



Curtis Trailers RV Owner Workshop

"Where you can learn from the experts"

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Statement of Excellence

When you join the Curtis Trailers family of customers, you will enjoy the following benefits:

- ❖ Trained and knowledgeable sales staff of all the products we sell.
- ❖ Your salesperson will be with you each step of the way, from trailer selection to financing, from accessory choices to tow vehicle setup.
- ❖ Your salesperson will also perform a “walk through” with you, teaching you how to operate and enjoy your new trailer. When you shop with our competitors, chances are you will be “informed” on the use of your trailer by a trailer lot attendant.
- ❖ Your salesperson is trained to offer you the right equipment for your towing enjoyment. The trip there should be just as enjoyable as the destination.
- ❖ Our Eastside service department is the largest in the area, offering evening hours till 9:00 p.m. to better accommodate your busy schedule. No one else offers this flexibility.
- ❖ We offer New Owner workshops to answer your questions with our trained service staff and technicians. If you can not remember everything your salesperson educated you about your trailer, then attend one of our work shops. In fact, they are so popular many people attend more than once. The seats fill up fast, so reserve your seat today with our receptionist.

Join the Curtis Trailers Family & You Will See Why We Sell More Trailers Than Anyone Else in Portland.

WHAT YOU WILL LEARN

1. APPLIANCES

- a. REFRIDGERATORS
- b. STOVE/OVEN
- c. WATER HEATERS

2. CLIMATE CONTROL

- a. FURNACES
- b. AIR CONDITIONERS
- c. FANTASTIC VENTS
- d. VENTS
- e. CONDENSATION

3. SLIDE OUTS

4. WATER SYSTEMS

- a. FRESH TANKS, GREY TANKS, BLACK TANKS
- b. CITY HOOKUP

5. ELECTRICAL SYSTEMS

6. LIQUID PROPANE GAS (LPG) SYSTEM

7. ENTERTAINMENT SYSTEMS

8. TOWING/HITCHING

- a. LOAD LEVELING
- b. SWAY CONTROL
- c. BRAKE CONTROLLERS

9. SETUP

10. WARRANTY PROCEDURES

1. APPLIANCES

A. Refrigerators

a. What do I need to know:

- i. Most come with an “auto” mode- this will determine the best source of power, i.e. LPG (propane) or 110V AC (shore power).
- ii. Most allow you to override the “auto” mode and manually select the source of power.

b. What does this mean to me:

- i. You may choose to run on 110V AC to preserve your LPG supply, such as cooling your fridge before leaving on a trip.
- ii. LPG will cool your fridge faster than 110V AC.
- iii. If you choose to use LPG, and your shore power is connected, you must still have your batteries charged and connected for the electronics in the fridge to operate. The batteries act as a filter for what is called AC Ripple. Your fridge may shut down if too much AC Ripple is present.

c. What is the most common oversight for newcomers:

- i. Not leaving the fridge door cracked to prevent mold during storage. Either leave them open or use the built in door stops to keep them open.

d. If there is only one thing I remember tonight it should be:

- i. Do not travel with the LGP turned on to operate the fridge. Not only is it likely that the wind will blow out the flame, but it is a recipe for an accident to occur.



B. Stove/Ovens

a. What do I need to know:

- i. Most stovetops come with built in igniters, however, you will most likely have to manually light the pilot light for the oven.
- ii. To light the burners and the oven pilot, you will most likely have to push the knob in to light. For most oven pilot lights, you will have to keep the knob pushed in for up to 60 seconds to allow the pilot flame to heat the thermo coupler to operating temperature.



b. What does this mean to me:

- i. If you are having trouble keeping the pilot light lit, try pulling off the knob and relighting by pushing in the valve shaft that the knob attaches to. If the flame stays lit without the knob, then the hole in the knob may be too long and not allowing you to push the valve shaft in far enough before the knob comes in contact with the faceplate of the stovetop. Try shortening the length of the knob hole by putting in the corner of a business card.

c. What is the most common oversight for newcomers:

- i. Not understanding that each time you disconnect and reconnect your LPG tanks, air is allowed into the LPG lines. It may take a few seconds for the LPG to “push” all the air out, thus delaying how fast the burner will light.

d. If there is only one thing I remember tonight it should be:

- i. Do not travel with the LPG turned on to operate the oven or stovetop. As enticing as it may sound to have your roast cooked by the time you arrive at your camp spot, this is simply an unwise and dangerous decision.

