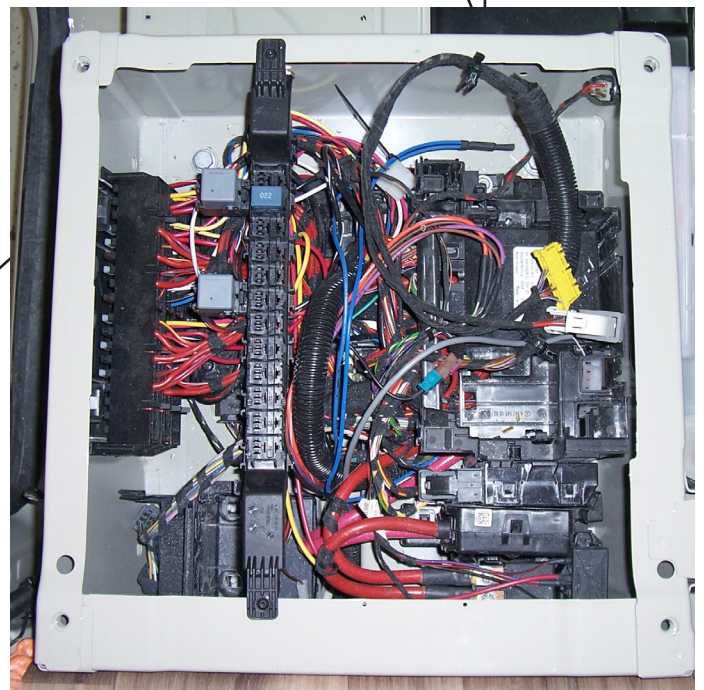
Your Coach House *ARRIVA* has an electrical system circuit breaker to prevent damage to the 12 volt electrical system. The 80 Amp breaker will 'trip' if an overload situation occurs. Push in the red button to reset the breaker.

**80 Amp Breaker Location** Under the Driver's Seat



**80 Amp Breaker Location**

Auxiliary Start Over-Ride Button

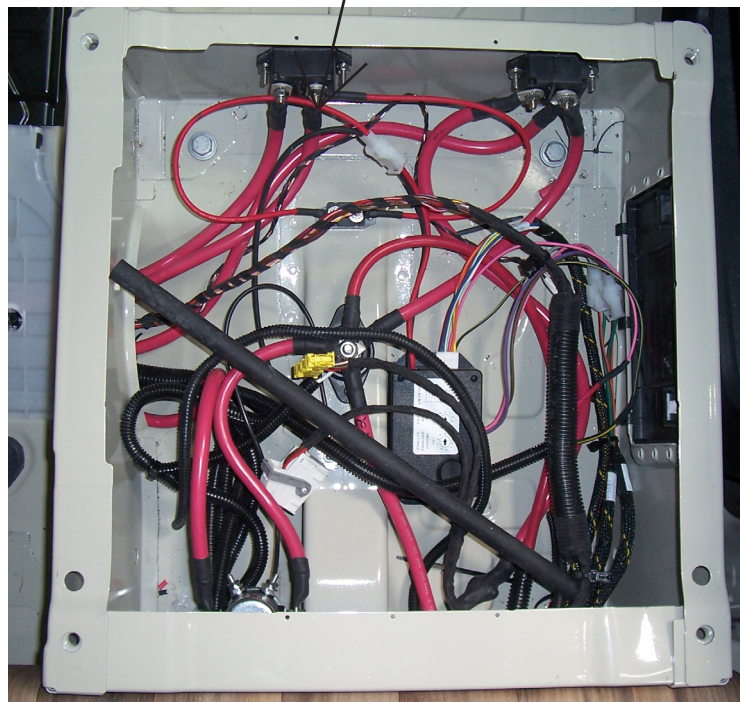


View under driver's seat

# 150 AMP BREAKER

Your Coach House **ARRIVA** has an electrical system circuit breaker to prevent damage to the engine when using the Emergency Start Switch. The 150 Amp breaker will 'trip' if an overload situation occurs. Push in the red button to reset the breaker.

## 150 Amp Breaker Location Under the Passenger's Seat



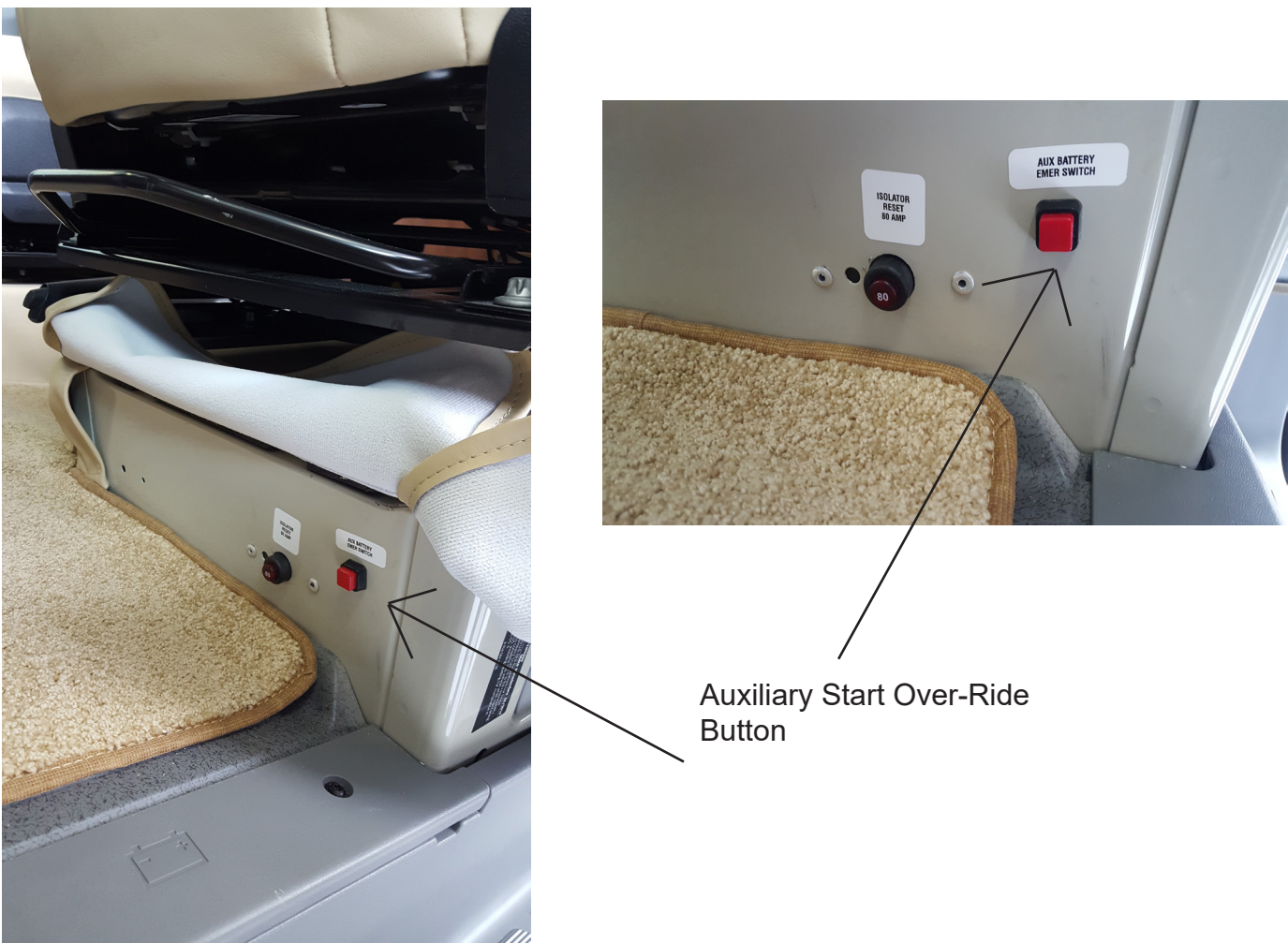
View under passenger seat

# AUXILIARY START OVER-RIDE

In the event that your engine battery does not have the power to start your motorhome, your **ARRIVA** is equipped with an Auxiliary Start Over-Ride Switch which will “tie” the house batteries to the engine battery to give an extra “boost” of power to start your motorhome engine.

**Push the red switch and HOLD IT DOWN while starting your vehicle with the key.**

The Over-Ride Switch is located under the Driver’s Seat next to the 80-Amp Breaker.



# POWER INVERTER

The Xantrex 1200 Watt Freedom X Pure Sine Wave Inverter has been installed in your *ARRIVA* motorhome as standard equipment. The on/off switch for the inverter is just behind the door under the table behind the driver's seat.

The inverter will supply 110 volt power to the electronic components (Television, DVD player, optional satellite receivers and the electrical outlets when you are not hooked up to shore power or running the generator. These devices will drain your "house" batteries if in use for an extended period of time.

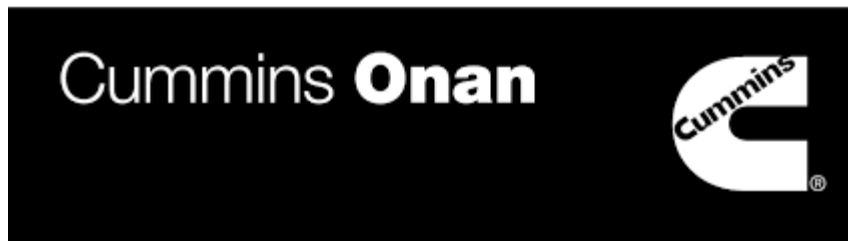


## OUTLET BREAKER BOX

20 amp breaker protects inverter from overload.

**xantrex**  
*Smart Choice for Power*

# GENERATOR



Mercedes Benz Chassis models are equipped with a:

3.6 kW ONAN LPG (Propane) Microquiet Generator.

