

TRAILER RENTAL USERS GUIDE

IMPORTANT INFORMATION

We know that the days leading up to your vacation can be hectic. To insure that your motorhome pick up goes smoothly, we have highlighted these important items that cause most of our departure delays. Thank you and we are looking forward to putting you on the road to your RV Adventure!

- It is vital that all drivers and the person whose name is on the Rental Application be here, in our office, on the day of departure to sign the Rental Agreement. Our insurance company restricts us from releasing a vehicle to a substitute such as a spouse, child, parent, friend, etc.

- Make sure you have with you:
 - Valid Drivers License with Picture
 - The actual credit card you wish to use. We cannot accept a card in someone else's name nor can we use merely the number you provided on the Reservation Application. The card must be valid and available for imprinting. Many customers find it helpful to make sure they have a card with sufficient credit line to accommodate the charges.
 - SECURITY DEPOSIT(S) in Cash, Certified Check or Money Order.
 - Remember: **PERSONAL CHECKS ARE NOT ACCEPTED AT TIME OF PICK-UP!**

- If you are extending coverage from your personal insurance provider, there must be an insurance binder on file stating that Liability will extend back to the Rental Travel Trailer. If we do not have this proof at time of pick-up the Travel Trailer will not be released for rental.

- If you are renting a travel trailer or pop-up camper, be sure that your hitch ball is the proper size for towing the rental vehicle and that your wiring is in working condition. Hitch height must be 18" to 21" from the ground to the top of the hitch ball. Allow 1" – 2" of drop when trailer is attached to your vehicle. If you are having a hitch installed, be sure that you have an appointment to do so **PRIOR** to the time of departure. If the travel trailer you are renting requires a 7-wire plug and an electric braking system, be sure that has been installed prior to pick-up.

- Remember, your departure will take about an hour to sign the papers, perform the comprehensive interior and exterior orientation and familiarization walkthrough that will instruct you on the safe use of our vehicle.

1. **WATER HEATER:**

Trailer water heaters are small compared to what you have at home. You have approximately 6 gallons of hot water, when used up it takes approximately 30 minutes to recover. Your showerhead has been equipped with a shut-off to help conserve water when showering.

2. **REFRIGERATOR:**

Unit will automatically select cooling method and temperature setting. Avoid holding doors open and adding a lot of warm food at one time for trailer refrigerators are slower to recover than your home units.

3. **PROPANE:**

If you suspect an empty tank or some other problem with the propane, you should contact either the dealer you are renting from or a professional.

4. **SEWER:**

- You will be responsible for emptying the sewer on your rental trailer.
- When flushing the toilet look down opening. If you see water close to the bottom of the tube that connects the toilet to the tank, it is time to dump the Black Water Tank.
- On the outside of the trailer, opposite the side of entry and toward the rear, you will find the sewer. Emptying handles are just beneath the side of the trailer.
- For Gray Water, you will find either one or two smaller handles. These should be in the open position at all times.
- For Black Water, first connect dump hose, you will find a larger handle that should remain closed until the tank is ready for dumping. Pull the handle open to empty the Black Water until you can no longer hear movement of liquid.
- Make sure the Black Water handle is returned to the CLOSED position!
- Now, you should add 1 packet of chemical and 2 fresh bowls of water.

5. **FURNACE:**

- Turn furnace on by switch at the thermostat.
- Set temperature to desired setting.
- It takes about 30 seconds for the furnace to activate.
- If cold air is blowing after 1 or 2 minutes, turn thermostat off and wait for the fan to stop. Turn furnace back on, this may have to be done up to 10 times if propane has just been filled.

6. **TOILET: **DO NOT PLACE OR USE ANYTHING BUT RV TOILET PAPER IN THE TOILET. USE A TRASH RECEPTACLE TO DISPOSE OF ALL OTHER WASTE!****

- RV toilet paper dissolves and will not clog pipes.
- Pull inner white handle and fill bowl with water. Pull gray handle forward to flush.

7. **PROPANE LEAK DETECTOR:**

- Most propane detectors are mounted floor level, either by the front entry way or by the dinette.
- Leak detectors can be set off by a number of aerosol-based products. Examples are hairspray, aftershave, deodorant, etc.
- If you are unsure of why the detector has been activated, evacuate the trailer and contact the rental dealer or a propane professional immediately.

8. **STOVE / OVEN:**

- The stove burners need to be lit with a lighter.
- To light the oven:
 1. Turn the oven knob to "LITE" and light pilot with the lighter.
 2. The pilot is under the oven pan.
 3. Once the pilot is lit, turn the knob to desired temperature.
- Be sure the pilot is off when finished using.