C. Water Heaters

a. What do I need to know:

- i. While most water heaters operate on LPG, several models now operate on LPG and 110V AC.
- ii. Most water heaters require the batteries to be charged and connected to operate the control board electronics when operating on LPG and even when plugged into shore power. The batteries act as a filter for what is called AC Ripple. Your water heater may shut down if too much AC Ripple is present.



b. What does this mean to me:

- i. If you have access to 110V AC, then you may choose to relieve the LPG demands by operating your water heater on 110V AC. Your LPG system may not be able to supply the needs of the 3-4 stovetop burners, the oven burners, the furnace, and the water heater demands all at once. By operating the water heater on 110V AC you may improve the performance of the other LPG appliances.
- ii. If you find that you are constantly running out of hot water, contact Curtis Trailers to explore upgrade options to larger tanks, providing more hot water.

c. What is the most common oversight for newcomers:

- i. When the red light is on, that is not good. Generally there is a red light next to the water heater switch. This will normally turn on momentarily when you first turn on the water heater, then it will go out. Anytime the red light is on, the water heater is not working.
 1. You may need to check your 12V DC supply from your batteries.
 2. You may need to check your LPG supply.
 3. You may need to have your water heater serviced for obstructions or debris such as spider webs or carbon buildup.

d. If there is only one thing I remember tonight it should be:

- i. Do not turn on your water heater, LPG or 110V AC, without water in the water heater tank. You must transfer water from the fresh water tank or the city connection to the water heater tank. This is simply done by turning on any hot water faucet till a steady stream of water comes out. Failing to do so will damage your hot water heater.
- ii. It is normal to have water weep or drip out of the pressure relief valve. Although this is vastly different than what you are used to in your home, due to the nature and design of the RV water heater, it is not able to constantly maintain an "air gap" in the tank, as your home water heater is able to.

2. CLIMATE CONTROL

A. Furnaces

a. What do I need to know:

- i. Most are LPG operated, though they still require electricity to power the electronics and the blower that supplies air throughout the vents. The electricity can be from either the 12V DC supply from the batteries or the 110V AC from the shore power.
- ii. Some models now include an electric element that allows you to conserve your propane supply and use the 110V AC shore power to activate the electric element to provide the source of heat.
- iii. Some coaches now are equipped with a “dry mode” that acts as a dehumidifier.
- iv. Your coach is most likely equipped with two sets of ducting. One set is in the ceiling for air conditioning, and the other set is in the floor for heating.



b. What does this mean to me:

- i. Most coaches require the batteries to still be charged and connected to operate the control board electronics when operating on LPG and even when plugged into the shore power. The batteries act as a filter for what is called AC Ripple. Your furnace may shut down if too much AC Ripple is present.
- ii. The furnace blower can consume a major portion of the available electric charge in the batteries in just one night.
 1. To conserve battery charge when dry camping, lower the thermostat setting, avoid using coach lights, reduce the length of time the furnace is needed.

c. What is the most common oversight for newcomers:

- i. If your coach is equipped with a remote control for the thermostat, most have an “I Feel” mode. This mode requires the furnace and the air conditioner to take its’ room temperature readings from the remote itself and not from the unit on the ceiling.
 1. By using the “I Feel” mode, you will avoid wide temperature swings. When the furnace is allowed to use the ceiling thermostat readings, outside temperature and wind conditions can give it a false reading, thus causing the wide temperature swings of when the furnace comes on and goes off.

d. If there is only one thing I remember tonight it should be:

- i. Your furnace operates much like your home heating system. Simply turn it on and/or set the desired room temperature.