The instruction DVD supplied with the generator should be carefully reviewed. Care should be taken not to exceed the capacity of the generator to prevent any possible damage to the generator unit.

The instruction manual supplied with the generator should be carefully reviewed. Care should be taken not to exceed the capacity of the generator to prevent any possible damage to the generator unit.

NOTE: The generator is generally operated from inside the motorhome using the Firefly Control System. Refer to the Firefly Control Panel instructions for detailed information.

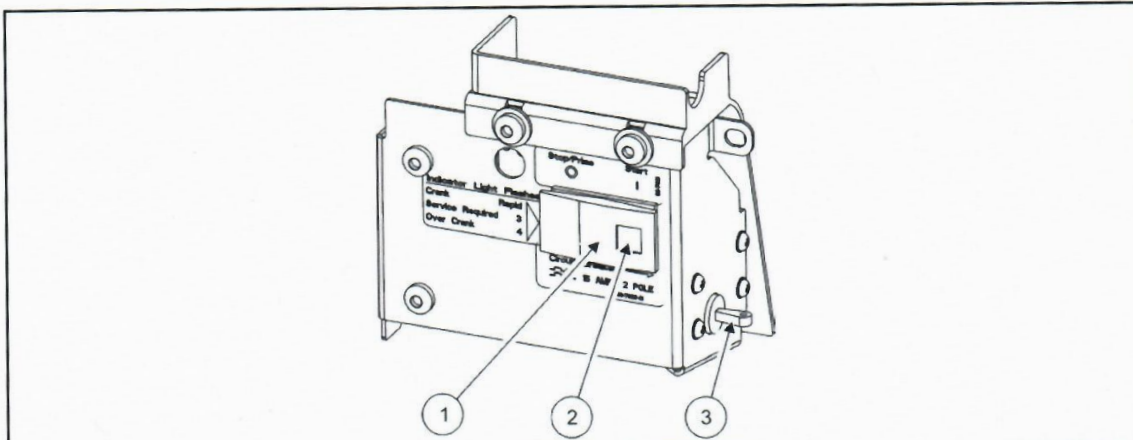
If necessary, the generator can also be operated at the generator itself. Refer to the diagram on the next page.

NOTE: There is a 25 amp breaker located on the driver's side bed that, if necessary, will trip prior to the 30 amp breaker on the generator itself.

NOTE: There is also a 30 amp breaker located on the side of the generator cover to protect the generator from an overload. If there is a power outage, be sure to check this breaker, resolve any problems and reset.

# GENERATOR CONT'D

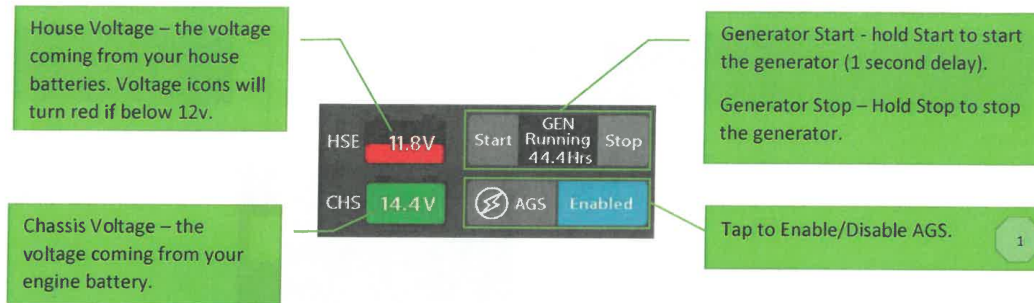
## 4.2.1 Generator Set Control Panel



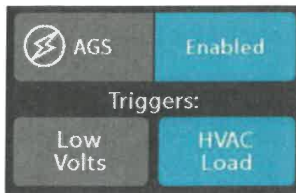
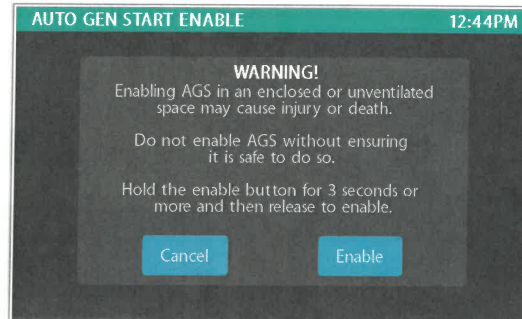
No	Name	Description
1	Control Switch	Used to start and stop the generator set, and to prime the engine fuel system. Hold the switch in its START position to crank and start the generator set. Press the switch to the STOP position to stop the generator set. Hold the switch in its STOP/PRIME position to prime the fuel system (gasoline models only).
2	Status Indicator	LED in the control switch that blinks rapidly during cranking. Stays on continuously after generator set is running. If the generator set shuts down abnormally, the indicator blinks a numerical code to indicate the cause of the shutdown (see <a href="#">Chapter 6 on page 49</a> ).
3	Line Circuit Breaker	Protects the AC power leads connected to the generator set from overloads and equipment short circuits.

**GENERATOR SET CONTROL PANEL**

# AUTOMATIC GENERATOR START



1 AGS WARNING – to ensure safety, AGS will not be activated until you hold the Enable button (from the Warning screen) for at least 3 seconds.

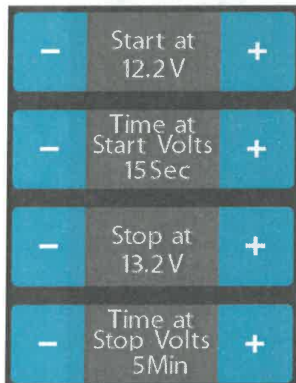


Tap to Enable/Disable AGS (as described on page 5).

**Trigger Options** – Automatically start the generator using specified voltage settings (Low Volts) or when A/C or Heat Pump start (HVAC). Select one or both triggers. If no triggers are selected, AGS will not run. Disable HVAC Load while connected to shore power to keep the generator from starting.



**Generator** – Press and hold Start to start the generator. Press Stop to stop the generator. The system will display how many hours the generator has been used. These hours are saved to the system, not the generator itself.



**Start at Volts** - The generator will start when the voltage drops to this set point depending on "Time at Volts" setting below. (Range 10.5v – 12.5v)

**Time at Volts** - The generator will start when the voltage drops to the Start at Voltage for this specific amount of time. (Range 5 seconds – 1 minute)

**Stop at Volts** - The generator will shut off when the voltage reaches this set point depending on "Time at Stop Volts" setting below. (Range 13.2v – 14.5v)

**Time at Stop Volts** - The amount of time required for the voltage to remain at "Stop at Volts" level before the generator shuts off. (Range 5min – 120min)



**Minimum Gen Run Time** - Use the + and – keys to set the minimum amount of time that your generator will run once it has started. (Range 10min – 30min)

**Maximum Gen Run Time** - Use the + and – keys to set the maximum amount of time that your generator will run once it has started. (Range 120min – 240min)

**NOTE:** Screen values shown are simply default values and may change as necessary.

# AUXILIARY “HOUSE” BATTERIES

Your ARRIVA motorhome has 2 Relion RB100-HP Lithium Iron Phosphate Batteries. These are 100 amp/hour batteries wired in parallel to supply the coach with 200 amp/hours of power.

## Lithium Battery Technology

RELION Lithium Iron Phosphate batteries (LiFePO<sub>4</sub>) are designed to outperform traditional lead-acid batteries on the road, or off-the-grid. They offer more usable energy in a lightweight, no maintenance package that's safe, reliable and worry-free.



RELION lithium batteries allow you to use 100% of their capacity, regardless of the rate of discharge. So, run all your electronics and know that you have ample reserves, even when you're boondocking.

RELION lithium batteries provide up to 10 times longer life than lead-acid batteries, and they still provide 80% of rated capacity after 2,000 cycles.



Gage is located on side of compartment.

Dual batteries are located in the compartment inside the left rear door of the coach.

# AUXILIARY “HOUSE” BATTERIES

## CONT'D

Partial charging does not affect performance quality or battery life. A low self-discharge rate means worry-free storage so even occasional users can be assured of reliable performance.



### **USE LITHIUM IRON BATTERIES ONLY!**

Your Arriva is equipped with a converter specifically designed to work with your Lithium Iron batteries. Coach House will not be responsible if different battery types are used such as: Lead Acid, AGM, etc, and damage occurs. Nor should external chargers not specifically designed for Lithium Iron batteries be used.

### **CHARGING GUIDELINES:**

The auxiliary batteries are charged either by:

- 1) The *Alternator* of the motor home while driving
- 2) The *Power Converter* when external 120 Volt AC power is connected
- 3) The *Generator*

If your Lithium Iron coach batteries are not fully discharged, they do not need to be charged after each use. Lithium Iron batteries do not get damaged when left in a partial state of charge (PSOC). You can charge your batteries after each use or when they have been discharged up to 80% (20% SOC). If the Battery Management System (BMS) disconnects the battery due to low voltage, at 100% depth of discharge, remove the load to reconnect the battery circuit and charge immediately.

Note that we recommend storing batteries at 50% state of charge (SOC) to minimize irreversible capacity loss.

NOTE: The engine battery of the motor home is not charged from the power converter. The engine battery should be periodically checked and maintained. Refer to the Chassis Owners Manual for recommended engine battery maintenance.

# LITHIUM IRON BATTERY

## ISOLATION MANAGER



The Battery Isolator Manager (BIM) is located under the passenger seat pedestal.

Under normal charging conditions, the BIM will connect for 15 minutes every 35 minutes. That means that the BIM will connect for 15 minutes, disconnect for 20 minutes, and repeat this cycle until the coach battery is charged.

If the coach battery resting voltage exceeds 13.4V then the BIM will disconnect. A resting voltage greater than 13.4V indicates a fully charged battery. Note that “resting voltage” means that no current is flowing to the coach battery.

