



RV QUICK REFERENCE GUIDE

Contact List; Phone Extensions & Email Addresses

New Glasgow Location:

902-752-3164

Toll Free: 800-352-4419

Fax: 902-755-3029

Sydney Location:

902-564-9095

Toll Free: 877-452-6111

Fax: 902-564-5404

Table of Contents:

Page

Appointments & Service Priority	4 & 5
Battery & Cautions	5
Slide Room	6
Tank Level Monitor	6
Flushing Tanks	6
Electrical System	6 & 7
Moisture & Condensation	7
Oven Cautions	7
Filling, Removing & Installing LP tanks	7
Refrigerator	8
Washing Exterior	8
Caulking & Sealant	9
Rubber Roof Care	9
Cleaning the Awning	10
Air Conditioning	10
Furnace & Heating	10 & 11
Water Heater	11
Water System & Fresh Tank	11
TV Antenna	12
Extended Warranty	12
“On-Your-Location” Service Details	13
Dead Bolt Lock	14
Auto-Levelling System Help	14
How to Winterize Your RV	15, 16, & 17
Basic Guide to Stain Removal	18
Towing Information	19
5 th Wheel RV	19
Towable RV	19
Weight Distribution System	19
Safety Chains	20
Break-A-Way Switch	20
Propane Cautions and Warnings	20
FAQ	21
Warranty Decisions	21
RV Checklist	22
RV Tips from Fellow Campers	23
Regular RV Maintenance Guide	24
Interactive Manuals & App Sites	25
Service Department Menu	25
Visit Us on the Web Addresses	26

Making an Appointment

Please note that in almost every situation, you will need to make an appointment with the dealer. We recommend following these steps whenever possible:

Call Ahead - Give thought to an appointment time and call ahead. Mondays and Fridays are generally the busiest times at a dealer's service center, as are right before seasonal holidays.

Be Prepared - If warranty work is to be done, please have a copy of your warranty paperwork available and provide the service center with any helpful information on past repairs that may pertain and help the technicians in diagnosing the problem.

Make a List - Have a detailed list ready to review with the dealership service personnel when making the appointment. Clearly identify what occurred, when and how the unit was being used at the time it occurred (Shore cord plugged in or on battery power, using the water pump or on city water, only happens when I use the shower, etc). The more information provided up front, the better the chance the concern will be addressed timely and accurately the first time. Some repairs may require special order parts that will need to be manufactured which can delay the process.

While Waiting - Service appointments are not wait appointments unless specifically coordinated. Some issues may appear simple but might require lengthy troubleshooting by a specialized technician. If you choose to wait, do not be surprised if you cannot enter the repair area. Many insurance policies prohibit customers or non-personnel from entering into the work area for safety reasons.

NOTE: Please drain & flush your gray and black water tanks prior to arrival for any service. Charges may apply.

Prior to dropping your unit off for service, your black tank should be emptied and sanitized. This ensures that your sensors read properly and you are not charged for a black tank flush. If you have any service request that involves the drainage system and the tanks are not emptied, you may be charged for a tank flush to properly address the service concern.

Priority Based Services

Priority 1 issues are considered safety related or essential to using your unit and should be scheduled at the earliest convenience based on our shop capacity to ensure your primary systems are functioning.

PRIORITY 1 ISSUES

- | | | | | |
|--------------------|------------------------|---------------------|------------------------|-----------------------|
| 1. Appliances | • Refrigerator | • Furnace | • Range/Oven | • Hot Water Heater |
| | • Roof Air Conditioner | • Propane System | • Microwave Oven | |
| 2. Water System | • Water Pump | • Water Leaks | • Water Lines | • Water & Waste Tanks |
| 3. Exterior System | • Roof Leaks | • Exterior Lighting | • Exterior Water Leaks | |
| | • Electric Brakes | • Awnings | • Slide Outs | |

PROCEDURE

In order to ensure immediate processing of these issues, please **contact the service department**. Upon contacting the service advisor, please indicate that you have a Priority 1 issue that requires attention. Please call in as soon as possible to allow for proactive response time. Some repairs require preauthorization and parts from Forest River or other vendors. Be sure to list the issues requiring immediate attention accurately to ensure our service writers and technicians know exactly what the problem is.

PRIORITY 2 ISSUES

Items not listed on the Priority 1 list are considered maintenance and/or cosmetic issues. These issues are considered important for the longevity of your RV and may be scheduled for completion away from the peak usage times (Fall and Winter). Many Priority 2 issues often require parts being ordered from the manufacturer.

There are times when it may take 3 to 4 weeks for some parts to be received and even longer if the parts are backordered from the original manufacturer.

It is important we receive a copy of your concerns within your warranty period to comply with the guidelines set forth by the representative manufacturer. A clear description of your concerns and accompanying pictures will help expedite service. Any Goodwill after warranty end date is ONLY at the discretion of the Warranty Provider.

If you have a Priority 2 issue(s) in addition to a Priority 1 issue(s), you can note these with our service department. Please recognize that Priority 2 issue(s) will be dealt with away from our peak usage times. Thank you for understanding and your assistance.

BEFORE YOU BRING YOUR UNIT IN FOR A SERVICE APPOINTMENT

Traditionally, customers would call in to the service department to set up a service appointment.

Email is an excellent form of contact. We have found that our customers can include extra information and pictures in their emails that is vital to properly troubleshooting and addressing concerns. Accurate, descriptive explanations of your concerns and the extra information will expedite the service process.

Please use the following template:

- Customer Name
- Unit VIN
- Year, Make, Model
- List of Concerns

Remember that the Spring and Summer is the busiest time of year for all RV dealerships across the nation. Please be patient with us as we are dedicated to addressing your needs and concerns appropriately.

Installing a Battery

To install a battery, follow these steps:

1. Make sure the battery is filled with the proper amount of electrolyte (if not a maintenance-free type). Never add electrolyte after the first filling; add only distilled water.
2. ***The battery should be fully charged with an appropriate charger or battery tender prior to installation.***
3. Clean the terminal posts with a wire brush until the metal shines.
4. Turn off all power draw, including lights and accessories. If the negative cable sparks during removal, a draw is still present.
5. Notice the position of the battery in the tray in relation to polarity.
6. Disconnect the cables, negative first, and remove the old battery.
7. Make sure the carrier and the hold-down hardware are free of corrosion.
8. Check terminals and cables.
9. Install hold-down hardware

NOTE: Vibration can destroy batteries, so make sure the battery is secure.

General Battery Charging Cautions

- Be sure the area around the battery is well ventilated while the battery is being charged.
- Ensure that the battery terminal connections are secure and not corroded.
- Locate the charger as far away from the battery as the DC cables permit.
- Never mount the charger directly above the batteries being charged. Gases from the batteries will corrode and damage the charger. It is also possible that the gases from the battery may cause an explosion or fire.
- Never try to charge a frozen battery. Charging the battery when its temperature is lower than 0 degrees C is inefficient and ineffective. If possible, warm the battery to room temperature before charging.

Checking For Proper Polarity

Normally, RV 12-volt DC systems are wired using black wire as the positive (hot) and the white wire as negative (ground). In some cases, the rig can be wired using a red wire for the positive and the black as the ground. If the polarity is reversed, many 12-volt DC appliances and accessories can become damaged.

Or you could simply mark the positive wire before you disconnect.

Park Models or 5th Wheels & Travel Trailers Used at Seasonal Locations

Battery Requirements

Batteries must be mounted & connected when using your RV. Failure to have the battery connected to your RV can result in irregular voltage levels that may damage the electronics in your appliances. Even though you may be plugged into a constant 120 V power source, the battery acts as a “ballast of sort” to regulate the 12 V power to many of the electronics in your RV.

Voltage and current fluctuations occurring due to lack of battery may result in damage to electronics, these damages may not be covered under manufacturer's warranty.