B. Air Conditioners

a. What do I need to know:

- i. Not all coaches are equipped with air conditioners. It is generally considered an option with most manufacturers and it is up to the person ordering the trailer to request one, whether it is the customer or the dealership ordering it.
- ii. However, if your unit did not come equipped with a manufacturer installed air conditioner, Curtis Trailers can easily and professionally install it.
- iii. Air conditioners require a large supply of electricity to operate.



b. What does this mean to me:

- i. Your air conditioner requires 110V AC shore power to operate. It will not operate on 12V DC battery supply.
- ii. If you choose to use a generator to supply 110V AC shore power, it will need to be at least 3000 watts. Contact Curtis Trailers for your generator options and pricing.

c. What is the most common oversight for newcomers:

- i. Not cleaning the filter in the ceiling grate, it can become clogged over time.

d. If there is only one thing I remember tonight it should be:

- i. Check to see if your system has a remote control, and determine if it has an "I Feel" mode.

C. Fantastic Vents

a. What do I need to know:

- i. Operate automatically based off a desired temperature setting. The vent will automatically open and close, and the fan activates as needed to maintain the desired temperature.
- ii. Fantastic vents do not produce heat or chilled air. They simply exchange outside and inside air as needed.



b. What does this mean to me:

- i. Fantastic vents are a great accessory to act as an alternative to heating and air conditioning needs on mild temperature days. Curtis Trailers offers these accessories at a value-packaged price.
- ii. Fantastic Vents do not require 110V AC shore power; they can operate off 12V DC battery power with little power consumption.

c. What is the most common oversight for newcomers:

- i. Not turning off the unit during storage, it can drain the batteries.

d. If there is only one thing I remember tonight it should be:

- i. Confirm that your vent cover is down before traveling or storing to prevent damage.

D. Vents

a. What do I need to know:

- i. Vents are an essential element to enjoyable RVing. They provide the necessary ventilation to reduce condensation, odor control, and temperature control.

b. What does this mean to me:

- i. Generally the shower room vent is equipped with a powered fan to speed the process of eliminating condensation and moisture problems.

c. What is the most common oversight for newcomers:

- i. Leaving the vents up during travel and storage, this will increase the chance of damage.

d. If there is only one thing I remember tonight it should be:

- i. Do not leave your vents up when parking the coach, there can be branches that will damage it or break it off. Then if it rains, you will have a serious leak.

E. Condensation

a. What do I need to know:

- i. Condensation is the accumulation of moisture trapped in the coach that is seen in the form of water droplets against a cool surface, such as a wall or window.
 - ii. This moisture is created from cooking, showers, humidity, and human beings. You would be surprised how much moisture is created from just two people staying in the coach for the weekend.
- b. What does this mean to me:**
- i. Condensation, left unattended, can create mold, mildew, and dry rot problems. In addition it can also cause wall coverings to peel off, and create odor issues.
 - ii. However, condensation can be easily treated with proper ventilation and/or the use of dehumidifiers. Simply open a window or vent to allow the moisture to escape outside.
- c. What is the most common oversight for newcomers:**
- i. To mistake condensation for water leaks. Try to increase ventilation and see if the water eventually goes away.
- d. If there is only one thing I remember tonight it should be:**
- i. Condensation is a constant enemy. Left unaddressed, it could create expensive repairs. Simply providing some ventilation is all that is needed generally.

3. SLIDE OUTS

A. Operation

a. What do I need to know:

- i. Slide outs are operated generally be either hydraulic or gear driven assemblies. Over the years manufacturers have made them quite reliable, providing years of trouble free use.
- ii. Slide outs do require maintenance and periodic inspections by a qualified technician. It would be easy to remember twice a year:
 1. At the end of the camping season to determine if any repairs are necessary and to prepare for winter storage.
 2. At the beginning of the camping season to confirm that it is ready for the camping season and that no moisture, rust, pest, or other problems have occurred during winter storage.
- iii. Generally all slide outs have a manual override device, allowing you to manually retract the slide out, enabling you to return the trailer safely to Curtis Trailers for repair.
 1. Check with your owner's manuals, they will be either a hand pump for hydraulic systems or a crank system for gear driven motors.

b. What does this mean to me:

- i. When the slide out is extended, it can become a "shelf" or "platform" for debris such as leaves, pine needles, branches, snow, and water to land on. Be sure to clean all debris off before retracting the slide out.
- ii. Contact Curtis Trailers for slide out awning cover options to deflect debris off the slide out.

c. What is the most common oversight for newcomers:

- i. Not making sure that there are no obstacles in the way of the slide out before extending.

d. If there is only one thing I remember tonight it should be:

- i. To prevent leaks, the slide out should either be fully extended or fully retracted. Leaving the slide out partially engaged does not provide a tight seal.