The BIM will disconnect if the alternator voltage exceeds 14.4V. This protects the coach battery from over charging.

The BIM will disconnect if the voltage difference between the alternator and the coach battery is less than 0.1V. If the voltage difference is too low, then there is a negligible charging current, and no need to connect to the coach battery

The BIM will disconnect if the alternator voltage drops below 13.3V. If the alternator voltage is too low, then it cannot adequately charge the coach battery, so there is no reason to connect.

# RELION BATTERY INDICATOR

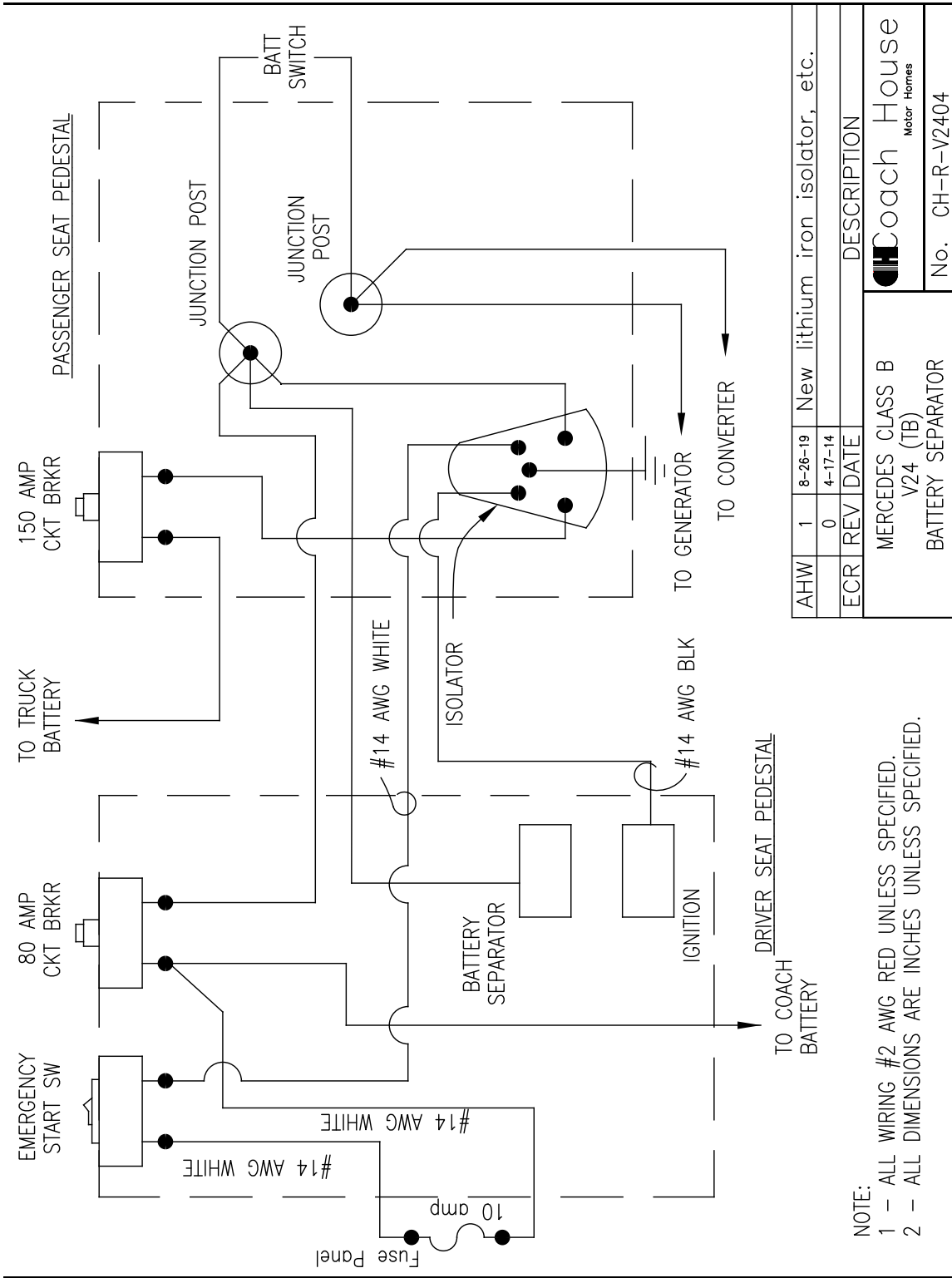


The RELiON Battery Indicator is a high-precision meter that captures instantaneous and integrated data in real-time. Through the use of a 500A current shunt, the battery indicator measures the discharge/recharge currents and calculates the Ampere-hours (Ah) flowing in and out of the battery. High-precision voltage measurements are taken and displayed in real-time through the use of a field-installed sense wire. RELiON's Battery Indicator is well-suited for lithium iron phosphate, lithium-ion, lead-acid and nickel-metal hydride batteries. The battery indicator comes with a one-year limited warranty.

# MERCEDES BENZ BATTERY

## SEPARATOR

Mercedes Benz Sprinter Models have a factory installed battery separator. Please refer to the Mercedes Benz Manual for information about the charging systems on the Sprinter Chassis.



# GFCI RECEPTACLES

A GFCI receptacle is different from conventional receptacles. In the event of a ground fault, a GFCI will trip and quickly stop the flow of electricity to prevent serious injury. All Coach House **ARRIVA** models have GFCI receptacles in the bathroom. This GFCI receptacle protects other outlets in the motorhome, so, if you lose power in any outlet, be sure to check the GFCI outlet, resolve any problems and reset.

GFCI Outlet



## How to test your GFCI Outlet:

**Step 1:** Plug a lamp into the GFCI.

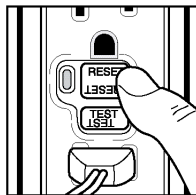
**Step 2:** Turn on the lamp.

**Step 3:** Push the TEST button on the GFCI. The GFCI should trip, stopping the flow of electricity to the lamp. Note that the RESET button will pop-out.



**If the lamp DOESN'T turn off when the TEST button is pushed,** the GFCI is not working properly and should be replaced immediately.

**If the lamp DOES turn off when the TEST button is pushed,** the GFCI is working properly and should be tested monthly. To restore power, press the RESET button.



**If the power is not restored when the RESET button is pushed,** the GFCI is not working properly and should be replaced immediately.

## What is a GFCI Outlet?

A Ground Fault Circuit Interrupter (GFCI) Outlet protects you from serious injury due to electrical shock from:

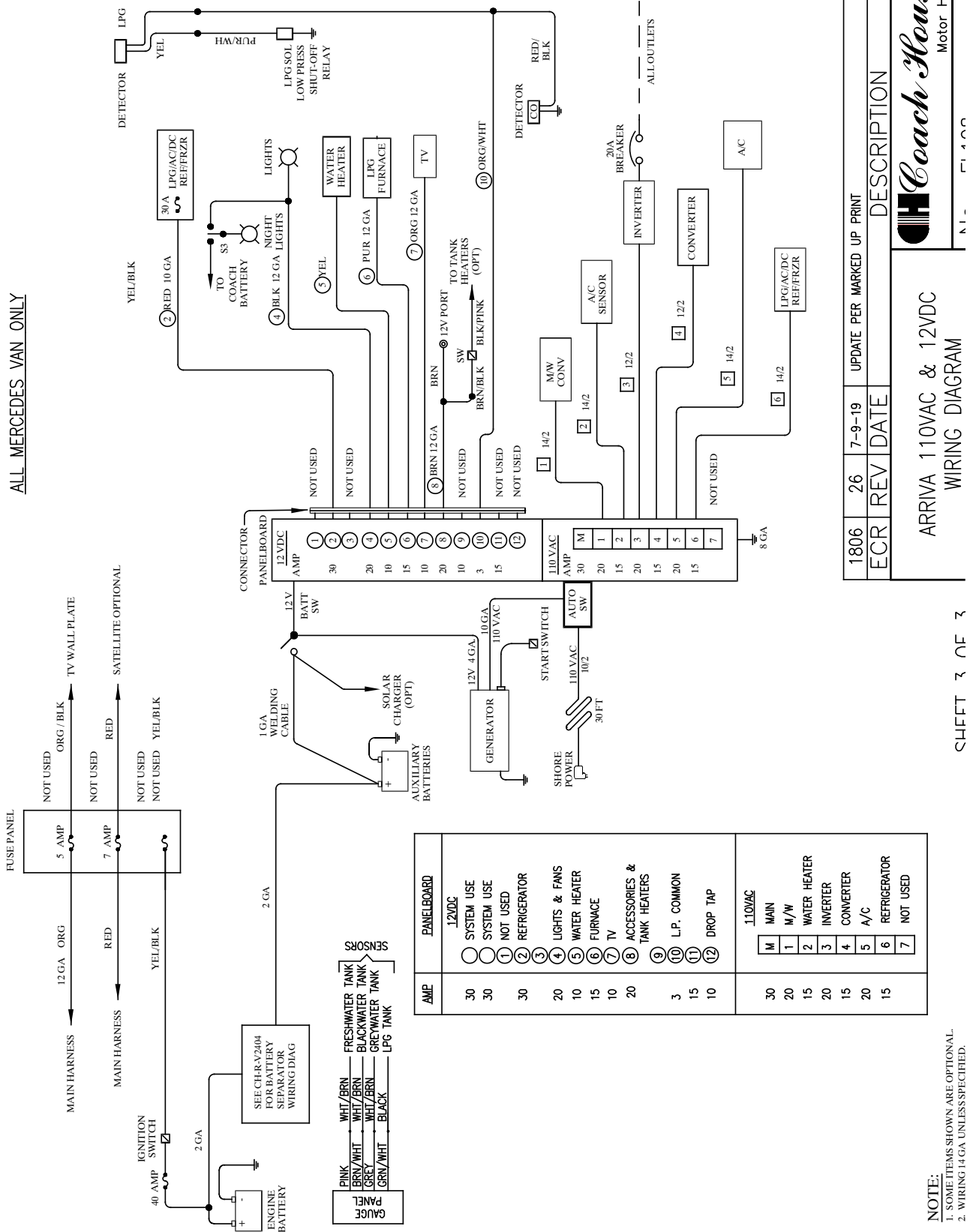
- Hazardous leakage levels from appliances and tools
- Exposure to moisture while operating electrical equipment
- Frayed or damaged electrical wiring

## Where are your GFCIs located?

GFCI protection is required per the *National Electrical Code*® (NEC) for outlets servicing bathrooms, kitchen countertops, unfinished basements, garages, utility sinks, and outdoor locations.