Electrical System

- Never delete the center ground. By national code, all parts must have a proper ground.
- If you trip the breaker at the campground several times, you may have too many appliances running on 110V power. They do not use much propane and will free up about 12 amps of 110V power for other uses.
- It is a good idea to carry spare fuses with you for each amp rating that your RV uses. Common amp ratings are 5, 7.5, 10, 15, 20, 30, and 40 amps. These fuses can be purchased at any auto parts or RV parts store.
- If the left or right turn signal or running lights on your towable RV stop working, the first thing to check is the fuses in the truck. Most trucks have separate fuses for the truck tail lights and trailer tail lights, so a fuse could be blown even if all the lights on the truck work. The fuses for the trailer lights are usually under the hood in the power distribution box.
- **WARNING!** If you want to plug your RV in to a 30 amp or 50 amp outlet at any place other than an RV park, or if you want to have an outlet put in, make sure it is wired correctly (many electricians do not even know the correct way to wire an RV outlet). Plugging an RV into a welder outlet, 220V outlet or incorrectly wired RV outlet can put 220V to all the 110V appliances and outlets in the RV and can do a great deal of damage.
- Stone's RV always recommends using a surge protector on your RV. Electrical surges are not covered under manufacturer warranty.

Tank Level Monitor Accuracy

The accuracy of two-wire holding tank monitoring systems is greatly affected by dirty tanks, unusual mineral content in the water, or improper holding tank probe location. If the tank readings are higher than the actual level of the tank, the culprit is often scum or dirty probes. Foods and some cleaning products build-up on the walls of the grey-water tank, or toilet paper hangs on the black-water tank probes causing oversensitive readings.

One method for cleaning the black-water tank that has been shown to work in most cases is to fill the tank about 1/4 full and dump in 10 pounds of cubed ice and drive the R.V. for several miles. The action of the ice will usually clean the tank walls and probes. After the ice has melted, the tank is drained.

Flushing the Black and gray water tanks

- Locate the sewer hose, carefully remove the sewer cap and attach one end of the hose to the outlet on the RV. Be sure it is latched properly. Attach the other end to the RV parks system.
- Locate and pull the large black water valve and drain the tank.
- Locate and pull the small grey water valve. This drains the kitchen sink and shower water.
- **WARNING:** Keep the chemical contents of this can away from children. Drop one pouch directly into the toilet and flush 10 times to add water in the tank to activate the chemicals.
- Return the sewer hose to its storage place.
- When camping, it is fine to leave the gray valve open all of the time if the campground has a sewer dump at each site, but not the black valve because it will create a blockage in time.
- Put additional toilet chemical to the black tank after each time it is dumped. The mixture of water and chemical creates a smooth dump process.
- Use only RV toilet paper. Household toilet paper will not dissolve quickly enough.
- It is a good idea to have the black and gray tanks about 1/3 full of clean water when traveling. The water sloshing around will help clean the tanks and give better accuracy to the tank monitor panel.

Slide Out Rooms - Cautions

Leave a door or window open when operating your slide-outs. This will allow your RV to accommodate the change in the interior air pressure. Failure to do this may result in damage to the unit, especially the slide room seals.

Always make sure the tops of your slide-out rooms are free of leaves & any other debris, before closing. Any debris left on the roof surface can keep the seals from making watertight contact.

On units equipped with slide outs, make sure there is nothing in the way when extending or retracting (such as slide locks, travel bars, furniture, compartment/cabinet doors, drawers, or any other obstruction). Failure to properly secure these items before extending/retracting can cause serious damage.

**Damage to interior sofas or recliners due to improper storage while in transport will not be covered by the manufacturer warranty. Please ensure all furniture is properly secured before transporting your RV.*

Moisture & Condensation

It must be first understood that building materials or construction methods do not cause moisture in the air, resulting in condensation. Solely the occupants of the recreational vehicle and their living habits cause condensation. Condensation resulting from moist air within the RV can be a problem if not properly dealt with and can cause warp, rot, paint failure and staining of woodwork and walls. The formation of condensation is a visible indication of high humidity in the air.

When living in an RV, one must remember that its main intent and design for use was short-term occupancy. If you expect to live in your RV for extended periods of time, be prepared to deal with condensation and the humid conditions that may be encountered. The normal activities of even a small number of occupants in the relatively small space in an RV will lead to rapid saturation of the air inside and the appearance of visible moisture. Visible condensation is a strong signal to ventilate your RV.

****CONDENSATION IS CAUSED SOLELY BY THE LIVING HABITS OF THE OCCUPANTS OF THE RV AND DAMAGE RESULTING FROM CONDENSATION IS NOT COVERED BY WARRANTY***

Water Damage & Mould

- It is the responsibility of the owner to take such preventative measures as are necessary to maintain the exterior caulking and sealer of your unit.
- It is the responsibility of the owner to use reasonable, prudent care to prevent foreseeable secondary damage from rain, plumbing leaking, and the natural accumulation of moisture in your unit, such as:
 - a. A delaminated floor
 - b. Stained upholstery, carpeting and drapes
 - c. Mould formation and growth
 - d. Furniture damage
 - e. Etc.

****Mould is a natural growth given certain environmental conditions and is NOT covered by the terms of the warranty.***

Oven Cautions

- RV stoves and ovens are smaller than household ones and need good airflow when in use. On the cook top, never use a pan that covers 2 burners or hangs past the edge of the grate. Never put aluminum foil under or around the burners.
- When using the stove or oven, make sure at least one window in the RV is open a little bit to replenish the oxygen used by the burners.
- Note: Never use the stove or oven for heating the unit. It is not designed for this and could overheat. It could also use up the oxygen in the RV.

Filling, Removing, or Installing an LP-Propane Gas Cylinder

- Close valves on appliances and pilot burners.
- Make sure POL fitting is tight between the regulator and the cylinder/tank valve. This nut has a left-hand thread. Be sure to use a properly fitting wrench to prevent deforming the brass fitting. Slowly open the cylinder valve.
- Check for leaks with a soapy-water solution at fittings and connections. Never use soap with harsh chemicals or ammonia; these chemicals can corrode the lines and brass fittings.
- Replace the regulator immediately if bubbles indicate leaks at the diaphragm seal or vents.
- Retest for leaks.
- Relight the pilots and check them for proper flame (light blue-no yellow).
- Light the main burners to check for proper flame colour.
- Check to see that the regulator vent is clear and free of debris.
- Close the cylinder/tank valve when the appliances will not be used.
- Never store cylinders indoors in an unvented, enclosed area or near an open flame or source of sparks.

***LP-gas leaks are serious business. LP-gas detectors are required in new R.V.'s as of 1996.**

Cleaning the Refrigerator

The interior of the refrigerator should be thoroughly cleaned on a regular basis. Remove the shelves and wash the interior walls with a solution of lukewarm water to which a small amount of baking soda or dishwashing detergent has been added. Dry the surfaces thoroughly, especially around the door frame and the door gasket. Warm water only should be used to wash the cooling evaporator, ice trays and shelves.

***CAUTION: Never use strong chemicals or abrasive materials on any part of the refrigerator interior.**

Refrigerator Cautions

- When outside temperatures are below 30 degrees Fahrenheit and exceed 90 degrees Fahrenheit, the refrigerator has a harder time cooling, especially when the door is opened frequently. Make sure the outside refrigerator vent is clear of debris and branches. If possible, position the RV so the refrigerator is not in direct sun. This will help keep the internal temperature constant.
- After the refrigerator is shut off and not being used, store it with the door propped open slightly. This will keep it from moulding and becoming too hot inside. (Excessive heat inside the refrigerator can cause the foam insulation and interior walls to swell, damaging the refrigerator.) Be sure to close the refrigerator door before operating any slides that might be in its path.
- Both the refrigerator and freezer compartment need air circulation inside to cool properly. Therefore, don't pack them too full of food or cover the grates in the refrigerator with plastic or foil, which will reduce air circulation.
- Turn on the refrigerator the day before you plan to load it so it will be fully cold when you load it and leave. Also, pre-chill the food you are planning to take.
- Sometimes the refrigerator or freezer doors are hard to open right after closing. This is a good thing, as it means there is a good seal on the door gaskets.
- If you leave the RV unattended with the refrigerator setting on "AUTO", you must leave your propane turned on so that the "AUTO" function will work. In the event of a power outage, your refrigerator will try 3 times to ignite the propane burner before switching to "SAFE" mode. When the power comes back on, "SAFE" mode will not allow the refrigerator to start up again on electrical power. This may result in food loss and mould growth.