4. Water Systems

A. The three tanks – Black, Grey, & Fresh:

a. What do I need to know:

- i. As a self contained unit, your RV is capable of supplying and storing all phases of the water containment:
 - 1. Black- holds all the water and sewage that is passed through the toilet.
 - 2. Grey- holds all the water and waste that is from the sinks and shower.
 - 3. Fresh- supplies all potable water for drinking, cooking, showers, and toilet.
- ii. What can determine the length of your dry camping trip are the sizes of each of these tanks. You will notice that Sport Utility Trailers are designed for extended dry camping periods and can carry upwards of 120+ gallons of fresh water. Compare this to 40-60 gallons in the average RV.
- iii. Obviously, if you are camping with full hookups, then the size of the tanks is not a concern.

b. What does this mean to me:

- i. It is very important for hygiene, performance, and odor control to empty the tanks whenever possible.
- ii. Use a quality chemical to control odor and increase waste breakdown in your black and grey tanks with each use.
- iii. When camping in cold temperatures, holding tanks can freeze during travel.

c. What is the most common oversight for newcomers:

- i. Putting non-biodegradable products down the toilet such as: diapers, feminine products, kids toys, etc.
- ii. Not utilizing the **SAN-T-FLUSH**, if equipped, or a wand to periodically wash the black tank. If your RV is not equipped with a **SAN-T-FLUSH**, then contact Curtis Trailers for pricing and installation dates.
- iii. Over filling the fresh water tank, causing it to expand, and possibly causing damage. When the water “spits” back out the breather tube, it is full.

d. If there is only one thing I remember tonight it should be:

- i. Do not empty the tanks without protection: gloves, eye protection, shoe protection, and use the supplied sewage hoses. Try to be sanitary.

B. City Hook up

a. What do I need to know:

- i. The pressure of the incoming water supply can change drastically at the same camp spot several times during the day as the water demand increases and decreases throughout the camp. Always use a water pressure regulator.
- ii. Check the parts department at Curtis Trailers for water filter options. This will help remove the various water tastes and odors found with different water supplies.

b. What does this mean to me:



- i. Be aware that if you camp in cold temperatures, your supply hose is susceptible to freezing unless it is protected from the cold temperatures.
 - ii. There are two fresh water ports on your trailer, one for filling the fresh tank only and one to supply city hook up water to the coach, one will not cross over to the other.
- c. What is the most common oversight for newcomers:**
- i. Not understanding that the white hose that is supplied is a special “food grade” hose that will not give you the “garden hose” taste in your water supply. Therefore newcomers may treat the white hose as any other hose and use it for sewage disposal and other such items.
- d. If there is only one thing I remember tonight it should be:**
- i. Always make it a habit to turn off all water faucets when not in use, because they could cause flooding in the coach, if left on when you hook up the city water supply.

5. Electrical Systems

A. Basic Understanding

a. What do I need to know:

- i. Your coach is capable of operating on both AC and DC current systems.
 - 1. 110V AC operation requires a power source from either a generator or through the use of the shore power cord plugged into an AC outlet.
 - 2. 110V AC will provide the power to operate all your appliances and accessories in your RV. Though some items may operate on 12V DC, the AC power will operate the “power converter” (if equipped) that will produce the 12V DC power to operate them and recharge your batteries.
 - a. Some appliances still require the presence of good charged batteries to act as a filter for what is called “AC Ripple”.
 - 3. When shore power is not available, then your RV can operate some appliances and accessories using the 12V DC that is provided by your batteries. DC power is used because it can be stored in batteries, as AC power cannot be stored.
 - a. Some common items that will not work using 12V DC power are microwaves, air conditioners, heat pumps, and large entertainment systems.



b. What does this mean to me:

- i. If you plan to primarily dry camp, then you may want to explore options to increase the amount of 12V DC that you can store, thus allowing you to operate your appliances and accessories longer. Contact the service department at Curtis Trailers to explore both 12V DC and 6V DC options.