# WIRING DIAGRAM

ALL MERCEDES VAN ONLY



NOTE:  
1. SOME ITEMS SHOWN ARE OPTIONAL.  
2. WIRING 14 GA UNLESS SPECIFIED.

SHEET 3 OF 3

1806	26	7-9-19	UPDATE PER MARKED UP PRINT
ECR	REV	DATE	DESCRIPTION
ARRIVA 110VAC & 12VDC WIRING DIAGRAM			
Motor Homes			

# *Arriva*

## OWNER'S MANUAL

### *SECTION 4*

### L.P.G.- LIQUID PETROLEUM GAS SYSTEMS

#### Section 4 - L.P.G. System:

LP Gas system	4-2
L.P.G. Regulator	4-3
Regulator Freeze Up	4-3
Mandatory Consumer Information	4-4

# L.P.G. SYSTEM



## WARNING

This propane piping system is designed for use with propane only. Do not connect natural gas to this system.

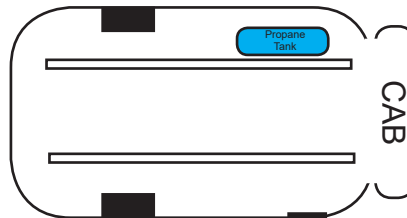
Securely cap inlet when not connected for use.

After turning on propane, except after normal cylinder replacement, test propane piping and connections to appliances for leakage with soapy water or bubble solution.

Do not use products that contain ammonia or chlorine to test for leaks. May lead to a fire or explosion, which could result in death or serious injury.

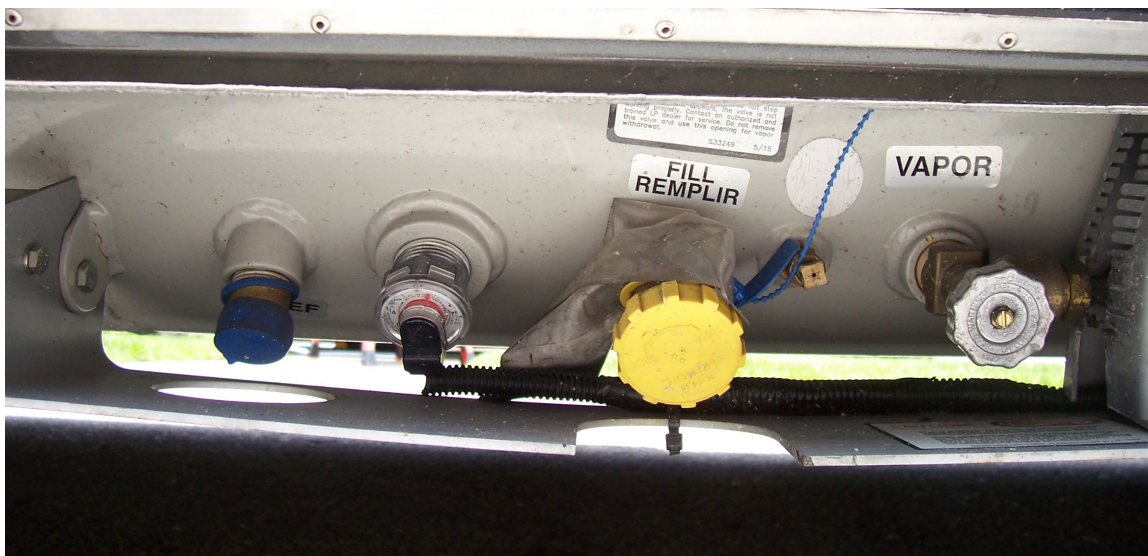
### Mercedes Benz Models

The L.P.G. tank is located on the driver's side and outside the frame on the Arriva models.



Mercedes Benz models have a direct fill valve. The direct fill valve is located behind the driver's side running board.

Filling your tank should be done only by a qualified LPG service center.





## **WARNING**

Turn off all LPG appliances and exit the vehicle when filling the tank



## **WARNING**

These instructions are provided as a general guideline only. Your LP Gas Tank should only be filled by a qualified Propane Salesperson. Injury or death could occur if safety precautions are not followed.

## **L.P.G. REGULATOR**

The L.P.G. system uses a two-stage regulator to control the pressure to the L.P.G. appliances to assure the proper functioning and safe operation of the appliances. The regulator is located under the floor of the motor home near the L.P.G. storage tank and is enclosed in a protective shield to prevent damage to the regulator or clogging of the vent.

## **REGULATOR FREEZE UP**

Under some conditions, moisture may be present in the L.P. gas in your tank and this can cause the regulator to freeze up, stopping flow to the appliances. This condition occurs more frequently in cold weather or at higher altitudes and usually can be cured or prevented by having methanol injected into the L.P. G. tank. Only experienced, qualified personnel should do this. Some L.P.G. stations especially at higher altitudes, will already have methanol in the L.P. gas they dispense. It is suggested that if you plan to go to a colder climate or a higher altitude, that you wait until you reach those areas before completely filling your tank. The small cost difference is well worth it to reduce the risk of freeze up.

Under some circumstances it may be desirable to change the regulator to an adjustable type. Be sure to seek the help of a professional.

# MANDATORY CONSUMER INFORMATION

The following information is being supplied to conform with the mandates of:

ANSI A119.2 / NFPA 501C-1987

and to ensure the greatest possible degree of safety for our customers. Please study this information carefully and keep it in your vehicle at all times.

Should this information be misplaced, additional copies are available from our corporate office for a nominal charge.



## **WARNING**

LP Gas containers shall not be placed or stored inside the vehicle.

LP Gas containers are equipped with safety devices which relieve excessive pressure by discharging gas to the atmosphere.



## **WARNING**

It is not safe to use cooking appliances for comfort heating!

Cooking appliances need fresh air for safe operation.

Before operation:

1. Open overhead vent or turn on exhaust fan.
2. Open window.

This warning label has been located in the cooking area to remind you to provide an adequate supply of fresh air for combustion. Unlike homes, the amount of oxygen supply is limited to the size of the recreational vehicle, and proper ventilation when using the cooking appliance(s) will avoid danger. Cooking appliances should not be used for comfort heating as danger of asphyxiation is greater when appliance is used for long periods of time.



A warning label has been located near the L.P. Gas container. This label reads:



**DANGER**

All pilot lights, appliances and their ignitors (see operating instructions) shall be turned off before refueling of motor fuel tanks and/or propane containers.

Can cause ignition of flammable vapors, which can lead to a fire or explosion and result in death or serious injury.



**WARNING**

Do not fill propane container(s) to more than 80 percent of capacity. A properly filled container contains approximately 80 percent of its volume as liquid propane.

Overfilling the propane container(s) can result in uncontrolled propane flow which could lead to a fire or explosion and result in death or serious injury.



**WARNING**

This propane piping system is designed for use with propane only. Do not connect natural gas to this system. Securely cap inlet when not connected for use. After turning on propane, except after normal cylinder replacement, test propane piping and connections to appliances for leakage with soapy water or bubble solution. Do not use products that contain ammonia or chlorine to test for leaks. This can lead to a fire or explosion, which could result in death or serious injury.



**DANGER**

Never use an open flame to test for leaks.

Never fill LP Gas tank when either the engine or generator is running.

Keep all protective covers and caps in place.



## DANGER

Never carry LP gas or any other flammable liquid containers inside the living or driving areas of your motorhome. Gases may inadvertently be discharged into the confined space which could result in fire, asphyxiation, or explosion.



## WARNING

Never overfill the LP Gas tank. Make sure your motorhome is level when filling the tank. Make sure all pilot lights are off before refueling any of the fuel tanks on your motorhome. Do not smoke or have any open flame in the area where refueling is taking place. Use a soap and water solution to test for leaks in the LP gas system.



## WARNING

Remind the service attendant to use the 80% overflow valve when refueling. Space must be left in the tank for vaporization and expansion to occur.



## NOTICE

In some jurisdictions it is illegal to transport LP Gas on certain roads or through tunnels. Check state or local regulations to make sure your trip will not be halted or impeded unexpectedly as a result of transporting LP Gas.



## WARNING

If you smell gas, immediately follow these steps:

1. Extinguish open flames, pilot lights and all smoking material.
2. Do not touch any electrical switches.
3. Shut off LP Gas tank valve.
4. Open doors, windows, and roof vents after making sure the roof vent fans are "OFF".
5. Leave the motorhome and its immediate vicinity until odor is gone.
6. Have a qualified service technician check the system for leaks and make any necessary corrections and repairs.

NOTE: Do NOT remove label.