Washing the Vehicle

Before doing anything to your vehicle's exterior, it must be thoroughly washed. But washing with household detergents containing alkali or ammonia can harm the surface. Special car-wash products have been developed that will remove the dirt and grime from a vehicle's surface without harming the previous wax job. Some products combine a wash-and-wax job all in one process.

These products are liquid or powder concentrates that are intended to be diluted in a pail of water. A soft cloth, sponge, or wash mitt should be used, and washed in the shade to prevent spotting. Never throw the washcloth, sponge, or mitt on the ground when not in use; it can pick up small rocks and other debris that can scratch the vehicle surface when reused. Gently dry with a soft, clean chamois or towel to avoid spots.

Tar and Bug Removers

There is no substance as sticky and stubborn as road tar, but bugs come close. Bug and tar remover is designed to clean grease, bugs, and road oil from glass, paint, and polished metal surfaces without damaging the standard automotive paint when used according to directions. It is also effective in cleaning tree sap from the finish.

Dampen a cloth with the bug and tar removers and rub briskly over the grimy surface until it is clean. Wipe with a clean, dry cloth to remove residue. To restore the finish, reapply wax or polish.

An alternate method of removing road tar is to use laundry prewash solution. It cuts the tar like magic. Re-apply wax or polish after use.

Caulking & Sealing (Check at least every 6 months)

Age and the elements can dry and crack seam-sealing caulk material, making it unsightly or even resulting in leaks. Periodically inspect all seams and joints to check on the condition of the caulking compound. These areas are found on the roof, around vents, where roof and sidewall panels meet, around the screw used to secure accessories such as roof ladders, along molding strips, and around windows and door frames. If chunks of caulk are missing or badly deteriorated, replacement is advised.

As most caulking is susceptible to UV ray deterioration, surface cracking is common. These surface cracks should be repaired as a regular maintenance procedure. Clean and dry the damaged surface and apply the recommended caulking, filling in the cracks to prevent any water from freezing and expanding.

Every 6 months, inspect all exterior sealants such as the roof fixtures, edges and seams; also around windows, doors and trim. Reseal as needed. Your Manufacturer's Warranty will not pay for reseals or damage incurred after 90 days of ownership.

Note: Your Manufacturer's Warranty covers exterior seals within the first 90 days of ownership.

Rubber-Roof Care and Repair (Spring or Fall?) Annually

Rubber-roof (EPDM) material needs special care to keep it clean and in good condition. A side benefit of a clean rubber roof is the prevention of unsightly streaks that can run down the R.V.'s sidewalls.

Rubber roofs are glued to a wood decking (substrate), which is usually plywood or luan that's around 3/8 inch thick. The continuous membrane is attached to the wood using a water-based adhesive. The termination moldings, seams around roof vents, holding-tank vents, roof racks, ladders, and all other accessories screwed into the decking are sealed using a self-leveling lap sealant. Only lap sealant designed for rubber roofs can be used here. Do not use this material on metal or fiberglass roofs.

One of the by-products of weathering is a white, powdery substance (called chalking), which is oxidation from prolonged exposure to the sun and other destructive elements in the atmosphere. Chalking poses no threat to the integrity of the material but can cause unsightly streaking on the R.V.'s sidewalls.

The roof should be checked regularly for chalking, deposits from trees or passing birds, and other debris. It should also be inspected for small holes or tears, especially around anything installed on the roof. This includes all air vents, antennas, air conditioner(s), the refrigerator vent, solar panels, and any other extras the owner may have added.

To remove chalking, the rubber roof should be cleaned with Rubber Roof Treatment or Specialized Roof Cleaners and a medium bristle brush-and plenty of water. Continue cleaning until no more white residue is revealed.

Caution: Do not use any citric-based product or any product containing petroleum distillates.

You may or may not have to treat the rubber roof with a protectant. If the chalking returns within a month or two, the cleaning process should be repeated and the surface treated with a good protectant like "Rubber Roof Treatment". If your rig's roof has a tendency to chalk, repeat the cleaning/protectant process at least once every six months.

The rubber roof should be carefully inspected every time it is cleaned. If the lap sealant around the roof-mounted accessories begins to crack or show holes, you should apply new self-leveling material.

Rubber roofs are designed to provide a water-tight seal for many years. Under most conditions, they serve their owners well, but only when owners take the responsibility to keep them clean and secure.

IMPORTANT INFORMATION REGARDING YOUR RV ROOF

Inspection of roof components at least twice a year is very important to make sure seams and seals are not cracked or worn. Although the roof material comes with a 10- or 12-year warranty, customers do have some responsibility in maintaining the roof. Proper maintenance of seals is necessary to keep moisture from entering and

causing the damage such as rot, mold, or mildew. If you encounter dry, cracked, or weathered seals, reseal or replace as necessary. Check with the Manufacturer's owner's manual or at Stone's RV Parts Dept. for the type of caulking required for rubber roofs and correct method of sealing or replacing.

Cleaning Fabric Awnings

To clean the fabric, carefully follow the manufacturer's recommendations. The following are typical recommendations, although the procedures may be different for some brands:

- Periodically (as the need demands) loosen hardened dirt with a dry, soft brush.
- Hose off dirt, both top and bottom.
- Using a mixture of 1/4 cup of dish soap and 1/4 cup of bleach in 5 gallons of warm water, wash both the top and bottom sides of the fabric. **Caution:** The bleach must be diluted or it will damage the awning fabric.
- Roll up the awning for anywhere between five minutes to two hours (depending upon the stubbornness of the dirt) to allow the cleaning solution time to work on both sides of the fabric.
- Unroll the awning and rinse thoroughly.
- Allow the fabric to air-dry completely before rolling it back up.
Caution: Never use a strong detergent or stain remover on the awning because it will destroy the fabric's water repellency. Avoid the use of hard-bristle brushes, petroleum-based chemicals, and abrasive or caustic household cleaners on the awning fabric.
- To remove stubborn mildew, wipe the affected areas with white vinegar, which will kill the mildew. Rinse the fabric with clear water. The fabric may require a second washing and rinsing after this cleaning procedure.

Servicing Compressor Air Conditioners

Once a year, remove the cover shroud and, using compressed air, blow the dust, bugs, leaves and other debris out of the unit. Another effective cleaning method is to give the air conditioner the once-over with a shop vacuum or other hose-type vacuum cleaner.

Moving to the inside, remove the ceiling cover frequently and wash or replace the intake filter pads. A recommendation from most roof air manufacturers is that the intake filters should be cleaned or changed at least every two weeks during periods of continuous use. It is crucial that the air conditioner not to be operated without a filter in place.

If the unit is stored outside, it is recommended that the rooftop portion of the air conditioner be covered. This will keep snow from being blown into the cover, which may lead to problems during Spring thaw.

Air Conditioning Cautions

- Use an external 110-volt cord whenever possible to conserve generator use.
- If an air conditioner fails to work, make sure the shore power cord is plugged in to the electrical box on the compartment where the shore power cord comes from.
- When the air conditioning is turned off (or the breaker trips), wait at least 3 minutes before restarting the air conditioner to allow the head pressure to bleed off. Failure to do so is hard on the unit and could trip the breaker because the compressor has to work too hard to start up (it puts an extremely high amount of electrical load on the system).
- In high humidity weather, be sure to run the air conditioning on high fan mode. Failure to do so could result in freezing the compressor.
- Always double check your thermostat settings for proper operation.

Heating Systems: Cautions & Warnings

Before you attempt to perform and repair work on your furnace, you need to be aware of these precautions.

- R.V. furnaces and propane systems involve potential hazards. These systems should only be serviced or repaired by those who are familiar and comfortable with the proper procedures. Major repairs should be performed only by professional service technicians.

- If any of the gas lines are to be disconnected, make sure the source is turned off and the gas in the lines has time to dissipate before beginning work. All spark sources must be turned off or disconnected.
- Never operate the furnace with the electrode wire disconnected or with the electrode assembly removed from the furnace.

