

How To Guide

Trim / Board Joints

As all American products are not trimmed like European caravans inside you will find that they use putty to cover joints and staples etc this is how they are built you can lightly wipe any excess but again this is how they are built it is not a fault but a characteristic of all American units. We cannot change this.

Slide Outs

When it's been raining, and you bring in your slide out its best to towel down the slide out roof first also, regular maintenance of the sealing rubbers with something like Vaseline is good.

Always ensure your caravan is level all round or your slide outs will not go in correctly.

If your slide out will not go all the way out or just makes a clicking sound when pressing the button this is 99% of the time due to a low battery. Try connecting the mains power.

Levelling

If pitched permanent, you need to put axle stands midway along the chassis to avoid flexing.

The caravan does not need to be 100% level unless you find the doors do not open and close properly. If this happens, please release all weight off the axle stands and corner jacks, check the doors open and close and then level again.

Water Caps, Bungs, End Caps

All the water drain down caps, bungs, and end caps will be located in the drop down door compartment of the water heater these are quite often taken out after testing to allow us to empty all water prior to transport.

Electric Water Heater

Please note most water heater which operate on electric as well as propane will require an additional switch being turned on. This switch can be located on the exterior of the water heater, drop the panel down and the switch will be located in the bottom left-hand corner.

Correct Loading

Never load your caravan or 5th wheel incorrectly as this will cause nose / hitch weight to be too high.

Your nose / hitch weight should be approximately 5% of the caravan unladen weight. Do not overload the rear as yes this will lower your nose / hitch weight but will cause severe sway whilst towing.

Electronic Brake Controller

(IF FITTED)

The electronic brake controller is located in the front locker box.

To adjust the strength of the brakes adjust using the + and – buttons.

You must have 12v power connected to the caravan / 5th wheel at all times whilst towing in order for the brakes to work.

No 12v = No Brakes

Propane Gas

Do not use a cheap propane gas, we only recommend Calor Gas – propane orange bottle.

Do not stand your gas bottle at an angle it must be stood upright to ensure the gas flows correctly with no air issues.

Ensure you have the correct regulator fitted as a standard 1.5kg p/h regulator will cause faults and void your warranty.

Electricity

Please ensure your electricity supply is clean, if using a generator a surge protector must be fitted.

Microwaves

As the microwaves are designed at 60hz and in the UK we get 50hz power you will find the clock on the microwave will not keep time there is nothing that can be done about this as is normal for the product being used in the UK
TVs if you have a TV with USA foreign plug on it do not change it to a UK plug and do not put in 220v socket as it will blow up the TV

Condensation

It is always best to have a dehumidifier to take the water out of the air and

moisture traps in wardrobe slide outs as they are not heated and will have cold air meeting warm. We have people who call to say they have a roof leak but turns out to be condensation 99% of the time these units very rarely leak even on the slide outs.

Condensation can make your walls sweat and the underside of mattress get wet

If you are living long term in your unit, you must ensure sufficient ventilation is left open and dehumidifiers are placed throughout.

Remember to turn your mattress regularly as if not this may lead to mould growth.

Do not cover up any heating vents or air vents in the floor as will cause issues and void your warranty.

Fridge / Freezer

Norcold refrigerators, to adjust the temperature

1. Open fridge door
2. At the top back there are silver fins
3. On a fin there is a wire with a black clip on it
4. To get the fridge warmer move the clip down
5. To make it colder move the clip upwards

Any more technical issues contact Thetford, ask for technical department and explain the problem.

info@thetford.com

Or by calling

001-800-543-1219

Also trouble shooting document can be found at
<http://bryantrv.com/docs2/docs/domser.pdf>

DVD Player

If your DVD will not play UK DVD's region 2

1. Power on unit
2. Turn to DVD mode.
3. RV4500 Model: open disc door;
RV5070/RV5090 Model : Eject and remove disc, pull out USB device if there is USB device plugged in unit.
4. Press "8" "2" "0" "2" on your remote control one by one, this will then display factory mode on your TV display.
5. Go to region code change section. Use the "up" "down" button to select the target region code and then press the "enter" button on the remote control to confirm the modification.
6. Press "setup" on the remote control to exit factory mode.

7. Restart unit.

TV's

As there is no longer any terrestrial tv signal in the UK except for local channels only, you will need to purchase a freeview box to resolve this issue unless your tv has built in freeview.

Some of the older American caravans and 5th wheels do not have digital aerials built in, if this is your case you will need to purchase a digital aerial to receive freeview.