9. **SHOWER:**

- When showering, make sure the shower curtain is inside the tub base. This will keep water from running onto the floor.
- The water heater contains approximately 6 gallons of hot water, enough for 1 conservative shower.
- It is advised that you wait 20 minutes between showers to ensure that there is enough hot water. The top of the showerhead has a water saver on/off control that can be used to conserve hot water.

10. **CABLE:**

- The cable jacks in the trailer are ready to use. Be sure light on jack is off.
- Make sure if trailer has antenna that before leaving the campsite it is place back in the down position for travel.

11. **AIR CONDITIONER:**

As you would at home, be sure windows, vents and doors are closed when running the air conditioner. Do not set temperature too cold (below 70). If above instructions are not followed, unit may freeze and no cooling will be available at all.

12. **EMERGENCY EXITS:**

- In case of emergency, all trailers are equipped with emergency exits.
- Make sure once you are at your destination and have the trailer set up, locate these exits.

13. **TOWING:**

- With a trailer hooked to your vehicle always remember to watch your speed and beware that stopping distance has now drastically changed.
- Watch road conditions more carefully for potholes or uneven roads that may cause the trailer to jerk or move laterally unexpectedly.
- When towing on mountain passes or going under freeway over passes be aware that the wind speed varies and could move the trailer around abruptly.
- Make sure before leaving the rental dealers lot or your campsite that all safety devices are hooked up, ie: trailer ball latch down, hitch lock is on / lights are hooked up / safety chains are hooked up in a criss cross pattern.
- Make sure before leaving your campsite all windows and doors are safely secured and steps are raised.

14. **HITCH BALL SIZES/WIRING/TRAILER HEIGHT/WEIGHT:**

- There are 3 sizes of hitch balls: 1 7/8", 2", 2 5/16"
- Wiring harnesses for lights come in 4 or 7 prong wire plug.
- The height of the trailer should be no more than 18-21" from ground to the top the ball.
- Make sure the gross vehicle weight of the trailer can be towed by the tow vehicle.
- Make sure you know the tongue weight for towing on the bumper and with a receiver hitch.

15. **WHILE TRAILER IS IN TOW:**

NEVER RIDE IN THE TRAILER WHILE IN TOW.

Travel Trailer CHECK-OUT FORM

Stock# _____ V.I.N.# _____

Exterior

- ___ Spare Tire
- ___ Spare Tire Cover
- ___ Tire Pressure: DS ___#s
- ___ Tire Press: I Dual DS ___#s
- ___ Wheel Cover DS
- ___ Tire Pressure : PS ___#s
- ___ Tire Press: I Dual PS ___#s
- ___ Wheel Cover PS
- ___ Tire Pressure: Spare ___#s
- ___ Wheel Lugs Tight
- ___ Lug Wrench
- ___ Stabilizer Jacks: Front
- ___ Stabilizer Jacks: Rear
- ___ Crank Handle for Stab Jacks
- ___ Jack Stand Wheel & Pin
- ___ Tongue Jack
- ___ Condition of Wiring Harness
- ___ Battery (fully charged?)
- ___ 110V Electrical Cord
- ___ LP Tanks – Secured
- ___ LP Tank Cover
- ___ Outside Gas Range Hook-up
- ___ Cable Hook-up
- ___ Awning (Zip-tied?)
- ___ Entry Door
- ___ Entry Step
- ___ Condition Of Screens
- ___ Condition Of Canvas
- ___ Bed Snaps:F–Missing ___
- ___ Bed Snaps:R–Missing ___
- ___ Compartment Doors
- ___ All Roof Sealant
- ___ Vent Covers
- ___ Grey Tank Valve
- ___ Black Tank Valve
- ___ Sewer Cap
- ___ City Water Connection
- ___ Knife Valve
- ___ Tank Release Valve
- ___ Winterized
- ___ Porch Light / Cover
- ___ Running Lights
- ___ Tail Lights
- ___ Brake Lights
- ___ Left Turn Signal
- ___ Right Turn Signal
- ___ Back Up Lights
- ___ License Plate
- ___ Emergency Brake Cord