# *Arriva*

## OWNER'S MANUAL

### *SECTION 5* HVAC & PLUMBING SYSTEMS

#### HVAC & Plumbing:

Furnace	5-2
Air Conditioner/Heat Pump	5-3
Fan-Tastic Roof Vent Fan	5-4
Ventline Bathroom Roof Vent	5-4
Water Pump/Gravity Fill	5-5
Water Heater	5-6
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Sanitizing the Potable Water System	5-9
How to Winterize	5-10
RV Toilet	5-12
Black & Gray Water Holding Tanks	5-13
Black Water Holding Tank Flush System	5-14
Heated Holding Tanks	5-15

# FURNACE (L.P.G.)

**LOCATION:** In the Base of the Bed on the Driver's Side

The furnace is controlled by the Firefly Control Panel which also controls the air conditioning system. The furnace blower and automatic ignition are powered by the 12 volt DC system. The manufacturers operating instructions, contained in the Instruction Kit at the end of this manual, should be reviewed before using the furnace. As with all L.P. Gas appliances, all precautionary notes and labels should be carefully reviewed for maximum safety and comfort. (See Section 4)



See owners booklet in the Information Kit in the back of this Owners Manual.

**NOTE: Be sure to set the fan on the AC to “AUTO” when running the furnace otherwise the AC fan will run.**

# AIR CONDITIONER HEAT PUMP

The air conditioner/heat pump for your Coach House *ARRIVA* is manufactured specifically for RV use and is located in the center of the motor home on the roof with outlets in the ceiling. The AC/Heat Pump is controlled by the Firefly Control Center.

The air conditioner operates on the 120 volt A/C system and will operate only when the external power cord is connected to a power source or when the generator is operating.



See owners booklet in the Information Kit in the back of this Owners Manual.

# FAN-TASTIC ROOF VENT FAN

There is (1) Fan-Tastic Vent roof fan in your *ARRIVA* Motorhome.

The roof vent fan is located in the ceiling and is operated by the Firefly Control Panel. Cranking up the fan cover is also controlled by the Firefly Control Panel, but can be done manually if necessary. The 12-volt DC system powers the fan. The fan has an automatic rain sensor.

Coach House does not use Fan-Tastic Vents with the 'Reverse' feature. For your safety, this eliminates the unlikely event that noxious fumes could permeate your motorhome while unattended, or while you are sleeping. Please disregard any reference to the 'Reverse' feature in literature from Fan-Tastic Vents.



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## VENTLINE VANAIR

## BATHROOM ROOF VENT



Ventline Vanair Trailer Roof Vent w/ 12V Fan VP-543SP

Rounded, plastic vent cover opens and closes with a simple push on the handle.

# WATER PUMP/GRAVITY FILL

**Location:** The water pump is located in the bed base on the passenger's side.

When parked where a city or R.V. park water supply is available, the motor home should be connected by using a hose connected to the city water connection. The water pump should not be used when the motor home is connected to city water. The Coach House has a potable water tank with a 12-volt DC demand pump connected to the system. The demand pump is controlled by the Firefly Control Panel. The pump should only be turned on when water is needed from the potable holding tank. Do NOT operate the pump dry or when there is no water in the potable water tank.



Drain valves are supplied on the potable water tank and in the water system near the pump to allow draining the system to prevent freezing.

**NOTE:** The water pump has a filter located on its side and must be checked and cleaned occasionally.

**NOTE:** When winterizing, the pump must be drained.

The potable water fill is located on the side of the motor home behind the labeled door. The potable water tank can also be filled from city water pressure. Open a valve to fill fresh (potable) water tank - turn off when tank is full. The location of the valve (on all models) is inside exterior door - drivers side behind rear wheel.



# WATER HEATER



Your Mercedes Benz Chassis motorhome utilizes the TRUMA Aquago Comfort “on-demand” propane hot water heater. The master control switch is located to the rear of the overhead cabinet behind the driver’s seat.



ECO  
COMFORT  
OFF  
ANTIFREEZE  
CLEAN

See next page for description of functions.

Warranty questions and service information can be obtained from:  
Truma Corp.  
825 East Jackson Boulevard  
Elkhart, IN 46516  
1-855-558-7862 ext. 1  
Monday - Friday 8 am - 5 pm

# WATER HEATER CONT'D

## ECO

The appliance is now running in energy saving mode.

- Water temperature at the outlet is approximately 120 °F (49 °C).
- Prevention of freezing by using propane gas. The temperature in the appliance is automatically kept above 41 °F (5 °C) .
- During operation, the yellow status LED 3 is lit.

## COMFORT

The appliance is now running in a mode that provides rapid availability of hot water.

- Water temperature at the outlet is approximately 120 °F (49 °C).
  - Stand-by heat.
- The temperature in the appliance is automatically kept above 102 °F (39 °C).
- During operation, the yellow status LED 3 is lit.

## OFF

Stand-by. The appliance is not running in any operating mode.

- The yellow status LED 3 is off.
- To switch off the POWER and gas supply refer to “Switching OFF the appliance” on page 12.

## ANTIFREEZE

Prevention of freezing using 12 VDC electricity:

- Operating mode with installed electric antifreeze kit (available as an accessory) and appliance switched on. The temperature in the appliance is automatically kept above 41 °F (5 °C).
- During operation, the yellow status LED 3 is lit

## DECALCIFICATION

Only AquaGo comfort /

AquaGo comfort plus. See “Decalcification” on page 17.

For safety reasons, after 30 seconds the decalcification process cannot be stopped until the system has been rinsed in accordance with the instructions.

# OUTSIDE SHOWER ASSEMBLY

Coach House Motorhomes come with an outside shower assembly which provides hot and cold running water for outdoor applications.

Specifications:

- Designed for use in a pressure regulated, portable water system with a maximum operating pressure of 40 psi.
- Maximum flow rate with the faucets fully opened - 2/5 GPM.
- DO NOT ALLOW TO FREEZE. (Do not overlook when winterizing)
- Do not connect directly to a high pressure residential water supply.



# SANITIZING THE POTABLE WATER SYSTEM



Potable water only. Sanitize, flush, and drain water tank before using. See below for instructions, care, and maintenance information. Failure to maintain tank may result in death or serious injury.

To assure complete sanitation of your potable water system, the following procedures are recommended for a new system, or for one that has not been used for a period of time, and for one which may have become contaminated.

- 1) Prepare a chlorine solution using one (1) gallon of water and one-quarter (1/4) cup of household bleach (2% sodium hypochlorite solution). With tank empty pour two (2) gallon of solution into the tank.
- 2) Complete filling of tank with fresh water. Operate all faucets to release trapped air. Pressurize the entire system with a pump, if available, and turn off pump.
- 3) Allow to stand for three (3) hours.
- 4) Drain and flush with fresh potable water.
- 5) To remove excessive chlorine taste or odor, which may remain, prepare a solution of one (1) quart vinegar to five (5) gallons of water and pour into tank. Allow solution to agitate in tank by vehicle motion (several days if possible)
- 6) Drain tank and flush with fresh potable water.

# HOW TO WINTERIZE

## Blow Dry Method

- 1) Empty and thoroughly rinse both the black and gray waste holding tanks at a sanitary dump station.
- 2) Drain the fresh water tank. The fresh water tank drain is accessible inside an access panel located on the driver side behind the wheel well
- 3) Drain all water lines. Drain valves are located behind a hinged panel on the rear of the driver's side of motor home. Be sure to drain shower, toilet and all faucets. If a water purifier or filter is in line, remove the cartridge. Close all faucets.
- 4) Install an R.V. "Blow Out Plug" on your city water inlet. These plugs are inexpensive and are available at R.V. Parts stores or Home Improvement stores (Lowe's, Home Depot)



R.V. Blow Out Plug

- 5) Set your air compressor to 30 psi, and start blowing air into the water inlet. While your compressor is blowing air into your water lines, walk around your RV and open up water valves, one at a time, to blow the water out from the lines. When the water has been blown out then close the valve and move on to the next water opening. Remember to flush the toilet. Don't forget the shower head and the outside shower if you have one. Don't forget to open up both the hot water line and the cold water line. Once you have done each and every fixture in the rig, you should have most of the water out of your freshwater system. Remove the air source and bleed off any remaining pressure by opening a faucet.
- 6) At this point, your RV has been winterized.

## RV Antifreeze method

If you wish to absolutely make sure your water lines are protected you can perform the following. The reason for putting antifreeze through your lines is in case any water

# HOW TO WINTERIZE (CON'T)

collects at low levels of your water lines and freezes. This could be enough to rupture a line. Putting RV antifreeze through your lines will eliminate this from being an issue.

**NOTE: Be sure to use RV Antifreeze. NOT automotive radiator antifreeze.**



1) Your Truma water heater is equipped with a bypass valve. Drain the water from the water heater and set the valves for the “bypass” position.

1) Pour 2-3 Gallons of RV antifreeze in the City Water Fill inlet which is located on the side of your motorhome.

2) Turn on the R.V. water pump which will pull the antifreeze out of the fresh water tank and into the system. Open each fixture, allowing it to flow until you see pure antifreeze. Monitor the level in the antifreeze bottle and make sure it doesn't run dry. Remember to flush the toilet and operate the toilet sprayer if installed. Don't forget the shower head and the outside shower if you have one. Once you have done each and every fixture in the rig, you should have protection against freezing pipes in your water system.

3) Once you have the RV parked in its final storage spot for the winter, pour some RV antifreeze down each drain to protect the trap. Open the toilet flush valve and allow about one quart (4 cups) of antifreeze to flow into the black water tank. Close the toilet flush valve and pour a little antifreeze into the toilet bowl. Pour about one quart (4 cups) down the shower drain to flow into the grey water tank.

4) NOTE: Your TRUMA water heater has specific winterizing instructions. Refer to the manual in the INFORMATION KIT for complete instructions.

# R.V. TOILET

We have installed a quality THETFORD gravity flush toilet in your motorhome.



When using the toilet, either the water demand pump should be turned on (water pump switch is located on the Firefly remote panel in the bathroom.) or the city water connection made and pressurized to assure a water supply to the toilet.