Water Heater Air Bleeding

There are 2 ways to bleed your water system.

1. Turn all water taps on until water flows freely with no air coming through.
2. There is a pressure release valve on the exterior of the water heater. Open the water heater door and the pressure release valve can be located at the top of the water heater, normally brass. Open this valve until water flows freely with no air coming through.

Water Connections

Check all visible connections regularly, especially around the taps, toilet, pump, and water heater. Tighten any loose fittings or replace them if necessary.

Especially after travelling on the road as vibration can cause fitting to loosen.

If you are connecting to the mains via. City water you must fit a water pressure valve to ensure the water pressure isn't too high for the water system.

Water filler leaks, sometimes this is because they are being filled too fast and it kicks air back and overflows. After transit the interior pipe that connects to the exterior filler becomes loose, check this from the inside and tighten as needed. Sometimes it's not a leak but the drain taps are open they hang down from under the caravan they are usually left open after testing.

Water Pump

If you can hear your water pump working but you have no water coming through the taps, please check the bypass valve is not turned off as this will cause this issue.

You will find the bypass valve located next to the water pump. There is also an adjustable pressure valve on the water pump.

Water pump is pulsing or running all the time and water pressure is erratic
Please check the outside shower if you have one that the hot + cold taps are fully closed.

Wheel Nuts

Remember to always check your wheel nuts on any new caravan or 5th wheel after your first 50 miles.

Don't forget to check your wheel nuts before every journey.

Water / Propane Leak

If you detect a leak on either of your water or gas system, you must turn OFF the water or gas supply immediately and find the source of the leak.
Do not continue to use the water or gas system until the leak has been fixed.

USA Specification

Note to anyone who has bought a standard USA unconverted coach from us: When you have the electrical conversion done for the coach you are welcome to get your electrician to call us as all the tails for the appliances must stay 110 volts including the fridge, microwave, fireplace, AC, TV if American etc. – or they will burn out and this will void any warranty.
Your electrician will need to certificate and warranty the works completed and supply a copy to American Caravans Ltd. - better to be safe than sorry.

Warranty Work

Please note all warranty work should be booked in via. email
AfterSales@AmericanCaravansDirect.com

Please note we do not come out onsite unless you have bought one of our onsite warranty packages.

We do not loan caravans or arrange accommodation whilst your caravan, 5th wheel, or container home is with us for repair.

You must book in any warranty work and bring it into us.

Contact Us

Any questions/problems on using anything or faults do not contact us.

Office – 01205 837838

Europe Sales – 0333 3701578
UK Sales – 07803 205703
UK Sales – 07936 104385

Sales@AmericanCaravansDirect.com
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Generic Video Links

LINK 1 GENERAL SET UP

<https://www.youtube.com/watch?v=Lf-jE-QFzfA>

LINK 2 GENERAL LEVELLING

https://www.youtube.com/watch?v=0uij_QTGSNE&list=PLADWXM8tX4A8-0qXMXVnW25X7u3_QLga2r

LINK 3 GENERAL SET UP

https://www.youtube.com/watch?v=XI-PBwt-O3l&list=PLADWXM8tX4A8-0qXMXVnW25X7u3_QLga2r&index=3

LINK 4 WINTERISE YOUR TRAILER

<https://www.youtube.com/watch?v=uzhJ7PIYKzA>

LINK 5 WINTERISE YOUR TRAILER

<https://www.youtube.com/watch?v=WzDRS4BgySA>

LINK 6 CHANGE WHEEL WITHOUT A JACK!!

<https://www.youtube.com/watch?v=fMCYLJVm6Xw>

LINK 7 HOW TO EMPTY YOUR HOLDING TANKS

<https://www.youtube.com/watch?v=3TITabBcAz0>

LINK 8 CLEAR TOILET BLOCKAGE NOT FOR SQUEAMISH

https://www.youtube.com/watch?v=n-mAzlyWg_E

LINK 9 HEATER TROUBLE SHOOTING

http://www.rvforum.net/miscfiles/Furnace_Trouble-2.pdf

LINK 10 WATER PUMP PROBLEM

<https://www.youtube.com/watch?v=TtUpNaDmlv8>

LINK 11 GENERAL SET UP

<https://youtu.be/bRV6vpH8VCM>

LINK 12 HOW TO MANUALLY BRING IN YOUR SLIDE OUT

<https://www.youtube.com/watch?v=BWCnT7JjV8A>