Furnace / Heater

- The thermostat is typically located at eye level. Set the switch to the “On” position and select the desired temperature. Wait up to two minutes for the fan to come on and up to five minutes for heat.
- If the furnace does not come back on, check your battery power. If your battery power is low, charge the battery or plug in to shore power.
- If the fan comes on full speed but you still have no heat, light the stove-top burners to ensure there is propane as indicated by a flame. If there is no flame, make sure propane tanks are at least 1/8 full and are turned on. Low pressure from your propane tanks can cause the furnace not to light.
- Some furnaces have a delay after the thermostat is activated before the blower starts and all have a delay after the blower starts before the burner ignites. Most furnaces will run for a minute or more after the thermostat is off, before the blower will shut off, this is so the blower can cool the unit down.
- If the furnace just blows cold air, make sure the propane tank is at least partially full and the valve is turned on. Remember that furnaces will run longer and use more propane when temperatures decline. Always monitor your propane levels.

Water Heater

- Your RV’s water heater has a limited capacity and requires time to recover a full tank of hot water. To heat the water on propane, locate the switch (normally on the monitor panel) and turn it on. A red light should glow.
WARNING: Your water heater must be filled before turning it on.
- On water heaters that have an electric heating element, be sure the element is turned off before you drain the water heater tank. The element will burn out quickly if there is not water in the tank.
- It is recommended to drain and flush the water heater tank after every use to avoid skunky-smelling water. This is also recommended for the fresh water tank.

Water System

- Always use a water pressure regulator any time you hook up to city water. This protects your water system in case the city water has excessive pressure. Excessive pressure can burst lines and cause leaks that might not be covered under warranty if a pressure regulator was not used.
- When filling the water heater after it has been drained, reinstall the drain plug on the outside. You will probably get water first and then air mixed with water. Leave the hot tap open until only water comes out and then shut it off. The pump should pressurize and shut off in a few seconds.
- If one of the faucets does not seem to have water pressure, but the rest of the system does, the small aerator on the end of the faucet may be plugged with debris. Turn on the faucet to see if there is pressure without the aerator and if there is pressure, clean the aerator and reinstall.
- Be sure to winterize the RV if the temperature is near 32 degree Fahrenheit. Freezing temperatures can cause serious damage to the RV’s water system if it is not properly winterized. Improper winterization will not be covered under warranty.

Fresh Water

- While traveling, do not leave the water pump switch in “ON” position. If a water line breaks or loosens while traveling, this could flood the floor and cause major damage.
- To fill the fresh water tank, on some models, open the outside water fill door, unscrew the round cap and insert the hose to begin filling. When the tank is full, water will come out of the small vent line. You can always check the fill level at the monitor panel. On other models, connect the hose to the fitting marked POTABLE WATER and begin filling.

- Drain and flush the fresh water tank after each camping use. In the spring, you can pour a cup of bleach into your garden hose and then fill the tank with the water and bleach solution. Turn on the water pump and run the solution through the toilet, water heater, and all faucets. The bleach will sanitize and deodorize the system. Be sure to drain and flush the water system once completed and run water through the lines to clear.

TV Antenna

- The TV antenna crank handle is normally located on the ceiling in the living room area (on select models). Crank the long handle to raise and lower the antenna. When the antenna is in the raised position, pull down on the large round disk to rotate the antenna for better reception. To lower the antenna, rotate the disk making sure the two arrow points are lined up as the antenna lands in the cradle on the roof. The gears are plastic. Use caution not to over tighten the crank when raising or lowering the antenna. To improve reception, locate the switch next to the cable outlet next to the TV which can be used to amplify the signal.
- If your crank-up TV antenna is stiff or hard to crank, try lubricating the gears and friction points on the arms. Spray silicone or like lubricant will work well for this purpose.
- Note: TV reception may vary based on atmospheric conditions and the broadcast signal strength.

Extended Warranty (SAL, FIRST CANADIAN or other)

Please consider your “Extended Warranty” Purchase as an insurance policy on the major appliances and operating parts of your RV.

- Your “Extended Warranty” covers all your appliances, TV, stereo equipment, plumbing & electrical fixtures, motors, & switches from failure due to regular use. When combined, several thousand dollars in appliances and apparatuses are covered.
- Your “Extended Warranty” starts when your Manufacturer’s warranty ends. There are a number of appliances within your unit that have warranty coverage from the individual appliance manufacturer; these warranties may extend past the 1 year period. Your “Extended Warranty” will apply to these appliances once those warranties expire.
- As there are many different coverage plans available through your “Extended Warranty” provider, we ask that you check your policy for your specific coverage. The actual documentation that you receive, when purchased will override any spoken or implied coverage.
- “Extended Warranty” does not cover any structural parts of your unit, including caulking leaks, furniture, cabinetry, countertops, flooring or trim. It is the responsibility of the owner to follow recommended maintenance procedures in order to maintain the structure of the unit. Seized, rusted, water damaged, or physically broken parts are not eligible for coverage.
- High-Tech (*Optional Coverage*) This optional coverage includes: TVs greater than 42” up to 60” (2 occasions), Factory installed In-Command System, GPS, Rear Monitor System, Entertainment System, etc. **See your warranty contract document for coverage.*
- **On-Site Assistance** (*Optional Coverage*) Your “Extended Warranty Option” allows for coverage of service to your unit under certain circumstances:
 - Repairs or service completed is covered under the “Extended Warranty” Plan that you purchased. **See your plan documentation for optional coverage chosen.*
 - Your RV is located on a seasonal lot of an RV Campground for a period of 60 consecutive days or more.

The Warranty Provider will contact campgrounds for verification.

No “Extended Warranty” coverage is provided for visits to your home or storage yard, even if the repair is warrantable. Such service calls are available, but will be payable by the unit owner, at time of service.

- For any questions about your particular “Extended Warranty” coverage, please consult your documentation provided, along with any SAL or First Canadian information given. If you still have questions, contact Wayne Cook, wcook@stonesrv.ca, Toney Bailey at tony@stonesrv.ca or contact the “Extended Warranty” provider.

The Warranty Provider, whether it be the RV Manufacturer, the appliance manufacturer, or the Extended Warranty company, will be the sole end decider of the acceptance and method of repair of any and all warranty claims.

“On Your Location” Service

Stone’s RV is happy to be able to service many RV concerns at your varied locations around the Maritimes.

As you can easily understand, offering service away from our Service Centers is an expensive undertaking. With that in mind, the following is a description and explanation of those services.

Warranty Repairs:

Your Manufacturer’s warranty will only cover “on-your-location” service if your RV is a “Park Model”, (units that are intended to be blocked up and usually have patio doors). This coverage does not apply to RV units that are classified as “towable”, even if you use them like a “Park Model”. For “Park Model” units, the manufacturer will cover on-your-location service 2 times during your 1 year warranty, for approved warranty repairs only. Concerns deemed to be caused by lack of correct maintenance or not warrantable, the service call is to be billable to the customer.

For *Towable Units*, no “on-your-location” services are paid by the Manufacturer under the warranty. This means that you need to bring your unit into one of our service locations for any diagnostics or repairs.

If you wish to have your *Towable Unit* serviced anywhere other than our premises, a service charge will apply, and will be collectable at the time of service. (***credit card or payment information is required prior to service call***)

Regular Maintenance:

“On-your-location” services that are considered regular maintenance are at the customer’s expense. These services would include winterizing, summer flushing, caulking and sealant inspections and repairs, roof treatment service and many other services. A service charge will apply, and will be collectable at the time of service, along with any services completed. (***credit card or other payment information is required prior to service call***)

General Repairs:

“On-your-location” service for general repairs to appliances, plumbing, electrical or structure, are billable to the customer, and will be collectable at the time of service. (***credit card information IS REQUIRED prior to service***). We will do our very best to complete repairs on the initial trip, but if not, the customer will still be responsible for the service call and any diagnostic time needed. Additional Service calls necessary to complete the repair will be in addition to the original billing.

The customer will be given an estimate for the parts or repairs needed, if approved, the customer will be updated on scheduling and final invoicing. If the customer chooses to not complete the repairs for any reason, the customer will still be responsible for the initial service call and any related labour costs.