- ii. Many newer RV's now come with generator options that allow you to run your AC appliances, and to recharge your batteries. Curtis Trailers can supply you with either RV installed or stand alone systems to meet your power requirement needs.
 - iii. Many newer RV's come solar power ready. This means that Curtis Trailers can install the solar power system of your choice and integrate it seamlessly into the electrical systems. Solar power is generally used to recharge batteries; it will not operate AC appliances or accessories.
- c. What is the most common oversight for newcomers:**
- i. Not turning all power consuming items off when not in use, thus draining the batteries.
 - ii. Not maintaining the battery water levels, this will cause premature failure.
- d. If there is only one thing I remember tonight it should be:**
- i. Understand that the LP gas detector is always on, it cannot be shut off. Therefore, it will drain your battery in a couple of weeks in storage. Either disconnect the batteries or activate the manufacturer's battery disconnect switch if installed.

6. Liquid Propane Gas (LPG) Systems

A. Basic Understanding:

a. What do I need to know:

- i. Most RV's are equipped with a LPG system to provide fuel for stoves, ovens, water heaters, furnaces, and some BBQ systems.
- ii. Years of reliable service have proven LPG to be both safe and efficient. However, certain safety measures are to be taken at all times to prevent accidents.
- iii. Your LPG appliances operate on a narrow margin of "pressure" from the LPG. This pressure is temperature sensitive, to the point that in very cold temperatures, you will notice a performance drop in your appliances in available heat output.



20# Vertical



20# Horizontal with Gauge

b. What does this mean to me:

- i. Never, Never, Never tamper, alter, service, or damage your LPG system. This includes appliances, hoses, tubing, tanks, regulators, etc.
 - 1. Doing so can create dangerous and explosive situations that can be both costly and deadly.
- ii. If you suspect a problem or need service, please contact Curtis Trailers to have one of our certified LPG technicians perform the repair.
- iii. It is recommended to have your LPG system checked twice a year by trained technicians, a service that can be performed at Curtis Trailers.
 - 1. At the end of the camping season, to determine if any leaks have developed or repairs needed during the summer usage and to prepare it for winter storage.
 - 2. At the beginning of the camping season, to clean out debris, spider webs, mud daubers, flies, and mice that can clog the burner assemblies.

c. What is the most common oversight for newcomers:

- i. Not confirming that the hoses are tight when reconnecting to the LPG tanks. This can cause the LPG to leak out and eventually empty the tanks.
 - ii. Not knowing what LPG smells like. A chemical is added that smells like sulfur or rotten eggs to notify the owner of a leak.
- d. If there is one thing I remember tonight it should be:**
- i. Never, Never, Never, Never, Never tamper, alter, service, or damage your LPG system. This includes appliances, hoses, tubing, tanks, regulators, etc.
 - ii. Nearly all the U.S. states either have or will soon enact laws to prevent the use of LPG appliances during travel.

LP Gas Regulators

SERVICE SIDE

Black Lever is pointing to this side.



RESERVE SIDE

Black Lever is pointing away from this side.

WHAT IS A CHANGEOVER REGULATOR?

The two-stage changeover regulator offers the convenience of changeover from empty to full gas cylinders, plus the additional efficiency of two-stage pressure regulation. The top portion of the changeover is a dual high pressure regulator, which reduces bottle pressure to approximately 10 to 15 PSIG and sends it to the second stage regulator, which completes the regulation process by reducing the 15 PSIG inlet pressure down to 11 inches of water column outlet pressure.

Make sure there is propane in both cylinders before you start. Rotate the black lever on the top front side of the regulator toward the cylinder you want to use first. This will be the “service” cylinder and the other will be the “reserve” cylinder. Slowly open both cylinder valves. The indicator on the top of the regulator will turn bright green. The indicator color will stay green as long as there is fuel coming from the service cylinder. When the service cylinder empties, the regulator will start drawing an uninterrupted fuel flow to the system. When it switches over, the indicator color changes from green to red. This red color signals that the service cylinder is empty and needs to be filled. To remove the empty cylinder, rotate the black lever all the way over towards the reserve cylinder. The indicator will turn green and the reserve cylinder becomes the service cylinder. Next, shut off the cylinder valve on the empty cylinder. Now disconnect the cylinder and have it refilled. After filling, reconnect the pigtail and slowly open the cylinder valve. The full cylinder now becomes the reserve cylinder.