Interior

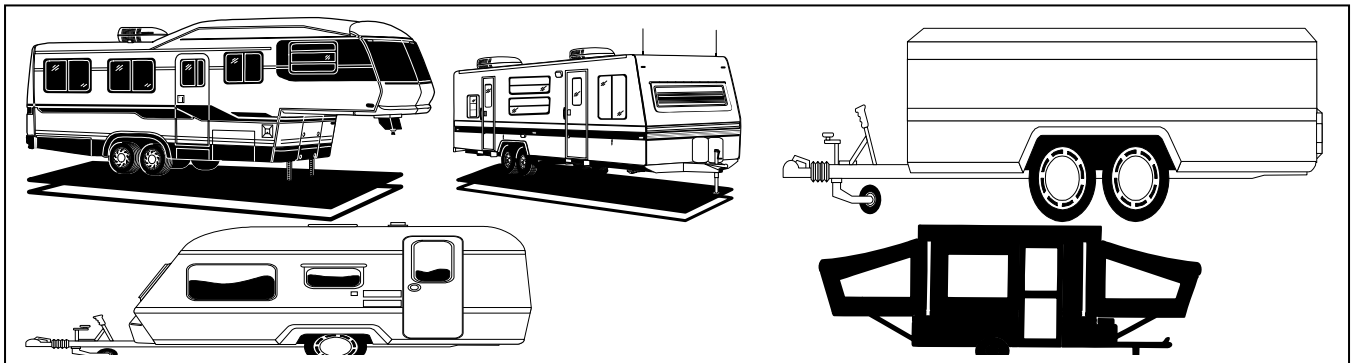
- ___ Interior View / Entry Door
- ___ Interior View/Door Screen
- ___ Drapes, Curtains ___ Shades,
- ___ Blinds
- ___ Cabinet Fit & Finish
- ___ Countertops
- ___ Kitchen Sink / Faucet
- ___ P-Traps Tight
- ___ Water Pump
- ___ Water Heater ___ ON?
- ___ Fresh Water Tank
- ___ Range Hood Fan
- ___ Range Hood Light
- ___ Gas Range
- ___ Microwave Oven
- ___ Refrigerator
- ___ Turned On LP / 110
- ___ Freezer
- ___ Refrigerator/Freezer Bins
- ___ Dinette Table
- ___ Booth Dinette Operation
- ___ Linoleum
- ___ Furnace
- ___ Air Conditioner
- ___ Toilet Operation
- ___ Bathroom Sink
- ___ Shower
- ___ Front Bed Cushions
- ___ Front Bed Snaps
- ___ Rear Bed Cushions
- ___ Rear Bed Snaps
- ___ Jack-knife Sofa
- ___ Booth Dinette Cushions
- ___ CD Player / Radio
- ___ Cable Hook-up
- ___ Interior Lights
- ___ Light Covers
- ___ TV Antenna Crank
- ___ LPG Leak Detector
- ___ Smoke Detector
- ___ Carbon Monoxide Det
- ___ Fire Extinguisher
- ___ Emergency Exit
- ___ Electrical Outlets
- ___ Vents / Vent Fans
- ___ Fuse Box / Fuses
- ___ Circuit Breakers
- ___ Power Converter
- ___ Manufacturer’s Manuals

Roof

- ___ TV Antenna
- ___ A/C Shroud
- ___ Plumbing Vent & Cover
- ___ Bathroom Skylight
- ___ Vent Covers
- ___ Roof Seams
- ___ Radio Antenna

Cleaning Checklist

- ___ A/C Filter
- ___ Waste Tanks Empty
- ___ Valves Open
- ___ LPG Full ___ On
- ___ RV Toilet Tissue
- ___ RV Toilet Chemicals
- ___ Gloves
- ___ Sewer Hose
- ___ Extended Length
- ___ Stove/Oven Lighter
- ___ Fresh Water Full
- ___ Fresh Water Hose
- ___ Water Pressure Regulator
- ___ 15/30 Amp Elect. Adaptor
- ___ Flat 4 to 7 Wire Adapter
- ___ Hitch Pin
- ___ Wash off LP Tanks
- ___ Outside Clean
- ___ Vacuum Beds / Under
- ___ Vacuum Zip Screens
- ___ Kitchen
- ___ Bathroom
- ___ Toilet
- ___ Shower / Tub
- ___ Counter-tops
- ___ Dinette Table
- ___ Dinette Cushion Vacuum
- ___ Under Dinette Seats
- ___ Cabinets Vacuum/Clean
- ___ Sofa Vacuum
- ___ Refrigerator
- ___ Freezer
- ___ Range Top
- ___ Oven
- ___ Microwave
- ___ Floor (under table too)Interior
- ___ Windows / Mirror