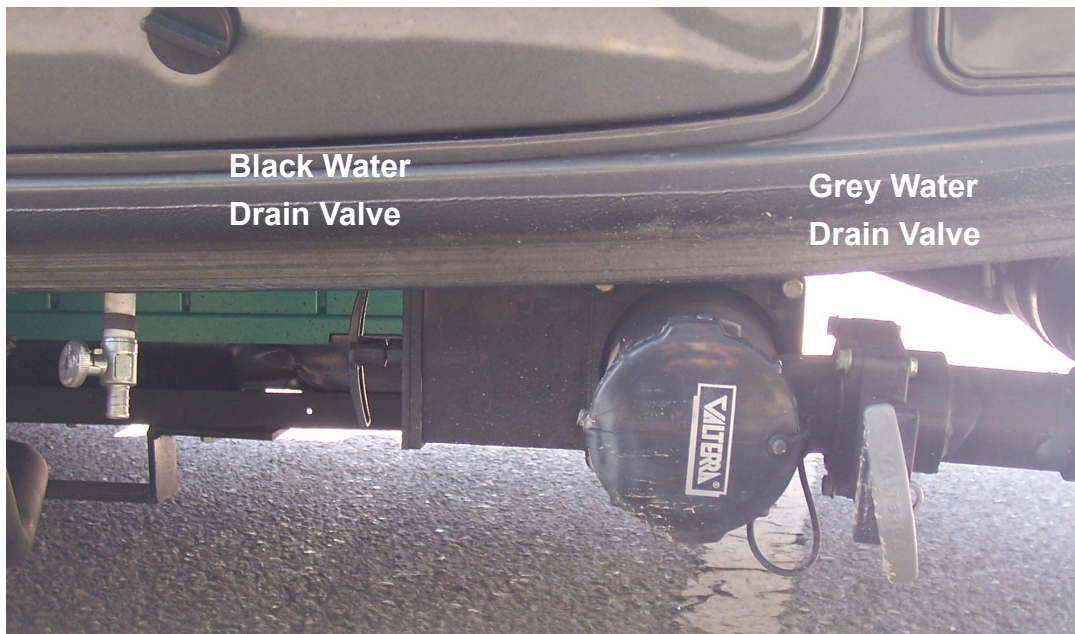
## **Gravity Flush**

The gravity flush toilet in the Coach House is connected directly to a waste holding tank and has a water line routed to it for rinsing and flushing. There are separate levers on the side of the toilet for rinsing and flushing, and the instructions on the toilet should be followed for best results.

# BLACK AND GRAY WATER HOLDING TANKS

The connection for draining the holding tanks are located on the left side of the motor home, behind the rear wheel. To drain the system, connect one end of an appropriate drain hose to the drain connection and the other end to a proper dump station. After the connections are made, opening the dump valve or valves can dump the system. The valves are located under the motor home on the driver's side rear and are labeled.

Dump the black water holding tank first, then dump the gray water holding tank.



## NOTE:

Do not leave the valve on the black water tank open when connected to a drain, The liquid will drain out leaving the solids to accumulate becoming very difficult to remove.

Do not dump the black water tank until it is over one-half full.

# BLACK WATER HOLDING TANK

## FLUSH SYSTEM

Drain the black water holding tank and leave valve open.



Attach garden hose to the black water flush water inlet (located behind the utility access door behind the drivers side rear tires, black cap). Turn on water (from outside source) to spray the interior of the black water holding tank. Continue to leave black tank drain valve open until flushed. Turn off water, disconnect hose and close valve.

### **NOTE:**

This panel is not the same on all models  
Look for the Black Water Hose Inlet on your panel.



NOTE: There is a back flow preventer which prevents the black water tank from contaminating the system when flushing with a hose. The back flow preventer is located in the bathroom wardrobe.

# HEATED HOLDING TANKS

Heated Holding tanks are installed on your Coach House ARRIVA.

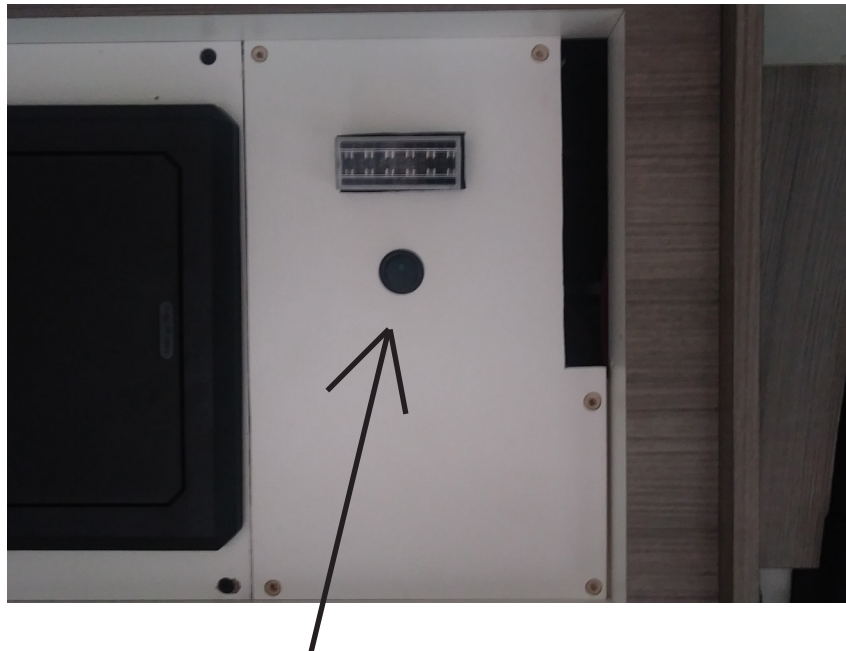
Manufactured by ULTRA HEAT INDUSTRIES, the tank heaters come in four sizes.

The larger tank heaters are equipped with a thermal sensor which will prevent the heaters from being activated unless the ambient air temperature is below 46 degrees Fahrenheit. This protection is to make sure your heaters do not come on inadvertently and “cook” the contents of your holding tanks.

ULTRA HEAT INDUSTRIES warrants tank heaters for a period of one year from the time of purchase and any failures should be reported directly to them at their factory.



See owners booklet in the Information Kit in the back of this Owners Manual.



Switch is located in overhead cabinet behind driver's seat.

# *Arriva*

## OWNER'S MANUAL

# *SECTION 6*

## GALLEY SYSTEMS

### Section 6 - Galley Systems:

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Two Burner Stovetop	6-4
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Solid Surface Counter Tops	6-6

# REFRIGERATOR (3-WAY)

All Coach House Motorhomes use Dometic RV refrigerators.

Your Dometic refrigerator unit can be energized by electricity using 12 volt or 110 volt. In addition it will run on propane gas. Refer to the refrigerator instruction manual in the Instruction Kit for lighting and operation of the refrigerator.

A temperature activated fan is mounted in the compartment behind the refrigerator to prevent over heating. This fan will come on when the temperature rises to an unsafe level in the compartment and will not shut off until the temperature has been reduced back to a safe operating level.



**NOTE:** The patented door hinge on both sides of the door allows the RMD 10 to be opened from either side, offering maximum convenience and flexibility. The intuitive door handle extends across the entire height of the refrigerator and enables easy opening at any height. A new and elegantly designed TFT display ensures optimal readability of refrigerator settings and is easily controlled with an ergonomic knob.

Fitted with an improved cooling unit, the RMD 10 achieves the best cooling performance in its class. The freezer can achieve temperatures as low as -20°C while operating in 32°C heat and, with additional vacuum panels and fans, an impressive -18°C in 43°C ambient temperatures.

Further boosting convenience, the RMD 10's interior space can be flexibly arranged with an accessory package of smart dividers and containers. While maximizing storage volume, this helpful accessory also promotes better organisation and improved visibility of refrigerator contents.

# CONVECTION/MICROWAVE OVEN

The microwave oven is mounted above or beside the refrigerator and only operates on the 120 volt A/C system. This oven can be used as a Convection Oven, or a Microwave oven. Refer to the manufacturers instruction manual, in the Instruction Kit in the back, for operator instructions and helpful cooking hints.

Service Can be obtained at:

Collins & Company

17880 Commerce Drive

Bristol, Indiana 46507

574-848-1118



## 2 BURNER STOVETOP

The Dometic two burner range has electronic ignition. Push the gas knob in to the “light” position and press the ignition switch at the same time to make a “spark” and ignite the flame. Make sure you turn off the gas flow when done cooking.



 **Dometic**



# COMPACT SINK

To use your ARRIVA Compact Sink simply raise the lid then rotate the faucet to a vertical position.

NOTE: Be sure to lower the faucet before lowering the cover.

Sink with faucet in stored position and cover closed.



Sink with cover open and faucet in stored position.



Sink with cover open and faucet in “use” position.



# SOLID SURFACE COUNTERTOPS

Your Coach House motor home has Solid Surfaces on all counter tops. The following guidelines will help keep your Solid Surfaces in good condition for years of use.

## Care and Use

Your solid surfaces countertops meet the demanding needs of today's surfacing applications. As a solid, non-porous surface, they can be maintained with minimum care to retain the original appearance. Because they can be repaired, they will still look and perform like a new installation, while other surfacing materials will often need to be replaced. With proper care your solid surfaces in your deluxe motorhome will stay looking like new.

### Routine Care

Your countertops and all sinks and lavatories are finished with a matte/satin finish. Soapy water, ammonia-based cleaners or commercially available solid surface cleaners will remove most dirt and residue from this type of finish. Stubborn residue will require a little stronger cleaner. Follow the recommendations below to properly clean your solid surfaces.