7. Entertainment Systems

A. Basic Understanding:

a. What do I need to know:

- i. Most all RV's are equipped with a stereo and are television ready. This means that if the manufacturer does not provide a TV, then generally there will be AC (standard plug) & DC (standard "cigarette lighter" plug) power supplies and possibly an external roof mount antenna port.
- ii. Several new RV's are equipped with full functioning Dolby 5.1 Surround Sound systems with large screen TV's.



b. What does this mean to me:

- i. If your RV is equipped with a roof mounted external antenna, then most likely there will be a switch that will amplify the antenna signal.
 1. Note, that if your RV is equipped with an external cable TV port, then when the signal amplifier is turned on it will "turn off" the cable TV signal and only deliver the roof mounted antenna signal to your TV. This provides an effective switch to choose from cable or antenna signals.
- ii. When considering satellite television options, try to determine if you will need a roof mounted or stand alone system. Curtis Trailers can assist you with both options with our value packaged pricing.
 1. If you camp where there are lots of trees, as most campgrounds in the Northwest have, you may need a stand alone system. A stand-alone system will allow you to relocate the base to an area with a clear view of the southern sky.



c. What is the most common oversight for newcomers:

- i. Leaving the roof mounted antenna in the up position during travel, possibly damaging it.

d. If there is only one thing I remember tonight it should be:

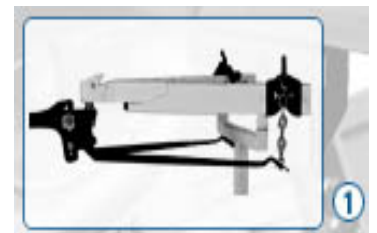
- i. Most of your televisions that are 13" in size or bigger most likely will require AC power supply.

8. Towing & Hitching

A. Load Leveling:

a. What do I need to know:

- i. Load leveling is essential for larger trailers as a means to provide proper weight distribution to all axles.



- ii. If not installed or applied correctly, then problems can occur with steering performance, ride comfort, improper tire and suspension wear, and overall handling of the trailer and tow vehicle.

b. What does this mean to me:

- i. One simple way to understand is to imagine using a wheelbarrow. By lifting up on the handle, you are transferring the weight to your feet and the front wheel.
- ii. Proper initial setup is critical for accurate weight distribution, please contact Curtis Trailers if you have any questions, or have made any changes to your towing vehicle or trailer.
- iii. The chains on the tension bars allow you to adjust the amount of leveling.
- iv. The tension bars come in various weight ratings, depending on the tongue weight of the trailers. Too small of a weight rating will not provide the needed leveling and distribution, too much of a weight rating and the ride will be harsh and uncomfortable. Your Curtis Trailer Salesperson and Service Department will be able to assist you determining the correct size.

c. What is the most common oversight for newcomers:

- i. It can be confusing to understand the principle of the load leveling system. Newcomers are, due to lack of understanding, prone to simply repeating a memorized process instead of applying a proper leveling adjustment. With a little understanding, you can improve your towing experiences.

d. If there is only one thing I remember tonight it should be:

- i. The tongue weight of the trailer is pushing down on the tension bars with tremendous force. If you do not reduce the tension/force by using the tongue jack to raise the tongue up, you can risk injury when disconnecting the tension bars, as the tension bar will want to surge downward pulling the chain with it.

B. Sway Control

a. What do I need to know:

- i. Sway control is often one of the most overlooked items to improve safety and towing pleasure.
- ii. Your trailer will respond to high winds, bow pressure from passing semi-trucks, and rutted or grooved road conditions. Sway control is the application of a device that will limit the swaying of your trailer in those conditions.
 - 1. Most devices work on some form of friction that will slow, dampen, or reduce the amount of sway.
- iii. Curtis Trailers offers three economically priced options that each offers different levels of performance and user friendliness.



b. What does this mean to me:

- i. If you find yourself “white knuckle” driving as you react to the trailer swaying, then you may need to install or upgrade a sway control device. Once you do, you will find yourself more relaxed and enjoying your driving time. Towing today’s



modern trailers can be as enjoyable as the camping itself.

c. What is the most common oversight for newcomers:

- i. Forgetting to disconnect the friction bar before making sharp turns in reverse. This can bend the friction bar. However, if you have the dual cam or equalizer options, then you can make sharp turns in reverse with no damaging effects.

d. If there is only one thing I remember tonight it should be:

- i. Sway control is more than a towing tool; it provides a great measure of safety.