I have reviewed the items listed above and agree with what is shown

Service Tech _____ Date _____

I have reviewed the items listed above and agree with what is shown

Rental Agent _____ Date _____

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Lessee _____ Date _____

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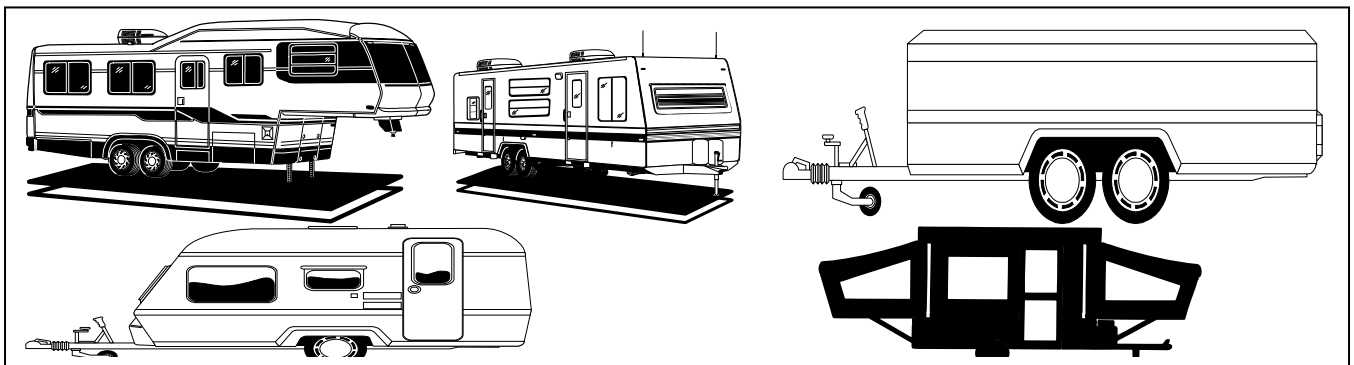
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- Plumbing Vent & Cover
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- Roof Seams
- Radio Antenna

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- Kitchen
- Bathroom
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- Dinette Table
- Dinette Cushion Vacuum
- Under Dinette Seats
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UNDERSTANDING WEIGHTS

Gross Vehicle Weight Rating (GVWR): is the maximum permissible weight of the vehicle when fully loaded for travel. The tow vehicle and the trailer each have GVWR.

Unloaded Vehicle Weight or Dry Weight (UVW): the actual weight of the trailer or truck as built at the factory. The UVW does not include passengers, cargo, fresh water, LP gas, or after market accessories.

Cargo Carrying Capacity (CCC): is the maximum permissible weight of personal belongings that can be added. CCC is equal or less than GVWR minus UVW, full fresh water weight and full LP gas weight.

Gross Axle Weight Rating (GAWR): is the maximum allowable weight that an axle is designed to support. The tow vehicle and trailer each have GAWR.

Gross Combined Weight Rating (GCWR): the maximum permissible weight of the tow vehicle and trailer **combined** when both are fully loaded for travel.

Gross Vehicle Weight or Trailer Weight (GVW), (GTW): this is not a rating; this is the actual weight of the tow vehicle or trailer when they are fully loaded for travel.

Tongue Weight: is the amount of weight pressing down on the vehicle's hitch from the coupler of the trailer when the trailer is fully loaded for travel.

MATCHING TOW VEHICLE TO THE RIGHT TRAILER

A manufacturer determines a tow rating based on the vehicle when it is empty. It does not include the cargo, passengers, after market accessories or any additional weight placed in the vehicle. Any weight added to the tow vehicle reduces the tow rating by that amount.

For Example:	Tow Rating of Vehicle:	7,900 lbs	
	Cargo in the Tow Vehicle:	200 lbs	
	Passengers & Driver	500 lbs	
	Additional 50 gal. Fuel Tank:	<u>305 lbs</u>	
	Actual Tow Rating:	6,895 lbs	Tow Vehicle

TRAILER

UVW in the Brochure	5,730 lbs
Dealer Ordered Options	370 lbs
Dealer Installed Options	100 lbs
Cargo in the Trailer	300 lbs
Water 8.3 X 32 gallons	266 lbs
LP gas 4.23 X 14 gallons	<u>59 lbs</u>
Gross Trailer Weight:	6,825 lbs

Tow Rating	6,895 lbs
Minus GTW	<u>6,825 lbs</u>

Equals 70 lbs before tow rating is exceeded.

