

CUSTOMER WALK-THROUGH CHECKLIST

Emergency Telephone Number: _____

This checklist is a part of our "Customer Service Commitment"

Keep this copy as a "double check" that every item was completely explained to you.

Date: _____ Unit # _____ Walk-Through Technician: _____ Customer: _____

SECTION 1. – OUTSIDE THE RV

PART A – THE DRIVER'S SIDE

STORAGE COMPARTMENTS

- Latches are **NOT** reliable
- How to open, close and lock for travel
- The compartments are clean
- DO NOT** block the furnace vent
- Balance the weight between the axles

FRESH WATER FILL SYSTEM

- Drinking **NOT** recommended
- How to add water—slowly use white hose
- Cold conditions?
- Switch for pump pressure
- Damage caused by over filling

CITY WATER HOOKUP

- Regulator use and why
- White hose and why to use
- When to use the pump
- When **NOT** to use the pump

ACCESS TO THE WATER TANK

- Only for service not storage (some models)
- Severe cold weather precautions?

WASTE WATER SYSTEMS

- Number of tanks and the size
- Caps and hoses
- What to do at a pumping station—hoses/valves

- Never drain except in authorized station (Legal Violation)
- Black tank – toilet
- Draining the tanks
- Grey tank – sinks and shower
- Adding chemicals
- Try **NOT** to drive with tanks full

GAS TANK

- Number of tanks, location and size
- Premium fuel – first choice – for added power
- Vehicle range
- Always turn appliances off when fueling**
- Generator auto shut off at 1/4 tank

WATER HEATER

- How to light the water heater – Manual or DSI
- DO NOT** leave water heater running while the RV is moving (fire danger)
- How much hot water do you have
- How fast does the water get hot
- Keep kids away from the vent
- DO NOT** block the water heater vent

FURNACE ACCESS

- HOT, HOT do NOT touch**

- DO NOT** run the furnace while the vehicle is moving?
- WARNING** danger for Children
- DO NOT** block the furnace vent

ELECTRICAL COMPONENTS SHORE LINE CONNECTIONS

- Amps
- Cords and umbilical – voltage drops and resistance
- DO NOT** plug-in if you are standing in water
- DO NOT** plug-in or unplug while generator is operating
- Plugs and adapters 30/115
- Proper extension cords

GENERATOR 115 VOLT SYSTEM (OPTIONAL)

- Check generator oil daily
- Use surge protectors for electronic products
- Which appliances can be run – **AT THE SAME TIME**
- DO NOT** start or stop generator with appliances on
- Charges coach battery
- When to you use it? while moving or parked
- Automatically turns off if tank is below 1/4
- How to determine usage (meter)

PART B – THE ENGINE COMPARTMENT

CHECKING THE FLUIDS

- Frequently check the oil, radiator, battery water
- At 3,000 miles change oil and filter

BATTERIES IN A 120 SYSTEM

- 2 types that charge separately and simultaneously

- The truck battery
- The house battery

PART C – THE PASSENGER'S SIDE

STEPS

- How to lower and raise – Electric or Manual
- WARNING** – retract before you leave the campsite

PROPANE TANK

- Used for stove, water heater, furnace, refrigerator
- You must turn off all appliances
- When **NOT** to use
- Emergency shut offs
- ONLY** the refrigerator can draw propane while the coach is

moving, – (because it's the Only appliance where the flame is shielded by sheet metal)

- How to fill – Maximum 75% due to expansion
- Where, how and when to use

RANGE HOOD EXHAUST VENT

- Explained use

OUTSIDE PLUGS

- Usage, 115 Volt

ROOF RACK AND LADDER

- Explained weight restrictions

SPARE TIRE AND JACK

- Explained location and recommendations in case of a flat

AWNING DEMONSTRATION

- Fragile items
- How to close and secure for travel
- How to open – and secure
- Finger pincher, be careful
- Wind

I understand SECTION 1 "OUTSIDE THE RV" – PARTS A, B, and C – Initials: _____

SECTION 2. – INSIDE THE RV

PART A – THE CABIN OR HOUSE

ESCAPE HATCH

- Location and emergency use **ONLY!**
- Securing before moving
- WARNING** danger for kids, it's easy to open