#### Conventional Cleaning Techniques

- Washing with soap and water is usually sufficient to remove surface dirt or stains. Be sure to wipe surface completely dry.
- Ammonia based liquid cleaner (not window cleaner) may also be used. Always rinse surface thoroughly and wipe dry.
- Drying is an important step, preventing a build-up of soap film or cleaning residue, which can create the appearance of light scratches over time. In the event this occurs, apply a mild abrasive cleaner to a damp sponge or white Scotch Brite® pad and rub into the surface in a circular motion. When finished, rinse thoroughly to remove all cleaner, then wipe completely dry.
- Stubborn soap film or cleaning residue build-up is easily removed with abrasive cleanser and a white Scotch-Brite® pad or a sponge.
- For darker colors, a polish may be used to enhance the shine. For areas where there may be food contact, always use a polish formulated for food contact areas, such as Countertop Magic®. Where food contact is not a possibility, a simple furniture polish may be used. Always follow the manufacturer's instructions for using the polish and for safety concerns.

#### Cleaning Agents

Your countertops are unaffected by common household and commercial cleaners such as

- Powdered abrasive cleansers (like Comet®)
- Ammonia
- Strong detergents
- Oxalic acid solutions
- Dilute hydrochloric acid solutions
- Dilute trisodium phosphate solutions

***Acid drain cleaners may cause surface damage and should not be used!***

#### Cigarette Burns, Stubborn Stains

Unlike other surface materials stains or marks caused by cigarettes, alcohol, food, lipstick, hair dye, shoe polish, iodine, marking pens, etc. can be removed by using an abrasive cleanser and a green Scotch-Brite® pad.

This type of maintenance will not harm the surface, and will restore it to "like new" condition.

# Repair of Damaged Surfaces

Solid surfaces can be repaired with no permanent damage. Tough to remove stains, fine scratches, and small cuts can be removed using standard repair techniques.

## Professional repair:

You may wish to seek professional repair if the damage is severe.

## Making your own repairs:

- To restore a matte finish - use 220 grit sandpaper followed by hard buffing with a green Scotch-Brite® pad in a circular motion.
- To restore a semi-gloss - use the 220 grit sandpaper, followed by 320 grit, followed by 400 grit. Then blend the finish in by using abrasive cleanser and a sponge or rag.
- If the damage is particularly deep, use a random orbital sander equipped with vacuum dust collection. Start with 120 grit sandpaper first, followed by 180-220 grit. After sanding, a uniform matte finish can be obtained by buffing with a green Scotch-Brite® buffing pad. For a semi-gloss, continue sanding with 320 followed by 400 grit. Then buff with a gray Scotch-Brite® pad.

The impact resistance of Corian® allows it to withstand harsh use without chipping, breaking, or cracking. However, if damaged due to extreme abuse, satisfactory repairs can often be made.

## Preventing Damage

### Avoid Strong Chemicals

Some chemicals are not compatible with your solid surface countertops. Avoid surface contact with:

- Strong chlorinated solvents
- Chloroform
- Ketones
- Methylene chloride (paint removers)
- Very strong acids such as concentrated sulfuric and hydrochloric acids
- Acid drain cleaners should not be used.

Surfaces exposed to these agents should be promptly flushed with water. Contact for even a short period of time can cause surface damage, spots, or staining. Follow the recommended repair procedures described above as needed to repair and/or restore the surface to its original condition. Severe damage caused by incompatible chemical contact will require professional repair.

While your solid surface countertops withstand heat better than most surface materials, do not place hot cookware directly on the surface. To avoid damage caused by excessive heat:

- Always use a trivet or hot pad under hot cookware
- Always use a trivet with minimum ¼" legs under small electrical appliances such as fryers and cookers

Your solid surface countertops can be scratched or gouged if used as a cutting or chopping surface for food preparation. Scratches can be repaired, but to avoid the problem, use of a cutting board is highly recommended.

# *Arriva*

## OWNER'S MANUAL

# *SECTION 7*

## MISCELLANEOUS

### Section 7 - Miscellaneous:

HD Television Antenna w/ WiFi Booster	7-2
MCD American Duo Roller Shades	7-3
Carefree of Colorado Awning	7-4
Hardwood Cabinet Doors	7-5
Exterior Body Care	7-6

# HIGH DEFINITION TELEVISION

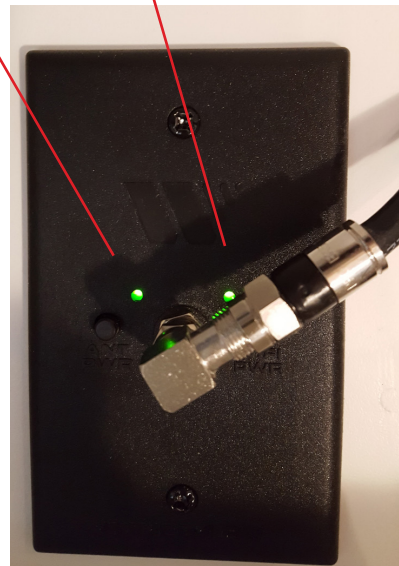
## ANTENNA W/ WIFI BOOSTER

An external antenna is mounted on the roof of your motorhome. This antenna will receive and supply HD signals over the air to your television.



Push button & light on right is for WiFi booster.

Push button & light on left is for power.



The Winegard Connect 2.0+ is a combination High Definition Television Antenna and WiFi Booster.

The new Connect 2.0 is an integrated system that works together for faster speeds and increased range from WiFi sources. Keep mobile devices, media players, and computers connected to WiFi with a reliable connection and expanded coverage. The Connect 4G2 links to nationwide 4G LTE for reliable, uninterrupted, in-motion and stationary coverage while traveling and offers the capability to swap SIM cards to add to new or existing data plans from other carriers!

See your Owner's Manual for the SIM password or call 1-800-320-9992 for support.

# MCD AMERICAN DUO ROLLER SHADES

Your coach is equipped with MCD American Duo Roller Shades. This system allows you to use the Day Shade or the Night Time Privacy Shade. Refer to the MCD Innovations Owner's manual for adjusting, care and warranty instructions.



3303 N. McDonald St.  
McKinney, TX 75071  
972.548.1850  
800.804.1757  
[www.mcdinnovations.com](http://www.mcdinnovations.com)

# CAREFREE OF COLORADO

## AWNING



Your Coach House motorhome has been equipped with a Carefree of Colorado Awning.

Electrical power is supplied from the 12 Volt "House" Batteries.

The switch for the awning is located above the Firefly Control Panel.

Clean your awning with mild soap and water only.



### CAUTION

Make sure your Battery Cutoff Switch is in the ON position any time the Electric Awning is deployed'

Damage to the Awning or Motorhome may occur if power is not available in the event of inclement weather.



### NOTICE

Your Carefree Awning is equipped with the Carefree Direct Response System. This is a premier electronic system that provides protection against adverse elements. However, no auto retract system is a guarantee against severe or destructive weather. The effects of wind and rain on an awning are unpredictable and may cause severe damage to the awning and/or vehicle. If wind or extended periods of rain are expected, roll up the awning.

**NOTE: Wind damage not covered under warranty.**

# HARDWOOD CABINET DOORS



## **Limited Three Year Warranty for Coach House Owners**

Congratulations on the purchase of a *Coach House*® Luxury Motor Home! This warranty covers the wood cabinet doors found throughout your new motor home.

Wood is a material formed by nature not man and must be handled as such. Characteristics of wood are what give it its beauty and charm. Therefore, there may be some slight color variances due to the natural color variations in wood. The infinite variety in color, grain, and texture is what gives wood its natural character. Because of the differences among varying wood species, even within the same species, no two trees are alike. Climate, light, rainfall and minerals in the soil all create diverse and unique grain and color patterns in each piece of wood. These natural variations are not considered defects. We guarantee our doors free from defect in material and workmanship for three years from the purchase date of your Coach House model. Our warranty applies to the original motor home owner only.

Natural wood will expand and contract with climate and temperature conditions. Our doors are built to allow for proper wood movement. We will not be liable for damages done due to negligence or improper handling and/or cleaning of our doors.

We will guarantee against warpage, twisting or swelling for doors that have been given responsible treatment and are within our minimum or maximum sizes. Warp or twist of 3/16" or less is not considered a defect.

### **Reasonable Treatment Required for Wood Doors**

Doors should not be subjected to abnormal heat, cold, extreme humid or dry conditions or any sudden changes in temperature or humidity and they should never be left open to the elements.

### **Replacement Policy**

Contact your salesperson within one business week of receiving the defective materials. Your representative will arrange to inspect the doors. We may request the defective products be returned for inspection; if so please repackage the doors for shipment. We will have the materials returned to us at no charge to you. In order to minimize the inconvenience to you, Georgia Hardwoods will do our best to replace any defective products as soon as possible.

### **Contact Information**

For Warranty Issues, please contact us at 800-992-6462 to initiate the claim process.

# EXTERIOR BODY CARE

## **Premium Paint Care:**

Your Coach House Platinum has been painted with base coat and clear coat premium products offered by BASF. We recommend that you wash the finish with mild soap and water.

## **Wax Finish:**



## TAKING CARE OF YOUR RV FINISH

Following these procedures can provide a long-lasting, high-gloss finish to your RV. These same procedures can also be applied to your everyday automobile, producing the same long-lasting results.

The clear coat used on all painted Coach House RV's is similar to the technology used by automotive manufacturers. The end result is a Master-piece finish which is the highest quality in the industry. The same care needs to be performed and maintained on the RV exterior surface as on an automobile finish.

Make sure the RV's surface temperature is under 90 degrees F, and is not in direct sunlight. Rinse the entire coach to remove all loose dirt and grime.

Never hold a pressure washer close to the surface. Use a fan type spray nozzle, making sure that the water coming out of the gun has a fan and not a single straight stream.

Most automotive stores offer mild car wash shampoos that are safe for clear coat finishes.

We recommend using baby shampoo as it will not leave a film on the painted finish. Adding 1/2 of a cup of food grade vinegar to the water will boost the cleaning ability of any cleaner and also soften the water. This also helps to minimize water spots.

Do not use dish soap, detergents with degreasing agents, or industrial cleaners as they can cause damage to the finish.

Use a 100% cotton or Lambs-wool pad or wash mitt for washing the painted surface of the RV.

