

PLATINUM[®]

OWNER'S MANUAL

SECTION 1

INTRODUCTION

Section 1 - Introduction:

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INTRODUCTION

Every effort has been made to build your *Coach House* **Platinum** 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 Ford. 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 auxiliary 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.

Coach House

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 **PLATINUM** 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 **PLATINUM** 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 PLATINUM. 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 **PLATINUM** 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

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, or you may email me directly at President@coachhouseownersclub.com or CHOC Membership Officer Renee Rodeck at 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

- Coach House activity options
- Chapter rallies
- FMCA benefits (for information on FMCA and how to join, see 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

Renee Rodeck, *First V.P., Membership*
Membership@coachhouseownersclub.com

Ruth Ristow, Bill Ristow, Irene Wedemeyer
Second V.P., Rally Coordinator
RallyCoordinator@coachhouseownersclub.com

Charlie Hedstrom, *Third V.P., Communications*
Communications@coachhouseownersclub.com

Helen Paul, *Secretary*
Secretary@coachhouseownersclub.com

Val Basellce, *Treasurer*
Treasurer@coachhouseownersclub.com

Mike Thursby, *FMCA National Director*
FMCA@coachhouseownersclub.com

Ross Hendrix, *FMCA Alternate National Director*
AltFMCA@coachhouseownersclub.com

Lori Pierce, *Coach House Factory Liaison*
lpierce@coachhousesrv.com

Coach House Owners' Club FMCA Chapter Membership Application

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

NAME CO-PILOT GOES BY CO-PILOT

YOUR HOMETOWN (CITY, STATE) PILOT

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

CITY, STATE, ZIP PILOT



**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.

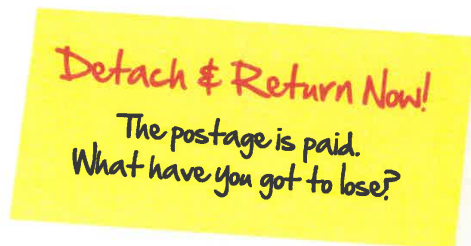
Welcome to the FMCA, Your RVing Family!

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

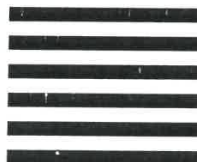
BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 10926 CINCINNATI OH

POSTAGE WILL BE PAID BY ADDRESSEE

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.

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 **PLATINUM**. 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 Platinum Ambassador business cards with your name and our contact information.
- When approached by a prospect, simply discuss your Coach House **Platinum**. Explain the features and benefits, the styles/models and why you purchased.
- Hand them a Coach House Platinum Ambassador business card and tell them to contact us directly at the Factory.
- If a prospect purchases any 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[®]

WARRANTY COVERAGE

This document is intended to provide a general guideline regarding the warranty of your new Coach House, Inc. **PLATINUM** motorhome. 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.



Ford chassis are warranted for a period of three (3) years or thirty-six thousand (36,000) miles from the date of delivery, whichever comes first.

The Power train is warranted for five (5) years or sixty thousand (60,000) miles from the date of delivery, whichever comes first.

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, Taillights. (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 Number</u>
Air Conditioner	Dometic	Elkhart, IN	(800) 544-4881
Awning (Motorhome)	Dometic	Elkhart, IN	(800) 544-4881
Awning (Slide-Top)	Dometic	Elkhart, IN	(800) 544-4881
Converter	Progressive Dynamics	Marshall, MI	(269) 781-4241
Furnace	Suburban	Dayton, TN	(423) 775-2131
Generator	Onan	Minneapolis, MN	(800) 888-6626
Home Theater	BOSE	Framingham, MA	(800) 367-4008
Hydraulics	HWH Corporation	Moscow, IA	(800) 321-3494
Inverter	Xantrex	Elkhart, IN	(800) 670-0707
LP Tank	Manchester Tank	Lynwood, CA	(800) 640-6327
Microwave	High Pointe	Bristol, IN	(574) 848-4256
Monitor Panel	Ventline	Bristol, IN	(219) 848-4491
Range Hood	Heng's Industries	Elkhart, IN	(574) 295-1200
Refrigerator	Dometic	Elkhart, IN	(800) 544-4881
Roof Vent	Fantastic Vents	Imlay City, MI	(800) 521-0298
Stabilizers	Equalizer Systems	Elkhart, IN	(574) 264-3437
Step, Entry	Kwikkee/Power Gear	Cottage Grove, OR	(541) 942-3888
Stove Top	Dometic	Elkhart, IN	(800) 544-4881
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	Whale (Atwood)	Lowell, MI	(616) 897-9241

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

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)