ROOF VENTILATION

- Location
- Never drive with vents open

TV TRAY – CABLE HOOK-UP

- How big a TV can be used?
Size and weight
- How to hook-up cable

- Antennas and power boosters
- What is safe when the RV is moving

THERMOSTAT

- Location
- Ventilation
- When it's **SAFE** to use

FURNACE AND THE BATTERY

- How they work together
- How to start the furnace

AIR CONDITIONER

- Protecting the generator –

voltage regulator

- How to start and stop
- When to use with other appliances

TOILET

- Pump switch
- If bowl won't hold water
- Type of paper
- Maintenance after emptying the tank – chemicals
- What to do with a clog

PART A – THE CABIN OR HOUSE (Continued)

SHOWER

- Fiberglass is fragile
- DO NOT** use for storage
- DO NOT** shower while the RV is moving

REFRIGERATOR

- Setting the temperature
- Operation when the RV is parked
- Be careful about heavy weight in the doors
- Turn OFF when fueling**
- Operation when the RV is moving
- Leveling

MICROWAVE

- Never use with the AC on
- Use **ONLY** Microwave safe items

STOVE

- Cooking with gas
- Lighting the burners
- Lighting the oven

- The proper tool to light the stove
- Watch your clothing
- Never use to heat the inside of the RV
- DO NOT** use if RV is moving
- High Speed burners **CAUTION**

MONITOR PANEL

- Location
- Reliability – only accurate when parked

BEDDING SET-UP

- Location of beds
- Location of seat belts
- Everyone **MUST** be belted when RV is moving

FIRE EXTINGUISHER

- Location
- Not for camp fires
- How to use – pull, point and push

- Clean-up

SMOKE DETECTOR

- Location
- Test
- What to do if it goes off while cooking

PROPANE LEAK DETECTOR ALARM

- Location
- False alarms caused by hair sprays, perfume, cleaning solvents, low battery power or exhaust
- Safety features – auto shut off
- What to do if the alarm goes off

CO DETECTOR

- Location
- Features

PART B – THE DRIVER'S SEAT

HOOD RELEASE

- Location and operation

EMERGENCY BRAKE

- Location
- How to set and release

DRIVING FLASHERS

- Location
- Test

WIPERS

- Location
- Test

DASH AIR CONDITIONER

- Best not to use driving up hill

CRUISE CONTROL

- How to use
- When to use and why

WINDSHIELD

- Repairing chips before they become cracks

O/D TRANSMISSION

- How to turn on and off
- Purpose
- When to use

I understand SECTION 2 "INSIDE THE RV" – PARTS A and B – Initials: _____



SECTION 3. – HOW AN RV DRIVES DIFFERENTLY THAN A CAR

VEHICLE HEIGHT

- Actual height and width noted
- Clearance for the AC _____
- Trees

ROOF AND AC DAMAGE

- Who pays for what?

INSURANCE AND THE UNDERCARRIAGE

- What is and is **NOT** covered by insurance

VEHICLE WEIGHT

- Loading capacity _____
- Maximum load, full tanks

LEVELING VEHICLE

- Why
- Refrigerator

VEHICLE STOPPING DISTANCE

- Give yourself room
- The safest way to slow down
- ABS brakes
- Hills
- Over heating

VEHICLE LENGTH

- Leaving the driveway watch the **ANGLES Turning sharp extends the rear end _____ feet.**

VEHICLE WIDTH

- CAUTION** mirrors add 2 feet, watch for signs and branches

BACKING UP VEHICLE

- NEVER BACK-UP** without a spotter to guide you that you can see in the side mirrors
- Look over the area from outside of the RV – **BEFORE YOU BACK UP!**

VEHICLE MIRRORS

- Set for each driver
- Check before you drive

I understand SECTION 3 "HOW AN RV DRIVES DIFFERENT THAN A CAR" – Initials: _____

HOW TO GET YOUR DEPOSIT BACK

1. Gas Tank _____
Waste Tanks _____

2. Interior _____
Exterior _____

3. Vehicle must be undamaged inside and outside.

I understand the deposit requirements

Initials: _____

TEST DRIVE

You have the right to test drive the vehicle or to decline the test drive.

Renter declined test drive _____ Date _____

Renter has taken the test drive and vehicle was in satisfactory condition.

Performed test drive _____ Date _____

I acknowledge that I initialed SECTIONS 1, 2, and 3, and that I understand each item and received a copy of this checklist.™

Name _____ Date _____