Locked Units, unable to be entered by service technician *see following page

It is very common for customers to mistakenly lock their deadbolts, or not provide Stone’s personnel any information regarding hidden keys or keys left in the care of friends, neighbours, or the park office.

If our service technician cannot enter the unit, or access any necessary locations, every effort will be made to contact the customer to gain access. The contact information given by the customer will be used, but if the locked out situation cannot be resolved in 20 minutes, the technician will have to move on to the next scheduled service call.

The customer will be charged on their credit card for the service call (travel) and the time the technician was on location, at the regular labour rate. The customer will then be contacted about scheduling another service call.

Credit Card Information will be required for ALL “On-Your-Location” Service Calls

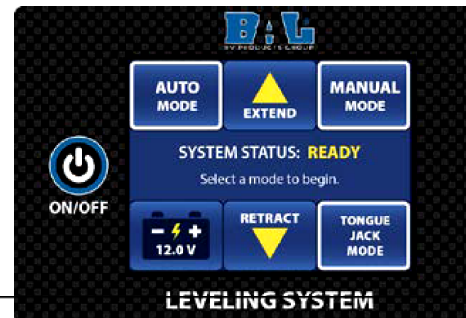
Due to the many variables associated with service calls away from our dealership location, credit card information is required. *Invoiced amounts are due upon completion.*

Service Call Charges

The travel charge will be based on \$0.30 per km from our shop to your location and return kms, with a \$40.00 minimum. Diagnostics and repairs will be in addition to these travel charges. Round trip travel is charged at \$70.00 per hour.

Auto-Leveling Systems on 5th Wheel and Travel Trailers

Some Auto-leveling jack systems will lose the level memory saved in the unit. If this happens, you must manually level the RV using a 4' level on the floor inside the unit. Once the unit is level both front to back and side to side, you can reset the "Zero Point" or level memory by following the instructions below.



Zero Point Calibration on an LCI System

The "Zero Point" is the programmed point that the trailer will return to each time the Auto Level feature is used.

In manual mode, run the jacks to level the trailer. This is best achieved by placing a level in the center of the trailer and levelling it both front to back and then side to side. (See "Basic Jack Operation" for instructions on how to manually operate the system).

Once the trailer is level, turn off the touch pad.

With the touch pad off, press and release the "FRONT" button 5 times and then press and release the "REAR" button 5 times.

The touch pad will flash and beep and the display will read "ZERO POINT CALIBRATION ENTER to set, Power to Exit".

To set the current position as the zero point, press the "ENTER" button.

LCD display will read "Zero point stability check".

LCD display will read "Zero point set successfully" once process is complete.

The system will set this point as its level state and the touch pad will turn off.

Zero Point Calibration on a BAL System

Note: You will need a bubble level (a carpenters level or torpedo level is recommended) to complete this procedure correctly.

To get into the program mode, press and hold the voltage readout in the lower left corner of the home screen. This will cause a number pad to appear.

Enter 3759. This is the code used to tell the control to enter program mode.

3) Now that you are in program mode, you will see the buttons necessary to manually level the unit. You can choose between extend and retract as needed. Manually level the unit until the bubble level indicates that the unit is level both front to back and side to side.

4) Press the "SET" button in the lower left corner of the display. The system will display a green rectangle in the middle of the screen and will also beep. This indicates that the level has been set.

5) The system will return to the main screen and is now ready to operate in Auto Level Mode, and the manual mode "bubble" level will now coincide with the set level position.

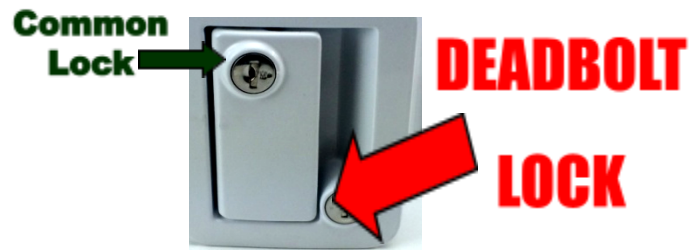
Entry Door Locks with Deadbolt

Most RVs have entry door locks with both a common lock and a deadbolt lock. The customer has 1 key that will lock and unlock both the common and deadbolt locks. This is accomplished by using a multiple pin locking system that has extra pins in the deadbolt lock mechanism. The owner's keys have the added cuts to operate the extra pins in the deadbolt keyway.

Each manufacturer issues master or pass keys to the dealership. These pass keys have only the correct cuts to operate the pins in the common lock keyway, allowing our technician to use the common lock **ONLY**.

The owner has the only set of keys that will operate the deadbolt lock on their RV.

Examples of RV entry door locks are shown below. As a general rule, the common lock is on the movable handle.



HOW TO WINTERIZE YOUR RECREATIONAL VEHICLE

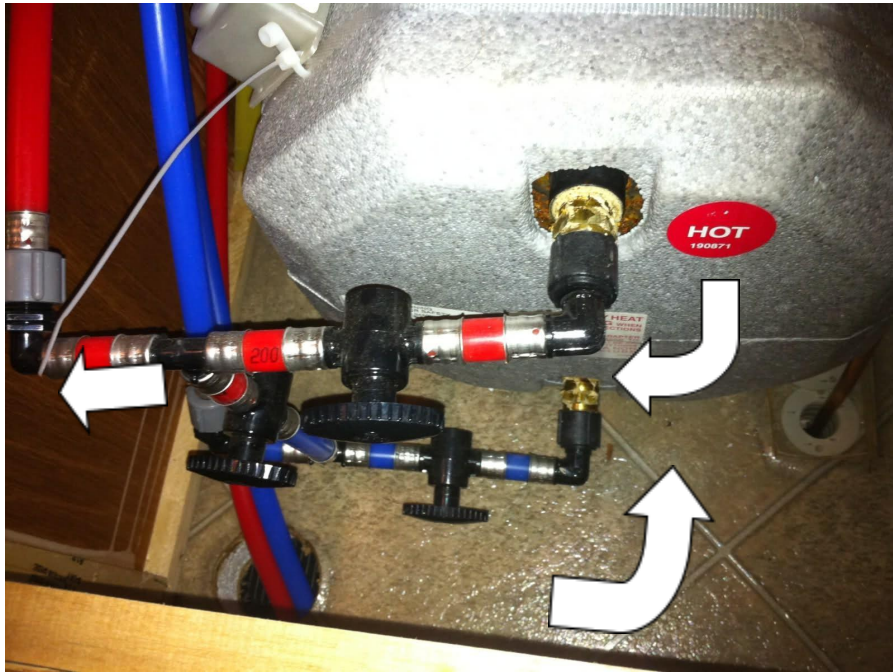
STEP 1 *In order to properly winterize your recreational vehicle; you must first drain the entire system.*

- Drain fresh water holding tank (remove the drain plug or open the tank drain valve) (after draining close valve or re-install plug)
- Drain waste water holding tanks (grey, galley and black water*)
 - *must be done at dump station if not already done)
- Drain hot water tank (remove the plug or anode on the outside of the water heater and leave until after step 4)
- Drain water filter (if applicable) and dispose of cartridge, re-install empty cartridge holder to prepare for running antifreeze.

STEP 2 *is to bypass the hot water heater tank (most RV's have a permanent bypass located on or close to the water heater, inside the trailer, with which you turn the valve(s) to the bypass position.)*

- The lower hose going to the water heater is the cold water supply hose. A valve and handle may be found on this line.
 - If the handle is parallel with the line, it allows water to flow in that direction
 - If the handle is perpendicular with the line, it shuts off water flow in that direction.
- The upper hose is the hot water line from the water heater to all hot taps in the RV.
 - If the handle is parallel with the line, it allows water to flow in that direction
 - If the handle is perpendicular with the line, it shuts off water flow in that direction.
 - Some upper hoses have one way valves that will not allow water to go back into the water heater from the top.
- The hose between the upper and lower line is the "bypass line", it has the same type valve and handle as the other lines and must be perpendicular (closed) during regular use to force the water through the water heater.
 - This Bypass valve must be open when winterizing to allow the water to bypass the heater.