C. Brake Controllers

a. What do I need to know:

- i. There are 3 basic types of brake controllers;
 1. Pendulum- must be "leveled" and may require power-setting adjustments throughout the trip. Generally, they are either on or off, they do not provide a variable increasing and decreasing power supply through the braking procedure. Braking can be stiff or harsh.
 2. Motion- must be "leveled" and may require power-setting adjustments throughout the trip. Generally, they are either on or off, they do not provide a variable increasing and decreasing power supply through the braking procedure. Braking can be stiff or harsh. These offer better performance than pendulum style, they are not affected by terrain steepness as much.
 3. Inertia- the best of the best. These are self-leveling; provide variable power supply throughout the braking procedure. These provide the smoothest braking and do not require adjustments during the trip. Usually provide a digital display with diagnostic features.



b. What does this mean to me:

- i. Combined with a good sway control system, an inertia style brake control can improve your towing experience dramatically.
- ii. Curtis Trailers recommends that a brake controller be installed for all trailers equipped with electric brakes, regardless of the size or braking capabilities of the tow vehicle.
- iii. Curtis Trailers can install any of the three styles of brake controllers on your tow vehicle as an initial installation or upgrade.

c. What is the most common oversight for newcomers:

- i. If your brake controller does not have diagnostic capabilities, it may not be able to alert you if you did not secure your lighting plug into the socket on the tow vehicle and it has come out.
- ii. Not knowing how to reset the brake controller if kids or other people have adjusted the settings.

d. If there is only one thing that I remember tonight it should be:

- i. Seriously consider upgrading to an inertia style controller.

9. Camp Setup

A. Basic Setup

a. What do I need to know:

- i. Stabilizer jacks are for stabilizing and not for lifting.
 1. Using the stabilizer jacks to lift the trailer wheels off the ground will damage them.
- ii. With today's heavier tongue weights, you may want to consider a power tongue jack. These are simple and inexpensive items to install quickly.
- iii. Always chock your tires to prevent the trailer from rolling.
 1. Wheel chocks that provide expanding pressure from between the tires can vastly improve trailer stability, eliminating minor trailer movements when you walk from one end of the trailer to the other.
 2. Curtis Trailers Parts Department offers several varieties.
- iv. Always make sure that your landing gear is secured and the pins are in place for your 5th wheel before applying pressure to them.
- v. Awnings not only provide shade and rain protection; they can enhance the appearance of your trailer. In most cases, Curtis Trailers can simply exchange the fabric to replace a faded or damaged fabric that will breath new life into the appearance of your trailer.



b. What does this mean to me:

- i. If you make a simple routine of doing the setup in the same order each time, not only will you become faster at it, you will be less likely to forget a step.

c. What are the most common oversights for newcomers:

- i. Lowering the rear stabilizer jacks before lifting the tongue off the tow vehicle.
 1. By doing so, the trailer cannot pivot down in the rear. You are essentially trying to lift the entire trailer off the ground.
- ii. Not chocking the wheels adequately and the trailer moving forward and damaging the tow vehicle when the tongue is lifted off the hitch.
- iii. Leaving the awning up in high wind conditions, this can severely damage the awning and the RV.
- iv. Not moving the awning strap to the center of the awning before rolling up. If left on the end, it will flap in the wind and become tangled.
- v. Not leaving enough room for the slide outs to extend when parking the trailer.
- vi. Not having a spotter help park the trailer. Too often stumps are backed over, damaging the underbelly of the trailer or the axles.

d. If there is only one thing I remember tonight it should be:

- i. RVing is a very rewarding and enjoyable past time. After a couple of trips, you will be an old pro and will focus on enjoying the location that you are staying at.
- ii. Curtis Trailers is here to help you find the peace and relaxation that RVing can offer. Do not hesitate to contact us for the solutions to your dreams.