There is another important weight rating that comes into play that is the Gross Combined Weight Rating (GCWR). This is the maximum allowable combined weight of the tow vehicle and the trailer when both are fully loaded for travel.

You should never tow a trailer that is pushing the limit on the manufacturers tow rating or a combined weight that is pushing the tow vehicle GCWR. Pushing the weights over the limits allowed put the driver and passengers in a dangerous situation for them and surrounding traffic.

Remember to include all factors in your weight calculations:

1. Add the UVW of the trailer, make sure that it includes all options.
2. Add the weight of any aftermarket accessories like a battery or a satellite dish.
3. Add the weight of any cargo you put in the trailer.
4. Add the weight of water and LP gas that will be on the trailer. Water weighs 8.3 pounds per gallon. LP gas weighs 2.4 pounds per gallon.
5. Add all weight of passengers in the tow vehicle.
6. Add the weight of any cargo in the tow vehicle.
7. Add the weight of any after market equipment added to the vehicle.

There are two methods to ensure you do not put yourself or others in danger when towing. A simple method to use, that will add a built in safety margin, is to take the GCWR of the tow vehicle minus the GVW, the actual weight of the fully loaded tow vehicle, and this equals the maximum GVWR of a trailer that you can consider purchasing or renting for towing.

For Example:

GCWR – GVW = Maximum GVWR of the Trailer

GCWR of our Tow Vehicle	14,000 lbs
Minus GVW of Tow Vehicle	<u>7,105 lbs</u>
Max. GVWR of Trailer	6,895 lbs

GVWR of the Trailer	6,900 lbs
UVW in the brochure	4,355 lbs
Dealer Ordered Options	370 lbs
Dealer Installed Options	100 lbs
Cargo Loaded in Trailer	300 lbs
Water 8.3 X 32 gallons	266 lbs
LP gas 4.23 X 14 gallons	<u>59 lbs</u>
Gross Trailer Weight	5,450 lbs

GCWR	14,000 lbs
GVW + GTW	<u>12,555 lbs</u>

1,445 lbs to spare

To build a better safety margin you can use the 75% rule. The 75% rule ensures a built in margin of safety and is a good rule to follow if you plan to tow in higher elevations. At 10,000 feet above sea level you would need to reduce vehicle ratings by 20% to maintain performance. Before you can apply the 75% rule you need to reduce your ratings to see how you can safely tow at 10,000 feet above sea level.

For Example:

$$\begin{array}{r} \text{Tow Vehicle GCWR X 80\% to get a 20\% reduction} \\ 14,000 \text{ lbs} \\ \times \quad 80\% \\ \hline \mathbf{11,200 \text{ lbs}} \end{array}$$

$$\begin{array}{r} \text{Tow Vehicle GVWR X 80\% to get a 20\% reduction} \\ 8,800 \text{ lbs} \\ \times \quad 80\% \\ \hline \mathbf{7,040 \text{ lbs}} \end{array}$$

11,200 lbs minus 7,040 lbs = a maximum tow rating of 4,160 lbs at 10,000 feet above sea level.

The 75% rate will calculate the most weight we should tow to still maintain performance.

$$\begin{array}{r} \text{Tow Vehicle GCWR 75\%} \\ 14,000 \text{ lbs} \\ \times \quad 75\% \\ \hline \mathbf{10,500 \text{ lbs}} \end{array}$$

$$\begin{array}{r} \text{Tow Vehicle GVWR 75\%} \\ 8,800 \text{ lbs} \\ \times \quad 75\% \\ \hline \mathbf{6,600 \text{ lbs}} \end{array}$$

10,500 lbs minus 6,600 lbs = maximum tow rating of 3,900 lbs at 10,000 feet above sea level.

By applying the 75% rule and keeping our trailer weight at below 3,900 lbs, we can keep the tow rating below the maximum 4,160 lbs required to maintain vehicle performance.

By applying the methods above combined with the proper match between your tow vehicle and trailer. However, the way to get true and accurate weights is to weigh both the tow vehicle and the trailer fully loaded for travel.



Trailer Rental Liability Form

Date: _____

Renter's Name: _____

Renter's Insurance Company: _____

Renter's Policy Number: _____

Limits of Liability: _____

Trailer Information

Rental Dealership: _____

Dealer Fax Number: _____

Make: _____

Model: _____

Year: _____

VIN: _____

Above mentioned policy extends liability coverage for a non-owned, rented trailer while connected to the insured vehicle.

Agent Name **Agent Signature** **Date**

Please fax completed form to Rental Operator