**Some RVs only have 1 valve needed to bypass the water heater. It is usually located at the lower connection of the cold supply line and the bypass line. This valve must be turned to divert the water into the bypass line when winterizing.*



EXAMPLE OF COMMON BYPASS SYSTEM WITH VALVES SET FOR REGULAR USE

STEP 3

You must now pump non-toxic antifreeze through the water lines in order to guarantee that the water has been removed. Even the smallest amount of moisture can damage a toilet valve, a plastic faucet or other plumbing fixture. Use the 12 volt water pump to pump the antifreeze through the plumbing system. (A winterizing pump conversion kit is available to make this step easier. If your trailer does not already have one you can disconnect the water line from the from the fresh water tank and put it, or another short length hose from the suction side of the pump, directly into the 4 litre bottle of antifreeze. This will use a lesser amount of antifreeze as versus pouring it directly into the fresh water tank. With all faucets closed, turn the pump on, watch the antifreeze level in the bottle go down and the pump should automatically shut off after 10 seconds or less. Keep an eye on the antifreeze level through step 4 and change bottles when needed.



Starting at the furthest tap and antifreeze should come out of the:

- Kitchen taps (hot and cold) (do each individually until antifreeze comes out rich pink in color and then shut off)
- Bathroom taps (hot and cold)
- Bathroom tub taps and shower-head (hot and cold)
- Toilet
- Outside shower (hot and cold)

- City water inlet*

**BEFORE doing city water inlet, shut off the pump and relieve the pressure using a faucet, then make sure antifreeze comes out of the city water entry (from outside, insert your finger into inlet, which releases the check valve) [*you may have to remove the screen to push the valve] Ensure each drain trap fills with antifreeze as you are doing each faucet. A small amount should also go in the waste tanks to keep the slide valves from being damaged. (Don't forget the shower drain)*

****Note* washing machines, dishwashers, and icemakers will require specialized winter care – see the appropriate manufacture's winterizing guide.***

ONCE WINTERIZING IS COMPLETED

- Return water heater bypass and pump conversion valves to the normal use position
- Put the plug or anode rod (replace if badly corroded) back in hot water heater.
- Close the gate valves on the waste tanks.
- Wipe out the sinks and the shower and/or tub.

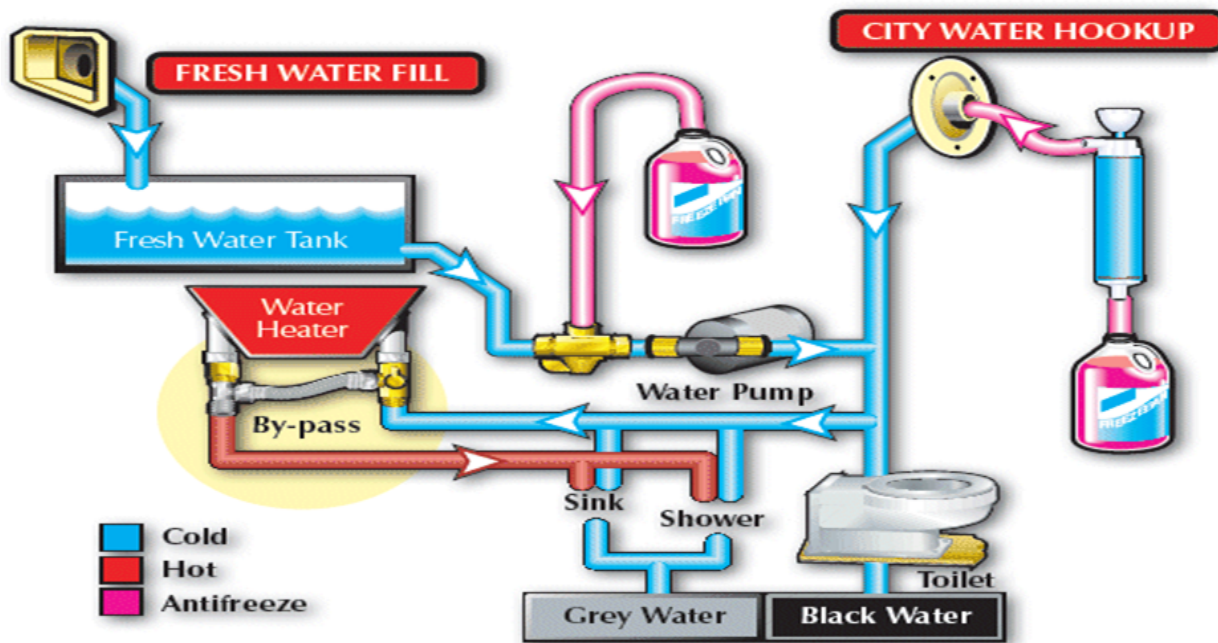
PREPARING FOR STORAGE

- Remove any batteries (12 volt main battery, smoke detector, radio, etc.) and store above freezing in your garage or basement. Use a battery tender or trickle charger to fully charge battery in spring.
- Cover the windows on the inside to stop sun from fading drapery, cushions, etc. (Use solid material, i.e. tin foil or similar)
- Cover any exterior vents (furnace, fridge, water heater etc.) to prevent snow from blowing in.
- Ensure the tire valve stems are not at the bottom of the rim (mid winter thaws can damage the stem when refreezing)
- Cover the tires with a light reflective material (proper storage covers are preferred) to stop the sun from damaging the tires.
- Put steel wool in any small hole or opening in underbelly to help stop mice etc. from entering the trailer.
- Lubricate the main door locks and luggage door locks.
- Inspect exterior sealants and touch ups as necessary.
- Clean and wax exterior.
- Use a chemical dehumidifier.
- Leave roof vents open ¼". (a little more if max air covers are installed)
- Remove or retract all stabilizers so the trailer is only supported by its wheels and the front end jack.

SPRING TIME (DE-WINTERIZING)

- Replace the water filter cartridge.
- Hook up the hose to the trailer and turn it on.
- Run each tap individually until water is running clear. (both hot and cold)
- Flush the toilet until water is running clear.
- Turn off the hose and disconnect it.
- Use the hose to put fresh water in the fresh water tank.
- Turn the pump on.
- Run the faucet near the pump until the water runs clear again.

Schematic Drawing of a typical RV Water System



A Basic Guide to Stain Removal

- Blood** Treat the blood stain with cold water. If it is safe for the fabric in question, follow up with hydrogen peroxide or chlorine bleach. If not, you may want to try an enzyme pre-soak product or unflavored meat tenderizer on the dampened spot. Finish up with a rinse of cold water, and then dry with a towel.
- Chocolate** Several things will work well on chocolate spots; ordinary household detergent, ammonia, an enzyme pre-soak laundry product, or peroxide. Remember to test a small, hidden piece of the material before trying to clean the main spot.
- Cigarette burns in carpet** One solution is to carefully cut away the scorched fibres from the burned spot. Then locate a segment of the carpet that is never seen (in the corner of the closet floor, for example) and trim out some replacement fibres. Squeeze a little liquid glue into the area to be repaired, and set the fresh fibres into the glue.
- Coffee** This is one instance when you want to use hot water to remove the spot. Begin by soaking the stain with an enzyme pre-soak laundry product or, if the fabric can handle it, a colour-safe bleach or chlorine bleach. Then finish up by washing the stain out with hot water. Blot up as much of the moisture as possible with paper towels.
- Fruit (including catsup)** If you can catch it in time (before it dries), remove the fresh stain with cool water. Once the stain is dried into the fabric, soak it in a solution of cool water and a house-hold detergent. Rinse and dry.
- Milk, Cream, Ice Cream** Soak the spot in a solution of warm water and an enzyme pre-soak laundry product. Then rinse and blot dry.
- Mud** Allow the mud to dry out first. Then you can brush it to knock loose as much of the caked-on dirt as possible and vacuum it up. Any mud that remains can be removed by soaking it in cool water. If there is a residual stain, use a household detergent, then rinse and blot dry.
- Mustard** One proven remedy for mustard stains is to use ammonia, another is peroxide. But always run a test on the material before cleaning to see if damage from the cleaning agents will occur.