Use a different mitt for washing the wheels and undercarriage.

Change water in the wash bucket often or place a "dirt guard" in the bottom of the bucket to keep the cleaning pad or wash mitt free of dirt and debris.

**ABSOLUTELY NO BRUSHES SHOULD BE USED ON THE PAINTED SURFACE. USE OF THESE ON YOUR RV'S PAINTED SURFACE WILL CAUSE DAMAGE TO THE FINISH, AS IT WOULD AN AUTOMOBILE FINISH. COACH HOUSE DOES NOT SUPPORT USING ANY STYLE, TYPE, MATERIAL OF BRUSH EVEN THOUGH IT MAY BE MARKETING AS "RV SAFE" OR "APPROVED."**

Damage caused by inappropriate or unapplied maintenance is not covered under warranty as expressed in the Coach House Expressed Limited Written Warranty.

## DRYING YOUR RV

Drying the RV is just as important as washing it. Today's tap water and well water contains many chemicals that could leave water stains on the finish. After washing, dry the RV with a squeegee or a clean 100% leather chamois. You can also use fresh Microfiber towels for drying. Please use caution as these towels are made partially with polyester (which is plastic) which can break down over time from extended use and washing, eventually causing damage to the clear coat finish.

## WAXES AND POLISHES

Over 90% of all passenger vehicles are clearcoated. The finish on your RV is a state of the art Acrylic Urethane Basecoat / Clearcoat. This means that what you wax and polish is a clear urethane coating designed to protect the basecoat, the pigmented coating that provides color. As its main function of protecting the basecoat, clearcoats need to be maintained, especially in harsh environments. Clearcoats do not fade themselves, but appear to fade or lose gloss as the surface becomes contaminated by the environment. If this contamination is not removed frequently, results will be a dull or low-gloss finish. Occasional washing alone will not adequately remove some forms of contamination and will require polishing.

Polishes and waxes primarily serve the following purposes:

- 1) To remove minor surface imperfections caused by water spots and acid rain.
- 2) To remove minor scratches by filling them and leveling the surface.
- 3) To seal the pores of the finish creating an easier-to-clean surface.
- 4) To beautify the paint finish appearance with more depth and high gloss.
- 5) To protect the paint finish from the elements.

Do not use products that contain harsh abrasives such as rubbing compounds. These products should be used by an experienced technician with proper training and equipment. Most polishes and waxes are designed to clean and polish in one application, whether by hand or machine.

A machine applied polish will last longer than one applied by hand because the high RPM of the buffing wheel creates heat, resulting in a deeper film with higher gloss. However, a hand-applied polish or wax will offer outstanding performance and protect the RV's finish. Use only a sponge buffing pad to prevent "burn through".

When applying polish or wax, do so in a shaded area making sure the RV surface is at the specified temperature according to the polish manufacturer's recommendations. Due to the variations of polishes and waxes, incorporate the following suggestions into the polishing technique:

- 1) Condition the polishing pad by rubbing a slight amount of polish on it.
- 2) Use only the amount of polish specified in the label directions.
- 3) Work a small area at a time.
- 4) Rinse off and remove dried polish from crevices, trim, and moldings.

**For optimum results, refrain from waxing or polishing for 60 days from date of manufacture.**

# *Arriva*

## OWNER'S MANUAL

### *SECTION 8* OPTIONAL EQUIPMENT

#### Section 8 - Optional Equipment:

Solar Battery Charger	8-2
Spare Tire & Rim	8-5
Aluminum Rims	8-6
In Motion Satellite Antenna	8-7
Screen Door Package	8-8

# SOLAR BATTERY CHARGER

The Go Power solar charger will charge the auxiliary batteries with the master 12 Volt switch in the “on” or “off” position. A Charge Controller will optimize the charging rate and cut off the charging current when the batteries are fully charged. Optimal charging will be obtained in direct sunlight.



The charge controller panel is located in the cupboard below the galley. It will show the status of the charging system and the status of the “house” battery circuits. Refer to the ROVER manual for instructions.

NOTE: Comes with RS232 port to communicate with BT-1 Bluetooth module and PC.



# SOLAR BATTERY CHARGER CONT'D



## Solar Module and Controller

<u>Solar cell type</u>	<u>Monocrystalline</u>
<u>Output power</u>	<u>190 W</u>
<u>Rated current</u>	<u>8.84 A</u>
<u>Rated DC voltage</u>	<u>18.42 V</u>
<u>Open-circuit voltage</u>	<u>22.77 V</u>
<u>Module efficiency</u>	<u>16.4%</u>
<u>Connectivity</u>	<u>MC4 connectors</u>
<u>Solar controller</u>	<u>30 A MPPT, multi battery option,</u> <u>4 stage charging, digital display</u> <u>and flush mount</u>
<u>Frame type</u>	<u>Clear anodized aluminum frame</u>
<u>Certifications</u>	<u>CE</u>
<u>Dimensions</u>	<u>59.1 x 26.3 x 1.57 in / 1500 x 668 x 40 mm</u>
<u>Weight</u>	<u>32 lbs / 14.5 kg</u>
<u>Warranty</u>	<u>25 years power output (module)</u> <u>5 years (controller)</u>

# SOLAR BATTERY CHARGER CONT'D



## Digital Solar Controller Specifications

Model	RVR-30
Nominal System Voltage	12V/24V Auto Recognition
Rated Battery Current	30A
Rated Load Current	20A
Max. Battery Voltage	32V
Max.Solar Input Voltage	100VDC
Max Solar Input Power	12V @ 400W 24V @ 800W
Self Consumption	<100mA @12V <58mA @ 24V
Charge Circuit Voltage Drop	<0.26V
Discharge Circuit Voltage Drop	<0.15V
Temp. Compensation	-3mV/deg C/2V (default)

## SPARE TIRE & RIM



# ALUMINUM RIMS



## THE BEST WAY TO CLEAN ALUMINUM WHEELS

Aluminum wheels can shine like chrome when they are cleaned and polished to perfection. Since aluminum is one of the softer metals, it responds quite well to polishing. If you want to keep your aluminum wheels in good condition, you should clean and polish them regularly. Here is some information about the best way to clean aluminum wheels.

### The Best Way to Clean Aluminum Wheels

Before you wash your vehicle, you should clean the aluminum wheels. Cleaning the aluminum wheels prior to cleaning the vehicle will prevent dirty water and dust from dirtying your clean car. Here are the steps you should follow to clean aluminum wheels.

Use water to rinse the aluminum wheels. This will remove any loose dust and dirt on the wheels. You will want to use a nozzle to create a powerful stream of water. Rinse all the crevices of a wheel, including the spokes and the brake calipers.

You should use an aluminum wheel cleaner to spray the wheels. The cleaner should be non-acidic. A non-acidic cleaner will clean the wheel effectively without spotting.

Then, use a wheel brush with soft bristles to clean the wheel. Don't use a brush with hard bristles to clean the wheel. Hard bristles will likely scratch the aluminum and you will need to work hard to get rid of the scratches by polishing. The soft bristles of a brush will loosen the dirt and grime without leaving scratches on the wheel finish.

Be sure to dry the wheels. Water spots on wheels are unattractive. Use a microfiber towel to preserve the wheel finish and to remove loose brake dust. Ideally, you should use a black towel so that you can clean the aluminum wheels without ruining the towel. Use a different towel for drying your vehicle because you don't want brake dust on your car's paint.

# IN-MOTION SATELLITE ANTENNA

Available, as an option, is the Winegard Roadtrip T4 in motion satellite TV Antenna. (See specs below)

## RoadTrip® T4 In-motion Automatic Satellite TV Antenna

Winegard is excited to announce the launch of the new RoadTrip® T4 In-motion Automatic Antenna that works with DISH®, DIRECTV® and Bell TV™ programming.

**Versatile** - The RoadTrip T4 receives DISH, DIRECTV, or Bell TV programming for the ultimate in provider versatility.

**Ultra Small** - This sleek, compact unit is ultra lightweight, with the smallest footprint, requiring minimal roof space. Perfect for the on-the-go lifestyle!

**Simple to Use** - Easy one-button operation, 100% automatic with full in-motion tracking capability.

**Quietest System with Improved Tracking and Durability** - New motors and updated tracking algorithms reduce noise levels and improve tracking capabilities for quicker recovery when losses occur behind trees, bridges, etc.



### Features and Benefits

#### Versatile

- Receives either DISH, DIRECTV or Bell TV for maximum provider versatility
- **1 TV** (one receiver)
  - Points to either satellites 110°, 119° or 129° (DISH), 101° or 119° (DIRECTV), or 91° or 82° (Bell TV)
  - Channel changes will prompt antenna to point to required orbital
- **2 TVs** (a receiver on each TV)
  - The system has two coaxial outputs to allow for two-receiver or dual-tuner DVR usage
  - Points to either 110°, 119° or 129° (DISH), 101° or 119° (DIRECTV), or 91° or 82° (Bell TV)

#### Ultra Small Antenna

- Dimensions: 14.3" diameter, 13.5" height
- Weight: 10 pounds
- Powered via power cable

#### Fast Setup

- **Fully-automatic**
  - Automatically finds satellite orbital locations
  - Compact size requires less acquisition time

#### Quality

- **Winegard RoadTrip T4 has a 2 year warranty**
  - Backed by Winegard's two year parts, one year labor guarantee.

*Smaller than  
the RT Mission!*



	Height	Width	Depth	Weight
<b>RoadTrip T4</b>				
unit	13.5"	14.3"	14.3"	10 lbs
pkg	16"	18.75"	15.75"	
<b>RoadTrip Mission</b>				
unit	12.9"	20"	20	14 lbs
pkg	15.5"	22.25"	22.25"	

# SCREEN DOOR PACKAGE

To close screen, simply pull from left to right.



Side door screen



Rear door screen