10. Warranty Procedures

A. Basic Understanding

a. What do I need to know:

- i. Warranty provides the repair or replacement of an item(s) due to workmanship defect or product failure.
- ii. Warranty does not cover the repair or replacement of an item(s) due to wear and tear, misuse, or improper use.
- iii. Warranty does not cover items that naturally expire such as light bulbs, fuses, LPG fuel, or sealant.
- iv. Warranty does not cover items that have not been properly maintained as directed by the manufacturer.
- v. Warranty does not cover the cost to diagnose NPF issues (No Problem Found).
 1. Basically, you need to be prepared to pay retail labor rates if the technician determines that everything is operating correctly or that the owner was improperly operating the item.
 2. For example: A customer mistakenly leaves the outside shower water controls turned on, but has the shower handle turned off, thus no water flow. But, leaving the controls on, allows the hot and cold water to mix in the plumbing lines and will produce cold or cool water temperatures for the inside shower. The customer brings the trailer in for a warranty repair to the water heater for lack of hot water. When the technician performs his diagnosis checklist and determines the outside controls were left on, then there is no workmanship defect or product failure to claim in the warranty process and the customer is then responsible for the diagnosis fee at retail labor rates.
 - a. This is an unfortunate situation for the customer, a simple oversight on their behalf. However, our Service Advisors receive training to help spot simple items like this during the check-in procedure and hopefully get you on your way with minimal costs.

b. What does this mean to me:

- i. If you have a question on the warranty procedures and coverage from your manufacturers, please contact Curtis Trailers for more information.
- ii. Different manufacturers offer different warranty coverage time periods. All start from the first purchase date of the first owner. If you are not the first owner and would like to find out if you have warranty coverage from the manufacturer left, please contact the service department at Curtis Trailers.

c. What is the most common oversight for newcomers:

- i. Not understanding that when ordering parts from the manufacturer for warranty replacement, it can take up to 3-4 weeks sometimes to have them shipped to us from the mid-west. Generally, we are able to receive parts in 1-2 weeks, pending availability.
- ii. Not providing enough information for the technician to understand or duplicate the symptoms. This is especially crucial with intermittent issues.

d. If there is only one thing I remember tonight it should be:

- i. Manufacturers require that approved technicians and repair centers do the repairs; this is generally referred to the dealer(s) who represents the manufacturer. Though at times, mobile repair technicians may be approved to perform the repair onsite, the customer will have to pay the service fee.

Manufacturer Contact Information

Thor- Wanderer, Tahoe, Vortex, Summit, Wave 1-888-697-8467

Komfort- Komfort, Trail Blazer, KarryAll 1-503-722-5199

Keystone- Cougar, Challenger, Springdale, Outback 1-574-534-9430

Star Craft –Tent trailers, Travel Star, Aqua 1-260-593-2550

Teton Homes- 1-307-235-1525

Alfa- SeeYa 1-800-373-3372

Forest River- Cardinal 1-574-389-3231

Weekend Warrior- 1-800-500-9914

Lance- 1-800-423-7996

Landmark- 1-574.262.5992

Curtis Trailers New Owner Workshop Course Evaluation

Please take a moment to answer a few questions about the workshop this evening. Your response will help us to improve and focus our presentation in the areas you as a customer are most interested in. When you are finished, please leave them on your seat or with a Curtis Trailers employee attending this evening.

	Extremely Dissatisfied			Extremely Satisfied	
	1	2	3	4	5
1. Did the workshop start on time?	1	2	3	4	5
2. Did the workshop end on time?	1	2	3	4	5
3. Did the speaker present relevant information?	1	2	3	4	5
4. Did the speaker present the information in an entertaining and educational way?	1	2	3	4	5
5. Did you find the printed materials helpful?	1	2	3	4	5
6. Were your questions answered satisfactorily?	1	2	3	4	5
7. Did you find the displays helpful?	1	2	3	4	5
8. Were there adequate staff members to answer your questions after the presentation?	1	2	3	4	5
9. Would you recommend this workshop to others?	1	2	3	4	5
10. Any suggestions to offer for improvement?	<hr/> <hr/>				
11. Was this at a convenient time?	<hr/> <hr/>				