Oil/Grease	If you're dealing with freshly spilled oil and grease, try to sop up as much as possible with paper towels or other absorbent material to prevent it from spreading. The next step is to pick out an inconspicuous little piece of the material on which to test cleaning agents. You can try using mechanic's hand cleaner on the greasy spot. Liquid detergent and dry-cleaning solvents also work. Carburetor cleaner will work very well for all types of oily stains (this is a highly flammable and high-vapour compound so care must be exercised when using it). Finish up by washing the area with cool water and laundry detergent, then rinse and blot dry.
Tar	Road tar can make a real mess of things inside a coach. You can try the remedies suggested for oil and grease, but if they don't work, try turpentine. Surprisingly, mayonnaise will also cut tar. As always, make sure you test a hidden piece of the material before cleaning the main spots.
Urine	These wet spots need prompt attention and a good wad of paper towels. Start by soaking up all the moisture possible until the paper towels don't show any dampness when you step on them. Then wash the area with an enzyme pre-soak laundry product; rinse and blot dry.
Wine	Begin with an enzyme pre-soak laundry product and hot water. If it's safe for the material, try an oxygen bleach and hot water. If the stain remains, and if the material can safely handle it, you can try a chlorine-bleach solution.

Towing Set-Ups and Recommendations

Towing properly is extremely important for the safety and the longevity of your RV. There are many resources online that show how to properly hook up and tow your RV. If you are using a weight distribution kit on your travel trailer, please refer to the manufacturer's website for specific questions regarding the product.

Always check to make sure your breakaway cable is properly secured and hooked up to the tow vehicle. The breakaway cable is designed to lock up the trailer brakes in emergencies. Trailering your RV without the breakaway pin properly secured in the mount will damage your RV's brake system. When the breakaway pin is pulled from the assembly, 12 volts of power is applied to the RV's brake system, locking up the brakes. If you continue to pull the trailer while power is applied to the brakes, this will damage the brake assemblies and will not be covered by any manufacturer warranty.

Hooking up to the Tow Vehicle (5th Wheel)

- **Adjust the landing gear jacks until coach is at level for hooking to the tow vehicle.**
- **Place wheel chocks behind fifth-wheel's tires.**
- **Lower the tailgate on truck.**
- **Release the fifth-wheel lock handle on the tow vehicle.**
- **Back up slowly to line up the tow vehicle so the fifth-wheel will accept the kingpin.**
- **Close and latch tailgate.**
- **Back truck slowly until kingpin engages the fifth-wheel and automatically locks.**
- **Engage the hitch lock and secure with a padlock or pin.**
- **Connect the power cord between the tow vehicle and the fifth-wheel.**
- **Connect the emergency breakaway switch cable.**
- **Check all lights on trailer and tow vehicle (running, turn signals, brake, back-up).**
- **Completely raise the landing gear and store the wheel chocks.**
- **Pull forward and check the operation of the trailer brakes with the hand control to assure proper operation. Refer to manufacturer specifications on setting the brake control.**

Hooking up to the Tow Vehicle (Towable Trailer)

- Crank the tongue of the trailer jack up until the hitch coupler is high enough to clear the tow vehicle.
- Back the tow vehicle to the trailer until the hitch ball is directly under the coupler on the trailer.
- Set the parking brakes, raise the locking latch on the coupler and crank it down on the ball.
- Move the locking latch down to lock it on the ball. Secure with a padlock or pin.
- Connect the power cord between the tow vehicle and the trailer.
- Connect the breakaway switch to the tow vehicle.
- Install the weight distribution bars and sway control. Refer to the hitch manufacturer's directions for proper hook up and adjustment.
- Crank the jack all the way up.
- Install and adjust side mirrors.
- Check all lights on the trailer and tow vehicle (running, turn signals, brakes, back-up).
- Pull forward and check the operation of the trailer brakes with the hand control to assure proper operation. Refer to manufacturer specifications on setting the brake control.

Tow Vehicle Set up Weight Distribution

Proper weight and load distribution is absolutely essential to safe towing. Before your first trip, load your unit with the weight distributed evenly (front to rear, side to side) with all personal belongings, equipment, food, water, etc. you feel are needed and weigh the unit as shown in Chapter 3 "Weighing Your Unit". Compare the weights of the unit to the weight ratings of the RV. Keep the loaded tongue weight between 10% and 15% of the total weight for travel trailers and between 15% and 25% of total weight for fifth wheels.

Safety Chains - Travel Trailers

Safety chains are included with every travel trailer and, in most Provinces, are required when towing a travel-trailer. Hook them to the safety chain loops provided on the tow vehicle's hitch, crossing them under the trailer tongue. Inspect the length of the chains once attached to the tow vehicle frame. They should be long enough to allow for turns, but short enough to avoid any drag.

Breakaway Switch

The breakaway switch is another safety device as it provides a means of automatically slowing and stopping your RV if it should become detached from the tow vehicle during transit. The cable from the breakaway switch should be attached to the tow vehicle and if a separation occurs, the pin is pulled out of the switch which activates the brakes of the trailer to slow and eventually stop the trailer. The breakaway switch is only powered by a 12 volt RV battery on the trailer. The RV battery is not supplied by the manufacturer. Please consult your RV dealer to purchase the proper battery.

How to Test the Breakaway Switch

- Disconnect the 7-way trailer cord from the RV to the tow vehicle
- Pull the lanyard pin out to the first stage
- Brakes should audibly engage
- Double check by moving the tow vehicle forward slightly to be sure the RV brakes have locked and are operating correctly

Never move the trailer without the battery both connected and charged.

Propane Cautions and Warnings

- If you smell gas:
 1. Extinguish any open flames, pilot lights and all smoking materials.
 2. Do not touch electrical switches.
 3. Shut off the gas supply at the tank valve or gas supply connection.
 4. Open doors and other non-powered ventilation openings.
 5. Leave the area until the odour clears.
- **WARNING:** It is not safe to use cooking appliances for comfort heating. Cooking appliances need fresh outside air; open windows to bring in fresh air while cooking.
- LP propane detectors are great safety devices but they are very sensitive and false alarms occur. If your LP detector goes off and you do not smell a rotten egg smell, try opening some windows and hitting the reset button on the detector. If it does not go off again, it is likely a false alarm. They also may not work properly if the temperature inside the unit gets below 40 or above 90 degrees Fahrenheit. An LP alarm can also be triggered by a low battery. Be sure to replace the batteries in smoke alarms and LP detectors regularly.
- After the propane valve has been turned off for awhile or the tank has been filled, it may take a little while for the gas appliances to light. Light all the burners on the stove and let them burn for a few seconds to make sure all of the air is out of the lines and that the propane is flowing properly. The burners should be a nice steady blue color. Even after this is done, the refrigerator might show a check light and have to be turned off and back on several times on gas before it will light (it has a very small flame and takes awhile to purge out any air that is still in the lines).

FAQs

Why won't the furnace come on?

Check the switch at the bottom of the thermostat to ensure that it is on the "ON/HEAT" position. Plug in to shore power to charge batteries and ensure power.

Why does the monitor panel always read full, even if I just dumped the tanks?

This is a normal condition due to debris sticking to the sending units in the tank. To help solve this problem, be sure to fully rinse holding tanks. Also, try to fill the tank 1/3 full of water and add a bucket of ice before driving. The ice will slosh around the tank to help clean off the sensors. Using anything other than RV toilet paper can also cause problem with sensors.

Why is there a foul odour coming from the bathroom?

Drop a chemical packet into the toilet. Fill the bowl twice with water and leave a small amount of standing water in the bowl.

Why does the TV get poor reception?

Locate the antenna booster switch and turn the switch to "ON." A little light indicates that the amplifier is working. Check the cable and connection at the rear of the TV.

Why do the lights keep going dim?

This is an indication of low battery power. Check water level of batteries. Plug in to shore power.

Why won't the propane appliances work?

Verify propane tanks are full. Ensure that batteries are fully charged. Check fuses and circuit breakers.

Why is there no hot water?

Be sure the water heater switch is turned on (double check to make sure the water heater tank has been filled). A light on the switch will indicate power. Turn the switch to the "OFF" position, wait 10 seconds and turn it on again. Be sure the batteries are fully charged. Push the reset button on the water heater.

Questions to ask yourself when your Water Heater will not work on Propane:

Do I have any propane?

Check your regulator and switching valve at the tank location to see if red or green indicated.

Did I turn the propane valve on?

Check to see if valve on top of selected tank is open. Counter clockwise.

Did I bleed the propane line of any air?

Ignite the burners on your stovetop until even blue flames continue.

Have I checked the outside cover for any obstructions?

Open the outside cover and check for bee or hornet nests/hives exist. Clear and try again.

Warranty Coverage Decision Making

The Warranty Provider, whether it is the RV Manufacturer, the appliance manufacturer, or the Extended Warranty Company, will be the sole end decider of the acceptance and method of repair on all warranty claims.

Stone's RV and their representatives will provide all documentation to the Warranty Provider as needed, along with the concern, cause and correction details required.

We will endeavour to receive the greatest possible outcome for our customers, but the final decision will be made by the Warranty Provider Adjuster.

If, after due diligence, the Warranty Provider declines to cover a claim, any repairs not covered will be the responsibility of the RV owner.

Checklist before You Go

Inside Your RV

- o Secure all loose items (toaster, dishes, coffee pot, etc).
- o Place travel bars inside refrigerator & lock door.
- o Turn off water pump.
- o Turn off water heater.
- o Secure all doors, drawers and cabinet doors.
- o Lower roof antenna / satellite system.
- o Lower roof vents.
- o Switch refrigerator to gas operation or turn off (If you turn your appliances off also turn the gas supply off at the tank or bottles).
- o Turn off air conditioner / furnace.

- o Put in and secure the slide-outs.
- o Close windows.
- o Secure blinds / drapes.
- o Shut off all gas pilot lights.

Outside Your RV

- o Ensure all items in exterior compartments are secure. Lock all exterior compartment doors.
- o If you are traveling with a bike rack ensure your rack and bicycles are securely attached.
- o Disconnect power cord, water hoses and other cables and store them securely.
- o Drain & store sewer hose.
- o Drain holding tanks as required (A good rule of thumb is to leave enough fresh water for your needs between destinations)
- o Ensure sewer drain valves are closed.
- o Roll-in and secure awning.
- o Pack-up all outside items (mats, chairs, grill, etc) and ensure they are securely stored.
- o Turn off gas water heater.
- o Put jacks up / store portable jacks, wheel chocks & levellers.
- o Check air pressure in all tires and adjust as required. Check the torque on all wheel nuts.
- o Check all engine fluid levels.
- o Check all your lights (brake, signal, etc).
- o Turn off your propane at the tank.
- o When hitching up check the following:
 - o Hitch / Towing system
 - o Breakaway cable

- o Sway bars
- o Spring bars
- o Check your electric brakes.
- o Check campsite to ensure it's clean and no items are left behind.
- o Pull up and secure steps.

Perform a final walk-around outside of your rig to ensure you haven't missed anything.

RV Tips from Fellow RVers

- To protect your RV's plumbing; use a water pressure regulator when connected to any water source. All parks have their pressure set at different levels.
- Use an outside sediment water filter on any water source. This will keep your taps and tanks from clogging up. Replace it at least annually.
- To conserve gray-water holding tank space, turn water off when shampooing and soaping up in the shower. Don't run water while you are brushing your teeth.
- Also to conserve gray-water holding tank space, use dishpans to wash and rinse dishes. When finished, pour water down toilet into the black-water holding tank.
- To avoid odors and blockages, keep black-water holding tank valve closed. Maintain adequate water level. Empty only when the tank is at least 1/2 full.
- To avoid blow-outs, tire damage and to optimize gas mileage, maintain proper tire pressure. Should be checked often.
- Always drain the black-water holding tank first. Then drain the gray-water. This helps to clean out your hose.
- One of the most important tips I can give you is to always make sure your sewer hose is running downward so it drains out properly.
- Clean off the top of your slide-outs before closing them up. Leaves and debris can keep the seals from keeping the water out.
- Save power by using fluorescent or better yet, LED lights.
- An easy way to clean the black water level sensors and tank is to pour a bag of ice cubes down the toilet immediately before taking it on the road.
- Consider using solar panels to generate your power needs.
- Check fire extinguishers and smoke detectors regularly.
- Don't forget to include a list of important contact information, including family members, doctors, insurance agents, etc
- Always make sure you have a fully stocked RV first-aid kit, and keep it in an outside storage compartment.

Your RV first-aid kit should include basic medical supplies:

- Bandages
- Ointment

- Over-the-counter pain reliever
- Insect repellent
- Scissors
- An emergency supply of must-have medications
- Some customers spray a product such as “Bee Blaster” to treat the inner floor of the outside water heater opening. This seems to deter any bee, wasp or hornet infestation.

Regular RV Maintenance Guide

The intervals outlined here are based on typically recreational travel and family camping, in typical climates and weather conditions. Please review your Owner's Manual for more information regarding the specific maintenance requirements of each topic below. Extended or full time use or extreme conditions may accelerate deterioration of components, seals, etc and require more aggressive maintenance intervals.

System	Pr e- Trip	Po st- Trip	M on thly	3 M on th s	6 M on th s	Yearly	2 Yea r	Description
Pin Box & Hitch Equipment	I		L					Inspect / Lubricate
Safety Chains	I							Inspect
*Jacks (A-frame, Landing)	I							Inspect / Touch Up Paint as Required
Fibreglass/Gel Coat		CL		CL	Wax			Clean / Wax
Metal Siding		CL		CL	Wax			Clean / Wax
Window Sealants					I/ R		LT	Inspect & Recaulk if needed / Leak Test
Corner Moldings					I/ R		LT	Inspect & Recaulk if needed / Leak Test
Other Moldings					I/ R		LT	Inspect & Recaulk if needed / Leak Test

Roof Seams & Joints					I/R		LT	Inspect & Recaulk if needed / Leak Test
Roof Material					I		SER	Inspect / Service = Apply UV Treatment
*Brakes	T			A D				Test / Adjust every 3 Months or 5000 kms
*Battery	I							Inspect for Charge and Condition
Black Water System		F L						FLush & Clean
Grey Water System		F L						FLush & Clean
*Roof Air Conditioner			C L				SER	CLean vents & ducts / SERvice System
Propane System							LT	Leak Test by Certified Technician
*Slide-Out System					L			Lubricate mechanisms
Slide-Out Box					I/R	TR		Inspect & Recaulk if needed / TReat Rubber Seals
*CO Detector	T							Test for Proper Operation
*LP Detector	T							Test for Proper Operation
*Smoke Alarm	T							Test for Proper Operation
*Generator	C H						SER	CHEck Oil / SERvice: Full check, cleaning and maintenance
*Furnace						CL	SER	CLEan / SERvice: Full check, cleaning and maintenance
*Refrigerator						CL	SER	CLEan / SERvice: Full check, cleaning and maintenance
Roof Vents					I			Inspect Operation and seals
*Water Heater		D R				FL	SER	DRain / FLush / SERvice: check, cleaning and maintenance
Fresh Water System		D R				SAN		DRain / SANitize
Latches, Locks			L					Lubricate
Entry Steps			L					Lubricate and Repaint as required
Tires	I							Inspect Pressure, Tread Wear & Valve Stems
Wheel Nuts	I							Inspect for Required Torque
*Axles						I		Inspect for Alignment and
Wheel Bearings							SE R	SERvice: Repack bearings, clean & adjust brake
Frame					T- P	mous e		CLEan & Touch-Up Paint, Undercoat or Mouse free
Fire Extinguisher	I							Inspect / Check Date

**Please refer to the manufacturer instructions supplied with the unit for care & operation or the applicable website.*

Stone's RV Service Department has a full menu of services and options that can be performed by appointment.

On-Site Road Services are available throughout the Camping Season

Interactive Online Manuals and mobile apps for iOS and Android devices are available.

Please visit:

www.forestriverinc.com/manuals

or

<http://www.keystonerv.com/customer-service/owners-manual>

STONE'S RV

Your journey starts here

FIND US ONLINE



WWW.STONESRV.COM



WWW.FACEBOOK.COM/STONESRV



WWW.INSTAGRAM.COM/STONESRV



WWW.TWITTER.COM/STONESRV1

Revision: April 26, 2019